

# Derby Homelessness and Rough Sleeping Strategy 2020 - 2025



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## Contact

If you have any questions on this strategy or want more information then please contact the Strategic Housing Division at Derby City Council on **01332 640760** or email **[housing.strategy@derby.gov.uk](mailto:housing.strategy@derby.gov.uk)**

# 1. Foreword



**Councillor Roy Webb**  
*Cabinet Member for  
Adults, Health and Housing*

I am pleased to introduce Derby's Homelessness & Rough Sleeping Strategy. Derby City Council, Derby Homes and our partners are committed to working with those who are homeless or threatened with homelessness to help them stay in their current home or find new accommodation.

Partnership working in the homelessness sector is strong in Derby and we are very grateful for everything our partners have done to assist us in this challenge. But there is still much to do. We must continue working together, making best use of our collective resources and complementing each other's provision, to ensure we have in place a range of services that can appropriately meet the diverse needs of our community.

Early intervention and effective prevention is our major priority. It is consistently seen that the earlier we can work with households and individuals that are at risk of homelessness, the more likely it is we will be able to help them remain in their home.

Ensuring a sufficient supply and a variety of housing options is also crucial in tackling homelessness. Like many parts of the country the cost of housing puts pressure on households and we must continue our work to support the development of affordable housing and increasing access to the private rented sector.

Homelessness can often be a symptom of a complex interaction of vulnerability and circumstances beyond the individual's control. If we are to successfully help people avoid homelessness, we need a programme of support that helps address the wider factors of poverty, disadvantage, unemployment and poor health.

The introduction of the Homelessness Reduction Act has presented challenges and opportunities for local authorities in providing a framework for the provision of holistic services beyond just simply providing a house.

We would like to thank all those who have worked with us in developing this strategy and look forward to working with them. We also welcome any new providers who could add to this support network to further enhance its delivery.



*Ensuring people get the right advice as soon as possible is a key part of preventing homelessness*

## 2. Introduction

This strategy sets out our vision for tackling homelessness and rough sleeping in Derby over the next 5 years.

All local authorities are required to produce a Homelessness Strategy which must set out our plans for:

- Preventing homelessness in our district;
- Securing that sufficient accommodation is and will be available for people in our district who are or may become homeless;
- Securing the satisfactory provision of support for people in our district
  - Who are or may become homeless; or
  - Who have been homeless and need support to prevent them becoming homeless again.

Information on homelessness strategies can be seen here:

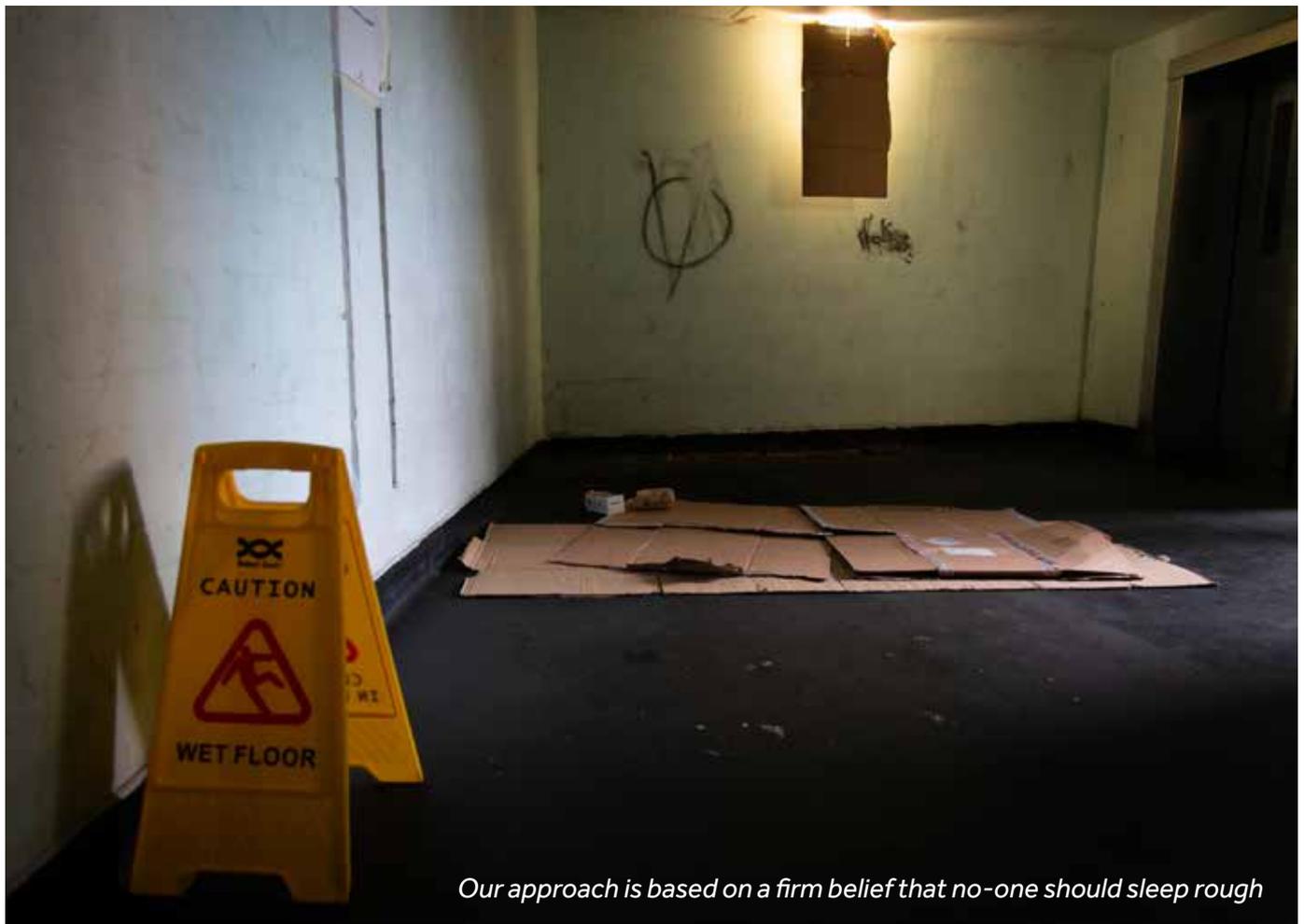
<https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/chapter-2-homelessness-strategies-and-reviews>

This is the first time local authorities have been asked to produce a homelessness strategy that is joint with rough sleeping also. In Derby we welcome this addition and the focus it will give us for meeting the needs of some of the most disadvantaged and complex members of our community.

In writing our Homelessness and Rough Sleeping Strategy we have carried out a review of homelessness in our area. We have also carried out an extensive consultation programme which included workshops across the city, targeted use of print and social media and a publicly available questionnaire. The information this has provided has been used to inform the development of an Action Plan which will be the driver for progress and change in homelessness services across the city.

In 2018 local authorities saw the introduction of the Homelessness Reduction Act 2017. This represented the biggest changes to homelessness legislation in 40 years. The Act placed considerable additional duties on local authorities, particularly in respect of the provision of services to prevent or relieve people's homelessness and to undertake assessments of their support needs.

It is only through effective partnership and shared vision that we can meet the ambitions of the Homelessness Reduction Act.



*Our approach is based on a firm belief that no-one should sleep rough*



*Homelessness can happen to anyone.  
We work hard on having effective pathways that get people back into independence.*

## 3. Derby Context

### Size and Location

Derby is the third largest city in the East Midlands. It comprises a clearly defined city centre and distinct neighbourhoods. It has good road, rail and air links and has a prominent manufacturing sector, which provides employment for approximately one quarter of the workforce. It has a population of over 250,000 people, inhabiting in excess of 110,000 homes.

### Population Profile

Derby's population is expected to grow by approximately 9.5% by 2028. It has a younger than average population, with almost half of Derby residents under the age of 35. However, the number of older people in the City is expected to grow significantly over the next 20 years.

Derby is an ethnically diverse city, with the proportion of the population from minority ethnic communities rising from 15.7% in 2001 to 24.7% in 2011<sup>1</sup>. Alongside settled South Asian and African Caribbean communities, there is a growing number of migrants from a diverse range of backgrounds, particularly Eastern Europe.

Whilst new migrants are likely to be economically active, they are also on average more likely to be living in disadvantaged and deprived neighbourhoods.

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<sup>1</sup> Source: Census 2001/2011

## Deprivation

As with most local authorities in England, Derby comprises a number of different wards, with varying degrees of deprivation in each. In 2015, Derby was ranked as the 55th most deprived local authority of 326 in England, (1 being the most deprived and 326 the least), according to the Index of Multiple Deprivation (IMD).

Almost 18% Of Derby's smaller areas (known as 'lower super output areas') are amongst the 10% most deprived nationally.



*Holding a supported accommodation working group will help ensure we make best use of our collective resources*

## 4. National Context

Nationally, homelessness and rough sleeping are big issues. The rise in rough sleeping has been visible in many areas across the country. Similarly, many families have experienced difficulties through welfare reform. Both have which have received media coverage creating considerable good will and action from our communities through food banks and night-shelters.

Government's response too has been considerable and new legislation setting out a bold and ambitious framework of duties has been passed. The full detail of changes introduced by the Homelessness Reduction Act 2017 can be seen by reading factsheets produced by the Ministry of Housing, Communities and Local Government (MHCLG):

<https://www.gov.uk/government/publications/homelessness-reduction-bill-policy-factsheets>

In brief, the biggest of these changes has included:

- A duty to take reasonable steps to prevent someone's homelessness.
- A duty to take reasonable steps to relieve someone's homelessness.
- A duty to undertake an assessment of housing and support needs from which we develop a personal housing plan. This sets out actions to resolve someone's homelessness.

The Act represents one element of Government's drive to tackle homelessness and rough sleeping nationally. Additional resource and

expertise has been made available to local authorities by MHCLG and other departments to support this work.

Furthermore, in August 2018, Government published a national rough sleeper strategy which stated 'we have committed to halve rough sleeping in this Parliament and to end it for good by 2027'. The full strategy can be seen here: <https://www.gov.uk/government/publications/the-rough-sleeping-strategy>

In recognition of the complex nature of homelessness, work is being undertaken between government departments including Department of Health, Ministry of Justice, Department for Education and the Department for Work and Pensions. This will support us in providing a coordinated approach to tackling the root causes of homelessness and overcome factors that prevent people from achieving independence.

Change is also being driven by the need to meet people's health needs. In a report by the Local Government Association in 2017 titled 'The Impact of Homelessness on Health' it was stated that 'evidence tells us that the health of people experiencing homelessness is significantly worse than that of the general population, and the cost of homelessness experienced by single people to the NHS and social care is considerable. A recent audit found that 41 per cent of homeless people reported a long term physical health problem and 45 per cent had a diagnosed mental health problem, compared with 28 per cent and 25 per cent, respectively, in the general population. The last conservative estimate (2010) of the healthcare cost associated with this population was £86 million per year'. More information can be found here: [https://www.local.gov.uk/sites/default/files/documents/22.7%20HEALTH%20AND%20HOMELESSNESS\\_v08\\_WEB\\_0.PDF](https://www.local.gov.uk/sites/default/files/documents/22.7%20HEALTH%20AND%20HOMELESSNESS_v08_WEB_0.PDF)

In 2012 the Department for Communities and Local Government (the predecessor to MHCLG) produced a report 'Evidence review of the cost of homelessness' which put that cost at £1 billion per year. More information can be found here: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/7596/2200485.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/2200485.pdf)

These national drivers are reflected in our local needs. It is only by looking across the whole landscape of public services and our responsibilities that we can meet the needs of our communities with the resources we have.



The causes of homelessness are many and varied and we must have a range of solutions to meet the needs of our community

## Welcome To Milestone House

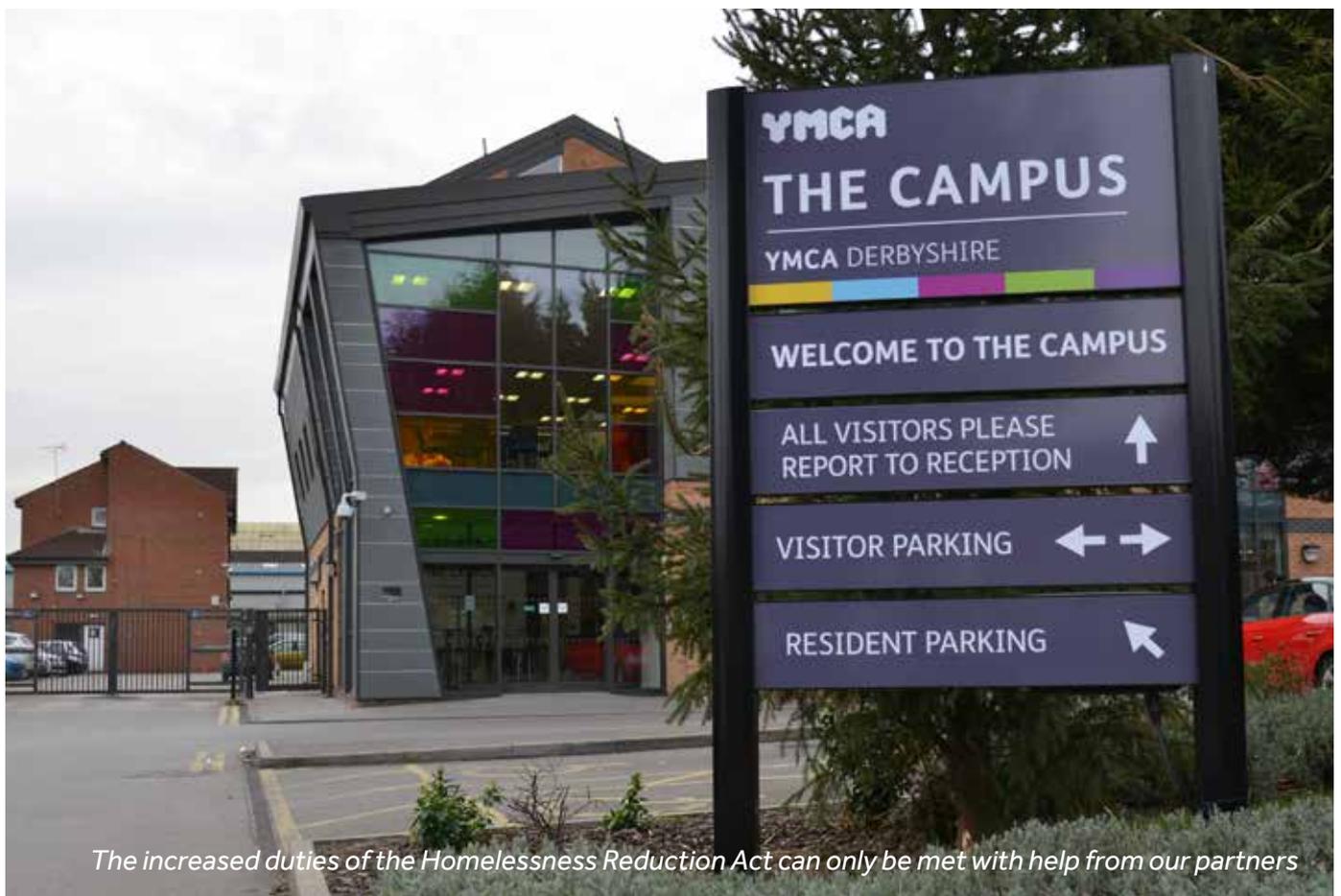
## 5. Homelessness Review

In developing this strategy we undertook a review of homelessness within our district. We have looked at information from a range of sources to understand the levels, causes and other factors contributing to homelessness. This has helped us to target our action plan to the needs of our city.

The full review can be seen as a separate but supporting document, alongside this strategy. It can be found at [www.derby.gov.uk/housing-strategy](http://www.derby.gov.uk/housing-strategy). Here are some of the key findings from that review:

- We have seen homeless applications more than double (increase from 1,024 to 2,321) since the introduction of the Homelessness Reduction Act.
- The main reasons for homelessness have stayed generally similar being:
  - Asked to leave by family/friends (24%)
  - Domestic abuse (19%)
  - Termination of private tenancy (19%)
  - Relationship breakdown (9%)
- Although numbers of cases where homelessness has been prevented or relieved has fluctuated this is mainly down to changes in definitions brought in by the Homelessness Reduction Act. Overall the total figure has increased significantly compared to the last few years.

- Key ways homelessness is prevented or relieved include:
  - Access to supported accommodation
  - Access to private rented accommodation
  - Being housed into social housing
  - Being assisted to remain with family/friends
- The main reason for homelessness where prevention and relief efforts were not successful was domestic abuse.
- The number of households in bed and breakfast or temporary accommodation has increased since the introduction of the Homelessness Reduction Act.
- The number of households on the housing register almost doubled in the 18 months from June 2017 to December 2018.
- Over the years 2014 – 2018 rough sleeping numbers reported in our official annual rough sleeper count initially rose but have now returned to 2014 levels. This is amidst large increases in the same period across the UK.





## 6. Consultation with Partners, Stakeholders and the Public

As we developed the review a number of actions began to emerge. We held a number of workshops with key partners, stakeholders and people with lived experience of homelessness to gain their views on the review, the emerging actions and on other actions they felt should be included in our action plan.

These are the four groups we met with:

**Homeless Liaison Forum:** This is our main partnership meeting in the city for organisations that work with and support homeless people. There is a wide range of services represented from supported accommodation providers to legal advice services.

**Voices 4 Action:** This is our reference group of people with lived experience of homelessness. The group is convened with the help of volunteers every couple of months to provide feedback on key issues and developments.

**Housing Options:** This is the team in Derby Homes that delivers the statutory homeless function on behalf of Derby City Council. This includes a range of roles including Homelessness Advisors, Temporary Accommodation Officers and Private Sector Officers.

**Councillors:** These are our locally elected representatives. Councillors came together to provide their experience and expertise on the issues they feel are most pertinent to their communities.

The groups were supportive of the emerging actions from our review. A number of suggestions were made in relation to how we operate as a partnership which we will look to implement.

The full feedback can be seen in the Homelessness Review document but the following is a selection of key actions the above groups felt were needed to be included in a strategy which hadn't been identified through the review:

- Hold a Supported Accommodation Working Group. This would enable better partnership working and provide monitoring and analysis of move-on from supported accommodation including barriers and success.
- Review procedures for people being discharged from hospital.
- Review procedures for people being released from prison.
- Consider development of traineeships and employment opportunities such as peer support provision by former homeless people within our services.

The public consultation ran for three months following the review and the publication of the draft strategy. The findings of this consultation fed into the final version of the strategy.





*The Strategic Homeless Board and the Homeless Liaison Forum will provide the framework for our delivery*

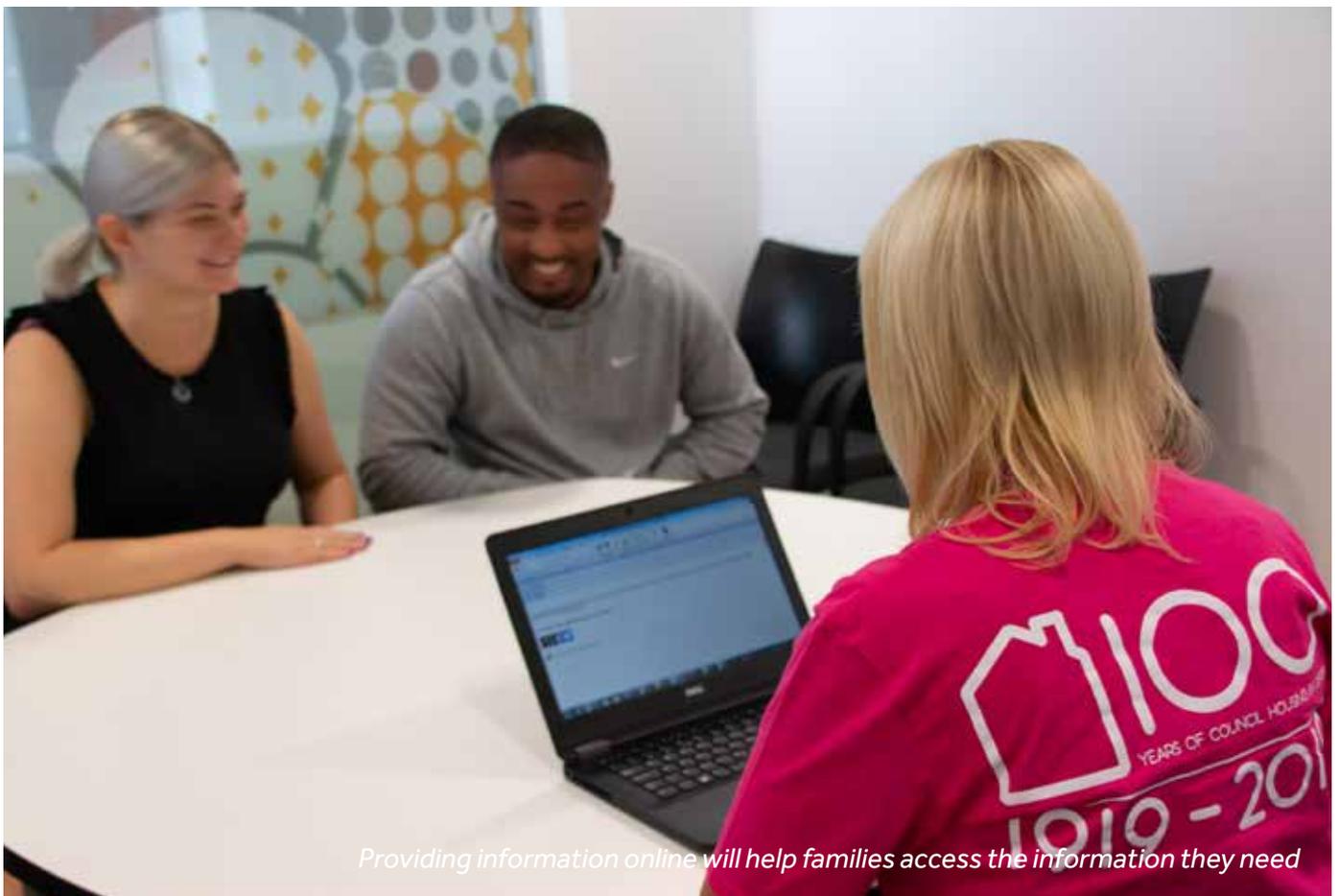
## 7. Gap Analysis

As part of the review of homelessness we also undertook a 'gap analysis' to understand where gaps may be in services across the city. Such an analysis can be problematic without large scale benchmarking with other local authorities that have comparable size, structure and demographics. For this reason we chose to undertake a qualitative approach and used the workshops mentioned in section 6 above to also establish where gaps were in current service provision.

The full feedback can be seen in the review document but the following represent the issues that recurred or considered to be the most pressing issues.

- **Positive Activities:** This can apply to a range of things but is broadly considered to be anything from hobbies and interests to education and training. Many people, particularly rough sleepers, need these services to occupy their time in positive ways and to break away from negative influences and chaotic lifestyles.
- **Directory of Services:** Many of the groups fed back that a directory of services, possibly online, would help individuals and support staff to know what is available and how to access it. Also there was feedback about gaps where services actually currently existed. A directory would help to overcome this problem.
- **Supported and direct-access accommodation for people in work.**

- Life skills and tenancy ready courses: This would help in moving people on from supported accommodation and on into independence.
- Support with Employment: Being in employment opens lots of doors. It makes it much easier to house people into private tenancies and can give eligibility to individuals that have no recourse to public funds. Again there is a lot of help and support already out there to help people into employment so it is important to ensure we share that information and understand referral processes.
- ADHD & Autism awareness: Recent evidence suggests ADHD and autism may be overrepresented in prison and homelessness populations. Services would benefit from training on how this affects people and how professionals can respond to this.



*Providing information online will help families access the information they need*

## 8. Priorities & Action Plans

Our strategy will be achieved through the delivery of two action plans:

- Homelessness Strategy Action Plan
- Rough Sleeper Action Plan

We have chosen to have separate action plans to help us organise our activity in these areas. Although these action plans will overlap in many areas the complex needs of rough sleepers, and the drive from Government to reduce this figure, warrants a number of targeted initiatives.

The priorities of the action plans and actions contained therein have been drawn from guidance issued by government to local authorities on formulating homelessness strategies

### Priorities:

**PREVENTION:** This is about our work to prevent homelessness and people becoming at risk of homelessness. This includes how we identify households at risk of homelessness, the help and information we make available to them and how we work together in effective partnerships.

**SUPPLY:** The actions under this theme will seek to ensure there is sufficient and appropriate accommodation to meet the demand and needs of households that are homeless or at risk of homelessness. We must work across a range of tenures and make best use of the resources that we have.

**SUPPORT:** This theme focusses on our work to ensure there are sufficient and appropriate support services to meet the needs of homeless households in access and maintaining accommodation.

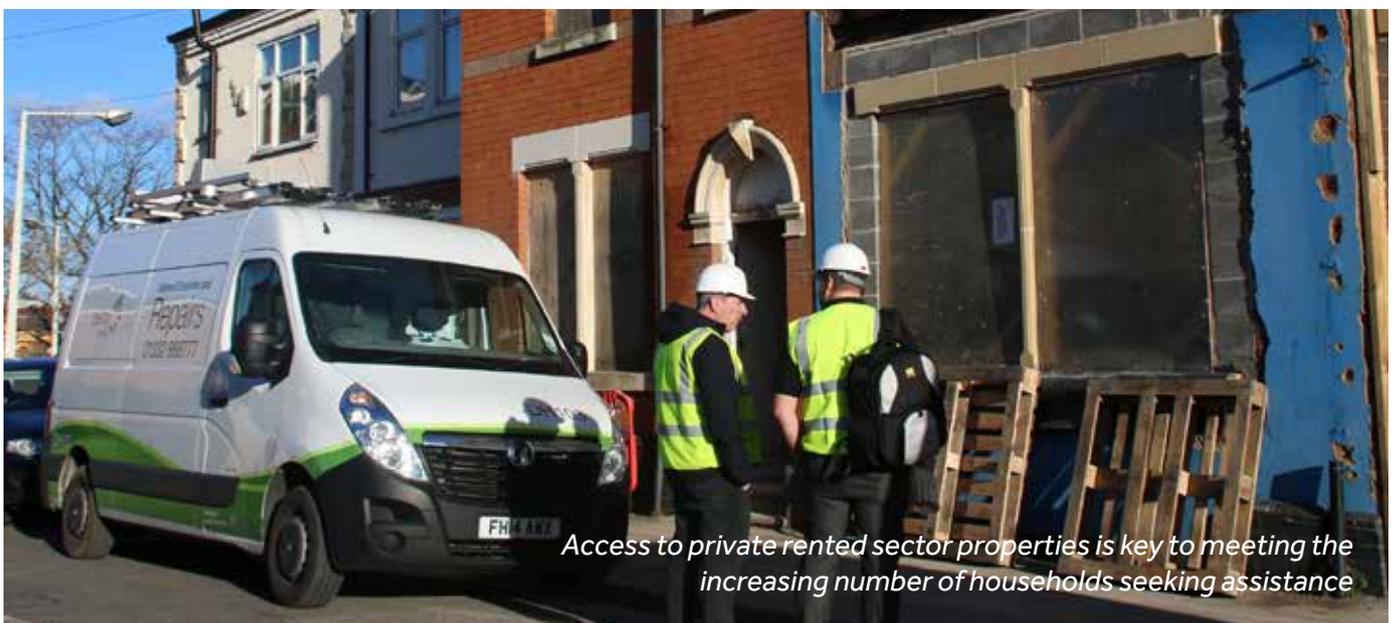
The full action plan can be seen in the accompanying document.

## Rough Sleeping

In developing our rough sleeping action plan we have built on our existing success in this area. Our approach is based on a firm belief that no-one should sleep rough.

It is with confidence that we can say that the people known to be rough sleeping in Derby have been offered accommodation and support and that anyone new to the streets will be seen that day by our outreach services. However, there is still much to do to tailor services to the needs of these vulnerable, complex and chaotic members of our community and to address their fears and anxieties to encourage them to engage with the services that are on offer.

The diagram overleaf helps to set out our vision. We tailor services to the needs of individuals, offering a clear pathway into accommodation and support to those willing to engage. Some individuals decline our services and the reasons for this can be many and varied but often include a wish to maintain negative and harmful behaviours. As such our Proactive Engagement & Enforcement Partnership (PEEP) may use enforcement powers but only where we are confident it is proportionate to do so and where sufficient appropriate offers of accommodation and support have been made. The coordination of other services ensures primary care, mental health, drug and alcohol services are still available even to those who refuse to engage.



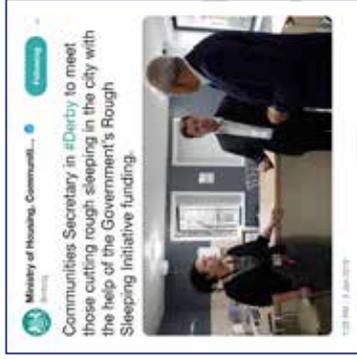
*Access to private rented sector properties is key to meeting the increasing number of households seeking assistance*

# Working to End Rough Sleeping in Derby

Homelessness demand is on the rise across the country. Local Authorities are now working to deal with the impact of the Homelessness Reduction Act 2017. Derby has taken a proactive, partnership approach that is making a positive difference, attracting Government attention and having a real impact on those who are rough sleeping or at risk of rough sleeping. Derby Homes has been delivering the councils homeless service since April 2018. The ALMO has been integral in ensuring all partners are working together to tackle this issue.

**£1 MILLION**

in funding from local government



## HOSTELS & TEMPORARY ACCOMMODATION

This includes Milestone House and a mix of temporary accommodation from partners, including night shelter "winter provision" from October to March.

PEOPLE WILLING TO ENGAGE

## Rough Sleepers/ Street Homeless

26 people identified (as of December 2018, down from 37 in 2017)

## REST

### (Re-housing Engagement Support Team)

The rough sleeper team is made up of outreach and inreach workers who try to engage with people living on the streets in Derby.



PEOPLE UNWILLING TO ENGAGE

## PEEP

### (Proactive Engagement and Enforcement Partnership)

A multi-agency team co-ordinated by Public Health and made up of a wide variety of organisations such as the police, probation services, drug and alcohol support groups, religious and faith organisations and housing providers. The PEEP provides voluntary treatment, enforced treatment where necessary, and probation recall and arrest.

## ACCESS TO ACCOMMODATION

Our Housing Options service works with a number of social landlords to secure accommodation. They also work extensively with private landlords and can assist with paying deposits, fees and rent in advance. Housing Options encompasses Homelessness Advisors, a Private Rented Sector Team, and our Choice Based Letting Service. Their aim is to prevent homelessness wherever possible and to relieve rough sleeping where it occurs.

## SAFESPACE

Provides basic shelter, rapid assessment and support to deliver housing pathways for rough sleepers or those at risk of rough sleeping. This enables hostels to enforce a common exclusion policy, such as refusing to accept intoxicated individuals.



Derby City Council





*We will seek to ensure there is sufficient and appropriate accommodation to meet the demand and needs of households that are homeless or at risk of homelessness*

## 9. Delivery

The Homeless Liaison Forum will be our main operational delivery group that will oversee the delivery of our strategy and work to ensure the action plans are completed. This partnership forum is open to representatives of organisations working with homeless people in Derby.

The Strategic Homeless and Safe Housing Board provides governance through senior members of statutory agencies. Strategic Homeless and Safe Housing Board will receive reports from the Homeless Liaison Forum on progress against the action plans. Statutory organisations that attend the board include:

- Derbyshire Police and Crime Commissioner
- Cabinet Member with responsibility for Homelessness
- Cabinet Member with responsibility for Neighbourhoods
- Probation and Community Rehabilitation Company
- DWP
- Adult Social Care
- Children's Social Care
- Youth Offending Service
- Public Health
- Head of Service - Neighbourhoods
- South Derbyshire CCG
- Head of Service - Housing Benefit
- Head of Service - Housing Strategy
- Derby Homes

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 640760  
Minicom: 01332 640666

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 640760      Tel. tekstowy: 01332 640666

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 640760 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 640760      Minicom 01332 640666.

### Urdu

01332 640760      یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرا  
منی کام      01332 640666      پر ہم سے رابطہ کریں۔



Derby City Council