

Appendix A

**MOLE VALLEY DISTRICT COUNCIL**  
**HOMELESSNESS REVIEW 2014**



**Table of Contents**

**1. INTRODUCTION ..... 3**

**2. SUMMARY OF THE REVIEW..... 4**

**3. THE MOLE VALLEY HOUSING MARKET ..... 6**

**4. HOMELESSNESS IN MOLE VALLEY ..... 10**

**HOMELESSNESS PREVENTION..... 10**

**RENT BONDS TO PREVENT HOMELESSNESS..... 16**

**DISCRETIONARY HOUSING PAYMENTS..... 20**

**LEVELS OF HOMELESSNESS ..... 21**

**ROUGH SLEEPERS ..... 28**

**EX--SERVICE PERSONNEL..... 28**

**5. OTHER HOMELESSNESS STATISTICS..... 29**

**6. HOMELESSNESS ACCOMODATION ..... 32**

**7. SERVICES FOR HOMELESS PEOPLE IN MOLE VALLEY ..... 36**

**AUDIT OF SERVICES FOR HOMELESS PEOPLE IN MOLE VALLEY 2013..... 36**

**SUPPORTED ACCOMMODATION FOR THE SINGLE HOMELESS IN MOLE VALLEY..... 40**

**HOSTELS FOR PEOPLE IN NEARBY BOROUGHES AND DISTRICTS..... 41**

**8. THE SURREY HOMELESSNESS ALLIANCE ..... 43**

**9. MOLE VALLEY AFFORDABLE HOUSING STOCK AND LETTINGS ..... 44**

**10.A REVIEW OF THE HOMELESSNESS STRATEGY ACTION PLAN 2008/13 ..... 45**

## 1. INTRODUCTION

The purpose of this document is to:

- state the levels of homelessness in Mole Valley in the context of the local housing market;
- detail the activities and services provided, which help prevent homelessness; help to find accommodation for homeless and potentially homeless people or provide support for them including support to prevent them becoming homeless again; and
- identify the resources available to the Council, to Surrey County Council, other public authorities, voluntary organisations and other agencies for providing these services.

Review the progress of the previous review and strategy. Using the information contained in this document, a summary of the issues for homelessness and homelessness services in Mole Valley has been compiled. This summary will be used to inform the scope, objectives and actions for the Mole Valley Homelessness Strategy.

## 2. SUMMARY OF THE REVIEW AND ISSUES ARISING

The Homelessness Review provides comprehensive information to develop and inform Mole Valley's Homelessness Strategy. The key findings of the Review are presented below and influence some areas of the more detailed work contained in the Homelessness Strategy. Further detail regarding each point is provided within the main bulk of the document.

- The housing market in Mole Valley has seen a 6.6% increase in properties over the last 5 years with a growth in the private rented sector of 2.1%.
- There is a shortage of shared accommodation within the district.
- The average price of accommodation in the District is 38% higher than it was in 2008.
- The number of people on the Council's housing register has decreased by 40% since 2008 and in December 2014 stands at only 350 households.
- There have been 432 affordable housing completions in the last eight years 2007/08 to 2014/15, which is an average of 54 per year and in accordance with the Council's target of 50 per year.
- The majority of day to day vacancies with housing associations that have become available to let have been bedsits and one bedroom properties for people over 55.. Whilst this is also the largest group of people on our housing register awaiting social housing, the majority of people who approach us as homeless are families who are in need of 2 or 3 bedroom properties.
- The number of housing advice approaches recorded over the last five years has been decreasing. This does not automatically mean that there have been fewer approaches to the service. Many cases are currently dealt with over the telephone or email on a one off basis and no case work is required to follow these up. Where this is the case they will not be recorded on the housing software and therefore are not recorded.
- The percentage of cases where homelessness has been prevented has decreased from a peak of 57.9% in 2012/13 to 38.5% 2013/14.
- The three main reasons for housing options and homelessness approaches being made have continued to be exclusion by parents; loss of private rented accommodation and non-violent breakdown of relationship with partner. Although exclusion by parents has been decreasing.

- The main methods by which homelessness has been prevented have been finding alternative accommodation in the private rented sector (40%); referrals into supported housing, and allocations of social housing. This has included single people and couples.
- The private rented sector is a cost efficient way of assisting the prevention of homelessness with the majority of landlords wanting a longer term bond than a cash amount as a deposit and then only 8% of bonds being claimed. Where bonds are claimed nearly half were for less than 50% of the bond claimed.
- Since 2007/8 the Council has been utilizing more of the DHP grant that it has been awarded with 2013/14 seeing a sharp increase in the grant it has been awarded and has to date (January 2014) committed 65% of these monies with further spending occurring. This is already a 4% increase on the % spent last year.
- The vast majority of households who approach the Council for housing advice or to make a homeless application consider themselves to be white British.
- There has been an increase in the number of households submitting homeless applications year on year since 2008 although there has been a decrease in applications from single people or couples has decreased from 20% to 8% over the 5 years.
- There is not a major problem with rough sleeping in the district.
- Services such as PitStop, the CAB and Leatherhead Start have all seen increase in demand. Most markedly in the CAB who have experienced an 84% increase in footfall.
- There has been an increase since the last homelessness review in the use of bed and breakfast accommodation for families an almost double the number of households in temporary accommodation from 2008 and 2013.
- There remain a high number of agencies able to offer advice and support to homeless households.
- There are no units of supported self-contained accommodation for people with a substance misuse issue in Mole Valley, or for those people that are ex-offenders.
- The majority of shared accommodation supported housing units are for clients with mental health issues.

### 3. THE MOLE VALLEY HOUSING MARKET

#### Summary

- Table 1 shows that the housing market in Mole Valley has seen a 6.6% increase in properties over the last 5 years. The percentage of the market which is owner occupied has however fallen by 3.5% whilst the private rented sector has increased by 2.1%
- Very few households responding to the 2011 Census stated that their property was shared. This may reflect the small number of Houses in Multiple occupation in the district, although it is thought more likely that respondents did not consider themselves to be in shared accommodation and that this is a discrepancy in the data collected.
- The average price of accommodation in the district is 38% higher than it was in 2008.
- The number of people on the Council's housing register has decreased by 40% since 2008. This has been partly the result of a more targeted attempt to manage service users' expectations by being clear on whether they have a realistic change of being housed from the housing register and some of these households are therefore not applying. In addition to this the Council changed its housing software and reintroduced the annual renewal of applications, which has led to much 'deadwood'/old applications being removed from the database. In September 2014 the figure has significantly reduced following the implementation of the Housing Allocations Scheme that has tighter qualification rules. In December 2014 this figure stands at 350 and is estimated to level at 600 by the end of the financial year.
- There have been 432 affordable housing completions in the last eight years 2007/08 to 2014/15, which is an average of 54 per year and in accordance with the Council's target of 50 per year.
- There has been an increase in recent years in the total number of lettings to people first entering social housing and an increase in the availability of two bedroom properties.

**Table 1. Stock Profile**

Tenure	Number 2001	Percentage 2001	Number 2011	Percentage 2011
Owner occupied	25,911	77.1 %	26352	74.3
Private rented	3391	10.1%	4373	12.3
Registered Social Landlord	4320	12.8%	4270	12
Other	0	0	492	1.4
<b>TOTAL</b>	<b>33622</b>	<b>100%</b>	<b>35487</b>	<b>100</b>

Source: Census 2001 and Census 2011 from Nomis

**Table 2. Dwelling types**

Accommodation type	Number	Percentage
House or bungalow	28280	78.9
Flat or maisonnette	6808	19%
Caravan or other mobile or temporary structure	715	2%
Shared	25	0.1%
<b>TOTAL</b>	<b>35828</b>	<b>100%</b>

Source : Census 2011 from Nomis

**Table 3. Average Prices per year**

Year	Detached	Semi Detached	Terraced	Flat/ Maisonette
2007/08	538,895	281,850	243,418	175,363
2013/14	622,637	383,574	306,440	220,493

Source: HM Land Registry

**Table 4. Average House Prices 2007-2014**

Year	2007/8	2013/14
Average Price	309,881	428302
% Increase	-	38%

Source: HM Land Registry property price data

**Table 5. Private Rented Sector – Local Housing Allowance Figures**

Property Size	LHA figures North of the area		LHA figures South of the area	
	2008	2014	2008	2014
1 bedroom	725	724	625	632
2 bedroom	899	926	794	776
3 bedroom	1199	1190	950	957
4 bedroom	1700	1598	1394	1332

Source: Rent Service June 2008 and 2014

**Table 6. Mole Valley Housing Register as at 31<sup>st</sup> March**

Year	2007/8	2012/13	2013/14	2014/15
Applicants	2373	1435	1293	600 estimate

Source: Mole Valley District Council. 2014/15 figure reduced following implementation in September 2014 of the new Housing Allocations Scheme

**Table 7. Affordable Housing Completions (new build, refurbishment and Homebuy completions)**

Year	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	Total
Number	67	56	55	22	88	23	21	100	432

Source: Mole Valley District Council

**Table 8. Total Lettings: Social Housing**

Year	2010/11				2011/12				2012/13				2013/14				2014/15 (estimate)			
	No. of bedrooms	0/1	2	3	4+	0/1	2	3	4+	0/1	2	3	4+	0/1	2	3	4+	0/1	2	3
Total lettings to people on the housing register (of which were transfer applicants)	68 (8)	55 (13)	35 (13)	0	71 (8)	57 (17)	22 (12)	6 (3)	62 (5)	35 (7)	33 (7)	3 (2)	62 (10)	46 (4)	24 (6)	3 (2)	43	64	37	2

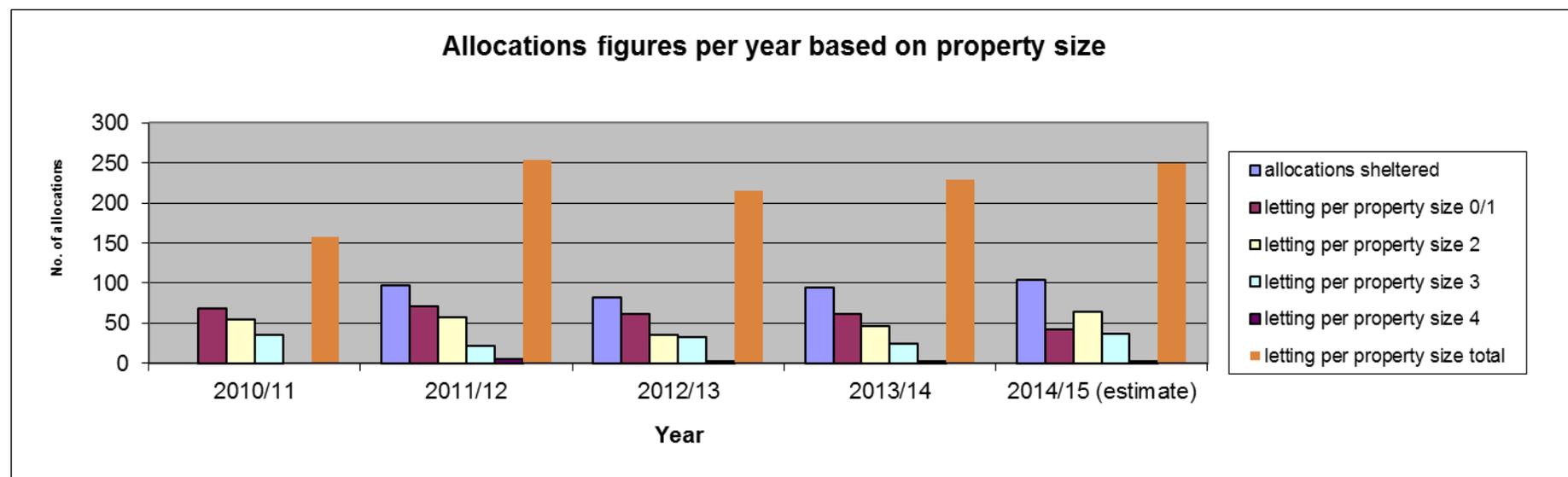


Fig 1. Source: Mole Valley District Council

## 4. LEVELS OF HOMELESSNESS IN MOLE VALLEY

### Summary

#### 4.1 Homelessness Prevention

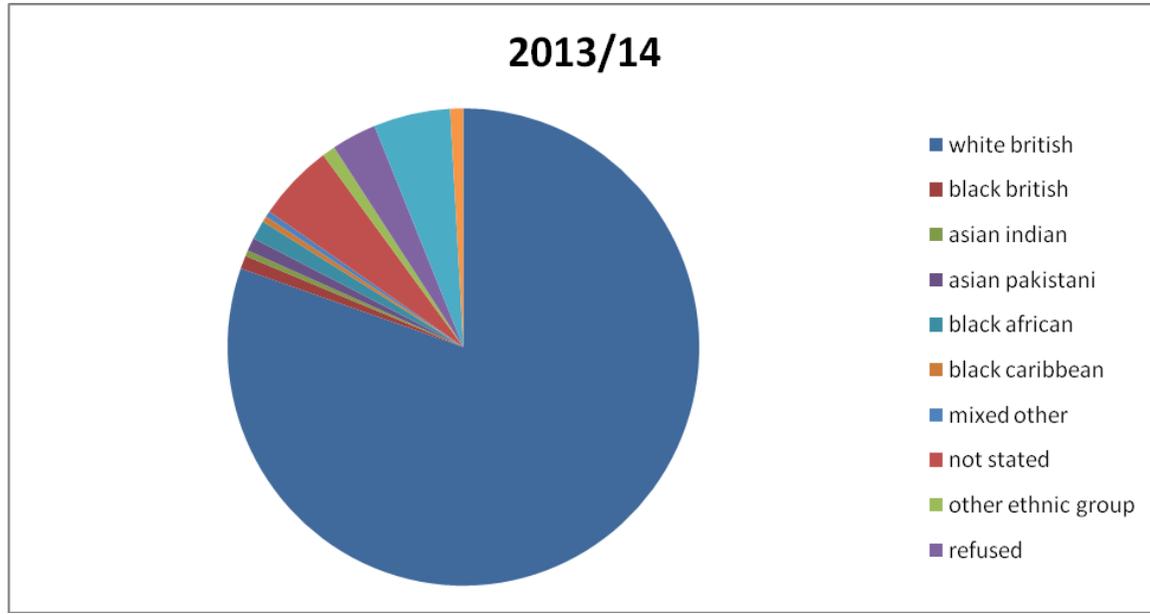
- Since the last Homelessness Strategy, the MVDC's focus has continued to be on the prevention of homelessness rather than solely monitoring the outcomes of applications. This has been monitored in through the Department of Local Government's quarterly statistics return known as the P1E return.
- The number of housing advice approaches recorded over the last five years has been decreasing. This does not automatically mean that there have been fewer approaches to the service. Many cases are currently dealt with over the telephone or email on a one off basis and no case work is required to follow these up. Where this is the case they will not be recorded on the housing software and therefore are not recorded.
- The percentage of cases where homelessness has been prevented has decreased from a peak of 57.9% in 2012/13 to 38.5% in 2013/14. It is estimated that this figure will be in the region of 33.3% for 2014/15.
- The three main reasons for housing options approaches have continued to be eviction by parents; loss of private rented accommodation and non-violent breakdown of relationship with partner. The 'other' reason for an approach has also commonly been used as a reason for approach although further drilling down of this reason has not been possible.
- The main methods by which homelessness has been prevented have been finding alternative accommodation in the private rented sector; referrals into supported housing, and allocations of social housing.
- Over 80% of the households that have approached the Council for housing advice and assistance in 2013/4 have considered themselves to be white British. A further 8% did not state or refused to state their ethnicity whilst the next largest group to approach those households classified as 'white other' at just over 5% of approaches.
- Accessing the private rented sector continues to be the most successful way that Mole Valley District Council has prevented homelessness with approximately 40% of all households being assisted in this way (*Table 10 and Fig 4*).

**Table 9. The number of households who approached the Council for housing advice and options\* and where homelessness was prevented**

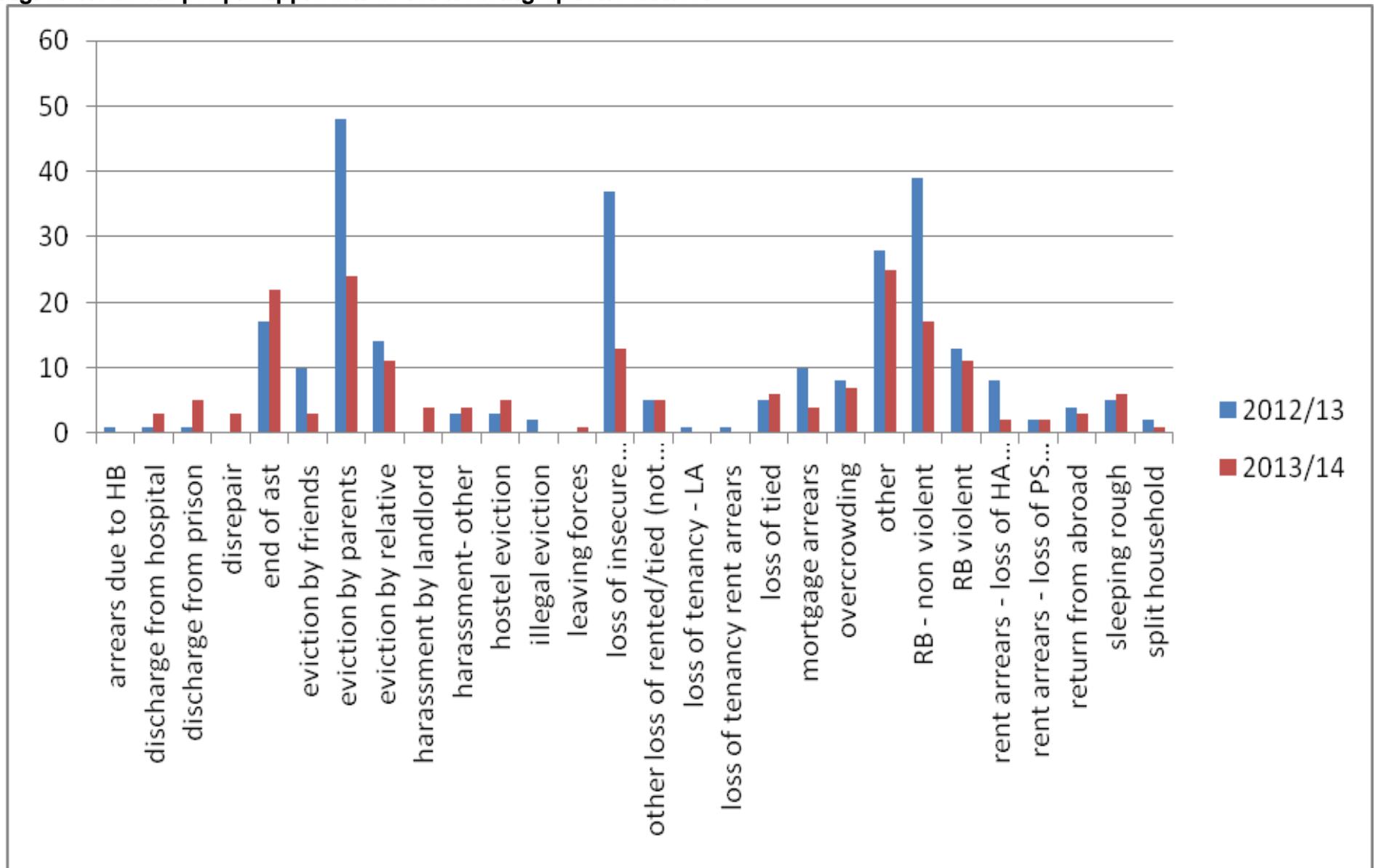
	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15 (estimate)
<b>No. of approaches</b>	505	447	434	344	309	267	240
<b>Countable preventions</b>			191	191	120	114	80
<b>% of cases started where homelessness was prevented</b>			44%	55.5%	38.8%	42.7%	33.3%

\* these figures only include those households who we have formally set up a housing advice case and not those who we have assisted over the telephone or email on a one contact basis Source: Mole Valley District Council

**Fig 2. Ethnicity of people who approach us housing options advice**



**Fig. 3. Reasons people approach us for housing options advice.**



Source: Mole Valley District Council

**Table 10. Ways in which homelessness was prevented**

	2012/13	2013/14	2014/15 (qtr 1-3)
Non-positive action - specify in notes	189	153	118
Private rented sector accommodation with landlord incentive scheme	49	35	15
Private rented sector accommodation without landlord incentive scheme	1	8	9
Supported accommodation	26	28	14
Social housing- management move of existing local authority tenant	2	1	1
Social housing- Part 6 offer of local authority own accommodation or nomination to a housing association	29	31	11
Low cost home ownership scheme, low cost market housing solution	1	2	0
Providing other assistance remaining private or social rented accommodation	4	1	1
Mortgage arrears interventions or mortgage rescue	0	1	0
Other	5	2	7
Financial payments from a homeless prevention fund	1	2	0
Resolving housing benefit problems	2	2	1
Resolving rent or service charge arrears in the social or private rented sector	0	1	0
<b>Total Housing Advice approaches</b>	<b>309</b>	<b>267</b>	<b>177</b>

Source: Mole Valley District Council

## Housing advice positive prevention outcomes

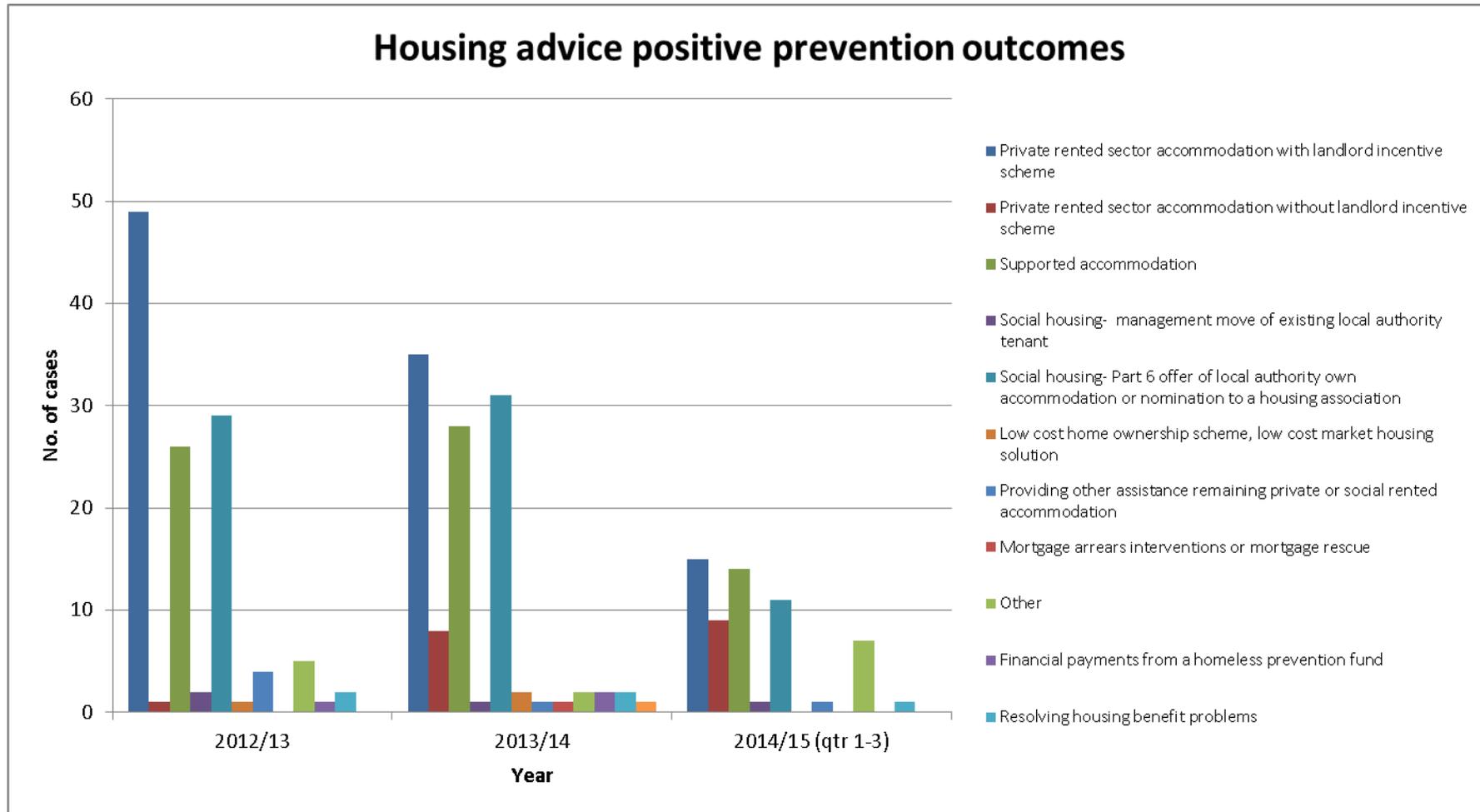


Fig 4. Mole Valley District Council

## 4.2 Rent bonds to prevent homelessness

### Summary

- Since the Council launched its rent deposit bond scheme it has helped 529 households into private rented accommodation. This compares to 131 at the time of the last review in 2008. There are currently 194 households in private rented housing that have been assisted in accessing the sector. At the end of 2013/14 the total amount of rent deposit bonds committed to landlords was £359,795.
- In the first three years of the scheme the Council assisted 131 households access the private rented sector and this has increased by a further 398 households over the course of the last strategy. This has largely been through deposit bonds although it has also at times assisted households with a rent in advance loan if they are unable to claim a crisis loan for this purpose (*Table 12*).
- Despite having no statutory duty to assist those households who are not considered to be in priority need under the homelessness legislation, 24% of households have been helped through the housing register or with accessing the private rented sector have been single people or couples.
- There has been continuing need for the Council to assist households with a rent in advance loan over the last five years. This has been due to these households having no other means by which to secure the required funds.
- Following the relaunch of Homechoice Plus in 2012, which gave landlords the choice of what type of scheme they wished to enter into with the Council, only one landlord has chosen to have the cash incentive option compared with 105 who have preferred to have an increased bond commitment.
- Over the last five years we have had to pay the deposit bonds on 85 tenancies, which have resulted in payments totalling £31,288. This is an 8.7% spend on the total amount we have committed. The households concerned are now repaying these amounts.
- Since 2010/11 an average of 42% of the tenancies which have ended have not had claims made on their deposit bond. Of those where claims were made an average of 44% had claims made for less than 50% of the total bond.
- The Crisis scheme with Leatherhead Start has assisted several households with rent deposit bonds. Whilst MVDC is no longer part of the scheme Leatherhead Start will continue to assist single homeless people who meet their criteria. MVDC will also be

able to help many other single households who had not previously met the Council's criteria for a bond as they will be assisted through the new Surrey Homelessness Alliance rent deposit initiative. An explanation of the Surrey Homelessness Alliance is given in section 7 below.

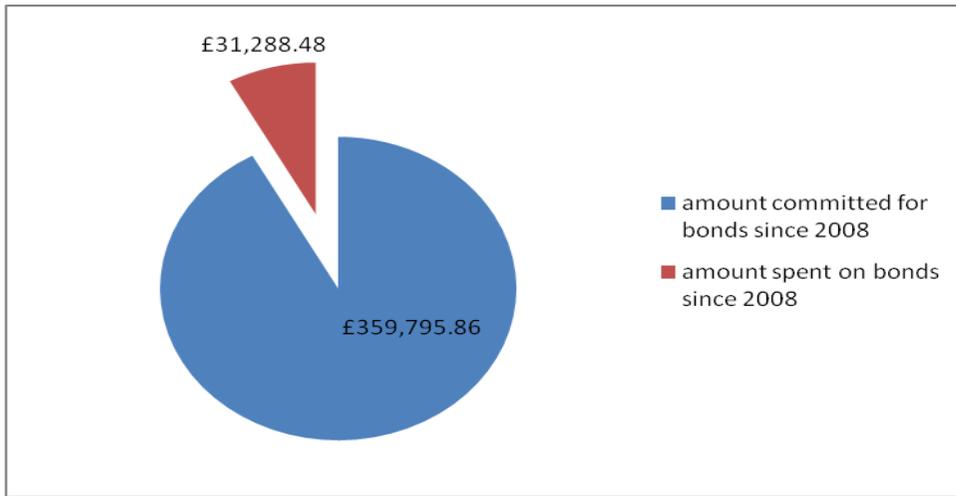
**Table 11. Number of deposits committed and paid, and rent in advance payments made**

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Number of deposit bonds</b>	86	64	68	72	59	43
<b>Number of rent in advance payments made</b>	15	11	28	16	21	13
<b>Number of bonds which MVDC has had to pay to a landlord on tenancy termination</b>	25	18	27	12	3	0
<b>Number of tenancies that have since ended</b>	72	47	49	30	11	0

Source: Mole Valley District Council December 2013

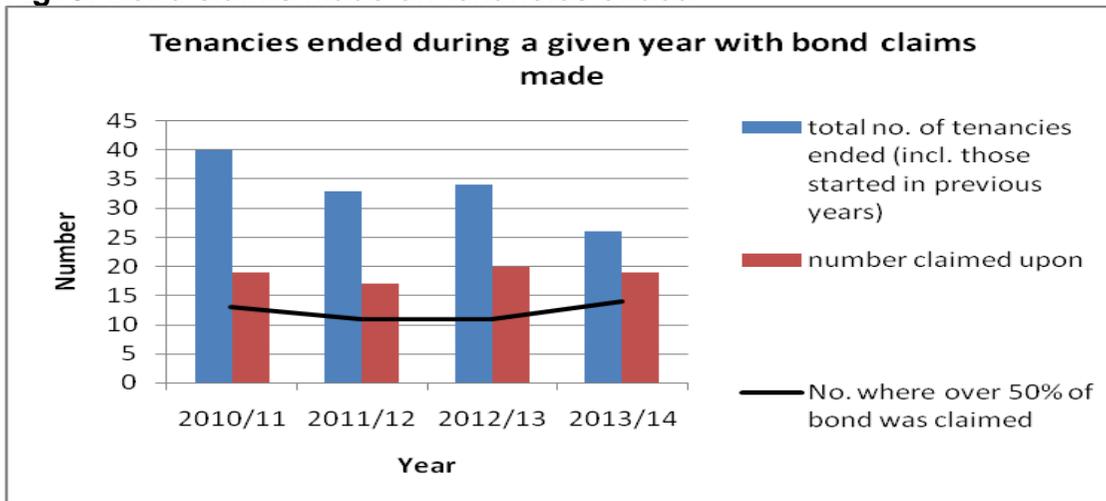
**Table 12. Total bond amounts committed and spent**

	Amount committed	Amount spent	% spent
2007/08 to 2013/14	£359,795	£31,288	8.7%



Source: Mole Valley District Council

**Fig. 5. Bond claims made on tenancies ended**



Source. Mole Valley District Council

**Table 13. Rent Bond Homechoice plus scheme - options take up since launch July 2011**

	<b>Option 1 – one month bond and no minimum fixed term</b>	<b>Option 2 – six week bond and 12 month fixed term</b>	<b>Option 3 – cash incentive and 12 month fixed term</b>
<b>2011/12</b>	<b>24</b>	<b>32</b>	<b>1</b>
<b>2012/13</b>	<b>23</b>	<b>36</b>	<b>0</b>
<b>2013/14</b>	<b>1</b>	<b>50</b>	<b>0</b>

Source: Mole Valley District Council

**Table 14. Single people and couples (regardless of priority need status) housed in the private rented sector**

	Households with children or pregnant	Single households or couples	% of single and couples helped
2005/6	23	1	0.18
2006/7	46	14	30.4
2007/8	67	20	29.8
2008/9	86	17	19.7
2009/10	64	13	20.3
2010/11	69	13	18.8
2011/12	72	17	23.6
2012/13	59	20	33.9
2013/14	41	8	19.5

- **MoVE – A Crisis joint funded project**

In May 2013, MVDC entered into a jointly funded initiative with Epsom and Ewell Borough Council, Crisis and Leatherhead Start. The scheme was to provide rent deposit assistance for single non priority households who met criteria set by Crisis. Over the course of the year the scheme assisted several individuals.

- **The Surrey Homelessness Alliance**

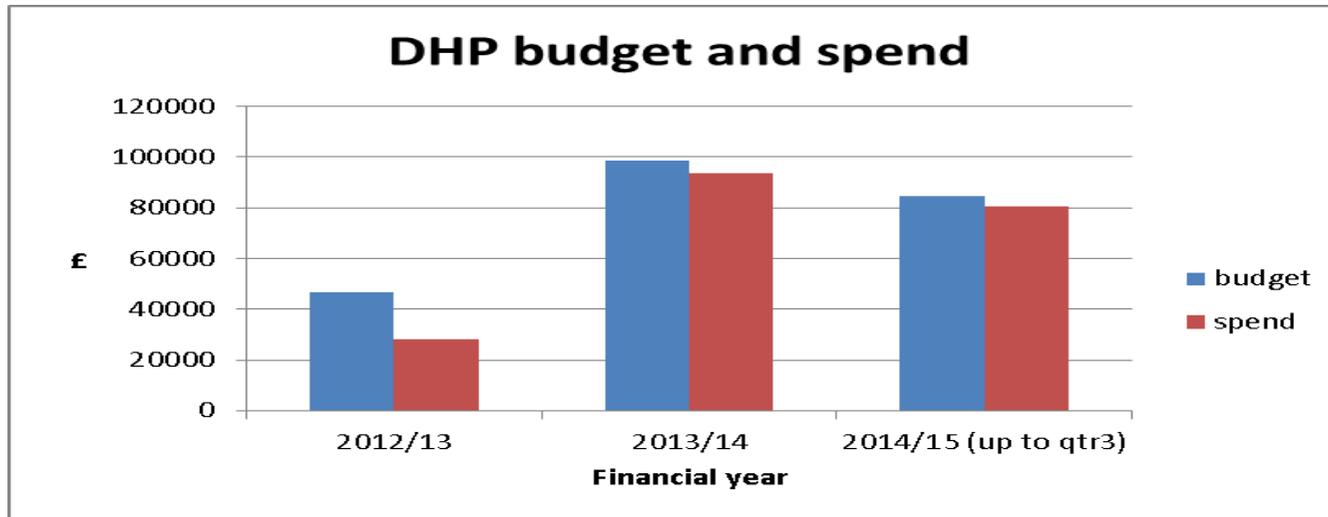
The government has provided monies to all the local authorities in Surrey for a number of initiatives to help those households who would not be a priority for assistance under the Homelessness legislation. One element of this funding is for rent deposits for single households and couples. In Mole Valley we will be using this money to provide deposit bonds in house following the end of our involvement with the MoVE scheme in May 2014. Further information about the Surrey Homelessness Alliance can be found later in this document.

#### **4.3 Discretionary Housing Payments**

##### **Summary**

- The Housing Benefit Team administers Discretionary Housing Payments (DHP). The graph below shows the amount of DHP, which the Council was awarded in the last two years compared to at the end of the last homelessness strategy and review and how much of it was spent.
- The budget for 2013/14 was increased to assist local authorities with the impact of welfare reform that has been, and continues to be introduced nationwide. Such changes include the introduction of the benefits cap; the ending of Crisis Loans being able to assist with rent in advance payments in the private sector and the introduction of the spare room subsidy.
- Since 2007/8 MVDC has been spending more of the DHP grant that it has been awarded. The amount of grant awarded by the Department of Work and Pensions (DWP) has been increased to enable authorities to assist households affected by the implementation of Welfare Reform.
- 2013/14 saw a sharp increase in the number of DHP grants awarded. The total budget was £98765 and of this 95% was spent.
- The budget for 2014/15 is £84672.

- With further welfare reforms in the coming year and a continued number of households being affected by the spare room subsidy and benefit caps, it is likely that the high demand upon DHP will continue in the coming year.



**Fig. 6 DHP Grant**

**Source: Mole Valley District Council**

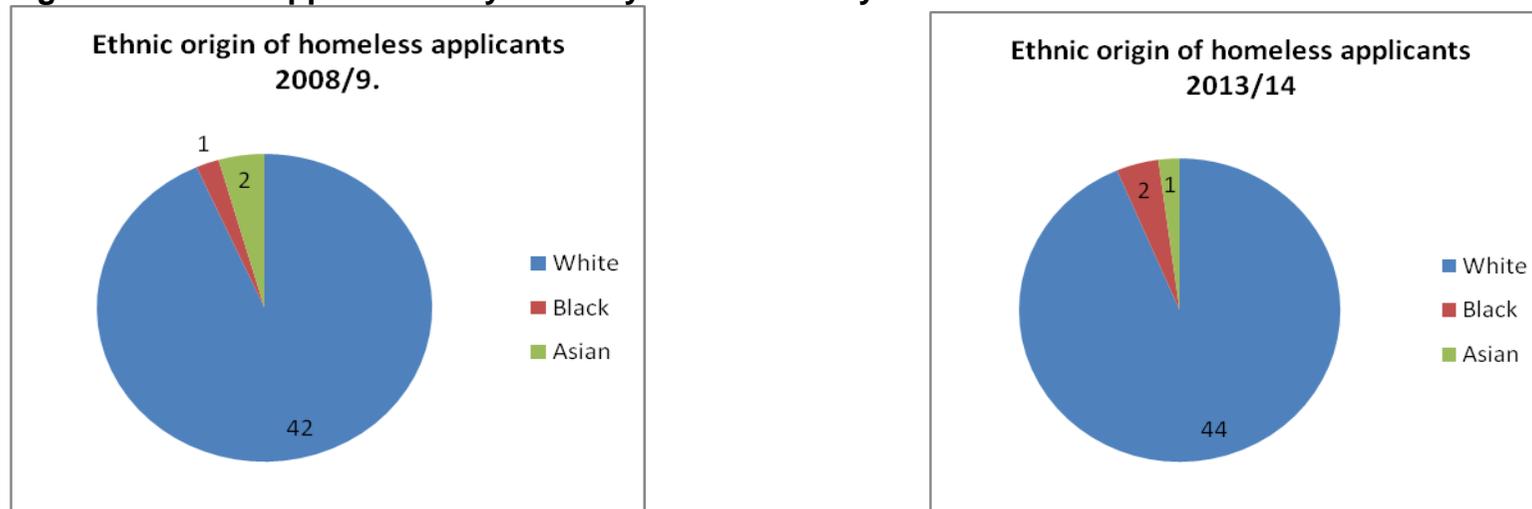
#### **4.4 Levels of Homelessness**

##### **Summary**

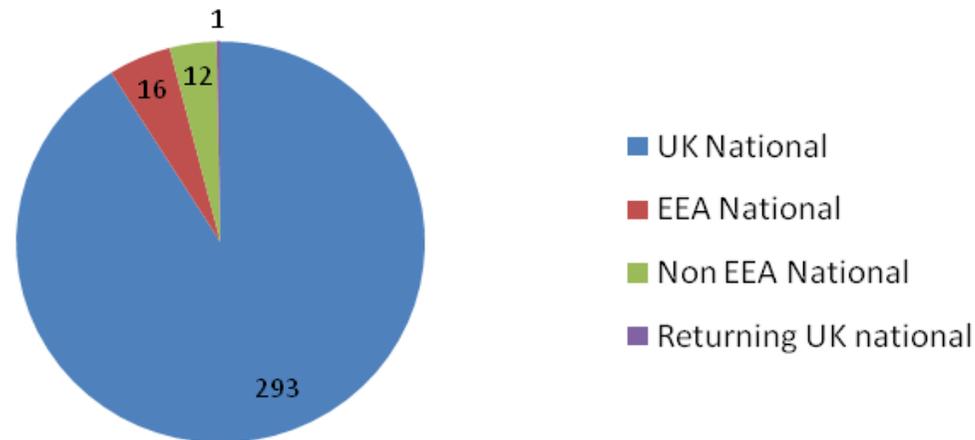
- The majority of homeless applications (91%) over the last 5 years have been received from UK Nationals with only 5% being submitted by EEA Nationals.
- There has been an increase in the number of households submitting homeless applications year on year from since 2010. At its lowest point in 2010/11 there were 51 applications submitted and this has increased by almost 60% to the estimated projection for 2014/15 of 82 applications.

- Homeless acceptances have fluctuated over the period from 20% of applications submitted in 2008/9 to, at its peak, 44% in 2013/14. The average number of acceptances over the period has been just under a third of those applications submitted (32%)
- The percentage of homeless applications from single people or couples has decreased from 20% to 8% over the 5 years with no acceptances so far in 2014/15.
- Over the last three years the main reason for people becoming homeless has been the loss of assured shorthold tenancies.
- The number of households approaching due to parents being unwilling to accommodate has dramatically fallen over the last three years. It is likely that this coincides with the introduction in 2012, of the Surrey County Council Youth Support Service and Youth Homeless Prevention work which has acted as a joint approach between children’s services and housing to deal with the issue of youth homelessness in a proactive way. This is also reflected in the figures showing the number of 16 and 17 year olds approaching the Council for housing options.
- Homelessness as a result of mortgage arrears remains to be a low number of cases despite widespread concern that repossessions would occur in the wider economic climate.

**Fig 7. Homeless applications by ethnicity and nationality– 2008/9 to 2013/14**



**Nationality of homeless applicants 2008/2013**



Source: Department of Communities and Local Government - UK quarterly return on homelessness

**Table 14 Approaches to the Council by 16 and 17 year olds for housing options (by calendar year)**

	2009	2010	2011	2012	2013	2014
How many 16 and 17 year olds made homelessness applications to the Housing Department?	12	5	1	1	0	0
How many 16 and 17 year olds were accepted as homeless and accommodated by the Housing Department?	0	0	0	0	0	0
How many 16 and 17 year olds who approached your housing department, as homeless, were referred to Children's Services?	12	5	1	1	n/a	n/a
How many 16 and 17 year olds were accommodated in B&Bs at any time by you (the District Council)?	5	2	1	1	0	0

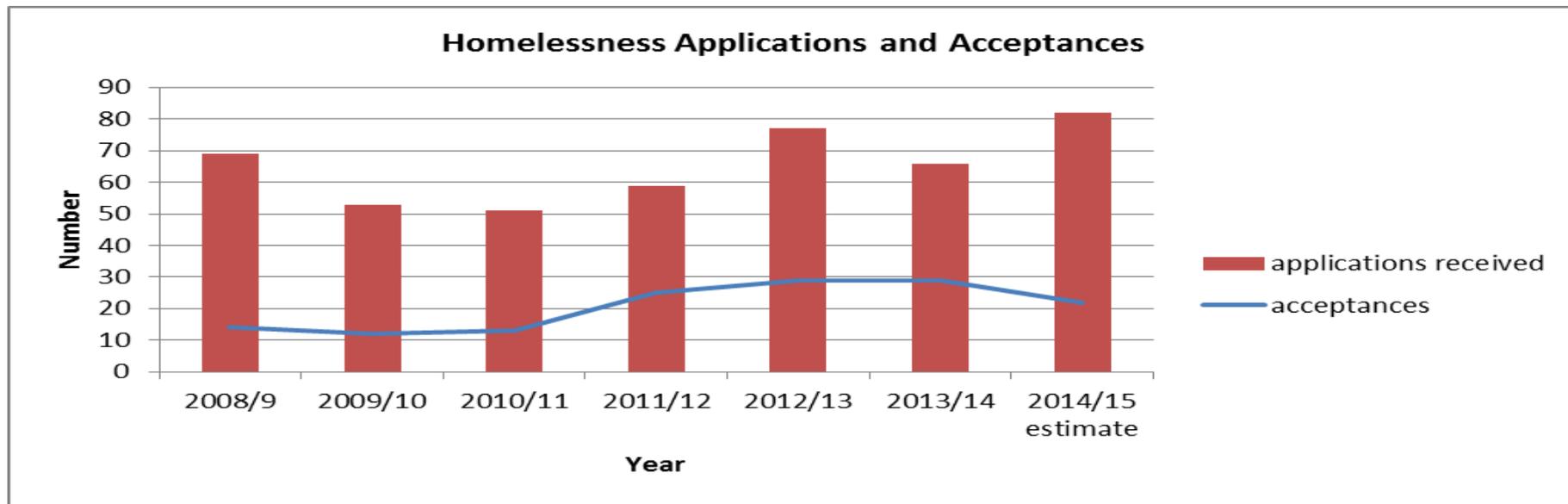
Source: MVDC housing statistics

- **The Youth Support and Homelessness Prevention Service, 16-17 year olds and care leavers**

Since the last strategy a rapid improvement event was arranged in 2012, by Surrey County Council to address the challenges raised by the G v Southwark case. The result of the event was the implementing of a new Youth Support Service within Surrey. The 16-17 year old protocol which had been written in 2010, is currently being re-written following these structural and procedural changes. It is envisaged that this will encompass the already successful care leaver's protocol. This proactive approach to youth homelessness has ensured a more proactive focussed service for this client group can be undertaken. Since the advent of the Youth Support Service (YSS) which helps prevent homelessness for 16 and 17 year olds, the number of this age group who has approached the council as homeless has been only one in 2012, compared to its peak of five in 2009. Where we are approached by a young person of this age and are unable to refer to the YSS we will always endeavor to place in an emergency bed within a supported housing environment where possible although out of hours this will be unlikely. In these circumstances bed and breakfast accommodation may be the only option. Where there is no statutory duty held by Children's Services, and the Youth Support Service are unable to place the young person in accommodation, then the young person may wish to make a homeless application. If there is no supported accommodation available the Council may have to use bed and breakfast unless there is an adult who can guarantee a tenancy for the young person.

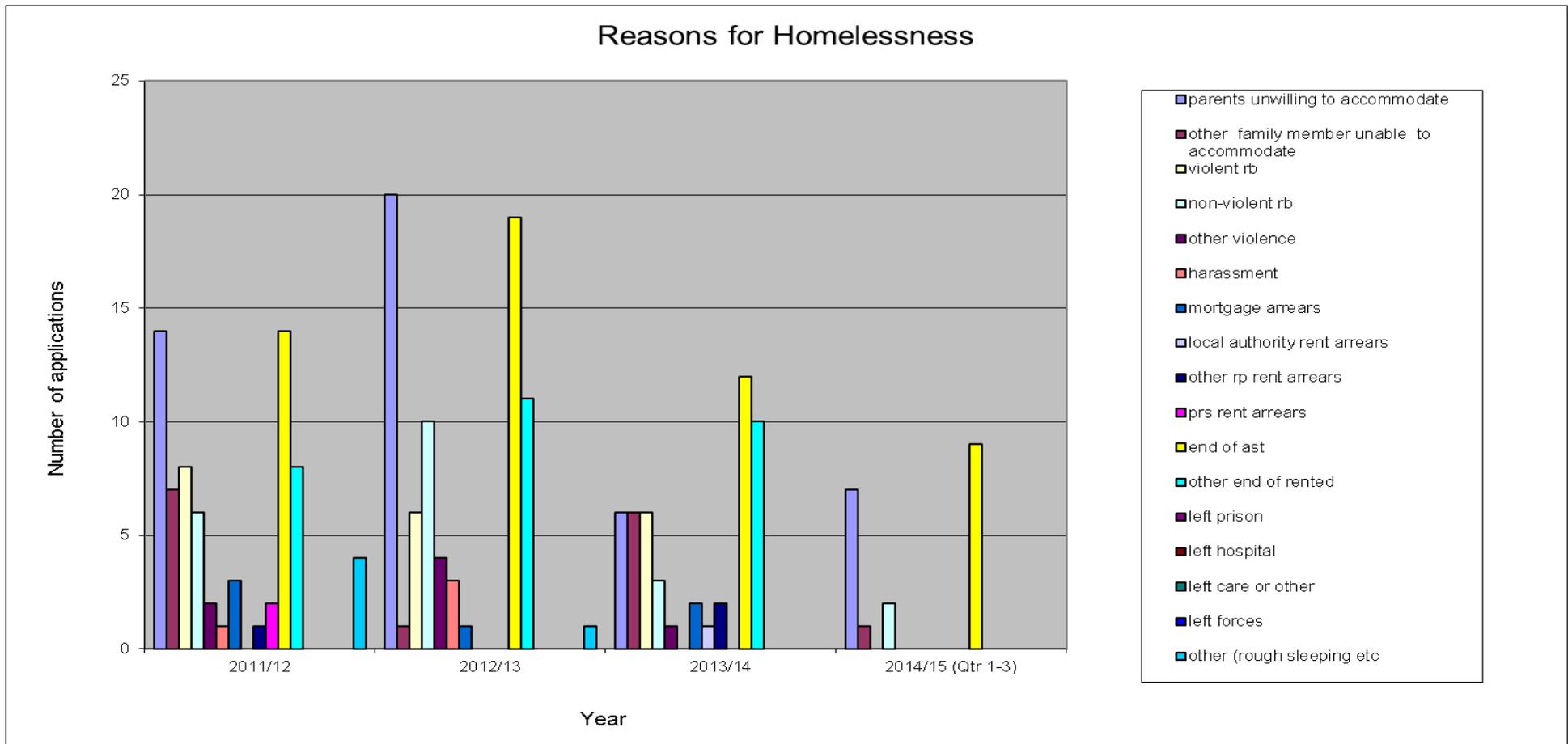
Since the service began in November 2012, there have been 35 Mole Valley cases received by the team (which consists of eight officers with a caseload of approximately 10 each). On a monthly basis they receive approximately six referrals of which one tends to be a potential homelessness situation. Those young people which the service has worked with have either stayed with family or friends or moved into supported accommodation.

**Fig. 8. Statutory Homelessness (Housing Act 1996, Part VII and Homelessness Act 2002) Applications and Acceptances**



**Source: DCLG and MVDC records.** (These show the applications received each quarter and the acceptances made during the quarter regardless of when the application was received)

**Fig. 9. Accepted Statutory Homeless Households – Reasons for Homelessness**



Source: Department of Communities and Local Government UK Quarterly returns

**Table 15. Accepted Statutory Homeless Households - -Make-up of Households**

	2007/08	2012/13	2013/14	2014/15 (Qtr 1-3)
Households with dependent children and/or expecting a child	10	27	28	19
Others – Single/couples who are vulnerable	2	2	1	0
<b>TOTAL</b>	<b>12</b>	<b>29</b>	<b>29</b>	<b>19</b>

Source: Department of Communities and Local Government UK quarterly return

**Table 16. Accepted statutory homeless households - Singles/couples –reasons for their ‘vulnerability’**

	2007/08	2012/13	2013/14	2014/15 (qtr 1-3)
16/17 year old	0	0	0	0
Formerly in care, aged 18 – 20	0	0	0	0
Over 60	1	0	0	0
Physical disability	0	2	1	0
Mental health	0	0	0	0
Other	1	0	0	0
Threat of violence	0	0	0	0
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>

Source: Department of Communities and Local Government UK quarterly return

#### **4.5. Rough Sleepers**

From the verifiable information which the Council has received from various agencies on a given night, Mole Valley considers there to be two to four people sleeping rough at any given time over recent years. Although MVDC does not have a Homelessness Outreach Team who can identify, target and attempt to engage these individuals, we have attempted to find where they are sleeping and engage with our Housing Options Officers. We have also submitted a bid to the Government in 2014 for funding to help establish a homelessness outreach service across the East of Surrey.

The new Streetlink service launched through the Department of Communities and Local Government receives calls from the public where they become aware of a rough sleeper in a given location. Since the scheme began Mole Valley has been contacted on 4 occasions by this service and each referral has been investigated and contact made with the rough sleeper if they have been located.

#### **Summary**

- Government guidelines state that a count of rough sleepers is not necessary where it is estimated that there are less than 10 rough sleepers in the district. If concerns around this area were to change then a count of rough sleepers would be undertaken.
- The Streetlink service has helped us identify other rough sleepers in the area although it had been fed back to the service from the Council that more specific information would be helpful to find where individuals have been seen.

#### **4.6 Ex-Service personnel**

We have received no homeless applications in the last five years from households which include someone who is ex-service personnel.

## 5. OTHER HOMELESSNESS STATISTICS

### Summary

- There has been an increase in numbers of households approaching the Citizens Advice Bureau either homeless or threatened with homelessness. This was an 84% increase from 2012/13 to 2013/14
- In 2013 there was an average of 30 service users per day utilising Pitstop. Since the projects temporary move to the United Reform Church, this has decreased with approximately 42 visits per month to the day centre. It should be noted that the day centre is currently open only 4 days per week as opposed to 5 in 2013.
- There has been a 35% increase in referrals to Leatherhead Start since 2007. This may be due to the facilities now having been refurbished and individual rooms and the Places for Change ethos being undertaken. It may however also show an increase in the demand for search services from both individuals and couples who are homeless.

### Citizens Advice Bureau (CAB)

**Table 17. The number of times one of the following issues was raised during the year.**

	2007/8	2012/13	2013/14
Debt	1961	2798	2457
Threatened Homelessness	132	126	272
Actual Homelessness	43	68	84
Local assistance scheme	-	-	244*

- \*This figure represents the number of Mole Valley residents who approached CAB's across the county for help through the Local Assistance Scheme Source: Mole Valley Citizens Advice Bureau (CAB)

### Pit Stop Leatherhead (drop in day centre for the homeless, unemployed and socially isolated)

In the previous strategy figures relating to the types of enquiries which had been raised by service users of Pit Stop were included in the Review. Unfortunately, as a result of recent flooding that damaged records there are no statistics available for the types of enquiries that have been raised by service users over the last year. Daily attendance figures throughout 2013 averaged 35 clients. The statistics now provided from the day centre since moving temporarily to the United Reform Church in Leatherhead are shown below.

**Table 18. Monthly attendance at Pitstop 2014 – by accommodation type and local connection**

	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Social Housing	21	20	21	22
Rough sleeping / sofa surfing	7	7	7	6
Supported housing	6	7	7	6
Family home	3	3	3	3
Private rented	3	2	3	2
Owner occupier	2	2	2	2
Unknown	0	0	0	1
<b>Total visits made</b>	<b>42</b>	<b>41</b>	<b>43</b>	<b>42</b>
Number of clients with no local connection to Mole Valley	11 (26%)	11 (27%)	12 (28%)	12 (29%)

Source: Pit Stop

- The majority of service users to Pitstop (82%) are known to have accommodation. A further 10% may also have accommodation although this has not been investigated.
- Of the 5 no fixed abode or rough sleeping clients shown in table 19, 3 were known to be rough sleeping whilst it was unclear about the remaining 2 clients. All three were known to the housing service at Mole Valley District Council and the Housing team had attempted to engage with them

### **Leatherhead Start**

Since the last strategy Leatherhead Night Hostel has been transformed through the DCLG's Places for Change funding into Leatherhead Start. Rooms are now self contained and a programme of daytime activities is offered to assist residents with moving on with their lives.

**Table 19. Referrals to Leatherhead Start 2007 to 2013**

	2007	2013
Average number of referrals per month	396	536
Average length of stay of residents	Not available	4.2 months

Source: Leatherhead Start

**Table 21. Courses Run by Leatherhead Start 2013/14**

Courses run throughout the year	No. of clients attending
Tenancy preparation	18
Budgeting	14
Computer skills	7
Job skills	15
Literacy	2
Cooking skills	18

Source: Leatherhead Start

### **HELP and ETHOS – employment services**

Since the last strategy the HELP scheme, which assists households in housing need with accessing employment and training opportunities, has changed provider and is now known as the ETHOS project. In Mole Valley the ETHOS scheme has received 76 referrals in the 11 months prior to May 2014. 171 interviews were subsequently attended by service users and 10 service users started either voluntary or paid employment. In addition to this, 10 workshops were attended by clients and eight clients attended training courses.

Households that have expressed an interest in having employment advice and assistance through the Enhanced Housing Options Wizard that the Council adopted in 2013 are referred to the ETHOS project. In October 2014 this was 1 households.

## 6. HOMELESSNESS ACCOMMODATION

### Summary

- This section considers the accommodation provided by Mole Valley District Council as emergency homelessness accommodation for households both pending a decision being made on their application (interim accommodation) and when a decision has been accepted and a full duty under S193 been confirmed (temporary accommodation).
- Over the last five years the Council has been able to eradicate the use of shared facility temporary accommodation within its own stock. It has been possible to therefore sell our remaining shared unit that was within the district.
- The Council has begun to provide accommodation within self contained units dispersed within the district. This is more suitable for individual households than accommodation with shared facilities (*Tables 25 and 26*). It also means that there are mixed communities and all emergency accommodation is not located in one area.
- There has been an increase since the last homelessness review in the use of bed and breakfast accommodation for families.
- The number of households with dependent children who have been accepted as being owed the full homeless duty, and have been in bed and breakfast accommodation for over 6 weeks dramatically increased in 2013/14 although has since reduced in 2014/15. The Council have always tried to offer self contained nightly stay accommodation rather than bed and breakfast accommodation although many individuals prefer to be in the bed and breakfast accommodation due to its proximity to Mole Valley. The increase in numbers in bed and breakfast accommodation over the six week period is due to a lack of move on accommodation for those people already in the Council owned emergency accommodation. This position led to a number of actions by the Council. The first is to ask homeless applicants to sign a confirmation of their emergency accommodation preference. Secondly, MVDC has tried to procure units on short term leases where our partner registered providers have had empty units pending redevelopment. This has been with both Mount Green and with Circle Housing Mole Valley. Furthermore, approval was given to acquire seven additional units of emergency accommodation.
- Whilst the average length of stay over the last three years has been skewed by a small number of cases with a very long period of residence in bed and breakfast, there is still a small number of cases in 2014/15 who are over the 6 week stay deadline.
- There are almost double the number of households in temporary accommodation from 2008 and 2014. This has been due to a reduction in the supply of accommodation in the private rented sector as well as an increase in the number of people approaching the local authority as homeless.

**Table 22. Accommodation provision 2007/8**

Address	No. of units	Description of units
Poplar Road	6	Self contained studio flats with communal entrance
Church Gardens	6	1 bedroom self contained flats leased from Mole Valley Housing Association (MVHA)
Kingston Road	1	Used for one family as a three bedroom unit
Mill Lane	1	Small 2 bedroom end of terrace house
Vincent Drive, Dorking	10	Hostel style accommodation with shared bathroom and kitchen facilities.

Source: Mole Valley District Council

**Table 23. Accommodation provision 2014/15**

Address	No. of units	Description of units
Poplar Road Leatherhead	8	Self contained studio flats with communal entrance
Church Gardens Dorking	6	1 bedroom self contained flats leased from Circle Housing Mole Valley Housing
Kingston Road Leatherhead	1	Three bedroom house
Mill Lane Dorking	1	Small 2 bedroom end of terrace house
Clare Crescent, Leatherhead	1	3 bedroom bungalow.
Groundsman's Bungalow, Ashted	1	3 bedroom bungalow
Falkland Grove Dorking		3 bedroom house
Electricity Cottage Dorking	1	2 bedroom , 2 living room house
Rough Rew Dorking	1	2 bedroom flat
Cressall Mead Leatherhead	1	2 bedroom flat
Cressall Close Leatherhead	1	2 bedroom flat

Edenside Bookham	2	2 bedroom flats
Holmbury Close North Holmwood	1	2 bedroom house

Source: Mole Valley District Council

**Table 24. Number of Homeless Households Temporarily Accommodated under S193\* of the Housing Act 1996 Part VII (as amended by the Homelessness Act 2002) by Mole Valley on 31 March.**

	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Number of households	9	11	8	9	15	21	23

\*S193 is where a full housing duty is owed to homeless applicants who have been accepted as being homeless.

Source: Department of Communities and Local Government UK quarterly return

When a household submits a homelessness application a duty may arise to provide them with interim accommodation. Where the Councils own stock of emergency accommodation is full, we will offer the household wither nightly stay accommodation (self contained) or bed and breakfast with shared cooking facilities. Both types of unit are located outside of the district due to lack of affordable options within the district. The Council should not accommodate households within bed and breakfast accommodation for longer than 6 weeks. The figures below show the number of people who chose to consider bed and breakfast accommodation as opposed to nightly stay accommodation. For the latter, there is no time limit set as a maximum stay.

**Table 25. Number Accommodated in Bed and Breakfast on 31 March**

	2007/08	2012/13	2013/14	2014/15 (end of qtr3)
Number	3	9	16	6
<i>Of which:</i>				
- 16/17 years old	0	0	0	0
- Families	1	5	11	3
- Single or couples	2	4	5	3

Source: Department of Communities and Local Government UK quarterly return

**Table 26. Length of stay for households in bed and breakfast**

					<b>Accepted homeless cases of households with children or pregnant</b>			
	No. of homeless applications taken	No. of households with children or pregnant placed in B&B (not nightly stay self contained)	No. of households with children or pregnant whose length of stay was under 6 weeks	No. of households with children or pregnant with a length of stay over 6 weeks – <b>not accepted</b>	No. of households with a length of stay over 6 weeks	Shortest stay in B&B days	Longest stay in B&B days	Average length of stay in B&B days
2012/13	77	30	19	1	10	14	175	70.4
2013/14	68	41	8	9	24	3	170	86.5
2014/15 (until end of qtr 3 – December 2014)	64	24	15	4	4	1	103	51.1

Source Atrium rent accounts

## **7. SERVICES FOR HOMELESS PEOPLE IN MOLE VALLEY**

### **7.1 Audit of Services for Homeless People in Mole Valley 2008**

#### **Summary**

- Out of the 28 services for homeless households operating in Mole Valley the majority provide housing advice and/or signposting and referrals to their respective clients.
- Only seven of the 28 services provide any assistance to their clients with a rent deposit.
- 18 of the 28 state that they actively seek to prevent homelessness, although only the Council is able to conduct homelessness assessments. Shelter, which operate from Crawley are also able to advice on homelessness assessments.
- 10 of the 28 services are accommodation providers for the homeless and 17 of the services offered tenancy support whether they are accommodation providers or not.
- 22 of the 28 services are able to offer general advice and support to the homeless.

The table below details all the known services available to the homeless in Mole Valley. The services cover advice, prevention, assessment, accommodation and support.

**Table 27. Services for Homeless People**

<b>Service description</b>	<b>Client group</b>	<b>Signposting and referrals to other agencies</b>	<b>Housing advice</b>	<b>Assistance with Rent deposit</b>	<b>Homelessness prevention</b>	<b>Homelessness Assessment</b>	<b>Accommodation provided</b>	<b>Tenancy Support</b>	<b>General Advice + Support</b>
<b>Children's Services – Surrey County Council (SCC)</b>	Children and young people	✓	X	✓	✓	x	X	✓	✓
<b>Cherchefelle Housing Association</b>	Single people with Learning disabilities and mental health issues	✓	✓	X		X	✓	✓	✓
<b>Citizens Advice Bureau (Dorking / Leatherhead)</b>	Residents and people employed in Mole Valley DC area	✓	✓	X	✓	X	X	X	✓
<b>Leatherhead Start</b>	Single Homeless men and women	✓	✓	✓	✓	X	✓	✓	✓
<b>Leatherhead Pitstop</b>	Homeless, unemployed and socially isolated	✓	✓	X	✓	X	X	✓	✓
<b>Mole Valley District Council, Housing Options Team</b>	Any household with a housing issue	✓	✓	✓	✓	✓	✓	✓	✓
<b>Joint Supported Housing Panel (with Reigate and Banstead Council and Tandridge Borough Council)</b>	People with various support needs	✓	✓	X	✓	X	✓	X	X
<b>Stonham Housing Association</b>	Single people with mental health or learning difficulties; homeless single people with general needs	✓	✓	X	✓	X	✓	✓	✓
<b>Transform Housing</b>	Mental health, offenders, people	✓	X	X	X	X	✓	✓	✓

Service description	Client group	Signposting and referrals to other agencies	Housing advice	Assistance with Rent deposit	Homelessness prevention	Homelessness Assessment	Accommodation provided	Tenancy Support	General Advice + Support
	recovering from drug or alcohol addiction								
<b>Community Mental Health Recovery Service (primary Care Trust and SCC)</b>	Adults with mental health issues	✓	X	X	X	X	X	X	✓
<b>Women's Refuge (out of district)</b>	Women fleeing domestic abuse	✓	✓	X	X	X	✓	✓	✓
<b>East Surrey Domestic Abuse Services</b>	People experiencing domestic abuse	✓	✓	X	X	X	X	✓	✓
<b>RESPOND</b>	People aged 18+ with drug or alcohol problems	✓	✓	✓	✓	X	X	✓	✓
<b>Hyde housing 8 units</b>	16- 21 year olds	✓	X	X	✓	X	✓	✓	✓
<b>LINKS tenancy support</b>	Clients with drug or alcohol issues	✓	✓	X	✓	X	X	✓	✓
<b>Probation</b>	Ex-offenders	✓	✓	✓	✓	X	X	X	✓
<b>Number Five night hostel, Guildford</b>	Homeless men and women	✓	✓	X	✓	X	✓	✓	✓
<b>York Road night hostel, Woking</b>	Homeless men and women	✓	✓	X	✓	X	✓	✓	✓
<b>Crawley Open House</b>	Homeless men and women	✓	✓	X	✓	X	✓	✓	✓
<b>Priority Prolific Offenders team</b>	Offenders	✓	✓	✓	X	X	X	✓	✓
<b>SADAS</b>	Clients with alcohol and drug issues	✓	X	X	✓	X	X	✓	✓
<b>Shelter West Sussex</b>	Any client with housing issues	✓	✓	X	✓	✓	X	X	✓
<b>Youth Support Service</b>	Young people	✓	✓	X	✓	X	X	✓	✓
<b>English Churches</b>	Homeless clients with mental health	✓	✓	X	✓	X	✓	✓	✓

Service description	Client group	Signposting and referrals to other agencies	Housing advice	Assistance with Rent deposit	Homelessness prevention	Homelessness Assessment	Accommodation provided	Tenancy Support	General Advice + Support
<b>Housing Group</b>	and addiction issues								
<b>HELP/Ethos</b>	Households with a housing need and in search of employment or training	✓	X	x	x	x	x	x	X
<b>Crisis Leatherhead Start deposit scheme</b>	Single people and couples	✓	x	✓	✓	x	x	✓	x

## 7.2 Supported accommodation for the single homeless in Mole Valley

### Summary

- There are no units of supported self-contained accommodation for people with substance misuse issue in Mole Valley, or for those people that are ex-offenders.
- The majority of shared accommodation supported housing units are for clients with mental health issues.

**Table 28. Single supported homeless provision**

	Learning disability		Substance misuse		Mental health		Ex-offenders		General needs	
	Shared	S/c	Shared	S/C	Shared	S/C	Shared	S/C	Shared	S/C
<a href="#">Amber Foundation (18-30 years old)</a>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>28</u>	<u>0</u>
Cherchefelle Housing Association	3	0	0	0	19	3	0	0	0	0
Stonham Housing Association	0	0	0	0	14	7*	0	0	6	0
Transform Housing	0	0	4	0	4	0	4	0	0	5
English Churches Housing Group	0	0	3	0	0	0	0	0	3	0
Leatherhead Start	0	0	0	0	0	0	0	0	10 (9 single and one double)	0
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>37</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b><u>47</u></b>	<b>5</b>

### 7.3 HOSTELS FOR HOMELESS PEOPLE IN NEARBY BOROUGHES AND DISTRICTS

#### Summary

- Whilst there are a number of hostel units in surrounding districts and boroughs (totalling 305 bed spaces) 81 of these units are for people who have a local connection with the host local authority.
- Of the remaining 228 beds only 72 would consider a person fewer than 18 and of these, only 42 would be available for a male under 18. All 42 of these remaining beds are in the YMCA in Redhill and none of the units are within Mole Valley itself.

**Table 29. Hostel accommodation in nearby boroughs and districts**

Name of Project	Client Group	Number of Bed spaces	Maximum length of stay	Referral process
English Churches Housing Group – Vaughan House	Single people aged 18-65	47	2 years	Self referral or agency referral
English Churches Housing Group – St Saviours Dispersed project	Single people – half are dry houses and half are for clients with drug issues or m/h and l/d	56 in 16 shared houses	No maximum	Referrals from agencies
Mulberry House, Guildford	Single Women aged 16-35	15	2 years	Self referral or agency referral
Wayside, Redhill	Single women aged 16-35	15	2 years	Self referral of agency referral
Crawley Open House, Crawley	Single people aged 18+	24 - 7 double and 14 single	6 weeks although variable	Direct Access
Southwell Hostel, Crawley	16 and 17 year olds	10	2 years	Referral from Crawley BC
YMCA, Hillbrook House, Redhill	Single people aged 16-30	42	2 years	Self referral or agency referral

<b>YMCA, Guildford</b>	Single people aged 16 – 30	60	2 years	Must have a local connection with Guildford and be referred by Guildford Borough Council
<b>Cyrenians House, Guildford</b>	Single men aged 17 plus	11	2 years	Must have a local connection with Guildford and be referred by Guildford Borough Council
<b>Number Five night hostel, Guildford</b>	Homeless men and women aged 18 plus	14 men and 2 women	2 weeks (with no return for 28 days)	Direct access
<b>Woking Number 5 York Road Project</b>	Homeless men and women aged 18 plus	11	21 days although flexible	Direct Access

## 8. THE SURREY HOMELESSNESS ALLIANCE

In 2012/13 The Government gave Surrey a pot of money to enable all districts and boroughs to work together on combatting single homelessness in the County. This pot of money was divided between 7 different tasks which were identified as ways of reducing single homelessness. These seven tasks were;

- To launch a countywide branding for Homelessness Prevention
- To standardise and enhance existing rent deposit scheme operation across Surrey for both priority and non-priority households
- To introduce a surrey-wide rent deposit scheme for non-priority single households and couples
- To introduce a supported accommodation database to improve access pathways to supported and other accommodation for young people and other client groups over time
- To implement No Second Night Out – a scheme to end street sleeping
- To increase the existing supply of shared accommodation in Surrey
- Coordinate and enhance existing provision for rough sleepers
- To develop a web passed Housing Options and Advice Assessment Service

MVDC has been the only district to develop a new property for multiple occupation in conjunction with Riverside Housing and Dorking Charitable Housing Association. The Council's rent deposit bond scheme will be expanded from May 2014, to provide deposit bonds for all households who we believe have a local connection with Mole Valley and can sustain a tenancy in the private rented sector. MVDC's biggest challenge, and one that is reflected in the Homelessness Strategy for the coming years, is to adopt a No Second Night Out ethos within the district and amongst our partner agencies. We have also entered into a joint arrangement with Guildford BC, Epsom and Ewell BC, Tandridge DC, Reigate and Banstead BC; Woking BC and Waverley BC and software supplier Abris to purchase the Housing Options Wizard. This helps us to ensure that all households who wish to receive information on their housing options can do so at any time of the day or night on the internet. From November 2013 until April 2014 172 households had used the options wizard to find out what advice and options may be available to them. This wizard also feeds in to our ETHOS employment and training project which is mentioned above.

## 9. MOLE VALLEY'S AFFORDABLE HOUSING STOCK AND LETTINGS

### Summary

- The move away from a lettings plan has not reduced the number of homeless households being assisted by the allocations process.
- Less than 6% of new lettings have been allocated each year to households accepted as being owed the main homelessness duty. Accepted homeless households have in turn represented less than 2% of the households on the housing register as there have been approximately 19 accepted households at any one time with an average 1,200 to 1,400 households on the housing register over recent years.

**Table 31. Registered Provider Lettings**

	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
All New Lettings	173	196	158	156	133	135
Lettings to Homeless Households	9	6	4	6	12	10

Source: Department of Communities and Local Government UK quarterly return

There are approximately 4,000 affordable homes for general needs use owned by housing associations in Mole Valley. There are a further 270 units of accommodation for people with specific health needs or support issues (i.e. disabilities or substance misuse issues) and a further 184 for people who meet certain criteria (i.e. a village connection, a retired person, ex-servicemen). There is a low turnover of lettings, as shown in the table below and table 8.

Since the last strategy and review the Council no longer have a lettings plan guiding how many properties should be allocated to certain applicants. All allocations are strictly made through the HomeChoice lettings system. The Council's Housing Allocations Scheme states that households who are in interim accommodation will be placed in Band 3 until a decision is made on their application. Once accepted the household will move to Band 2 and then wait in date order for an offer to be made to them. They will have a free choice to bid upon properties for six months and then following this they will be put forward for any property that is felt to be suitable. Should they refuse a suitable offer of accommodation their homeless application will be closed and they will need to find their own alternative accommodation.

## 10. A REVIEW OF THE HOMELESSNESS STRATEGY ACTION PLAN 2008/13

The table below shows the action points from the previous homelessness strategy. There were 47 actions, some of which were aspirational, and of these 27 have been completed. A further eight actions have either been partly completed or reasons are given for events overtaking the actions.

### Updated Action plan from the Homelessness Strategy 2008/13

ACTION	PURPOSE	BY WHO?	RISK	TARGET DATE	NOTES
<b><i>1. Ensuring that all households within the community have free access to their housing rights and to the housing options available to them.</i></b>					
1.1 Begin a programme of housing options and homelessness information sessions in schools and youth groups / projects	To inform young people on their housing rights and prevent homelessness	MVDC / Surrey County Council (SCC)	Youth homelessness increases	August 2009	Alternative ways reaching young people are considered to be more appropriate by working with the Youth Prevention Service. This action point was superseded by the rapid improvement event held by Surrey County Council and its outcomes.
1.2 Start fortnightly surgeries at the Family Centre in Leatherhead	To provide outreach work to families	MVDC / Family Centre	The housing options service is not accessible to all	March 2009	Following low attendance at other outreach initiatives and resourcing issues within the team to provide outreach this was not pursued.
1.3 Provide Housing Advice and Options interviews within prisons.	To prevent homelessness of ex-offenders	MVDC – Prison service	Homelessness on discharge from prison	December 2009	<b>Completed</b> - Interviews are carried out at prisons when applicants are near to release to ensure a planned approach with the Probation and Prison Service
1.4 Conduct an equality impact	To ensure that there is equal	MVDC	Some minority groups may be	February 2010	<b>Completed</b> in 2012.

assessment of the housing advice and homelessness service	access to all		marginalised		
1.5 Conduct a value for money exercise into translation services	To ensure the Council uses the most cost efficient and appropriate translation services	MVDC	The service used is costly and homelessness grant is not fully utilised.	September 2009	<b>Completed</b> - The market was tested and the original supplier provided the best value for money.
1.6 Review the structure and scope of the housing advice service	To meet increasing demand from the public	MVDC	Demand outstrips supply and customer service deteriorates	July 2009	<b>Completed</b> - The structure was reviewed and changed as part of MVDC's Business Review Process in 2010. The focus was to ensure that there were sufficient Housing Options Officers to provide the front line service and prevent homelessness
<b>2. Joint working and information sharing with partner agencies to tackle the root causes of homelessness</b>					
2.1. Adopt a Surrey-wide hospital discharge Protocol	Prevent homelessness on discharge from hospital and ensure a consistent approach across Surrey	MVDC/ former Primary Care Trust	Vulnerable adults or children are discharged with no suitable accommodation. Delay in hospital discharges	March 2010	<b>Partially completed.</b> An East Surrey protocol has been established, but not a Surrey-wide protocol
2.2 Contribute and implement	To prevent homelessness	MVDC/ SCC	Young people are denied	April 2009	<b>Completed</b> in 2010 and is under revision following Surrey County

a clear Surrey-wide protocol for 16/17 year olds with the other districts and borough Councils and Social Services	and ensure a consistent approach across Surrey		essential services and become homeless		Council's establishment of the Youth Prevention Service.
2.3 Contribute and adopt a clear protocol with Mental Health Services in relation to referrals, joint assessments and homelessness through joint working with the Mental Health Services	To prevent homelessness and ensure good partnership working and a consistent approach	MVDC / former Primary Care Trust	People with mental health issues are denied essential services and become homeless	October 2011	Although no formal protocol has been established there is a closer working between the two services and staff inductions at both agencies has helped this process
2.4 Contribute to and adopt a protocol with Adult Services for referrals for housing with the other district and borough councils.	To prevent vulnerable adults becoming homeless and ensure a consistent approach	MVDC / SCC	Vulnerable adults are denied essential services and become homeless	March 2012	Although no formal protocol has been established there is a closer working between the two services and staff inductions at both agencies has helped this process. The co-location of the Adult Social Care with the Housing Team has also developed a much closer working relationship between the two teams.
2.5 Ensure 75% of new	To ensure these agencies	MVDC /Mental Health Team /	Agencies are not informed	August 2009	Inductions do occur although statistics are not available to

staff from social services and mental health partner agencies have an induction into housing within 6 months of employment.	are informed regarding housing and homelessness	SCC	about housing options and prevention approaches		ensure that this target is met
2.6 Housing staff to shadow partner agencies	To widen knowledge and improve networking	MVDC	Housing staff are unaware of the roles and processes of other agencies	August 2009	<b>Completed.</b> This has happened although not through a formal process
2.7 Provide regular inter-agency training days on housing needs and annual team training for partner agencies	To share information and increase networking and joint working	MVDC	Other agencies are ill informed about housing	Continuous	<b>Completed</b> - This occurs on a regular basis with other Surrey district and boroughs and through induction visits for MVDC staff and staff of partner agencies
2.8 Ensure housing advice staff receive training and have the range of tools to help prevent homelessness where people have mortgage arrears.	To improve knowledge and skills to prevent homelessness	MVDC	Trained staff are needed to prevent homelessness otherwise there could be increases in homelessness and temporary accommodation usage.	March 2009	<b>Completed</b> - Each member of staff has a training plan agreed at their appraisal and professional training is identified and appropriate courses arranged for them to attend.
2.8 Provide	To increase	MVDC	Other agencies	March	<b>Completed</b> - Packs have been

housing information packs to each agency on advice, options and homelessness.	knowledge and information		are ill informed about housing and prevention of homelessness is not possible	2009	distributed to partner agencies and information is also available on MVDC's website
2.9 Ensure all housing associations have a protocol with the Council regarding evictions and monitor prevention of these cases	To reduce social housing evictions	MVDC / housing associations	Clients become homeless from social housing	October 2010	<b>Completed</b> - Housing associations notify MVDC of any evictions in writing
2.10 Visit all clients facing eviction from social housing within 14 days of being given notice by a housing association	To reduce social housing evictions	MVDC	Clients become homeless from social housing	April 2009	Due to resourcing issues within the team to provide an outreach service this was not pursued.
2.11 Ensure that all housing associations have a homelessness prevention strategy	To reduce social housing evictions and ensure commitment to homeless prevention	MVDC / housing associations	Clients become homeless from social housing	March 2010	<b>Completed.</b> The Homes and Communities Agency is the regulator of housing associations and requires them to have a homelessness prevention policy. This action was therefore not pursued further

2.12 Implement an early warning system between Housing Benefit and the Housing Team for clients supported with the deposit bond scheme.	To reduce cases of HB overpayment or stopped claims	MVDC	Clients are evicted due to rent arrears	December 2008	<b>Completed</b> - The early warning system has been in operation since 2008.
2.13 Investigate the housing needs team having part of the Discretionary Housing Payments budget to allocate	To prevent a greater number of homeless cases	MVDC	Clients become homeless	July 2010	<b>Completed</b> - Since 2012 the Housing Options Manager is consulted on all Discretionary Housing Payment claims considered by the Housing Benefit Team
<b>3. Providing good quality services and improving resources to those people affected by homelessness</b>					
3.1 Provide supported accommodation for chaotic young people on a sub-regional basis	To provide accommodation for this client group and prevent homelessness	MVDC / Tandridge, Reigate and Banstead, Epsom and Ewell Councils/SCC	Bed and breakfast accommodation is used and the Government target is not met	June 2010	Extra accommodation has been provided for young people in Leatherhead and a foyer scheme is being developed in Epsom although this is an Epsom initiative, which will benefit young people with an Epsom local connection. Surrey County Council is also currently commissioning accommodation for this group through the Youth Prevention Service. This action was therefore superseded by events both in Epsom and at

					County level
3.2 Provide a sub-regional supported lodgings scheme	To provide emergency accommodation for young people	MVDC / Tandridge, Reigate and Banstead, Epsom and Ewell Councils/SCC	Bed and breakfast accommodation is used and the government target is not met	June 2010	Surrey County Council has successfully commissioned supported lodgings and Night Stop accommodation for young people. This action was therefore superseded by events at County level
3.3 Investigate guarantor schemes for young people	To assist young people with renting privately	MVDC / SCC	Young people are restricted in their options and forced to move out of borough	April 2009	Extra accommodation has been provided for young people in Leatherhead and a foyer scheme is being developed in Epsom although this is an Epsom initiative which will benefit young people with an Epsom local connection. There is reduced need for a guarantor initiative because of the additional types of accommodation provided for young people. This action was therefore superseded by events at County level
3.4 Inform all relevant agencies when a client goes into homelessness accommodation	To ensure joined up working and support to client	MVDC	Support to clients becomes disjointed when they move into homeless accommodation	March 2009	<b>Completed.</b> Children's Services are notified of families considered to be at risk and all families who are placed in bed and breakfast accommodation. Since 2013 schools are also notified of families placed in bed and breakfast accommodation

3.5 Review the lettings plan to ensure reasonable preference is given to homeless households	To ensure the allocations scheme is well balanced	MVDC	The lettings plan does not reflect the need amongst homeless households	Annually	The lettings plan is no longer used as all applicants are allocated accommodation in property order in accordance with the Housing Allocations Scheme This action was therefore superseded by the implementation of the Council's new Housing Allocations Policy 2014.
3.6 Monitor and ensure that the Council meets its target to develop new affordable homes link to LAA N155	To help prevent homelessness and prevent people from having to leave the district	MVDC	The gap between need and supply widens	Annually	<b>Completed</b> - LAA 155 no longer exists, however, all the districts and boroughs continue to jointly monitor performance
3.7 Monitor the number of accepted homeless households housed by housing associations	To ensure that housing associations are fulfilling their homeless responsibilities	MVDC / housing associations	Homeless households are overlooked for vacant properties and homeless accommodation becomes silted up	Annually	<b>Completed</b> - This is monitored monthly as part of the allocations statistics.
3.8 Ensure all households on leaving MVDC's homeless accommodation	To monitor satisfaction with MVDC's homeless accommodation provided	MVDC	No information available to enable improvements of the service	June 2009	<b>Completed</b> - This was completed until 2013. The practice ceased as only three to four returns were received per year, which stated satisfaction with the service. Feedback is

complete a satisfaction survey					now collected by the Temporary Accommodation Officer who visits all the residents regularly and attends to any issues promptly.
3.9 Create links with the learning skills Council (LSC), colleges and Job Centre Plus (JCP) to increase learning and employment opportunities	To assist service users with their personal development	MVDC / LSC / colleges / JCP	That service users are ill-informed as to their education and employment opportunities	June 2009	<b>Completed</b> -This has been completed through the HELP and then ETHOS programmes
3.10 Provide an information pack for new residents of homeless accommodation and rent deposit scheme properties with options for training, education and employment	To assist service users with personal development	MVDC / LSC / Colleges / JCP	That service users are ill-informed as to their education and employment opportunities	March 2011	Although packs have not been implemented, all clients to the Housing options Service including those mentioned in this action are able to access the ETHOS programme either directly or through a request made to the Options team for a referral.
3.11 Redevelop the Leatherhead Night Hostel (LNH) into a 24 hour assessment	To increase the access to the scheme and assist move-on	MVDC / LNH / Homelesslink / SCC	The hostel cannot fully assess clients and assist move-on. Supporting people funding	2011	<b>Completed</b> -The project was completed in 2011 and is now known as Leatherhead Start.

centre with single rooms			reduces and the project has to close.		
3.12 Secure long term future of Leatherhead Pit Stop through secured funding and / or alternative premises	To ensure the long term future of the facility	MVDC / Pit Stop / Homelesslink	The project has to close	2008/9	This is outside the remit of the local authority although assistance with links to the Homeless Link group has been ensured and consultancy advice on what the local authority can assist with in regards to accessing training for staff has been and continues to be given. Ongoing discussions regarding risk assessments at Pit Stop had prevented progress on this action prior to the 2013 flooding.
3.13 Employ an independent inventory company to provide an inventory service for the rent deposit bond scheme	To provide a professional rent deposit scheme service	MVDC	Rent deposits are spent due to inaccurate information	December 2008	<b>Completed</b> - A company has been used since 2008, and the market is tested from time to time.
3.14 Hold regular 6 monthly landlord forum meetings with guest speakers	To build a strong and informative landlords forum	MVDC	Fewer landlords work with the scheme	November 2008	<b>Completed</b> - The landlord forum is held at least once and sometimes twice per year.
3.15 Liaise with Housing Benefit	To increase portfolio of	MVDC	Lack of new private rented	April 2009	Software does not allow the identification of these landlords

to ensure that we are working with the top 10 portfolio holding landlords in the District.	properties and landlords		dwellings and an increase in homelessness		
3.16 Increase the ratio of private rented properties found by the Council to 50:50 by improved marketing	To increase number of properties within the deposit scheme	MVDC	Some people become homeless due to inability to find accommodation	April 2009	At the time of the target date there was a surplus of properties provided by landlords and there was no need at that time to forward this action. Since then a high number of homelessness preventions have been achieved with private sector accommodation Though statistics are not available on how they have been sourced prior to 2014/15 when we began to collate this.
3.17 Monitor on a monthly basis the repayments of rent in advance loans.	To ensure recycling of funds and reduce court action	MVDC	Funds not repaid and clients get into debt.	January 2009	<b>Completed</b> - Repayments are monitored monthly. If payments are not made legal action to recover the debt is taken.
3.18 Provide information to residents of rent deposit accommodation and homeless accommodation on budgeting	To increase knowledge amongst residents and maximise income	MVDC	Clients unable to sustain accommodation due to budgeting problems; rent arrears; deposit bonds used and property lost	April 2009	<b>Completed</b> - Although this has not been given to all clients, where budgeting assistance has been required initial assistance is given by Housing staff and individuals are referred to specialist money advice agencies.

			from the scheme		
3.19 Introduce cross tenure floating support in conjunction with the Supporting People plan for 2009-2011 for vulnerable households at risk of homelessness	To assist all households with sustaining their accommodation	MVDC / SCC	Clients lose their accommodation due to lack of practical support	April 2009	<b>Completed</b> - Whilst the Supporting People programme provided by Surrey County Council no longer exists the County provides Housing Related Support funding to a range of support agencies that offer tenancy support. This support helps to prevent people from becoming homeless.
3.20 Investigate sub—regional funding of a floating debt counsellor service through the Citizens Advice Bureau (CAB).	To provide a debt advice service to clients in housing difficulties	MVDC / CAB	Debt issues affect housing and cause homelessness	April 2009	Extra funding to CAB's from the government at the time of this target negated the need for this action
3.21 Sustain the virtual elimination of bed and breakfast for 16/17 year olds and families by finding alternative emergency provision for this group	To meet the government's target	MVDC	The government's target is not met	December 2010	Partially completed This has been achieved for 16 and 17 year olds and been assisted by the establishment of Surrey County Council's Youth Prevention Service. During the strategy period there have been families have been in bed and breakfast accommodation for more than six weeks. MVDC has invested in additional emergency accommodation, enabled the development of new affordable

					homes and developed the homelessness prevention service to help mitigate against this. The use of bed and breakfast for families had reduced significantly by October 2014.
3.22 Investigate alternative accommodation for single chaotic people rather than bed and breakfast through working with Supporting People on provision in the district	To reduce use of bed and breakfast accommodation	MVDC	Bed and breakfast budgets increase	March 2013	This has not been progressed due to the reduction in Supporting People funding during the strategy period and the subsequent ending of this programme. Accommodation for more chaotic young people has however been commissioned through Surrey County Council in East Surrey.
3.23 Provide a teenage pregnancy facility in the south East Sub-region	There is no facility in the sub-region	MVDC Tandridge, Reigate and Banstead, Epsom and Ewell Councils/SCC	Young parents have to leave the area and their support networks	March 2010	This has not been progressed as there has been a decrease in need from this client group and therefore there is no longer such a requirement of this type of accommodation
3.24 Develop and implement an empty property policy	To bring long term empty homes back into use and make best use of stock	MVDC	Properties remain empty and un-utilised	April 2009	<b>Completed</b> - A policy approach has been approved in 2009. Advice and encouragement is given to empty home owners to bring their property back into use. They are also charged a higher rate of Council Tax. There is limited resource to take enforcement action against

					empty home owners.
3.25 Support and encourage housing associations to address overcrowding and under occupation	To ensure best use is made of the existing stock	Housing associations/ MVDC	Properties remain under occupied and overcrowded	April 2010	<b>Completed</b> – the majority of housing associations provide incentive schemes for under occupiers. Circle Housing Mole Valley has a loft scheme to extend the homes of households that under occupy.
3.26 To keep under review the allocations policy to ensure overcrowding and under occupation needs are met	To ensure priority is given to households that need larger or smaller homes	Housing associations/MVDC	Residents remain overcrowded or living in accommodation too large for them	April 2010	<b>Completed</b> – applicants who under occupy are awarded band 1 on the housing register
3.27 End the use of Private Sector Leasing	To maximise the efficiency of the Homelessness Grant	MVDC	Over half of the homelessness grant is used per year on only 4 households	July 2009	<b>Completed</b> – the scheme came to an end in 2009