

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and the Environment Scrutiny Committee – 5 September

Subject: Update on the work to tackle homelessness and rough sleeping and the Manchester Homeless Strategy

Report of: Strategic Lead for Homelessness

Summary

This report provides an update on the work that is taking place to tackle homelessness and rough sleeping in the City. It covers the impact on Manchester of the implementation of the Homelessness Reduction Act 2017; presents information on the work to tackle rough sleeping; and covers the impact of the Cold Weather Provision.

The report includes the new draft Strategy for Homelessness for the City of Manchester. This Strategy is currently under discussion and will be signed off by the Homeless Partnership in September, for launching on the 10th October, World Homeless Day. The report also includes the Council's wider action plan for homelessness that will sit below the Strategy for comment.

Recommendations

Members are invited to consider and comment on the information contained within this report.

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes (if applicable)

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Reducing the number of people who are homeless, helping them into appropriate accommodation with help to access employment and learning opportunities will help Manchester become a thriving and sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Having public, private and voluntary sector organisations working together to help people who are homeless into volunteering and employment will help the objective of having a highly skilled city. Employment breaks the cycle of generational

	benefit dependency and will encourage children to access school and employment in later life.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Supporting people who are homeless to gain employment and accommodation will unlock their potential to help them become independent citizens who contribute to our city.
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

There are no background documents referred to in this report.

1.0 Introduction

- 1.1 Homelessness is not just people who sleep rough on our streets, but also consists of the much larger number of singles in hostel accommodation, families in dispersed accommodation, as well as those who are hidden homeless, those who sofa surf and stay with friends on a temporary basis.
- 1.2 Across Manchester there is an increasing number of individuals and families who are becoming homeless. The main reason stated is the loss of a tenancy in the private rented sector which has become the number one cause above domestic abuse. Government welfare changes, which include capping personal benefits and limiting the amount payable in rent via the Local Housing Allowance, have had a major impact.
- 1.3 Manchester has written a new strategy to help address homelessness across the city. The Strategy is not just a Council Strategy, but a city wide strategy that includes the public, private and voluntary sector organisations who are part of the Homeless Partnership, as well as people who have experienced homelessness in the past. This is because the Council understands that it is not possible to solve homelessness on its own. The Strategy also covers the work that is occurring on a Greater Manchester level, as it will not be possible to address homelessness without the support of the GMCA and our partner Local Authorities.
- 1.4 This report gives an update of how the Council is working to address homelessness, as well as providing the Strategy to show what the City will focus upon in the future.

2.0 Background

- 2.1 Addressing homelessness has become a regional and national priority. Nationally reported figures show an increase of 169% of the people who are sleeping rough since 2010. Alongside this, there has been a 48% increase in homelessness acceptances over the same period, with just over 59,000 households accepted as homeless in England in 2016/17. Losing a home can be the consequence of both structural and individual factors, approaches to reducing homelessness need to look at both of these factors.
- 2.2 Statutory homelessness is now far more closely associated with eviction from the private rented sector than from either of the other two major tenures; social rented and owner occupied. Nationally, there has been a 32% increase in acceptances for loss of an assured shorthold tenancy since 2010. Overtaking more personal reasons such as relationship breakdown. This is also the case in Manchester where loss of private rented sector accommodation has now become the most frequent reason for being accepted as homeless.
- 2.3 Welfare Reforms including the capping or freezing of Local Housing Allowance rates has been a major driver of the loss of private tenancies and homelessness. These reforms have also demonstrably restricted lower income households' access into the private rented sector. The number of Housing

Benefit/Universal Credit claimants who are private tenants is now some 5% lower than when the Local Housing Allowance reforms began in 2011, despite the continuing strong growth of the private rented sector overall. The private rented sector has doubled in size nationally in the last ten years, and rents have increased three times faster than wages nationally, homes in this tenure are increasingly unaffordable, particularly to households in receipt of LHA.

- 2.4 During the past 10 years the Council and Registered Providers have improved the quality of social rented properties across Manchester bringing all homes up to the Decent Homes Standard and more. Rents for social housing properties have also been reduced making them relatively more affordable than private rented properties. Along with the increasing quality and lower rents, tenants in social housing have much greater security of tenure than those in the private rented sector. Together these factors have increased the demand for social housing across the city.
- 2.5 The Homelessness Reduction Act 2017 (“the Act”) came into force on 3rd April 2018. The Act is the most radical change to the homelessness legislation in over 20 years, and has demanded that all local authority homelessness services in England significantly adapt and amend their practice to meet the aims and requirements of this new piece of legislation. The report gives detail about the ways that Manchester has responded to this change and our plans for ongoing change, whilst giving highlights on the current performance of the service and the pressures it is facing.

3.0 Impact of the Homeless Reduction Act and the implications for the Council

- 3.1 One of the principal aims behind the Homelessness Reduction Act is to ensure that all households who are homeless or threatened with homelessness will receive genuine and effective advice and assistance to help them secure accommodation. The historic position was that certain types of households who experienced homelessness, particularly single people or couples without dependent children, often received very limited advice and assistance when they approached the local authority for help. The Act seeks to remedy this situation by widening access to homelessness advice and prevention services for all households who are experiencing homelessness or who are at risk of losing their home.
- 3.2 Whilst the aims within the Act are positive, as they require the Council to intervene and work with households who are at risk of becoming homeless at a much earlier stage, they also present a number of challenges for the Council to meet. The Act has brought an increase in demand on services, by extending the timeframe that the Council must intervene to prevent homelessness and by extending the time in which the Council must work with a household to help them to secure accommodation.
- 3.3 To respond to the Act the homelessness service has implemented a number of changes. The Housing Solutions team, who deal with applications on the front line, has gone through a redesign to ensure all staff are on the same

grade and can all perform the same duties. The team has expanded in size with additional officers recruited to deal with the expected increase in demand and resource requirements that the HRA will bring. Working through the Homelessness Charter and the Prevention Action Groups, a number of volunteers have been embedded in the Housing Solutions team in order to assist with the initial triage and advice for customers who approach for assistance.

- 3.4 Initial indications and a review of data from the first quarter of 2018/19 show that this increase in resource is still not sufficient to deal with the increased number of presentations and, in particular, the additional administration time that needs to be spent on each new case. Footfall in the Housing Solutions Service for the first quarter of 2018/19 was 4097 households, with 1693 new cases opened. The number of new cases opened in the first quarter of this year represents a 3% increase from the first quarter in 2017/18, with a 15% increase in the number of formal homelessness applications taken over the same period. Since the implementation of the Act on the 3rd April 2018 the homelessness service has experienced an upward trend in approaches for assistance, and is currently averaging 30 new cases every working day.
- 3.5 Discussions with core cities and other homelessness services nationally have shown that other local authorities are also experiencing difficulties with the increased level of bureaucracy now needed as a result of the implementation of the Act. The impact of increased numbers of people accessing homeless services, and households spending longer in temporary accommodation, are being felt across the country. We are continuing to trial new ways of working on the front line and with our partners to respond to and meet this demand, focusing on greater investment in and delivery of 'upstream' prevention services, and recognise that the response to the Act will require an ongoing and evolving process over the coming months.
- 3.6 The response to the implementation of the Act also requires much closer partnership working in the City, acknowledging that there is much more that partners can do to effectively identify households who are at risk of becoming homeless and work with them earlier to prevent homelessness from occurring. An early expression of this closer partnership working can be seen in the work taking place to ensure our commissioned providers can deliver a HRA compliant prevention service to young people and to refugees in the City who are experiencing, or who are at risk of, homelessness. This will result in a single pathway for both young people and refugees and will reduce duplication across services. Work on an IT system that will automatically make referrals into commissioned services on a pre-agreed allocated basis is being developed. This should also ensure a single pathway into services. Roll out of this system is anticipated March 2019 to coincide with the new commissioned services commencing in April 2019.
- 3.7 As of 15th August 2018 there are 65 families and 115 singles in Bed and Breakfast (B&B) temporary accommodation. This type of accommodation is not considered suitable for families and should only be used in an emergency, when no other accommodation options are available. B&B use also represents

a significant cost pressure to the Council, as is it an expensive nightly paid accommodation option.

- 3.8 The service is continuing to work to reduce the numbers in B&B by identifying alternative accommodation, both temporary and settled. An investment in prevention services at the front line will also work towards reducing the number of households accommodated in B&B, as whenever the service prevents homelessness from occurring, it prevents the need to place a household in temporary accommodation.
- 3.9 The service has recently established four B&B support workers. These workers visit all households placed in B&B accommodation and triage the cases, in order to quickly determine an appropriate move on option. Where an accommodation duty remains in place, work takes place to quickly move the household into dispersed temporary accommodation units or into one of the Council's in-house temporary accommodation schemes. Single households can also be referred to specialist accommodation schemes such as Salvation Army, Creative Support, Redbank (Alcohol abstinent scheme) as appropriate to move them on from B&B accommodation.
- 3.10 All households are considered for a tenancy in private rented sector (PRS) accommodation as an alternative to ongoing temporary accommodation provision and an allocation of social housing. The PRS Team source properties and provide incentives such as rent in advance and/or a bond to landlords to encourage them to provide properties. Households who are experiencing homelessness or who are threatened with homelessness are also encouraged to source their own private rented property and the PRS Team will provide assistance, which can include financial assistance, where required.
- 3.11 In 2018/19 to date, the homelessness service have moved 120 households into the PRS either to discharge a homelessness duty or to prevent homelessness from occurring. It is becoming increasingly difficult to procure affordable private rented sector accommodation in many parts of the city due to the buoyant housing market. The service is now therefore looking to procure properties and help people to access PRS accommodation in neighbouring authorities within Greater Manchester where the cost of accommodation is more affordable than that within Manchester.
- 3.12 The total number of households in dispersed temporary accommodation currently stands at 1350, of which approximately 390 are placed outside the boundary of Manchester City Council. Placements in dispersed temporary accommodation are increasingly being made outside of the City due to the inability of providers to procure the amount of affordable accommodation in Manchester required to meet demand. Equally, due to pressures on the affordability of accommodation, we are increasingly procuring accommodation in particular wards in the north of the city (Moston & Harpurhey) due to the inability to find affordable accommodation in other wards and across the south of Manchester.

- 3.13 The cost of temporary accommodation to the Council is in excess of £3m in addition to what can be claimed through LHA. This cost is being met from additional council budget in 2018/19 (£2.1m) and the Flexible Housing Support Grant (£1.3m). The homelessness service is developing a proposal to transfer the management of the contracts for dispersed temporary accommodation from the Council to a Registered Provider of Housing. We expect a final decision to be made on this proposal in the autumn. If the management of the dispersed accommodation is transferred, this will help to alleviate some of the pressure on the temporary accommodation budget.
- 3.14 At the Greater Manchester Combined Authority, a proposal to set up a Social Lettings Agency (SLA) is being explored. The SLA would cover all the local authorities in Greater Manchester who are interested in establishing this scheme, and would help to deliver affordable PRS and temporary accommodation across the region.
- 3.15 Strategic Housing are exploring wider discussions with the private rented sector to understand if they could provide more properties at the prevention or temporary accommodation stage.
- 3.16 To improve rehousing prospects for households experiencing homelessness and to increase timely and effective move on from temporary accommodation, the Council has worked with Registered Providers to develop an update to the Manchester Move system. This system will automate the existing proxy bidding process, ensuring that homelessness applicants will have bids placed on any suitable property that is advertised, and reducing the workload demands on the floating support service staff. Automated bidding will guarantee that bids are placed for an applicant on any suitable property that is advertised for listing, improving the prospects of homeless households to be offered accommodation through our allocations scheme, and helping to reduce the overall length of occupancy in homeless temporary accommodation.
- 3.17 The Council currently has 68 families in temporary accommodation who require properties that have 4 or more bedrooms. There is currently a lack of this size property available in the city. In order to address this gap, the Council are jointly buying, in partnership with registered providers, larger sized properties for families to move into. To date four properties have been purchased and more are being sourced.
- 3.18 The Council's in-house accommodation schemes provide temporary accommodation for 338 households. This accommodation is split between a number of different schemes which provide accommodation and support models to meet differing needs; this ranges from emergency hostel type accommodation, short term accommodation for low needs, shared housing schemes and self-contained flats.
- 3.19 In 2015 the Homes and Communities Agency and the Department for Health jointly launched the Homelessness Change Programme. Manchester received funding from this programme to completely refurbish the Women's Direct Access Centre. This was a major piece of work that updated the residents' rooms, communal areas and staff offices, and required the staff and residents

to be relocated to other sites whilst the work was completed. The funding did not cover refurbishment of the grounds and garden in the Centre, so earlier this year the staff and residents worked with the Volunteering and Engagement Team at Manchester Metropolitan University (MMU) to explore possibilities for development of the grounds. This led to a team of volunteers from MMU, architecture groups and Laing O'Rourke being engaged to design and plan a new garden and grounds, involving residents of the centre at all stages of the process. The work was completed on the 7th June 2018, and the Centre hosted a garden party in July to celebrate the completion of the work and to thank the volunteers.

3.20 Manchester City Council's Shared Housing Scheme provides temporary accommodation for 160 residents in 14 shared houses dispersed across the city. The majority of these houses were built in the 1980's, and a few are much older. Plans have been agreed to refurbish each house, one at a time, with the work being funded by the Housing Revenue Account. This is a major piece of collaborative work involving staff from the homelessness service, shared housing residents, Northwards Housing and Manchester Working, who are responsible for ensuring that the work is carried out to a high specification, on time and in budget. The work requires residents to be temporarily housed in other schemes whilst the renovations take place. The programme of work is set to continue until February 2020. Two houses have been fully renovated so far, with work on 12 houses still to complete.

3.21 The Longford Centre was opened in March 2018, and provides short term temporary accommodation for single men, women, and couples without children who have low to medium support needs and who are over 18 years old. The centre works intensively with the residents to help them quickly find their own place to live, and to support access to employment, training, education or other work related activity. The centre also helps residents with mediation, debt advice or health problems etc. They work closely with other organisations and actively engage with volunteers to ensure activities such as gardening, arts and cooking skills are provided. Most residents will stay at the centre for up to eight weeks, and during this time they will be expected to engage with their support worker and work with them to find accommodation. In the time since the centre was opened in March, until the end of July this year it has already successfully helped 87 individuals to secure suitable accommodation and to make positive changes to their lives. A case study from a recent Longford Centre resident is set out here:

X, a Longford Centre resident has now moved to his own flat with the support of his move on worker. Before he became homeless, X had lived an isolated life and when he moved into the Longford Centre he found it very hard to adjust to living with other people and to receiving help from staff and volunteers at the centre. During his stay, X engaged very well with the service and was a daily volunteer in the kitchen, supporting staff to cook breakfast, lunches and to bake cakes. He also led a resident's BBQ afternoon. Since moving on from the centre, X has approached us and asked if he can volunteer at the centre and continue to provide assistance in the kitchen, we are currently processing his application.

4.0 Work to tackle rough sleeping

- 4.1 Although homelessness is much wider than just the very visible face of rough sleeping, the issues associated with rough sleeping are significant. This section of the report shows the work that is ongoing to help address rough sleeping in our city.
- 4.2 The following case study is an example of the amount of work that is often needed to help support people who are rough sleeping.

Case study 1: X

Length of time sleeping rough: Five months

Support areas: Physical Health Conditions (previous TB ten years ago causing lung capacity problems, developed TB again July 2018) Mental Health issues, including auditory hallucinations

Work of the RST: RST team identified X was sleeping at Y in a tent. Discussed housing options and moving into accommodation which he declined because he stated he was working in a part time job and did not want to stay in the offer of the accommodation as he would have had to contribute his own limited funds towards it. He then reported that owing to his health he had given up his part time job; offers of accommodation were made to him as he would have full benefit entitlement. X stated he felt safer staying at this site than the provision offered. The offer was reiterated to him over several more weeks and during the course of these conversations with the RST team X disclosed that he liked the noise of the area because it blocked out what he described as the voices within his head. We referred him into MH services and in the intervening period his TB reoccurred and he became infectious. The RST team encouraged him to access inpatient treatment for his TB which he continuously refused. A partnership working arrangement was put in place with specialist nursing staff from the hospital to administer TB medication to him at Y three times a week. This required the RST team to be present at each administration as well as facilitate the visits to receive the medication. He was infectious for two weeks which required the RST to wear face masks and gloves. His health continued to deteriorate as he was living in unsanitary conditions in a tent on a heavily polluted site and had poor self care. On the 13 July RST conducted an early morning outreach session with a view to encouraging X to access hospital treatment as a bed was available. He agreed to access his treatment as an out-patient and was supported in our community van to the MRI where RST remained with him and continued to encourage him to access the bed which he agreed to. He was admitted to quarantine; he discharged himself after four days and returned to Y as he missed his tent. On site medical treatment resumed three times a week. He remained infectious and on the 21st July he was transported back to MRI by ambulance after heightened concerns on an RST site visit. He was taken to the assessment unit at the MRI, escorted by the RST, and a mental health assessment was arranged, but he discharged himself before it took place and he returned to Y. On site medication resumed three times a week once

more which the RST took the lead on. On the 3rd August an ambulance was contacted by the RST as his health had deteriorated again; he declined to access the ambulance and he remained at Y. Whilst he had been in hospital previously the RST had been coordinating with Woodward Court to arrange a room for him to access as he has refused all other offers of accommodation, including an emergency sit up and B&B. On 4th August he agreed to access this accommodation. Soon after, he breached the tenancy due to behaviours considered antisocial and unsanitary but that were acceptable within the street community. He returned back to Y on the 20th August and the RST have reinstated the three times a week treatment programme. He is no longer infectious but his mental health is deteriorating and he is experiencing auditory and visual hallucinations. This area is a known hot spot for people who sleep rough. We have requested a meeting with Transport for Greater Manchester to address how we can work in partnership to address this ongoing issue. In normal circumstances we would look to disrupt a bedding site with enforcement from GMP or an eviction order. Neither are suitable in this case as he does not cause any anti-social behaviour and does not beg. If we were to evict him from this site we would lose contact with him, he would not access his medication and could become infectious with TB which could result in a contagion with others in the street community.

4.3 **RSI Bid**

4.4 Manchester have been awarded £418,088 to deliver projects that must make an immediate impact on the numbers of rough sleepers. The Council co-produced the bid with voluntary and public sector organisations, and people who have experience of rough sleeping, and the following organisations will receive funding:

1. Centrepont - housing options and outreach for young people who are rough sleeping.
2. On The Out - peer led support for prisoners and ex-offenders who are homeless.
3. Barnabus - resettlement worker.
4. Great Places - increased move-on from Docherty Project (housing related support project for people who have an issue with alcohol).
5. Stop, Start, Go (SSG) - increased move-on from Kashmir House (project jointly funded with GM Mayor and Joseph Holt Brewery for rough sleepers who are working).
6. Manchester City Council - additional outreach including a reconnection worker.
7. TBC - paid staff to provide move-on support in winter night shelter provision.
8. Sanctuary Supported Living - creation of additional emergency accommodation at Victoria House.

4.5 **Cold Weather Provision (CWP)**

- 4.6 During the period of October to April each Local Authority has a cold weather protocol in place which can vary between areas. Last winter, Manchester signed up to the GMCA protocol of providing a bed each night the weather reached zero degrees, as well as providing an extended weather provision with twenty beds during these months.
- 4.7 During the winter of 2017/2018 Manchester triggered the CWP each time the temperature hit zero degrees. This was triggered 11 times, a total of 35 nights which equated to approximately 3000 bed spaces. The number of people accessing this service each night varied from 20 – 150. During the eleven night spell large numbers of people came indoors which was unexpected. A number of areas for improvement were identified:
- Sit up beds were not utilised by people who had been referred in by partner agencies.
 - Through word of mouth the majority of people that wanted to come indoors presented to the Methodist church on the night the provision was triggered.
 - There were not enough resources to work with people in the Methodist church to assess and work with people to address their issues from a mental health, physical health and resettlement perspective.
 - The Methodist church is not appropriate for a night hostel.
 - More locations with less numbers were needed with support attached each night for successful outcomes to be achieved.
- 4.8 Manchester are currently reviewing the cold weather provision in line with our Labour Manifesto commitment, and the GM Mayor's request, to accommodate all people who are sleeping rough for the period October 2018 to April 2019. This is a challenging situation. If officers are able to secure both locations and finances, setting a significant service up in two months will be difficult to achieve. We are working with the GMCA and will be providing them with costings for the service. In addition we are working with other LAs and the voluntary sector to establish a joint approach to the CWP.

4.9 **Social Impact Bond (SIB)**

- 4.10 The Ministry for Housing, Communities and Local Government (MHCLG) has allocated funding for developing Entrenched Rough Sleepers SIB's across the Country. The SIB has been designed to be a part of Greater Manchester Combined Authorities (GMCA) approach to Public Service Reform in Greater Manchester.
- 4.11 The purpose of the SIB is to improve the social outcomes of publicly funded services by making funding conditional on achieving positive outcomes through a payment by results model. Engagement workers provide a support service to people for up to two years as they move from the streets into accommodation, enabling the provision of more flexible outcome based and personalised services.

4.12 This service went live in January 2018 and all organisations across GM have made referrals into the service. To date 359 have been received across GM and 234 are from Manchester. The referral list has been closed as more referrals have been received than anticipated and a waiting list is currently in operation. To date 46 people from Manchester have been accommodated.

4.13 **Evening provision**

4.14 Different people have different services that they like to access. A good variety of services is therefore needed to engage with as many people experiencing homelessness as possible. The following are two examples of the evening provision that we have in the city. They are very good examples of the way in which we work collaboratively with the voluntary sector to maximise engagement with people who are experiencing homelessness.

4.15 Coffee 4 Craig and Centrepont

4.16 In September 2016, Coffee4Craig started working with the Young People's Support Foundation (YPSF) to provide a drop in service for street homeless individuals on a Sunday evening between 17:00 – 19:00. In April 2017 Centrepont took over the running of services for homeless young people from YPSF. Recognising the success of the Coffee4Craig partnership and the benefit of the Sunday evening drop in service, this provision has been on-going. The partnership has created a safe, dignified and supportive service for rough sleepers and homeless individuals at a time when most other city centre services are not active. This service has been well attended by both 16-25 year olds and over 25 year olds and has helped signpost young people onto Centrepont's support. Since 2016, the Sunday drop-in service has worked with the increasing numbers of rough sleepers and homeless people in Manchester. Centrepont and Coffee4Craig now operate an evening and weekend drop-in service seven days a week from their offices on Oldham St. The service fulfils the need for evening/weekend provision identified by the Homeless Charter Action Group and Manchester's rough sleeping community. In July 2018 41 individuals were given targeted advice and support through the service leading to positive outcomes, including an end to their rough sleeping.

4.17 Barnabus

4.18 Barnabus also provide an evening provision similar to Centrepont/C4C for over 25 year olds only, which started on the 1st November 2017, running from the Beacon Drop in Centre on Bloom Street. This is currently open 3 nights per week at present but looking to go to 5 nights soon. The service will be unable to open 7 evenings a week due to their location in the Village and the impact on neighbouring businesses.

4.19 **Resettlement Service - Kashmir House**

- 4.20 SSG is delivering a resettlement support service for rough sleepers living at Kashmir House in Cheetham Hill. Support is provided by a dedicated worker employed by SSG and based at Kashmir House.
- 4.21 Volunteers, including peer mentors and former clients, provide additional support. The volunteers and peer mentors access the Booth Centre volunteer training. SSG is working in partnership with the Booth Centre to provide tailored support to individuals to help them maintain their temporary accommodation and engage with move-on support to address and overcome the issues that have led to them being unable to sustain independent living. SSG Sustainable Living work with individuals from the beginning of their journey until they are ready to move on to independent living.

4.22 **Resettlement Service – Humankind**

- 4.23 The Humankind resettlement service provides comprehensive support to people moving on from temporary and supported accommodation into permanent tenancies. The service is broader than just tenancy sustainment and its central aim is to support people to feel happier and safer in their homes, and develop community connections and personal goals. The service provides personalised support in the form of Resettlement worker roles to help people to:
- Manage and sustain tenancies
 - Improve their health and wellbeing
 - Move towards work, skills development or training
 - Reduce their social isolation.
- 4.24 The service has supported 47 individuals since its establishment in December 2017 and has seen successful tenancy sustainment for all individuals currently in tenancies. This includes seven individuals who were housed but had reverted to rough sleeping and were at real risk of losing their tenancies. A case study is below

X was referred by Woodward court to Manchester resettlement as he was ready to live independently and had been offered his own tenancy in Y in Rusholme. I met with X once at Woodward court before his move to his own tenancy – X hadn't put much in place due to the quick turnaround in accommodation and had some anxieties about moving.

Met with X in his new tenancy; he had secured a welfare pack from the council, so had a bed, a fridge and a microwave.

During X's first week in his own tenancy I supported him to change his address with universal credit and update a change in circumstances regards rent payments. In addition, I supported X to apply for council tax for his new property and report a change of address for services such as GP, and drug and alcohol.

Once we had completed these changes, we sourced some external funding to help X furnish his flat and manage his tenancy. At the time, X was struggling financially

due to the transition from ESA to UC which had left him without a stable income for several weeks.

Glass pool accepted my referral for an electric cooker for X – it was delivered to the flat on 23/05/2018.

In addition, a referral to the Big Change was also accepted – X now has funds from the Big Change to pay for a toaster, kettle, microwave, pots, pans and cutlery.

I am currently in the process of applying to Wave Length – which is funding for a TV in order to increase the well-being of X and reduce any feelings of social isolation.

X mentioned wanting to get back into paid employment and looking for volunteer opportunities. Since relocating X has managed to find some volunteering every Wednesday teaching young people the acoustic guitar.

X is currently on a methadone reduction program and is reducing his methadone by 2ml every two weeks. X states he has cut down his drinking and illicit drug use since moving from Woodward court and feels he is in a much more stable place now he has moved into his own tenancy.

4.25 **Housing First**

4.26 In May 2017 the MHCLG announced £8m funding allocation for Greater Manchester to develop a Housing First pilot over three years. The programme, which is being externally evaluated on a national basis, aims to deliver system change across the ten GM boroughs and provide housing and support solutions for those with the most complex needs. It is expected that the Housing First Pilot will align with the GM Trailblazer and Social Impact Bond, as well as local systems.

4.27 Housing First is a housing and support model with a strong evidence base that removes the traditional 'staircase approach' to providing housing related support by recognising that housing is the priority need and is a stable basis that enables recovery. Housing First is being commissioned in GM with fidelity to the UK model.

4.28 A GM working group was established in October 2017 to develop the approach and service specification. A soft market testing event was held on 10 May 2018 and following feedback from attendees, procurement timescales have been revised to allow a longer period for providers to respond to the tender. Procurement is anticipated to begin in September and a small steering group, of which Manchester is a part, will continue to meet to further develop and refine the specification. Manchester will also be part of the procurement panel. Contract award is due to take place in November, and following mobilisation it is anticipated that the new service will go live in early 2019.

4.29 **Big Change**

4.30 Big Change is a central fund that supports individuals who are homeless to move away from the streets. It has supported 1492 people in the last 18 months giving out grants totalling £140K. The fundraising total has just hit the £220K mark. The money is distributed in a very Our Manchester way, providing small funds to people who are experiencing homelessness. Thirty

organisations, groups and charities have access to the pot to assist people who are and have rough slept to get off and stay off the streets. Big Change has provided money for training courses, clothes for a job interview, furnishing for a new flat, or travel costs for people who are currently homeless.

- 4.31 The Homeless Rough Sleeper Team are raising funds in an 'Our Manchester' way for Big Change by running in the Manchester Half Marathon. There are currently 34 people signed up to run, the current total raised is £3000.

4.32 **Other areas of good practice**

- 4.33 As mental health is such a significant issue for people who are homeless, Manchester has worked closely with GMMHT services and the Homeless Partnership to address a gap in the provision of services to people who are homeless with mental health needs. The following initiatives below are the outcome of this work.

- GMMHT are commissioning two additional mental health outreach workers for two years to work with people who are sleeping rough. They will split their time between working with the RST and providing a drop in service at day centres and accommodation who work with people who sleep rough to help address their mental health needs. They will also identify what the need is across the city.
- GMMHT are looking at working intensively with accommodation hostels to help develop a psychologically informed environment for homeless people. This should develop good practice across the city.
- Additional training on mental health by GMMHT has been rolled out across both Council front line staff and partner organisations.
- Work is ongoing to identify specific named mental health workers who will improve referrals from hostel accommodation to GMMHT.

- 4.34 Change, Grow, Live (CGL), the alcohol and drug service for Manchester have commissioned additional outreach to work with people who are sleeping rough and provide a drop in service at the Booth Centre and Barnabus each week.

5.0 Greater Manchester Context

- 5.1 Homelessness cannot be solved without the help of other Local Authorities across Greater Manchester. All Local Authorities will have had to refresh their Homeless Strategies in light of the Homeless Reduction Act 2018, and the list of when they are published is as follows:

Local Authority	Date of Strategy Refresh
Bolton	Refreshed in 2017 to take into account the HRA
Bury	Current strategy ends in 2018 and preparation is underway to draft a new strategy.
Oldham	30 th August 2018
Rochdale	Refreshed in 2017 to take into account the HRA
Salford	4 th Sept 2018
Stockport	9 th April 2018
Tameside	Nov 2018
Trafford	Jan / Feb 2019
Wigan	The Homeless Strategy is being developed as the current strategy ends later in the year. This will be published in the near future.

6.0 Homeless Strategy, Contextual Document and Wider Action Plan

6.1 The Homeless Strategy 2018-2023 is the city's response to Homelessness. It has been co-produced as a partnership strategy as all organisations know that they can not respond to homelessness individually - it is only through working across the city, and across Greater Manchester, that we can help reduce the number of people who end up homeless, and help those who have become homeless move out of homelessness as quickly as possible.

6.2 The main features of the refreshed Homelessness Strategy are that it:

- Takes a positive, strength based approach that focuses on the assets and potential of people; indivisible from an Our Manchester approach.
- Recognises that preventing homelessness means tackling the root causes of homelessness, addressing poverty and increasing equitable access to work, skills, employment, cultural, leisure and health services across the city.
- Inspires a city wide and collective response to homelessness in the city. Public services, voluntary organisations, faith groups, businesses, housing providers, cultural institutions all have a contribution to make to the strategies aims.

- Is a concise, accessible document written in language that is understood by people not just services.
- Is co-produced and involves the perspective and voice of people who have experienced homelessness, alongside front line staff and people that support people affected by homelessness.
- Includes action plans from organisations and services that articulate the practical contributions that they will make to the aims of the strategy.

6.3 The Strategy will aim to make:

1. Homelessness a rare occurrence: increasing prevention.
2. Homelessness as brief as possible: improving temporary and supported accommodation to be a positive experience.
3. Experience of homelessness to be a one-off occurrence: increasing access to settled homes.

6.4 Accompanying these three aims a set of 'We Will' statements have been drafted based on the previous engagement of the Partnership, data analysis and new engagement from front line staff. They have been circulated across all of the Manchester Homeless Partnership action groups for comment alongside Council services. These statements support the definition of what each aim will achieve. The Strategy is attached at Appendix 1.

6.5 Officers, organisations and people with lived experience want the Strategy to be as short and simple as possible, so that anyone can read, understand and use it. There is therefore work ongoing on a Contextual Document that sits behind the Strategy with all the additional information that is required through the Homelessness Code of Guidance, and to add further background detail to the Strategy. This will be published at a later date.

6.6 Sitting underneath the strategy, and to ensure it is a working document, are action plans. Engagement with different sectors is being led by the Manchester Homelessness Strategy Scrutiny Group. Once each sector has completed their action plan the city will have one plan that outlines the contributions different organisations will make to tackling homelessness. Action plans are being gathered from:

- Manchester City Council
- Greater Manchester Police
- Greater Manchester Fire and Rescue Services
- Health and Mental Health
- Universities
- Voluntary Sector
- Housing Alliance
- Reducing Reoffending Strategic Group
- Faith Sector
- Strategic Housing Board
- Advice Providers.

- 6.7 The action plans are due to be completed in time for World Homelessness Day in October to launch the strategy document. The City Council's action plan will be a working document; the current version is attached as appendix 2.
- 6.8 An outcomes framework to monitor the Strategy is being developed with external partners and the performance, research and intelligence service.