

# March 2018

# Southwark Council - TRAILBLAZER

**Project Summary:** Please find attached the council's action plan that is updated monthly. Ian Swift Head of Housing Solutions

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## Project outcomes

- 22,670 customers have accessed the service within the last 12 months
- Southwark Council accepted 502 homeless applications in the 2017/18 financial year compared to 943 in same period last financial year which is a 47% reduction in homeless acceptances.
- Customer satisfaction for the 2017/2018 financial year is 78% and increase from 67% in the previous financial year
- Homelessness preventions increased by 50%
- Access to the private rented sector to prevent homelessness increased by 66%
- Southwark Council historically had the 3rd largest number of homelessness applications in the country
- Southwark Council have trained all 326 council's on the Southwark model in order to implement the Homelessness Reduction Act

### OVERALL

- 40% of the customers accessing the Housing Solutions service are single homeless customers
- We have eliminated the use of Bed and Breakfast accommodation. On the 31st March 2017 we had 326 homeless households living in Bed and Breakfast accommodation since November 2017 we have had zero households living in Bed and Breakfast accommodation
- Percentage acceptance of homeless applications = 34% compared to 51% nationally and 58% in London
- Southwark Council has been visited by over 250 council's during 2017/2018 to learn from the council's trailblazer work
- The council was used as a best practice example when the Code of Guidance was launched
- The council was used as a best practice example when the Homelessness Reduction Act was launched

## Financial Performance

The council is providing considerable additional financial and officer resources to the trailblazer in order to ensure the council can deliver the Homelessness Reduction Act. and the trailblazer pilot.

100% of the Flexible Homelessness Support Grant funding and the new burdens funding is targeted to meet the requirements of the Homelessness Reduction Act.

## Progress update

Great progress has been made with all clauses implemented of the Homelessness Reduction Act.  
100% change in service provision has taken place.  
The service is being visited by 7 council's every week to learn from our best practice  
Shelter providing independent advice and advocacy from the Housing Solutions service office with 3 officers based in the service 5 days a week  
Higher staff satisfaction and improved well-being

## Key Risks

- Lack of available properties to prevent homelessness
- Officers slipping back into the mentality of the 1996 Housing Act framework and the volume of new reviews
- Inadequate DCLG funding to fully implement the Homelessness Reduction Act
- LHA rate prohibits the prevention of homelessness into the private rented sector within the council's area of operation

## Upcoming milestones

- Organised Shelter training for 100% of the staff on the Homelessness Reduction Act and best practice
- Organised Solace Women's Aid training on Domestic Abuse Champions 4 day course for 100% of the staff within the service.
- Organised Homeless Link training on Motivational Interviewing
- Organised customer focus group meetings in partnership with Homeless Link to ensure the customers are empowered to redesign the service.