

Report Title:	Refreshed Homelessness Strategy Action Plan including name change
Contains Confidential or Exempt Information?	NO - Part I
Member reporting:	Cllr Ross McWilliams, Lead Member for Housing, Communications and Youth Engagement
Meeting and Date:	Cabinet – 25 June 2020
Responsible Officer(s):	Tracy Hendren – Head of Housing & Environmental Health
Wards affected:	All

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REPORT SUMMARY

1. The report requests approval for a refreshed action plan for the homelessness strategy and changing the name of the strategy to Homelessness & Rough Sleeping Strategy, which will continue to guide the Council's approach to the provision of homelessness and rough sleeping services in the Borough over the next three years working with partners.

1 DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

- i) Approves the refreshed homelessness strategy action plan and the name change to Homelessness & Rough Sleeping Strategy.

2 REASONS FOR RECOMMENDATION AND OPTIONS CONSIDERED

- 2.1 The strategy guides the Council's approach to the provision of homelessness and rough sleeping services in the Borough over the next three years working with all internal and external partners.
- 2.2 The updated action plan sets out how the priorities in the strategy will be achieved and this will be refreshed and updated with new actions each year.
- 2.3 The refreshed action plan for the strategy has been developed through:
 - ▣ Desktop review of homelessness statistics, trends and issues, both quantitative and qualitative.
 - ▣ Consideration of national and local policy, current and proposed.
 - ▣ Analysis of best practice from across the country.

- ▣ Engagement and discussion through a virtual focus group with partners including voluntary organisations such as Driven Forward, Salvation Army and the Windsor Homeless Project, housing providers such as Radian and Housing Solutions, health service providers, statutory agencies and Thames Valley Police.
 - ▣ Survey results from customers being supported through homelessness
- 2.4 The strategy action plan continues to set out a collaborative approach to tackling homelessness and rough sleeping over the next three years working closely with partners from the statutory and voluntary sectors.
- 2.5 The Council believes the most effective way to deal with homelessness and rough sleeping is to prevent it from happening and it places great emphasis on this approach through the provision of specialist housing advice and assistance to those in housing difficulty in the Borough.
- 2.6 The vision for this homelessness strategy is that:
'The Royal Borough of Windsor and Maidenhead is a place where agencies work effectively together to support those who are or may become homeless guided by a focus on prevention and early help.'
- 2.7 The strategy focuses on working collaboratively with partners on the following five key priorities:
1. Reducing the numbers of people becoming homeless.
 2. Reducing the numbers of households in temporary accommodation and improving the quality of that accommodation.
 3. Supporting people into good quality, affordable and sustainable accommodation options.
 4. Reducing rough sleeping and supporting those who find themselves on the street.
 5. Improving the customer service provided to people approaching housing services.
- 2.8 The proposed updated actions fit within the original key priorities above, therefore the additional actions will sit within the already agreed priorities for the strategy.
- 2.9 The Council will continue to monitor delivery of the key actions in the strategy and the impact on key performance measures including:
- ▣ Number of homeless preventions per quarter.
 - ▣ Numbers of young people presenting as homeless.
 - ▣ Number of people placed into temporary accommodation.
 - ▣ Average cost of temporary accommodation.
 - ▣ All temporary accommodation passing requirements.
 - ▣ Numbers of people accommodated in private rented accommodation.
 - ▣ Number of approaches from people threatened with homelessness.
 - ▣ Producing the Housing Service Score Card with key stats and data
- 2.10 The strategy and action plan is to be reviewed, refreshed and updated on an annual basis, with the first review due at the end of 2019, this review has only just taken place in 2020 due to a large turnover of staff within the housing service. The review is both to measure performance and also to ensure that

the actions continue to be the right ones to meet the five key priorities of the strategy.

- 2.11 The refresh will enable the authority and its partners to make use of the latest statistical data, include any relevant good practice and reflect on ongoing relationships with partner organisations whilst ensuring RBWM;

- ☐ Continue to the deliver against the actions that are still relevant.
- ☐ Remove the actions that have been delivered against and are not ongoing.
- ☐ Include new actions emerging from the focus group, feedback responses and emerging trends.

Table 1: Options

Option	Comments
To approve the name change and refreshed actions for the homelessness strategy Recommended option	This ensures an up to date policy framework for the Council's housing services.
To not approve the name change and refreshed actions for the homelessness strategy Not recommended	This would not ensure an up to date policy framework for the Council's housing services.

3 KEY IMPLICATIONS

- 3.1 Key implications of the recommendations are set out in Table 2.

Table 2: Key implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Refreshed action plan delivered	Actions not delivered	Actions delivered in line with timescales	Actions delivered in advance of timescales	N/A	March 2022

4 FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There are no direct financial implications from this report. The homelessness and rough sleeper strategy sets out how we allocate our services and resources along with our partners in both the statutory and voluntary sectors with a particular focus on early intervention and prevention. By working collaboratively we will ensure that the services offered are value for money and that we can target our resources appropriately. The costs to the Council of individual services will be managed and monitored through our usual, regular budget monitoring processes

5 LEGAL IMPLICATIONS

- 5.1 The Homelessness Act 2002 imposes a duty on local housing authorities to carry out a homelessness review in their area and formulate and publish a homelessness strategy based on its results every five years. Housing authorities must keep their homelessness strategy under review and continue to update the actions annually to ensure they are appropriate and up to date, reflecting local need and national policy.
- 5.2 The Ministry of Housing, Communities and Local Government published a Rough Sleeping Strategy in 2018 stating that they would work with the Local Government Association and local authorities so that by winter 2019, all local authorities update their strategies and rebadge them as homelessness and rough sleeping strategies.

6 RISK MANAGEMENT

- 6.1 Key risks associated with the recommendation are shown in Table 4 below:

Table 4: Impact of risk and mitigation

Risks Uncontrolled	Risk	Controls	Controlled Risk
Homelessness strategy action plan not delivered	Medium	Effective management of action plan	Low

7 CONSULTATION

- 7.1 Consultation was carried out with key stakeholders, customers and partner agencies which informed the updating of the action plan. More information on this is set out in appendix D.

8 TIMETABLE FOR IMPLEMENTATION

Activity	Timescale
Homelessness and Rough Sleeping Strategy refresh approved by Cabinet	June 2020
Updated action plan delivered	March 2022

9 APPENDICES

- 9.1 Appendix A – Renamed Homelessness & Rough Sleeping Strategy including the refreshed Homelessness & Rough Sleeping Strategy Action Plan
- 9.2 Appendix B – Desk top review of homelessness statistics
- 9.3 Appendix C – Completed Equality Impact Assessment
- 9.4 Appendix D – Presentation (including high level survey results)

10 CONSULTATION (MANDATORY)

Name of consultee	Post held	Date issued for comment	Date returned with comments
Cllr Ross McWilliams	Lead Member for Housing, Communications and Youth Engagement	09/06/2020	12/06/2020
Duncan Sharkey	Managing Director	09/06/2020	09/06/2020
Russell O'Keefe	Executive Director	08/06/2020	08/06/2020
Adele Taylor	Director of Resources (Section 151 Officer)	09/06/2020	12/06/2020
Hilary Hall	Director of Adult Services	09/06/2020	09/06/2020
Kevin McDaniel	Director of Children Services	09/06/2020	
Nikki Craig	Head of HR and Corporate Projects	09/06/2020	
Mary Severin	Monitoring Officer	09/06/2020	
Elaine Browne	Head of Law	09/06/2020	10/06/2020
Louisa Dean	Communications	09/06/2020	

**Royal Borough Windsor & Maidenhead
Homelessness & Rough Sleeping
Strategy**

2018-2023

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1. INTRODUCTION

- 1.1 This document sets out a collaborative approach to tackling homelessness and rough sleeping in the Royal Borough of Windsor and Maidenhead over the next five years working closely with partners from the statutory and voluntary sectors.
- 1.2 The Council believes the most effective way to deal with homelessness and rough sleeping is to prevent it from happening and it places great emphasis on this approach through the provision of specialist housing advice and assistance to those in housing difficulty in the Borough.
- 1.3 An early help approach has been shown to prevent homelessness and rough sleeping but also to achieve wider outcomes such as improved health and wellbeing and better job opportunities. There is a big opportunity for all partners in the area to deliver services in different, co-ordinated ways so that a 'no wrong door' approach delivers outcomes that meet customer needs.
- 1.4 The Council will also work with partners to tackle the root causes of homelessness and rough sleeping by working with people to improve their life opportunities to prevent them from becoming homeless again in the future.

2. PURPOSE AND DEVELOPMENT OF THE STRATEGY

- 2.1 This strategy guides the Council's approach to the provision of homelessness and rough sleeping services in the Borough over the next five years working with its partners.
- 2.2 An action plan, see Appendix A, sets out how the priorities in this strategy will be achieved and this will be refreshed and updated with new actions each year.
- 2.3 This strategy has been developed through:
 - ▣ Homelessness review, trends and issues, both quantitative and qualitative.
 - ▣ Consideration of national and local policy, current and proposed.
 - ▣ Analysis of best practice from across the country.
 - ▣ Engagement and discussion with partners including voluntary organisations such as Brett Foundation and the Windsor Homeless Project, housing providers such as Radian and Housing Solutions, health service providers and Thames Valley Police.

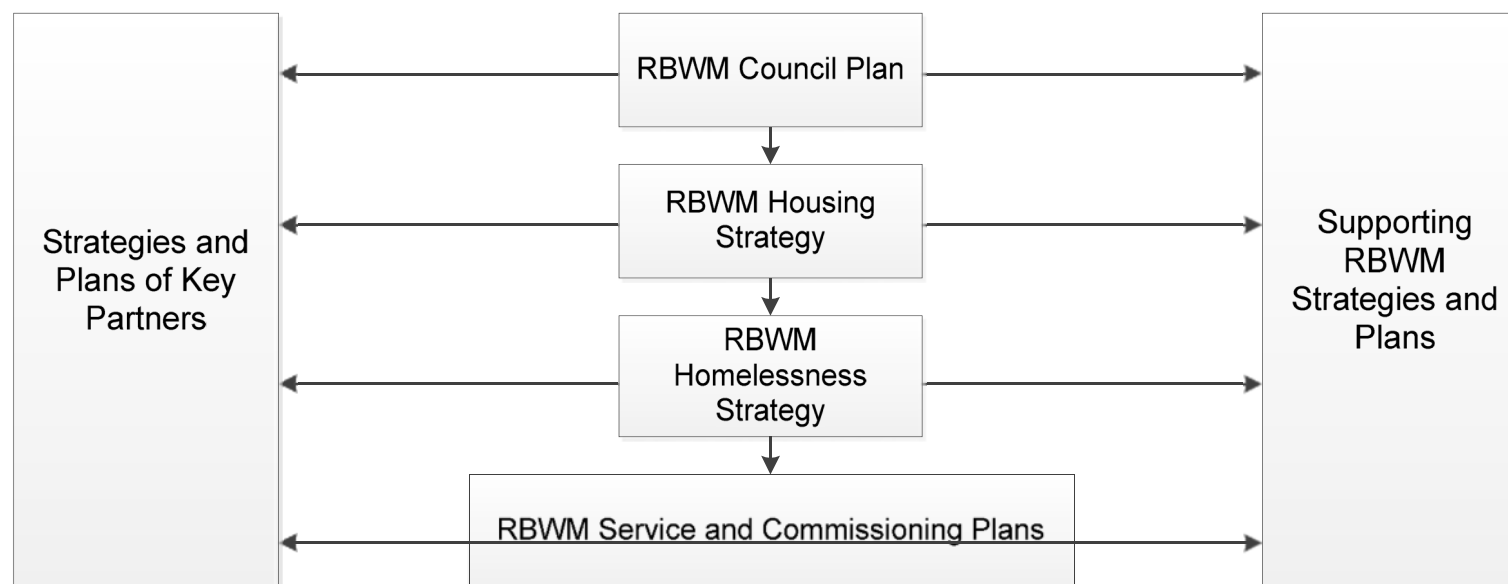
3. LEGISLATIVE AND STRATEGIC CONTEXT

3.1 The Homelessness Act 2002 imposes a duty on local housing authorities to carry out a homelessness review in their area and formulate and publish a homelessness strategy based on its results every five years.

3.2 A homelessness strategy is defined in Homelessness Act 2002 s3(1) as one formulated in order to:

- a) prevent homelessness in an authority's area
- b) secure accommodation that is and will be available in that area for people who are or may become homeless; and
- c) provide support for such people or those who have been homeless and need support to prevent it recurring.

3.3 The strategic context for this strategy is set out in the diagram below:



4 LOCAL CONTEXT

Homelessness applications, prevention and early help

- 4.1 Homeless applications and acceptances have increased in recent years and there has been a reliance on high levels of temporary accommodation. This strategy aims to address the causes and effects of homelessness, offering appropriate support and solutions to prevent and reduce homelessness through an early help approach while minimising reliance on temporary accommodation.

Rough sleeping

- 4.2 The Council carries out an annual rough sleeper count and takes action to help those identified back into secure and sustainable housing. The Council recognises that Windsor currently has specific challenges with rough sleeping. The Council is committed to preventing rough sleeping and will dedicate significant resources, working with partner organisations, to preventing rough sleeping, as well as providing support to anyone who finds themselves on the street. This includes the employment of a specialist Making Every Adult Matter (MEAM) coordinator to provide intensive support and assistance to rough sleepers, the funding of supported accommodation, reconnection to home areas, and provision of support, accommodation and advice through our newly formed Rough Sleeper Pathway.

Temporary accommodation

- 4.3 The Council has previously had a high number of households in temporary accommodation. As services have improved recently this number has reduced significantly. In future the Council aims to have a small pool of good quality temporary accommodation for those who need emergency accommodation.

Private rented sector

- 4.4 There are opportunities for the private sector to play an even more important role in delivering new supply but there are serious concerns over access and affordability. This strategy aims to work with the sector, supporting landlords to deliver supply that meets required standards of management and maintenance and is accessible to people on a range of incomes in a market that is well regulated and offers appropriate protection to tenants and landlords.

Partnership working

- 4.5 There are many areas of overlap between the priorities and the successful provision of these services requires collaborative working with local public, private and voluntary services. To support this, the Council will actively engage with its partners in the development and delivery of services and encourage collaborative working wherever possible.

Allocations policy

- 4.6 An updated allocation was agreed in 2018 to ensure the legislative changes within the Homelessness Reduction Act 2017, implemented on the 3rd April 2018, were adopted and included with the policy. The allocations policy sets out in detail who is eligible for housing and the priority they will receive for social housing the Council has nominations right to.

5 WHERE DO WE WANT TO BE?

- 5.1 This vision for this homelessness strategy is that:

‘The Royal Borough of Windsor and Maidenhead is a place where agencies work effectively together to support those who are or may become homeless guided by a focus on prevention and early help.’

- 5.2 The Council will to do this by working collaboratively with our partners focusing on five key priorities:

- ▢ Reducing the numbers of people becoming homeless.
- ▢ Reducing the numbers of households in temporary accommodation and improving the quality of that accommodation.
- ▢ Supporting people into good quality, affordable and sustainable accommodation options.
- ▢ Reducing rough sleeping and supporting those who find themselves on the street.
- ▢ Improving the customer service provided to people approaching housing services.

6 HOW WILL WE GET THERE?

6.1 The Council working with our partners will carry out the following refreshed actions to achieve our priorities:

Priority 1: Reducing the numbers of people becoming homeless.	Priority 2: Reducing the numbers of households in temporary accommodation and improving the quality of that accommodation.	Priority 3: Supporting people into good quality, affordable and sustainable accommodation options.	Priority 4: Reducing rough sleeping and supporting those who find themselves on the street.	Priority 5: Improving the customer service provided to people approaching housing services.
<ul style="list-style-type: none"> <input type="checkbox"/> Carry out a review to determine the potential for implementing a mediation service to assist with helping to maintain people in their existing accommodation. <input type="checkbox"/> Increase enforcement activity with landlords who maintain private rented properties in poor coordination or do not follow proper tenancy processes <input type="checkbox"/> Conduct a gap analysis of homelessness prevention education delivered through schools, colleges and youth organisations and refine the 	<ul style="list-style-type: none"> <input type="checkbox"/> Increase partnership working with local landlords through a forum and exploring an accreditation scheme. <input type="checkbox"/> Develop a smaller dedicated pool of temporary accommodation providers. <input type="checkbox"/> Continue the cyclical programme of temporary accommodation inspection. <input type="checkbox"/> Continue to ensure effective safeguarding for those in temporary accommodation <input type="checkbox"/> Increase the supply of TA and supported 	<ul style="list-style-type: none"> <input type="checkbox"/> Review the potential for a private sector scheme to give people more private rented options <input type="checkbox"/> Work with environmental health to ensure the correct advice to people in accommodation with disrepair issues. <input type="checkbox"/> Improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained. <input type="checkbox"/> Develop and adopt an RBWM score card sharing key stats with our stakeholders 	<ul style="list-style-type: none"> <input type="checkbox"/> Establish a multi agency forum to jointly review cases and develop integrated individual plans <input type="checkbox"/> Explore models from elsewhere that include holistic approaches involving accommodation, learning and employment. <input type="checkbox"/> Carry out a feasibility study for the potential for future supported accommodation <input type="checkbox"/> Build on the success of bringing all rough sleepers off the streets <input type="checkbox"/> Implement an alternative giving scheme 	<ul style="list-style-type: none"> <input type="checkbox"/> Improve the quality of information available to housing option clients on housing options and service arrangements through multiple channels <input type="checkbox"/> Improve quality assurance processes within case management <input type="checkbox"/> Ensure partnership working is at the heart of service delivery <input type="checkbox"/> Implement a Homelessness Forum reporting to the Health and Wellbeing Board <input type="checkbox"/> Adopt a prison

<p>approach accordingly.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Work with partners to improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained. <input type="checkbox"/> Develop a joint hospital discharge policy to prevent homelessness and bed blocking. 	<p>accommodation in the Borough</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Actively bid for all relevant future funding streams and support partner bids <input type="checkbox"/> Adopt the MEAM principles throughout service delivery <input type="checkbox"/> Develop a response to harassment and illegal evictions <input type="checkbox"/> Review the 'offer' for armed forces personnel within RBWM 	<ul style="list-style-type: none"> <input type="checkbox"/> Embed and share the success of the Rough Sleeping Pathway 	<p>release protocol</p> <ul style="list-style-type: none"> <input type="checkbox"/> Map and promote homeless services across the Borough <input type="checkbox"/> Review the need for a Gypsy & Traveller Liaison Officer <input type="checkbox"/> Promote the duty to refer and wider partnership approach to referrals
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7 HOW WILL WE KNOW?

7.1 The Council will monitor delivery of the key actions and the impact on key performance measures including:

- ▮ Number of homeless preventions per quarter.
- ▮ Numbers of young people presenting as homeless.
- ▮ Number of people placed into temporary accommodation.
- ▮ Average cost of temporary accommodation.
- ▮ Numbers of people accommodated in private rented accommodation.
- ▮ Number of approaches from people threatened with homelessness.
- ▮ Numbers of people sleeping rough.
- ▮ Waiting times for housing advice.

7.2 The strategy and action plan will be reviewed, refreshed and updated on an annual basis both to measure performance and also to ensure that the actions continue to be the right ones to meet the five key priorities of the strategy.

7.3 Where identified, new key areas of action to meet priorities will continue to be introduced as part of the review which will be carried out with partners and key stakeholders.

APPENDIX 1: ACTION PLAN (Proposed new actions under the existing 5 key priorities)

Priorities		Key Actions	Target date	Key Performance Measure	Officer/Agency Lead
1	Reduce the numbers of people becoming homeless	1.1 Review options for mediation services to assist with helping to maintain people in their existing accommodation.	Dec 2020	Number of homeless preventions per quarter	To be agreed at the homeless focus group
		1.2 Increased enforcement activity with landlords who maintain private rented properties in poor condition or do not follow proper tenancy processes.	Ongoing	Number of complaints from tenants	To be agreed at the homeless focus group
		1.3 Conduct a gap analysis of homelessness prevention education delivered through schools, colleges and youth organisations and refine accordingly.	March 2021	Numbers of young people presenting as homeless	To be agreed at the homeless focus group
		1.4 Work with partners to improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained.	Ongoing	Reduced numbers of young people presenting as homeless	To be agreed at the homeless focus group
		1.5 Develop and agree with	March 2021	Number of homeless preventions per	To be agreed at

		partners a joint hospital discharge policy.		quarter	the homeless focus group
2	Reduce the numbers of households in temporary accommodation and improve the quality of that accommodation	2.1 Increase partnership working with local landlords through a forum and exploring an accreditation scheme.	March 2021	Number of people placed into temporary accommodation	HSM & EHSM
		2.2 Develop a smaller dedicated pool of temporary accommodation providers.	March 2021	Average cost of temporary accommodation	HSM
		2.3 Continue the cyclical programme of temporary accommodation inspections.	Ongoing	All accommodation passing requirements	HSM
		2.4 Continue to ensure effective safeguarding for those in temporary accommodation	Ongoing	Any concerns appropriately investigated and addressed	HSM
		2.5 Increase the supply of TA and supported accommodation in the Borough	March 2022	Number of people placed into temporary accommodation	HSM
3	Support people into good quality affordable and sustainable accommodation options	3.1 Review the potential for a private sector access scheme to give people more private rented options	March 2022	Number of homeless preventions per quarter	HSM
		3.2 Work with environmental health	March 2021	Number of homeless	HSM & EHSM

		to ensure the correct advice to people in accommodation with disrepair issues.		preventions per quarter	
		3.3 Improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained.	March 2022	Number of homeless preventions per quarter	HSM & Children Services Lead
		3.4 Develop and adopt an RBWM score card sharing key stats with our stakeholders	July 2020	Implementation of score card	HOH&EH
		3.5 Actively bid for all relevant future funding streams and support partner bids	Ongoing	Number of homeless reliefs per quarter	To be agreed at the homeless focus group
		3.6 Adopt the MEAM principles throughout service delivery	Ongoing	Number of homeless preventions & reliefs per quarter	MEAM Coordinator
		3.7 Develop a response to harassment and illegal evictions	March 2021	Number of homeless preventions per quarter	HOH&EH
		3.8 Review the 'offer' for armed forces personnel within RBWM	March 2021	Number of homeless preventions & reliefs per quarter	HOH&EH

4	Reduce rough sleeping and support those who find themselves on the street	4.1 Establish a multi agency forum to jointly review cases and develop integrated individual plans	Sept 2020	Number of homeless reliefs per quarter	HSM
		4.2 Explore models from elsewhere that include holistic approaches involving accommodation, learning and employment.	Ongoing	Number of homeless preventions & reliefs per quarter	To be agreed at the homeless focus group
		4.3 Carry out a feasibility study for the potential for future supported accommodation.	March 2021	Number of homeless preventions & reliefs per quarter	Enabling Officer/Property Company
		4.4 Build on the success of bringing all rough sleepers off the streets	Ongoing	Number of homeless reliefs per quarter	To be agreed at the homeless focus group
		4.5 Implement an alternative giving scheme	Sept 2020	Reduction in street activity	HOH&EH
		4.6 Embed and share the success of the Rough Sleeping Pathway	Ongoing	Number of homeless reliefs per quarter	To be agreed at the homeless focus group
5	Improve the customer service provided to	5.1 Improve the quality of information available to	Ongoing	Number of homeless	To be agreed at the homeless

	people approaching housing services	housing option clients on housing options and service arrangements through multiple channels		preventions per quarter	focus group
		5.2 Improve quality assurance processes within case management	Ongoing	Customer satisfaction results	HSM
		5.3 Ensure partnership working is at the heart of service delivery	Ongoing	Homeless Forum	To be agreed at the homeless focus group
		5.4 Implement a Homelessness Forum reporting to the Health and Wellbeing Board	Sept 2020	Implementation of forum	HOH&EH
		5.5. Adopt a prison release protocol	Dec 2020	Number of successful cases per quarter	To be agreed at the homeless focus group
		5.6 Map and promote homeless services across the Borough	March 2021	Publication of services	To be agreed at the homeless focus group
		5.7 Review the need for a Gypsy & Traveller Liaison Officer	Sept 2020	Agreed protocol for illegal encampments & development of liaison role	HOH&EH
		5.8 Promote the duty to refer and wider partnership approach to referrals	Dec 2020	Increase in referrals	HOH&EH

The Royal Borough of Windsor and Maidenhead

Homelessness Review 2020

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Introduction

Preventing and tackling homelessness is a key priority for The Royal Borough of Windsor and Maidenhead. We have undertaken significant amounts of work across partnerships and with our customers, to challenge the way we do things and maintain a focus on achieving continuous improvement.

In that context, this review builds on the work undertaken by the Council since the last homelessness strategy was published and seeks to inform the refreshed homelessness strategy key priorities that will drive the Council forward and ensure it continues to deliver effective and truly modern housing services.

This review has been developed in accordance with the Council's duties under the Homelessness Act 2002, including the duty to consult. It will inform the Council's homelessness strategy refreshed action plan for preventing and tackling homelessness in future years.

The review has considered a wide range of local factors including, but not exhaustively, the way housing services are delivered in the area, current levels of homelessness, who is becoming homeless locally and why. It has reviewed available accommodation and support services to identify gaps in provision. It has encompassed a varied programme of consultation including a partnership focus group, member focus group, customer engagement and staff engagement.

Aims of the review

The primary aims of this review were to understand the current situation in Windsor and Maidenhead, identify key aims and objectives that will inform the strategic direction of homelessness services, and to agree refreshed actions that would effectively prevent and tackle homelessness between now and 2025.

This includes reviewing the service considering the Homelessness Reduction Act 2017 and the changes that this has meant for the way Councils deliver services to people who are homeless or at risk of homelessness.

The review was delivered through partner engagement across statutory and voluntary sectors to capture thoughts and ideas from different perspectives, about local pressures and what services could sensibly do to meet those challenges effectively, efficiently and proactively.

This review provides the foundation of knowledge that will underpin the Council's Preventing Homelessness Strategy action plan from 2020-2025

National agenda and policy links

The welfare reform agenda is ongoing. Housing markets in London and the South East continue to present specific affordability challenges for low income households, with some of those impacts now being felt in other parts of the country. Against this backdrop, the government remains committed to tackling rough sleeping with a range of funding announcements since 2015.

This review is being undertaken in the context of the 2015, 2017 and 2019 general elections, which saw the Conservative Party move from a parliamentary majority in 2015 to a minority

government formed with support from the Democratic Unionist Party of Northern Ireland in 2017 and subsequently a return to parliamentary majority in 2019. With a referendum held on 23rd June 2016, resulting in 51.89% of voters supporting the principle of the United Kingdom leaving the European Union. The snap general election called on 12 December and subsequent Brexit deal. The desk top review has also been undertaken within the unprecedented current times of Covid 19 and the true impact of the way in which local authorities respond to housing demand and deliver homelessness services is unknown. The housing and homelessness services are statutory function for the local authority and will need to be delivered however, changes to delivery will need to be made to ensure customers can still access the service.

In respect of local policy, this review has been conducted in the context of, and with due regard to, the following policies and strategies:

- Housing Allocation Policy 2018 - 2021
- Borough Local Plan
- Empty Property Strategy 2017
- Council Plan 2017 - 2021

The Council's strategies and plans for preventing and tackling homelessness are developed in a complex policy environment. We recognise that preventing and tackling homelessness represents a responsibility that falls across Council services.

The Council has had regard to these interdependent policy approaches to ensure a coherent and effective strategic approach to housing matters, and to ensure that innovation is targeted at improving the customer experience in an efficient and effective way.

Approach to the Homelessness Review 2019

The Homelessness Review has been conducted over a period of 6 months. During that time a timeline has been set for delivering the new Preventing Homelessness Strategy. The Council has been mindful to offer a range of consultation opportunities using various approaches to ensure all partners have had a range of opportunities to contribute directly. The consultation process has had some limitations due to Covid 19 and was extended due to the unprecedented times, however all partner agencies and internal services have been able to engage through virtual meetings and survey responses.

Introducing Royal Borough of Windsor and Maidenhead

Windsor and Maidenhead lies 25 miles west of London and is a unitary authority comprising of 12 political wards. The borough consists of:

- Belmont
- Bisham and Cookham
- Boyn Hill
- Bray
- Cox Green
- Furze Platt
- Hurley and Walthams

- Oldfield
- Old Windsor
- Pinkney's Green
- Riverside
- St Mary's

Windsor and Maidenhead is one of the least deprived areas of the country (ranked 304 out of 326 local authorities in England on the Index of Multiple Deprivation 2019)¹. However, due to the high cost of living in the borough, there are significant challenges for low income households and more vulnerable residents.

Windsor and Maidenhead currently has approximately 60,943 properties within the Borough with 68% of these being owner occupied. This proportion is higher than the national average of 63%. 16% of households in Windsor and Maidenhead reside in private rented sector accommodation, this is lower than the national average of 18%.²

There is already a much higher proportion of detached housing in the borough (31%) compared to the national average (22%). Semi-detached housing has also shown a reduction in growth rate compared to the previous 10 years. At 25%, the proportion of semi-detached housing is much lower than the national average of 31%. Terraced housing forms 19% of accommodation in the borough which is lower than the national average of 24%. Flats, apartments and maisonettes have continued to increase in the borough and at 25% form a significantly higher proportion of accommodation in the borough than the national average of 19%.³

The average house price in Royal Borough of Windsor and Maidenhead is £481,493⁴ compared with £251,233 in England. However average property prices in the borough decreased by 2% between August 2018 and August 2019. The median house price to workplace earnings ratio in the borough now stands at 11.59⁵

Demographic context

Population

The population of the borough has grown from 87,231 in 1951 to 145,100 by 2011 when the last census was carried out. The 20 year period from 1951 to 1971 saw a population increase of around 40,000. The borough's estimated midyear 2019 population was 151,200 and this is projected to rise by midyear 2039 to 158,100.⁶

The population in Windsor and Maidenhead is relatively young (median age 40) and whilst only 18% of the population (28,400) is aged 65 or over, this is expected to grow to 26% (40,400) by 2039 when the borough population is expected to be 158,100. More importantly, the growth in the over 85 cohort is expected to rise from 4,500 currently to 8,400 by 2036 with significant implications for health, housing and social care going forward.

83% of people in the borough are economically active in comparison with 82% in the South East and 79% in Great Britain. Of those who are employed, 62% work in managerial or

¹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019> - Accessed 27 November 2019

² https://www.nomisweb.co.uk/sources/census_2011_ks/report?compare=E06000040 – Accessed 22 December 2019

³ https://www.nomisweb.co.uk/sources/census_2011_ks/report?compare=E06000040 – Accessed 22 December 2019

⁴ <https://www.gov.uk/government/publications/uk-house-price-index-england-august-2019/uk-house-price-index-england-august-2019> - Accessed 27 November 2019

⁵ <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/ratioofhousepricetoresidencebasedearningslowerquartileandmedian> - Accessed 27 November 2019

⁶ ONS, Population projections for local authorities: Table 2

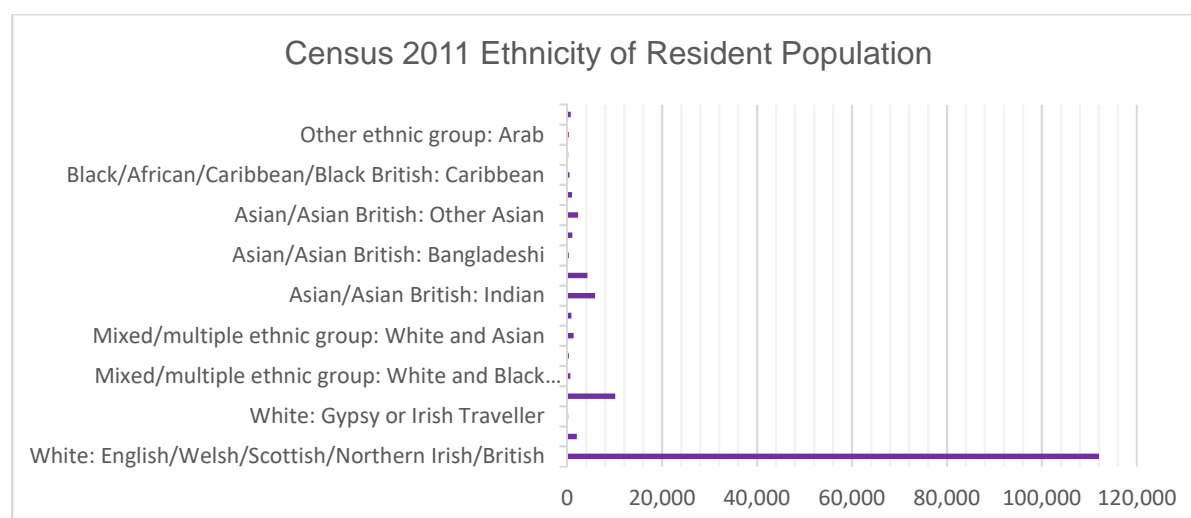
professional occupations with only 7% of households in the borough classed as workless. The average gross weekly earnings based on residence in November 2019 was £776.⁷

The number of people claiming job seekers allowance in Windsor and Maidenhead has fallen from a peak of 2.3% in August 2009, to 0.5% in November 2016.⁸ The figure remains lower than both the national and South East averages (0.7% and 1.1% respectively).

Race and ethnicity

Ethnicity data from the 2011 Census indicates that the majority of people living in Windsor and Maidenhead describe themselves as White British (78%). This compares with 85% in 2001. The Black and Minority Ethnic (BME) population in the borough has decreased slightly over the past decade from 15% in 2001 to 14% in 2011.

The largest BME group living in Windsor and Maidenhead in 2011 is Asian or Asian British (10%). There is also a growing number of people (7%) who classify themselves as 'Other White'. The proportion of people from this ethnic group living in Windsor and Maidenhead is greater than there is nationally and within the South East region.⁹



The chart above shows ethnic groups within the resident population of Windsor and Maidenhead.

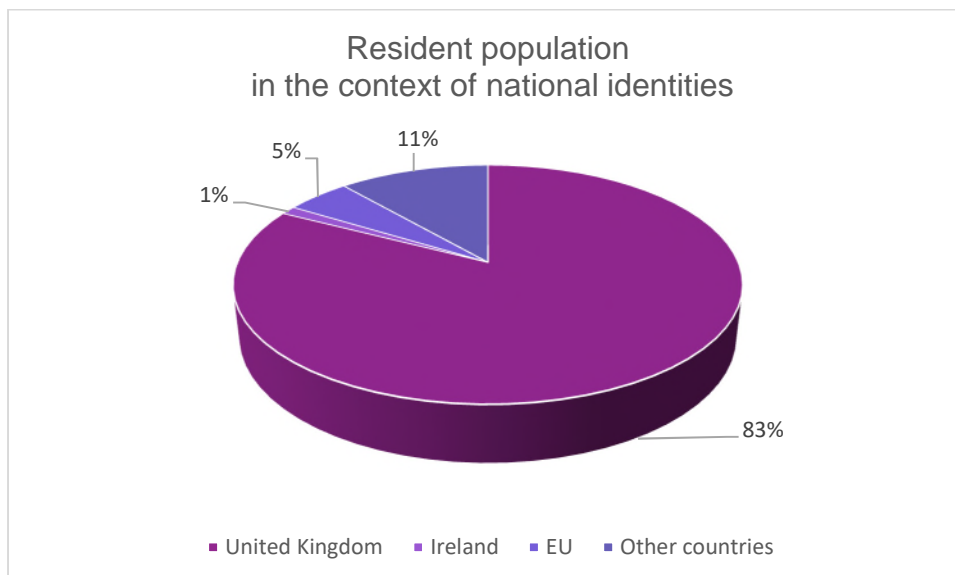
83% of the Windsor and Maidenhead population were born in the UK. The next biggest region represented in the local population is other countries at 11% followed by Europe at 5%.¹⁰ The table below expresses the proportions of Windsor and Maidenhead's resident population in the context of national identities:

⁷ <https://www.nomisweb.co.uk/reports/lmp/la/1946157289/report.aspx#tabearn> – Accessed 27 December 2019

⁸ <https://www.nomisweb.co.uk/reports/lmp/la/1946157279/report.aspx#tabwab> – Accessed 26 November 2019

⁹ ONS, Usual resident population, local authorities England and Wales, Table ID KS201EW

¹⁰ ONS, Country of Birth, Local Authorities in England and Wales, Table KS204EW



It is important for the Council to recognise any specific needs within its diverse communities in the context of developing strategies and plans.

Gypsies and Travellers

At the time of the 2011 Census, 219 people (0.05%) in Windsor and Maidenhead described themselves as being from the Gypsy or Irish Traveller ethnic group.¹¹ This proportion is on par with three of the six boroughs in Berkshire and slightly higher than the proportion of those describing themselves as being from the Gypsy or Irish Traveller ethnic group resident in the South East (0.17%).¹²

Disability

At 2011, 12%¹³ of Windsor and Maidenhead residents had a long-term health problem or disability which limited their day-to-day activities. This is lower than the South East at 15.7%¹⁴.

For 4.9%¹⁵ of Windsor and Maidenhead residents, day-to-day activities were limited a lot. This is lower than the South East at 6.7%.

According to the 2011 Census, 9.2% of all usual residents in households in Windsor and Maidenhead provide unpaid care. This is lower than the South East at 9.8%.¹⁶

1.5% of all usual residents in households in Windsor and Maidenhead provided 50 or more hours of unpaid care a week. This is lower than the South East at 2%.¹⁷

¹¹ ONS, Ethnic Group by Measures, Table KS201UK

¹² <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/ethnicity/datasets/2011census-small-population-tables-for-england-and-wales> - Accessed 04/12/2019

¹³ ONS, Official Labour Market Statistics, Long-term health problem or disability by tenure by age, Table LC3408EW

¹⁴ ONS, Official Labour Market Statistics, Long-term health problem or disability by tenure by age, Table LC3408EW

¹⁵ ONS, Official Labour Market Statistics, Long-term health problem or disability by tenure by age, Table LC3408EW

¹⁶ ONS, Official Labour Market Statistics, Long-term health problem or disability by tenure by age, Table LC3408EW

¹⁷ ONS, Official Labour Market Statistics, Long-term health problem or disability by tenure by age, Table LC3408EW

Economic context

The following tables and charts provide an overview of the local labour market:

	Windsor and Maidenhead (%)	South East (%)	Great Britain (%)
Economically Active	83.3	81.6	78.9
In employment	81.1	79.0	75.6
Employees	86.6	66.8	64.6
Self Employed	12.2	11.9	10.7
Unemployed	2.6	3.1	4.1

Census 2011, Table QS601EW

	Windsor and Maidenhead (%)	South East (%)	Great Britain (%)
Managers, Directors and Senior Officials	16.3	12.5	11.1
Professional occupations	24.2	22.7	21.0
Associate Professional and Technical	21.6	16.1	14.8
Administrative and Secretarial	11.8	10.2	9.8
Skilled Trade Occupations	5.8	9.2	10.0
Caring, Leisure and other Service occupations	6.5	8.5	9.0
Sales and Customer Service	5.5	6.9	7.3
Process plant and machine operatives	2.2	4.7	6.3
Elementary occupations	5.7	8.9	10.2

Census 2011, Table QS601EW

Housing Market, Demand and supply Affordability

Home ownership

The average income for all Windsor and Maidenhead residents working full time is £743.20 per week (gross). This breaks down to £890.70 per week for males and £595.90 per week for females.¹⁸

The lower quartile property in Windsor and Maidenhead is £465,000. Households in the borough therefore require an income of £109,500 to afford one of these properties (based on 30% of gross income spent on a mortgage). Achieving home ownership in Windsor and Maidenhead is a challenge; even for people earning above the average income.

¹⁸ ONS, Earnings and hours worked, place of residence by local authority: ASHE Table 8

Average house prices and comparisons

	2018	2013	2008	% change 5 years	% change 10 years
Windsor and Maidenhead	£465,000	£338,000	£307,000	38	51
South East	£321,113	£234,000	£215,000	37	49
England	£240,000	£188,000	£173,950	28	40

As indicated in the chart above, average house prices have increased by 48% over the last 5 years and 51% over the last 10 years.

The increases over this time frame have been higher than those experienced regionally and nationally. Whilst the Bank of England suggested that the impact of Britain's exit from the European Union could impact property prices by as much as 30%, currently there are no clear indications that house prices will reduce in the borough.

According to the UK house price index the average house price across England was £247,886 in December 2018. The average house price in the South East was £324,729. The table above shows the average house prices in Windsor and Maidenhead are significantly higher than the rest of the country (excluding London).¹⁹

Access to home ownership is a major challenge for people looking to secure owner occupation in Windsor and Maidenheads. This is not only true for those on low incomes, but also those for whom earnings exceed the average national income and average income for the area.

Market rents

The tables below identify that residents in Windsor and Maidenhead require an annual income of £26,863 to access a lower quartile private rented sector property in the borough with rental costs equating to 54% of their income:

Private rent December 2018 (all properties)	Windsor and Maidenhead Average Mean rent
Monthly rent	£1252
Annual rent	£15,024
Affordability threshold: 30% gross income on rent	
Annual income required to rent affordably	£50,080

ONS, Private rental market summary statistics in England: October 2018 to September 2019

¹⁹ <https://landregistry.data.gov.uk/app/ukhpi> - Accessed 02/12/2019

	Lower quartile annual pay	Lower quartile annual rental costs	Rental costs as % of earnings
Windsor and Maidenhead	£26,863	£14,400	54%

ONS, Private rental market summary statistics in England: October 2018 to September 2019

Average Mean Private Rent (monthly) by property size, 1 April 2018 to 31 March 2019

	Room	1 bed	2 bed	3 bed	4 bed
Windsor and Maidenhead	£521	£950	£1202	£1468	£2111
South East	£436	£718	£916	£1131	£1873
England	£411	£731	£800	£916	£1611

VOA, Private rental market summary statistics: April 2018 to March 2019

Average private rented figures in Windsor and Maidenhead are substantially higher than both the South East and England, which will impact on the amount of affordable private rented accommodation locally. As there is a lack of affordable market rented properties in Windsor and Maidenhead, any decline in properties available could result in a rental price increase reducing the affordability of private rented properties in the future.

Affordable housing

Registered Providers (RPs) charge Affordable Rents set at up to 80% of the open market rent in keeping with the MHCLG and HCA Affordable Homes Programme Framework.

Due to changes in the welfare system which includes extending the Local Housing Allowance Cap (LHA) to social landlords, capping benefits at £20,000 (£13,400 for single people), reducing the amount of Housing Benefit the under 35s with no children will be entitled to (from a 1 bedroom flat to a room in a shared house), and the high cost of 4-bedroom properties in Windsor and Maidenhead, this impacts on the affordability of wider Registered Provider properties.

In Windsor and Maidenhead, the cost for a single person aged under 35 years renting a 1-bed property with a registered provider is on average £121 per week.²⁰ With the referenced changes to LHA the rate applicable for a shared room rate of just £66 per week²¹. This leaves a potential shortfall for the resident to pay of £220 per month.

The Council is continually working with Registered Provider partners to try to address the ongoing affordability issues within the borough.

In addition, it is apparent that for households affected by the Benefit Cap, becoming economically active must be a priority. Employment for 16 hours or more per week triggers exemption from the Benefit Cap.

There is a very real risk for out of work households, and particularly larger out of work households; that all available housing options in Windsor and Maidenhead will become too

²⁰ <https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies> - Accessed 17/12/2019

²¹ https://www3.rbwm.gov.uk/info/200237/local_housing_allowance/348/local_housing_allowance_rates/2 - Accessed 03/01/2020

expensive. This could result in households having to move to other areas in order to secure housing they can afford.

Shared ownership

Shared Ownership properties are the main source of intermediate housing in Windsor and Maidenhead. These are a way of households that cannot afford to buy on the open market to staircase into home ownership. The recent government changes to the 'Help to Buy' criteria, applicants can now apply for properties of any size with a maximum joint income of up to £60,000

One and two bedroom properties are by far the most sought-after property with a range of households interested including single people, couples and families. The popularity of these units, along with the average incomes of successful households, demonstrates the financial pressure that is experienced by people who may even be earning above average incomes. This also, by extension, clearly emphasises the affordability struggle impacting those on average or lower than average incomes in Windsor and Maidenhead for whom owner occupation in the borough may not be possible without significantly improved earnings.

Demand for housing

The Windsor and Maidenhead Housing Register

The Windsor and Maidenhead Housing Register provides an indication of the current housing need within the borough. The register is composed of households seeking housing association rented accommodation and housing tenants who are not tenants or either Radian or Housing Solutions.

In December 2019 there were on average 900 applicants on the housing register. Of these, just under 30% were registered as requiring 1 bedroom accommodation.

This table shows a breakdown of Windsor and Maidenhead's Housing Register as of December 2019:

	1 bed	2 bed	3 bed	4 bed	5 bed	6 bed
Households registered Dec 2019	292	456	103	30	nil	nil

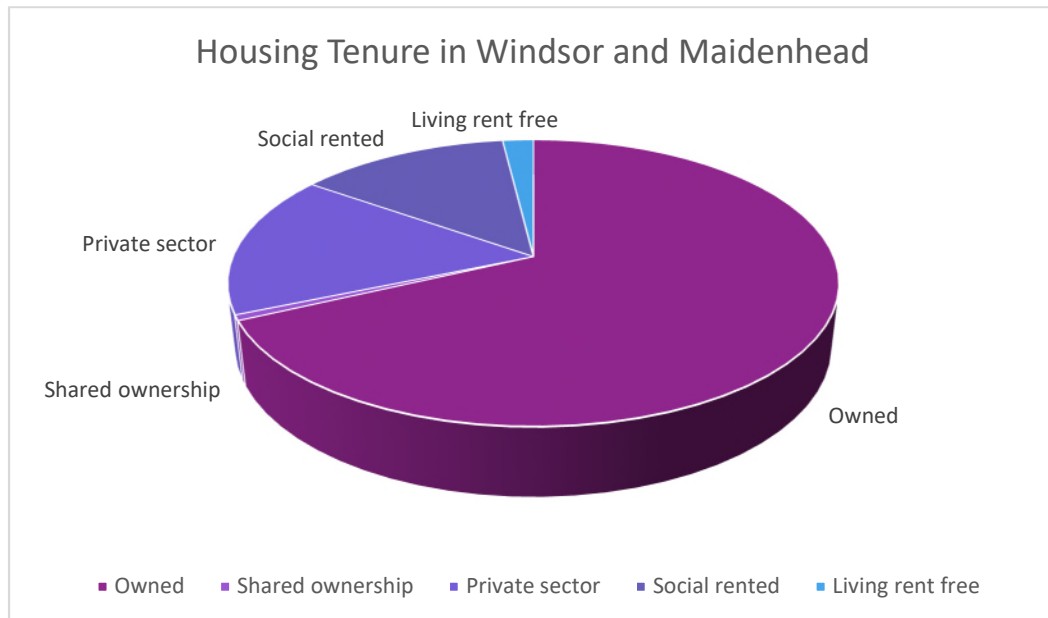
70% of applicants on the housing register have dependent children, with over 50% of households being registered for 2 bed accommodation.

The statistics above do not correlate with the current accommodation types being offered, 62% of nominations are for 1 bed roomed accommodation, 16% for 2 bed, 13% for 3 bed and only 12% registered for sheltered accommodation.

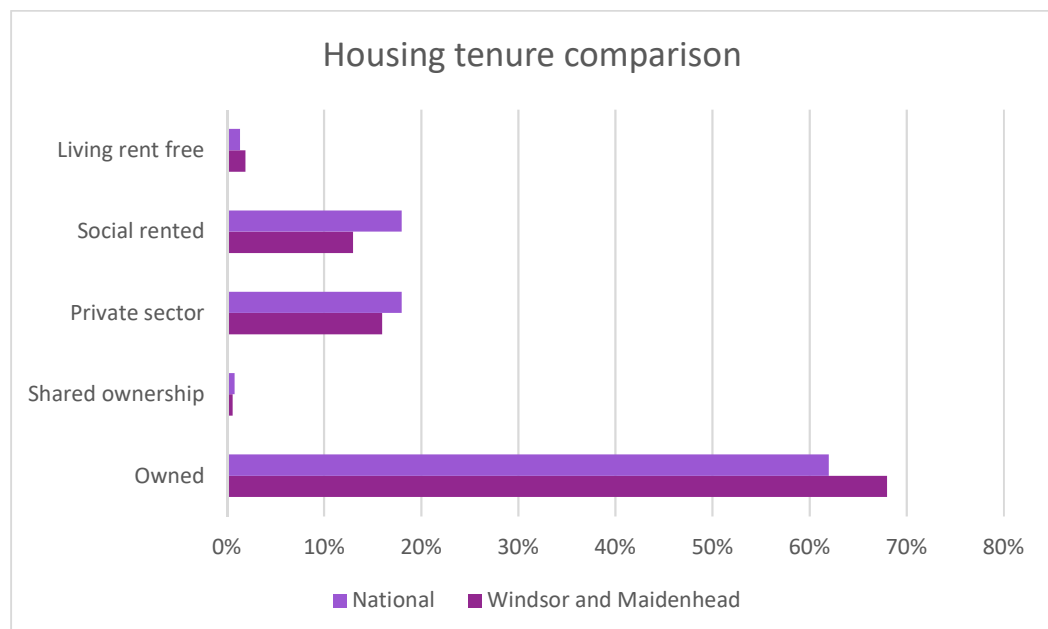
RBWM are currently reviewing the housing register and the data that is available, with a new housing register going live, the ability for forecast and compare statistical information moving forward.

Stock profile

The table below shows that Windsor and Maidenhead has a higher number of owner occupiers compared with the national figure.



Source: Census 2011, Table KS402EW



Source: Census 2011, Table KS402EW

Tenure Change Over 10 Year Period (2001 – 2011) (% Change)

	Owned	Private Rented	Social Rented
Windsor and Maidenhead	0.7%	77%	15%
South East	-1%	57%	6%
England	-1%	63%	-1%

Source: Census 2001 and 2011, Tables KS010 and KS402EW

Between 2001 and 2011 there has been little change in the number of households living in owner occupied accommodation in Windsor and Maidenhead however the nominal increase contrasts with the South East and National trends.

The number of households living in private rented sector accommodation in Windsor and Maidenhead has increased by 77% between the years 2001 and 2011. This increase is significantly higher than the increase in the South East and across England at 57% and 63% respectively.

Households living in the social rented sector in the Borough increased by 15% from 2001 to 2011. This increase is more than double that of the South East at 5% and contrasts the National figure which decreased by 1% during the same 10 year period.

Number and % of Bedrooms in Homes of Different Tenures and Dwellings:

	Windsor and Maidenhead		South East	
Owner occupation				
1 bed	1,316	3%	111,660	5%
2 bed	7,328	19%	540,080	22%
3 bed	15,743	40%	1,066,120	44%
4 bed	10,683	27%	539,230	22%
5 or more bedrooms	4,498	11%	186,620	8%
Total	39,568	100%	2,443,800	100%
Private rented				
1 bed	1,941	19%	152,550	24%
2 bed	4,230	40%	232,160	37%
3 bed	2,745	26%	166,900	27%
4 bed	1,073	10%	49,830	8%
5 or more bedrooms	485	5%	22,760	4%
Total	10,474	100%	634,200	100%
Social rented				
1 bed	2,973	39%	158,080	32%
2 bed	2,146	28%	160,750	33%
3 bed	2,338	30%	150,650	31%
4 bed	161	2%	14,740	3%
5 or more bedrooms	40	1%	3,250	1%
Total	7,658	100%	487,470	100%

Source: Census 2011

N.B. Figures have been rounded.

Average Waiting Times in Months for Allocations of Social Rented Housing

The average wait times for social housing can only be collected for 2019/2020 due to the limited data available.

The average wait time of a 1 bed need household in band A is 9months, with the a 2 bed need household on the housing register in Band A, having a an average wait time of 2 years, and average of 1 year for 3 bed need. It is not possible to provide a true average for a four bed needs due only having 1 four bed property to nominate within the timeframe but sheltered housing households in band A are waiting on average 9 months for a nomination, however often the accommodation is not suitable due to being above floor level, with no lift or on some occasions being a studio property that is not a desirable accommodation option for sheltered residents.

Over-crowding in RBWM

Recorded Overcrowding (all tenure types) on the Windsor and Maidenhead Housing Register equate to 236 households lacking one bedroom or more.

Empty homes

All vacant dwellings in Windsor and Maidenhead, Berkshire and England

	2016	2017	2018
Windsor and Maidenhead	1718	1675	1715
Berkshire	6970	6699	7220
England	240,587	244,611	258,412

Source, MHCLG, Live tables on dwelling stock (including vacants), Table 615

All vacant dwellings in Berkshire

	2016	2017	2018
Bracknell	930	984	1075
Reading	1617	1420	1399
RBWM	1715	1657	1715
Slough	655	623	843
West Berkshire	911	743	802
Wokingham	1139	1272	1386

Source, MHCLG, Live tables on dwelling stock (including vacants), Table 615

The tables above illustrate that Windsor and Maidenhead has the highest number of empty homes in Berkshire with the figure increasing slightly from 2017 to 2019. It should be noted, however, that this mirrors the pattern in all but one local authority in Berkshire.

Bringing empty homes back into housing use is a key priority for the council, recognising that empty homes represent a wasted resource, adding to the pressures on housing need locally and also potentially creating concerns for those who live nearby.

In May 2017 the Royal Borough's cabinet approved an Empty Homes Strategy setting out a commitment to tackle empty homes in the borough, the intention is to refresh and review this strategy in line with the key priorities in the Homeless Strategy.

The council offers support to owners to achieve this, from advice on the legal and technical work needed to bring a property onto the market, to helping those who have had bad experiences of renting to find the right tenants, and identifying temporary options to bring homes back into use while plans to redevelop a site are being progressed.

This work with landlords has seen a total of 118 properties being brought back into use as much-needed housing.

All Long-Term Vacant Dwellings in Windsor and Maidenhead, Berkshire and England

	2016	2017	2018
Windsor and Maidenhead	711	826	814
Berkshire	2325	2557	2714
England	77,684	80,124	84,839

Source, MHCLG, Live tables on dwelling stock (including vacants)

Long term empty homes are classed as those which have remained empty for more than 6 months and excludes second homes. The level of long term empty homes has fluctuated across recent years with a reduction of empty properties from 2017 to 2018. The council remains committed to tackling the issue within available resources.

Homelessness in Windsor and Maidenhead

Causes of homelessness

The causes of homelessness are often complex, the reasons for statutory homelessness recorded by Windsor and Maidenhead are detailed below, although they do not consider the wider causes of homelessness.

Homelessness is caused by a complex interplay between a person's individual circumstances and adverse 'structural' factors outside their direct control.²² Structural causes of homelessness are social and economic in nature and are often outside the control of the individual or family concerned. The structural causes of homelessness include poverty, lack of affordable housing and policy changes.

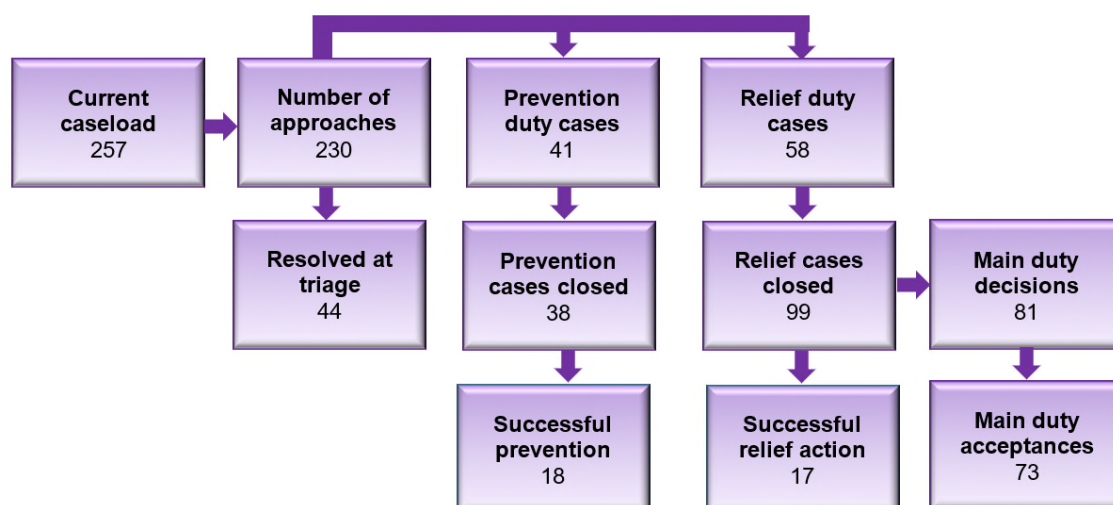
There are often multiple and complex reasons for the loss of a home, but common causes of homelessness acceptances amongst applications to the council are: end of assured shorthold Tenancy (AST), relationship breakdown or friends or family no longer able to accommodate.

In Windsor and Maidenhead in 2018/19, the main reasons for approach were rooted in the end of an AST with interpersonal issues such as relationship breakdown or friends and family no longer or willing to accommodate being the next largest reason for approach.

²² http://england.shelter.org.uk/campaigns/why_we_campaign/tackling_homelessness/What_causes_homelessness - Accessed WHEN

Causes of homelessness – RBWM Score Card showing approaches between January 2020 – March 2020

Housing Options statutory decisions workflow



Causes of homelessness – Loss of settled accommodation

Loss of last settled accommodation	
Reason for loss of last settled accommodation	Total
Mortgage repossession	1
End of private rented tenancy – AST	32
End of private rented tenancy – Non AST	3
End of social rented tenancy	5
Eviction from supported housing	2
Family no longer able to accommodate	49
Friends no longer able to accommodate	7
Relationship with partner ended (non-violent)	27
Domestic abuse	18
Racially motivated violence or harassment	0
Non-racially motivated violence or harassment	2
Left institution with no accommodation available	3
Left HM forces	1
Required to leave accommodation provided as asylum support	0
Fire, flood or other emergency	1
Other	63
Property disrepair	3
	218

The statistical data above supports the authority to determine the actions moving forward required within the refreshed action plan for the Homelessness Strategy.

ROYAL BOROUGH OF WINDSOR & MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

ESSENTIAL INFORMATION									
Item being assessed (Please tick):	Strategy	X	Policy		Plan		Project		Service/Procedure
Responsible Officer:	Tracy Hendren				Service:	Housing & Environmental Health			
					Directorate:				
STAGE 1: EqIA SCREENING (MANDATORY)					STAGE 2: FULL ASSESSMENT (IF APPLICABLE)				
Date created:	08/06/20				Date created:				
					Date reviewed by Law & Governance:				
Approved by Head of Service / Overseeing group/body / Project Sponsor:	<i>"I am satisfied that an equality impact has been undertaken adequately."</i>								
	Signed:	Tracy Hendren							
	Date:	08/06/20							

GUIDANCE NOTES

What is an EqlA and why do we need to do it?

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'due regard' to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advancing equality of opportunity between those with 'protected characteristics' and those without them.
- Fostering good relations between those with 'protected characteristics' and those without them.

EqlAs are a systematic way of taking equal opportunities into consideration when making a decision, and should be conducted when there is a new or reviewed strategy, policy, plan, project, service or procedure in order to determine whether there will likely be a detrimental and/or disproportionate impact on particular groups, including those within the workforce and customer/public groups.

What are the “protected characteristics” under the law?

The following are protected characteristics under the Equality Act 2010: age; disability (including physical, learning and mental health conditions); gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

What's the process for conducting an EqlA?

The process for conducting an EqlA is set out at the end of this document. In brief, a Screening Assessment should be conducted for every new or reviewed strategy, policy, plan, project, service or procedure and the outcome of the Screening Assessment will indicate whether a Full Assessment should be undertaken.

Openness and transparency

RBWM has a 'Specific Duty' to publish information about people affected by our policies and practices. Your completed assessment should be sent to the Strategy & Performance Team for publication to the RBWM website once it has been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. If your proposals are being made to Cabinet or any other Committee, please append a copy of your completed Screening or Full Assessment to your report.

Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

STAGE 1: SCREENING (MANDATORY)

1.1 What is the overall aim of your proposed *strategy/policy/project etc* and what are its key objectives?

The overall aim of the strategy is to set out a framework for how the borough will prevent homelessness and rough sleeping, clearly demonstrating the priorities and actions to be delivered in partnership across the borough.

The strategy has already been approved and this is a review and refresh of the actions within the strategy to ensure the actions are still relevant and take into account emerging trends and challenges.

1.2 What evidence is available to suggest that your proposal could have an impact on people (including staff and customers) with protected characteristics?

*Consider each of the protected characteristics in turn and identify whether your proposal is **Relevant** or **Not Relevant** to that characteristic. If **Relevant**, please assess the level of impact as either **High / Medium / Low** and whether the impact is **Positive** (i.e. contributes to promoting equality or improving relations within an equality group) or **Negative** (i.e. could disadvantage them). Please **document your evidence** for each assessment you make, **including** a justification of why you may have identified the proposal as "Not Relevant".*

Protected characteristic	Relevance	Level	Positive / Negative	Evidence
Age	Relevant	Low	Positive	Impact of not tackling homelessness and rough sleeping will have a negative impact on all ages. Taking action will have a positive impact for all households threatened with homelessness or rough sleeping.
Disability	Relevant	Low	Positive	The overarching strategy and the actions are not expected to have a specific impact on those with disabilities over other groups, however if it is highlighted through the actions that there is a higher proportion of households with disabilities approaching as homeless or rough sleeping then positive action can be taken.
Marriage and civil partnership	Not relevant			There are no actions suggested within the strategy that will impact this group compared to others. Individual projects can

				be assessed as they are developed and taken forward to ensure this continues to be the case.
Pregnancy and maternity	Relevant	Medium	Positive	The strategy highlights the support and advice that is offered to those with a priority need status, this includes pregnant households. Therefore the impact on those households who are pregnant or have young children is positive.
Race	Not relevant			There are no actions suggested within the strategy that will impact on a particular race compared to others. Individual projects can be assessed as they are developed and taken forward to ensure this continues to be the case, with statistical data being monitored and reviewed to ensure BME groups are not disadvantaged .
Religion or belief	Not relevant			There are no actions suggested within the plan that should specifically impact any religion but again statistical data will be monitored and reviewed to ensure no religion or belief is disadvantaged
Sex	Not relevant			The over arching strategy and the actions are not expected to have a specific impact on sex, sexual orientation or gender reassignment over other groups, however if it is highlighted through the actions that there is a higher proportion of households from this group including LGBTQ groups approaching as homeless or rough sleeping then positive action will be taken.
Sexual orientation	Not relevant			
Gender reassignment	Not relevant			

OUTCOMES, ACTION & PUBLIC REPORTING

Screening Assessment Outcome	Yes / No / Not at this Stage	Further Action Required / Action to be taken	Responsible Officer and / or Lead Strategic Group	Timescale for Resolution of negative impact / Delivery of positive impact
Was a significant level of negative impact identified?	Not at this stage	Ensure projects and other policies developed as a	Tracy Hendren	Any projects that result from the strategy.

		result are screened and assessed for equalities impact. This can also be reviewed at the homeless focus group on a quarterly basis		
Does the strategy, policy, plan etc require amendment to have a positive impact?	Not at this stage	Not at this stage	N/A	N/A
If you answered yes to either / both of the questions above a Full Assessment is advisable and so please proceed to Stage 2. If you answered “No” or “Not at this Stage” to either / both of the questions above please consider any next steps that may be taken (e.g. monitor future impacts as part of implementation, re-screen the project at its next delivery milestone etc).				

All completed EqIA Screenings are required to be publicly available on the council’s website once they have been signed off by the relevant Head of Service or Strategic/Policy/Operational Group or Project Sponsor.

STAGE 2: FULL ASSESSMENT

2.1 SCOPE & DEFINE

2.1.1 Who are the main beneficiaries of the proposed strategy / policy / plan / project / service / procedure? *List the groups who the work is targeting/aimed at.*

2.1.2 Who has been involved in the creation of the proposed strategy / policy / plan / project / service / procedure? List those groups who the work is targeting/aimed at.

2.2 INFORMATION GATHERING/EVIDENCE

2.2.1 What secondary data have you used in this assessment? Common sources of secondary data include: censuses, organisational records.

2.2.2 What primary data have you used to inform this assessment? Common sources of primary data include: consultation through interviews, focus groups, questionnaires.

Equality Duty Statement	Protected Characteristic	Advancing the Equality Duty		Negative impact		Explanation & Mitigations
		Does the proposal advance the Equality Duty Statement in relation to the protected	If yes, to what level? (High / Medium / Low)	Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic

		characteristic (Yes/No)				
Eliminate discrimination, harassment, victimisation	Age					
	Disability					
	Gender reassignment					
	Marriage and civil partnership					
	Pregnancy and maternity					
	Race					
	Religion or belief					
	Sex					
	Sexual orientation					
Advance equality of opportunity	Age					
	Disability					
	Gender reassignment					
	Marriage and civil partnership					
	Pregnancy and maternity					
	Race					
	Religion or belief					
	Sex					
	Sexual orientation					
Foster good relations	Age					
	Disability					
	Gender reassignment					

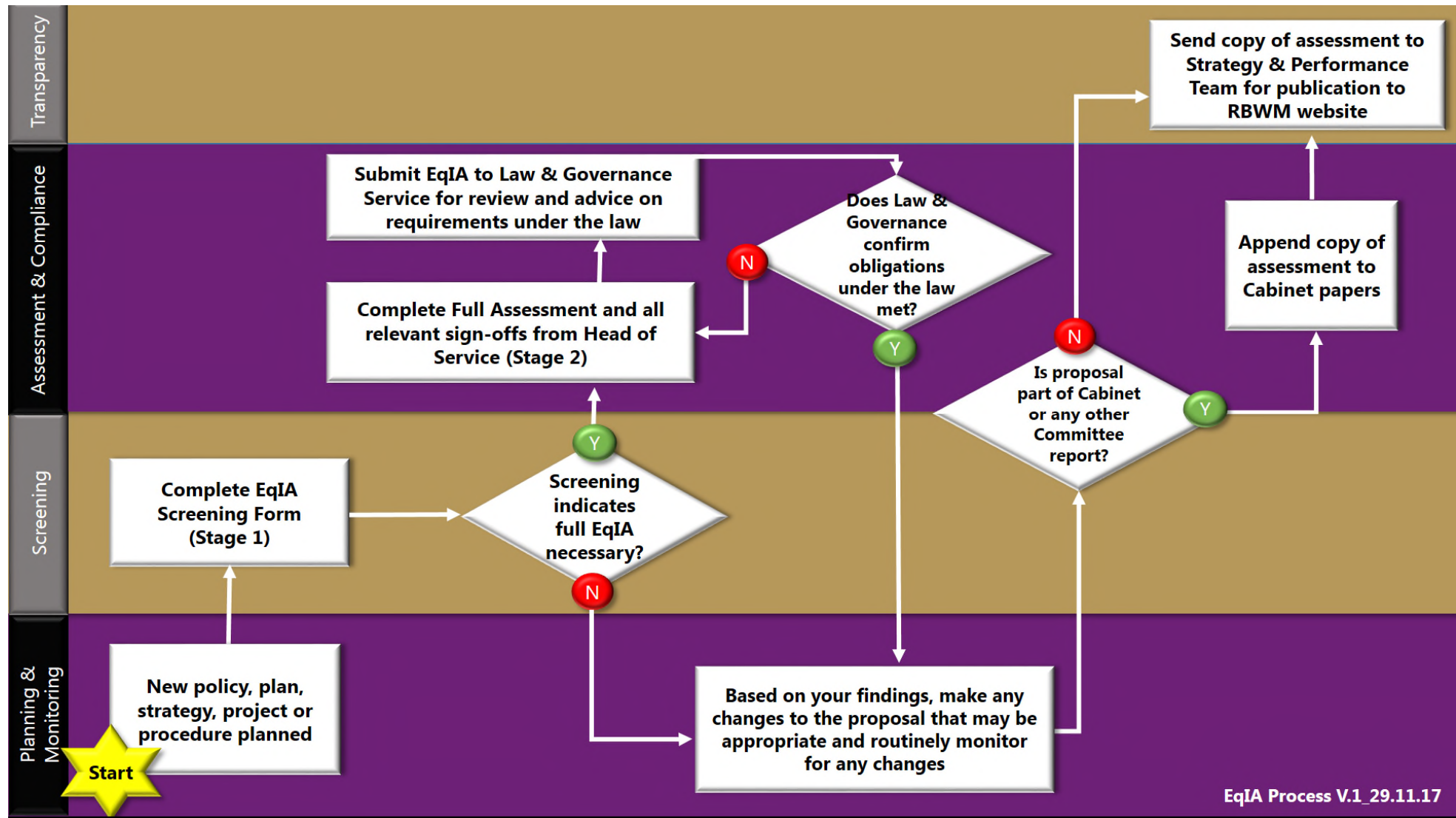
	Marriage and civil partnership					
	Pregnancy and maternity					
	Race					
	Religion or belief					
	Sex					
	Sexual orientation					

2.4

Has your delivery plan been updated to incorporate the activities identified in this assessment to mitigate any identified negative impacts?

These could be service, equality, project or other delivery plans. If you did not have sufficient data to complete a thorough impact assessment, then an action should be incorporated to collect this information in the future.

EqIA Process



Homelessness Strategy update

June 2020



Agenda

- Context
- Survey outcomes
- Current priorities
- Proposed updates to the strategy
- Next steps
- Q&A
-



Context

Legislation



Homelessness Act 2002

- Places a duty on local authorities to formulate a homelessness strategy by initially carrying out a homelessness review for the district and publishing a Homelessness Strategy
- Housing authorities must keep their homelessness strategy under review and modify it accordingly
- Circumstances that might prompt modification of a homelessness strategy include but not be limited to:
 - The composition of homelessness and/or the risk of homelessness in the Borough
 - Changes to the delivery of the strategy
 - Changes to the relationships or the housing organisational structure
 - The ongoing review of the actions on an annual basis and updating



MHCLG Rough Sleeper Strategy 2018

We will work with the Local Government Association and local authorities so that by winter 2019:

- All local authorities update their strategies and rebadge them as homelessness and rough sleeping strategies*
- Strategies are made available online and submitted to MHCLG; and*
- Local authorities report progress in delivering these strategies and publish annual action plans*
- Where local authorities do not follow these changes, we will take action*



Survey outcomes

Partners and Councillors



Key messages

- ✓ 93% of respondents think our five priorities are correct
- ✓ 87% of respondents would like to be actively engaged in the strategy moving forward
- ✓ 50% of respondents think we need to include additional priorities

Additionally we asked;

What groups/issues should the council focus on moving forward?

Covid 19, singles, domestic abuse, parental evictions, gypsy & travellers, veterans, multiple needs, rough sleepers, multiple dis-advantaged, ex-offenders, care leavers, landlords (to access properties)



Key messages

Additionally we asked;

What more could the council do and what additional priorities should we adopt

- 1.Covid 19 – Build on the success of bringing all rough sleepers off the streets – including support, training, education funded through an alternative giving scheme
- 2.Ensure we have suitable Temporary accommodation and supported accommodation in borough
- 3.Engage with all partners internal and external – working together to deliver services
- 4.Adopt a meeting/forum with partners to monitor the homelessness strategy action plan including targets and KPI's



Key messages

We also asked;

What additional actions could the council adopt to prevent rough sleeping/returning to rough sleeping

1. One step would be to record the number of our homeless residents more accurately
2. Provide more support to the homeless once they have been given accommodation with employment, support, training and activities – linked to an alternative giving scheme
3. Ensure RBWM are the first in the field to benefit from any funding and initiatives from central government
4. Map all current provision across the borough and link into all partners and services
5. Ensure early engagement to prevent rough sleeping including early referrals from prisons and hospital

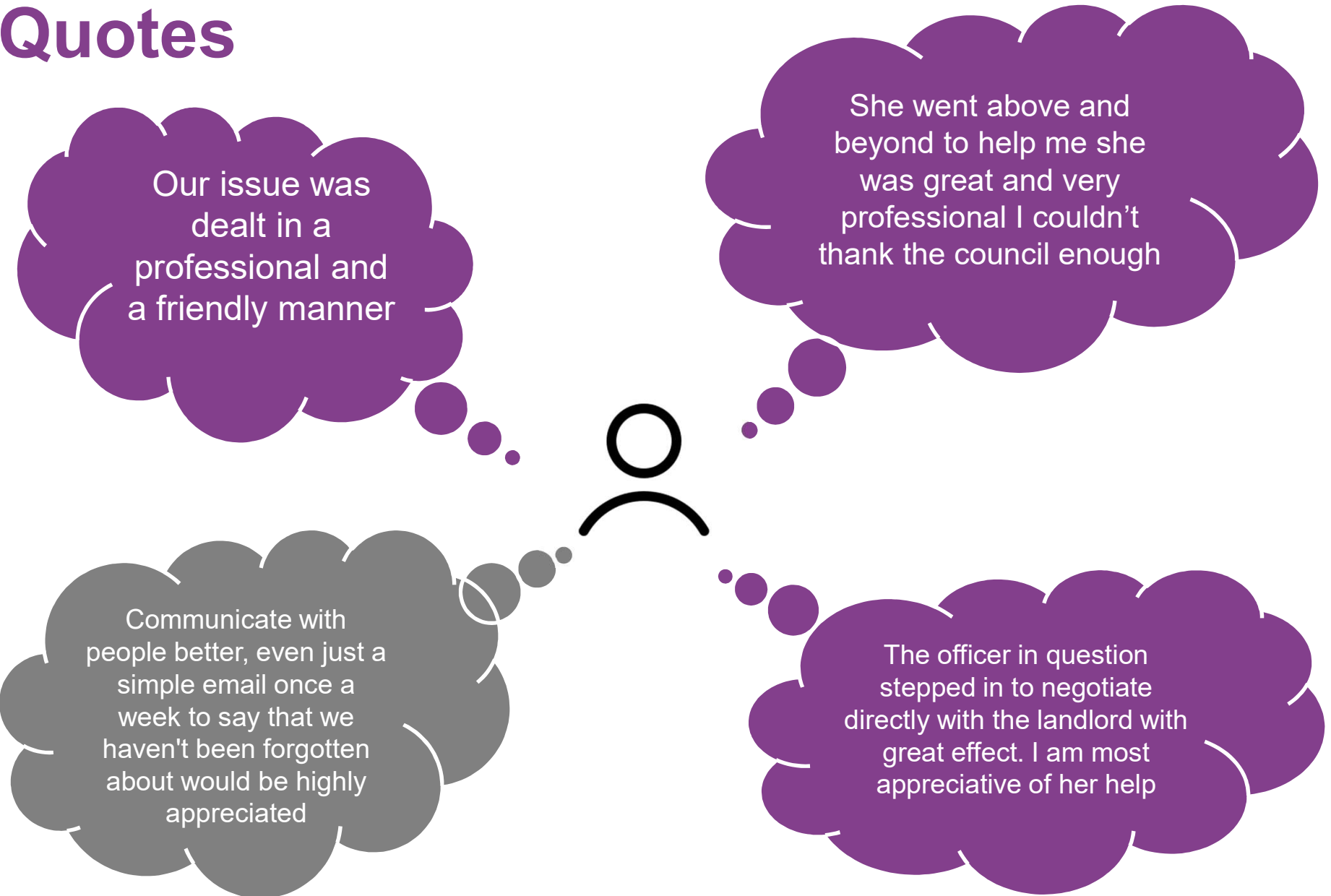


Survey outcomes

Customers



Quotes



Our issue was dealt in a professional and a friendly manner

She went above and beyond to help me she was great and very professional I couldn't thank the council enough

Communicate with people better, even just a simple email once a week to say that we haven't been forgotten about would be highly appreciated

The officer in question stepped in to negotiate directly with the landlord with great effect. I am most appreciative of her help

Current priorities



Current priorities

- 1 Reduce the numbers of people becoming homeless
- 2 Reduce the numbers of households in temporary accommodation and improve the quality of that accommodation
- 3 Support people into good quality affordable and sustainable accommodation options
- 4 Reduce rough sleeping and support those who find themselves on the street
- 5 Improve the customer service provided to people approaching housing services



Proposed updates



Title change

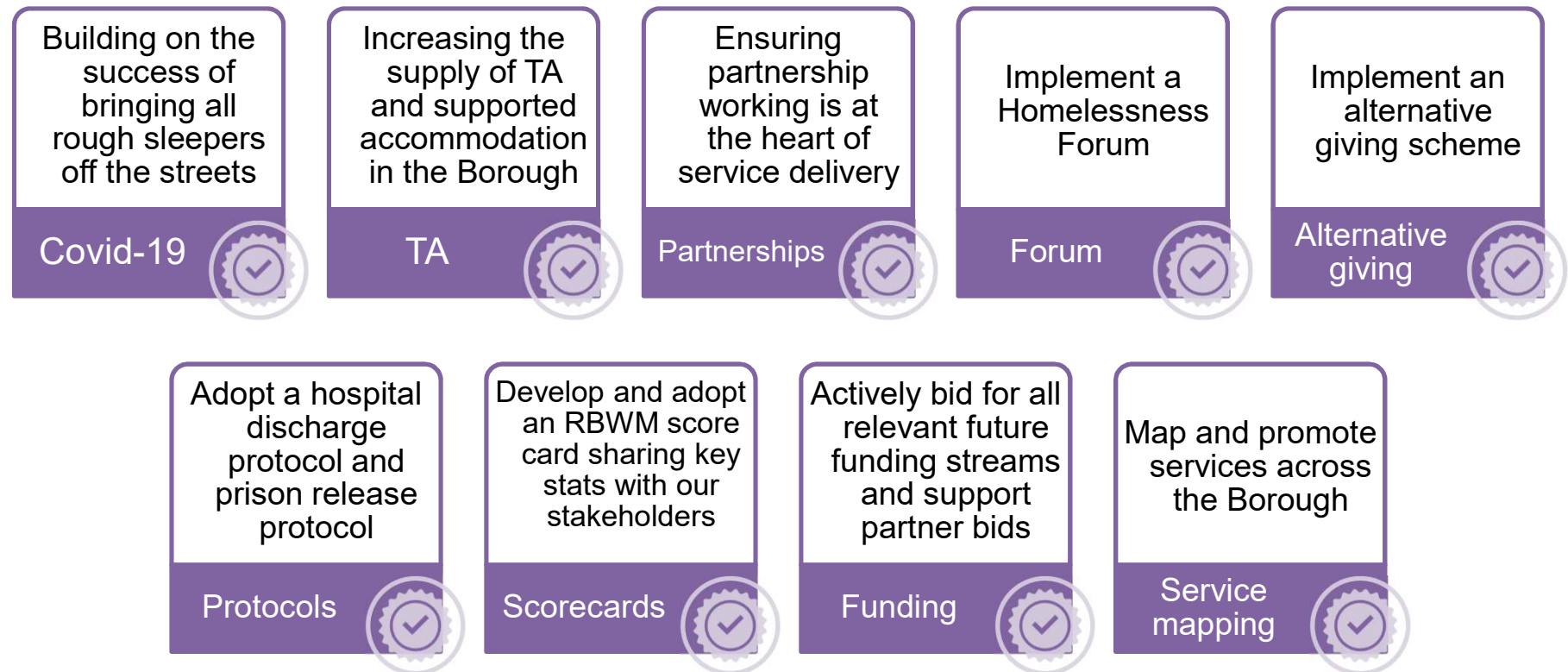


Building on the 5 key priorities



Updating the 5 key priorities

Include the newly emerging themes within the existing 5 key priorities:



Next steps



What happens next?

- Include feedback from Leaders Board
- Complete Quality Impact Assessment
- Present report to Cabinet in June 2020 with proposed changes
- Publish updated Strategy June/July 2020



Questions

