



Homelessness Review

February 2012

1. Introduction

Kettering Borough Council's Homelessness Review 2012 provides the evidence base for Kettering Borough Council's Homelessness Strategy, available separately, which should be read in conjunction with this document. The purpose of this document is to assess current and future homelessness need in the Borough so that appropriate provision can be planned and provided for.

A wide range of data has been used for the analysis contained in this document including:

- ◆ Land Registry data on average house prices and sales
- ◆ CACI household income data
- ◆ P1E returns to the Department of Communities and Local Government, which record the numbers and types of homeless applications made to the Council over the last 10 years
- ◆ Comparisons between local homelessness and regional and national trends
- ◆ Ministry of Justice data on mortgage and landlord possession action in courts
- ◆ Information obtained from the Council's Choice Based Lettings Allocation Scheme - Keyways
- ◆ Information obtained from Accommodation Concern a local housing charity
- ◆ Single night counts of Rough Sleepers
- ◆ Interviews with key stakeholders

The review that follows incorporates findings from all of these sources.

The review also identifies services that currently exist in Kettering Borough for homeless households. Appendix A lists homeless prevention methods available in the Borough and Appendix B lists accommodation and/or services available to the homeless in Kettering Borough as at 2011/12.

The Homelessness Review takes place during a time of new challenges as well as those challenges that local authorities have traditionally faced. International economic turbulence has had a detrimental effect on the UK economy. This in turn has put pressure on household incomes and employment prospects. Families have experienced increasing difficulty in meeting housing costs across tenures whether they are servicing a mortgage, a private rental tenancy or a social tenancy. This has triggered a rise in mortgage and rent arrears and consequently lender repossession and landlord evictions have increased in recent years. Those people who in less austere times would have been able to access accommodation are precluded by rising rents and difficulty in accessing mortgage credit.

The legislative framework in which we operate is also radically changing:

- ◆ The Localism Bill aims to give councils more freedom from central control and enable them to respond more flexibly to the needs and aspirations of the community they serve. The Bill will include amendments to homelessness legislation and the way we allocate housing accommodation as well as granting local authorities general powers of competence;
- ◆ The Welfare Reform Bill represents the most extensive changes to the welfare state in over 60 years. This may create some transitional challenges. Those in receipt of benefit will be expected to budget based on receipt of one regular lump sum as opposed to individual benefits. It is likely that some of those recipients, not used to making expenditure projections, will endure short-term difficulties in meeting their living costs.
- ◆ The Affordable Homes Programme Framework published by Department for Communities and Local Government which introduces a new affordable rent model and flexible tenure.

The likely affect of these changes on our services will be discussed in this document and the Homelessness Strategy.

The Homelessness Review begins with an overview of Kettering's housing market. It provides the context in which homelessness is operating in the Borough. This section examines Kettering's housing market in relation to its population, tenure structure, social housing demand, local incomes, and house prices.

2. Kettering's Housing Market Context

2.1 Population

Kettering is experiencing rapid population growth. Between 2007 and 2010 the population grew by approximately 3% from 87,900 to 90,600 (mid-year population estimates ONS).

By 2020 the population is expected to increase by a further 12% to 102,000 (ONS).

2.2 Tenure structure of the housing market

As at April 2011 there were 41,473 dwellings in the Borough (HSSA HIP return). In terms of the tenure breakdown of the Borough;

- ◆ 9.4% of the housing stock in Kettering Borough is owned and managed by the Council, compared to 7.9% nationally;
- ◆ Housing association stock accounts for 3.9% of the total, compared to 9.9% nationally;
- ◆ Approximately 36,000 (87%) homes are either owner occupied or privately rented, although nationally this is lower at 82% (source: KBC Private Sector House Condition Survey 2010)

2.3 Social housing demand

Kettering Borough Council launched Kettering Keyways, its choice based allocations scheme in January 2009. Kettering Keyways was developed in accordance with the government guidance and legislative framework at that time, and to ensure that the Council met the previous Government's target that all local housing authorities should offer choice to their housing applicants by 2010. With the help of a Government grant, the local authorities in Corby and Wellingborough joined the scheme in November 2010, and Kettering Keyways was rebranded as "Keyways" to reflect the wider partnership area it now covers.

There is a high demand for socially rented accommodation in the Borough. As at 14th February 2012 there were 8,275 applicants across the sub-regional Keyways scheme: of these applicants 30% were Kettering applicants (2,459). As at 1 April 2011 there were 1,378 active Kettering applicants on Keyways, which was much fewer than more recent data (HSSA 2011). This number should however be treated with caution as prior to the launch of sub-regional Keyways, the Council undertook a review of the register, during which applicants were requested to re-apply. Therefore the significant increase in applicants between April 2011 to February 2012 will be in part due to the increased demand for social housing as well as applicants re-applying to the scheme.

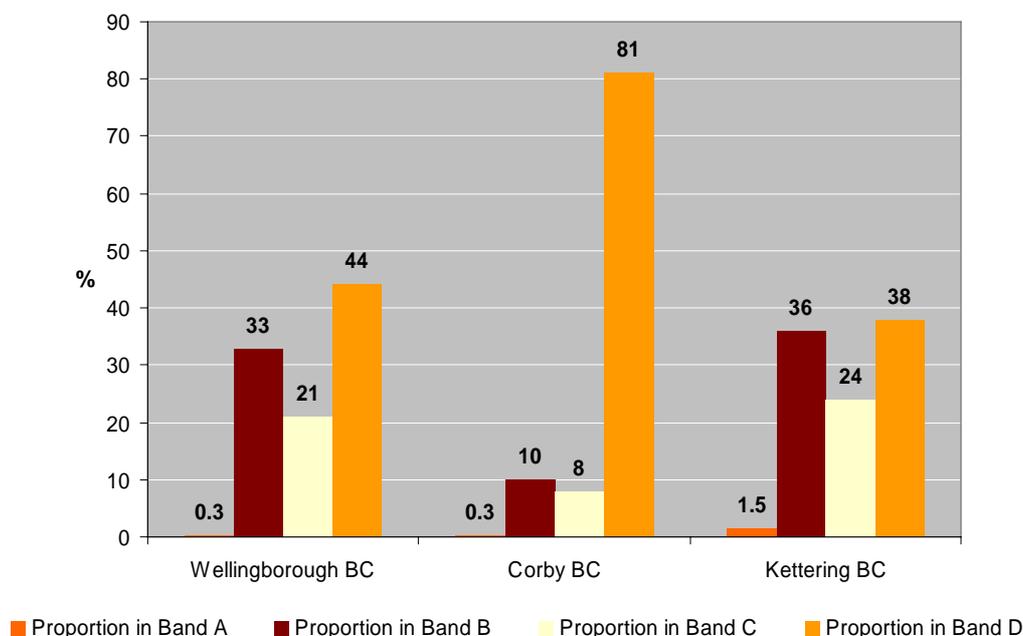
Keyways applicants are banded into four bands based on their housing need: Band A is those in emergency housing need, Band B is those in urgent housing need, Band C is those in non urgent housing need and Band D is those with no housing need. Applicants in Band A can only remain in that band for 8 weeks.

As at 14th February 2012, 36 households in Kettering had been placed in Band A, 893 were in Band B, 592 were in Band C, and 938 were in Band D.

Table 1: Active Keyways applicants across the sub-regional scheme: numbers & proportion of households in each band

	Band A		Band B		Band C		Band D		Total
Wellingborough BC	77	0.3%	873	33%	557	21%	1162	44%	2669
Corby BC	9	0.3%	326	10%	253	8%	2559	81%	3147
Kettering BC	36	1.5%	893	36%	592	24%	938	38%	2459
Total	122		2092		1402		4659		8275

Figure 1: Active Keyways applicants in each local authority: proportion of applicants in each band



During 2012 a revised housing allocation policy will be launched in the Borough. The changes cover three main areas:

- ◆ Amendments to the banding system;
- ◆ Allocation of homes with disabled adaptations;
- ◆ Local connection

The revised allocation policy will have a significant impact on housing options services in the Borough. To join the register applicants will need to have a reasonable preference; this means that people who are adequately housed will no longer be able to register on Keyways apart from those aged over 55 seeking sheltered. The policy has also been designed to help more local people access the limited social housing in the Borough: applicants will need to have a local connection to the Keyways partnership area. The new allocation policy has also been designed to free up more family accommodation: households under occupying their homes will be given a higher priority on the waiting list thus freeing up their homes for people who are in need of a

2.4 Social housing lettings

Between April 2010 and March 2011 there were 483 new social housing lettings in Kettering Borough (excluding transfers and exchanges) of which 40 per cent were Council lets (HSSA 2011). Based on the number of households registered on Keyways, just 20% of the current social housing demand was met through new social lettings during 2010/11. This demonstrates how social housing demand far outweighs supply.

During this time Kettering Council and Housing Associations each let 39 properties to statutorily homeless households: the total lets to homeless households totalled 78 which equated to 16% of the total social lettings (excluding transfers and mutual exchanges).

	2010/11
Dwellings let to existing tenants transferring from a social housing dwelling (LA or HA)	93
LA dwellings let to new tenants to social housing	193
LA dwellings let through mutual exchanges	31
RSL dwellings let to households in response to a nomination from the Council	290
Total dwellings let	607
Total dwellings let excluding transfers and mutual exchanges	483
Total dwellings let by your LA to homeless acceptances as settled accommodation	39
Dwellings held by a HA let to homeless acceptances following a nomination by your LA	39
Total dwellings let to statutorily homeless households	78
% of dwellings let to statutorily homeless households	16%

Table 2: Social housing lettings in Kettering Borough and Lettings to Statutory Homeless Households

Source: HSSA 2011

Time taken to re-house homeless households

During April-December 2011, 31 households had their S193 duty ended through securing Council or housing association accommodation (Housing Options data). It took these households an average of 10 weeks to secure their accommodation (ranging from 1 week to 19 weeks).

On Average it takes 10 weeks between an applicant being accepted as homeless (Section 184 decision) to being re-housed.

2.5 Income levels

Income is a crucial determinant in whether or not households are able to access the private sector housing market. In 2010, the mean average gross household income was £35,346 per annum (CACI). Approximately 32% of households in the Borough have gross incomes of less than £20,000, but over 32% receive gross incomes of £40,000 or more.

The median average income is £25,000 - £35,000 per annum, equivalent to an average of £529.00 per week (CACI).

Table 3: Gross household income patterns for Kettering Borough 2010

Income Band	% of Kettering Borough Residents in Income Band
£0 - £10,000	10.2%
£10,000 - £20,000	21.6%
£20,000 - £30,000	20.3%
£30,000 - £40,000	15.4%
£40,000 - £50,000	10.7%
£50,000 - £75,000	13.8%
£75,000+	7.9%
Mean (average) household income	£35,346

Source: CACI commissioned data, 2010

2.6 Out of work benefits

The Jobseeker's Allowance (JSA) is payable to people under pensionable age who are available for, and actively seeking, work of at least 40 hours a week. In December 2011 there were 2,105 people claiming JSA in Kettering Borough. As a proportion of the population aged 16-64, 3.6% were claiming JSA compared to 3.9% nationally.

Proportionately, Kettering has slightly lower levels of JSA claimants than nationally, however youth unemployment in Kettering borough is higher than national averages. In December 2011 there were 624 18-25 year olds claiming JSA in the borough: this was 9.2% of the population compared with 7.8% nationally. Furthermore, 2.6% of these claimants had been claiming for over 6 months; compared with 2.1% nationally.

The table below summarises all working age benefit claimants. In May 2011 13.1% of the working age population in Kettering Borough were claiming an out of work benefit, compared with 14.5% nationally.

Table 4: Working-age key benefit claimants in Kettering Borough (May 2011)

Statistical group	Kettering (numbers)	Kettering (%)	East Midlands (%)	Great Britain (%)
Job seekers	1,920	3.3	3.4	3.6
ESA and incapacity benefits	3,270	5.7	6.1	6.5
Lone parents	800	1.4	1.4	1.5
Carers	570	1.0	1.2	1.2
Others on income related benefits	240	0.4	0.4	0.5
Disabled	640	1.1	1.1	1.0
Bereaved	140	0.2	0.2	0.2
Key out-of-work benefits [†]	6,230	10.8		
Total claimants	7,580	13.1	13.9	14.5

Source: DWP benefit claimants - working age client group (NOMIS)

2.7 House prices, housing price change and sales transactions

Since the last Homelessness Review was undertaken in 2007 there has been a considerable drop in house prices in the Borough.

Between July to September 2011 the average property price in Kettering stood at £149,137 compared to £175,472 in 2007; a fall of 15% (Land Registry, 2007 & 2011).

The average house price in Kettering Borough is 62% lower than the average for England and Wales, which stands at £241,461.

The number of house sales has also fallen considerably since the last Homelessness Review. Transactions between July to September 2011 were almost 60% lower than the same period in 2007.

Furthermore, the trend of falling house prices is continuing in the Borough. In July to September 2011 there had been a -3.2% annual change in house price.

Table 5 summarises price changes for all sales (new and re-sale) within the Kettering area for comparable periods in 2007 and 2011. It can be seen that average house prices for all property types have decreased over the last four years, ranging from 12.5% for detached properties to 20.5% for flats and maisonettes.

Table 5: Average property prices, price growth and number of sales in the Kettering area

Period	Detached	Semi-Detached	Terraced	Flat/ Maisonette	All properties
July-Sept 2007	£244,214	£164,202	£132,306	£98,926	£175,472
Sales	220	214	220	42	696
July – Sept 2011	£213,808	£134,072	£106,762	£78,662	£149,137
Sales	n/a	n/a	n/a	n/a	294
Price change 2007 –2011	-12.5%	-18.34%	-19.31%	-20.5%	-15%

Source: Land Registry, 2007 & 2011

2.8 Affordable Housing Development

Kettering Borough Council has historically been successful in delivering new affordable housing schemes. From 2006/07 to 2010/11 we delivered over 950 new affordable homes through a variety of means, from large scale strategic sites (planning gain), to smaller windfall affordable led schemes.

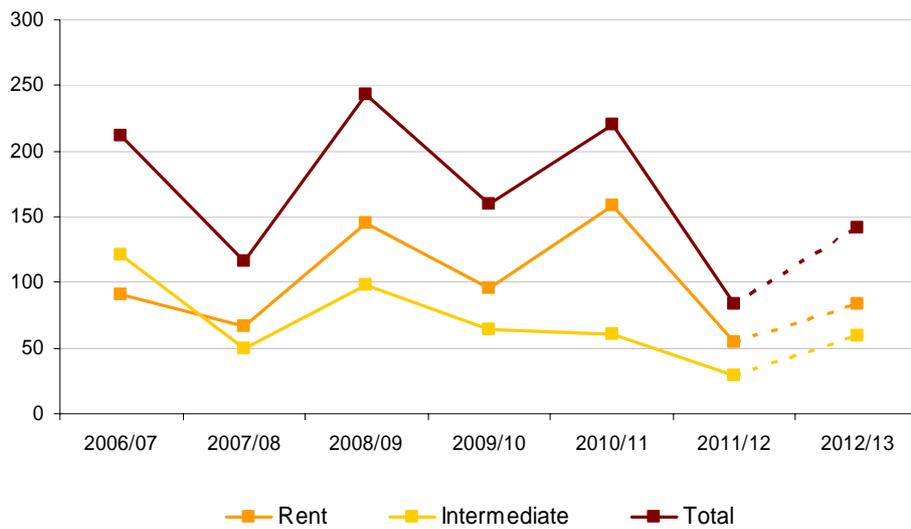
In 2010/11 we delivered 220 new affordable homes. Around 99% of these were affordable housing led schemes and not planning gain. In 2011/12 this dropped to a 82 completions. Forecasted completions are expected to increase during 2012/13 to 133 new homes.

We are now facing a period of uncertainty due to Registered Provider reduced capacity to deliver and significantly reduced funding through the Governments Affordable Rent Framework. Registered Providers delivering new homes under the new Framework will be delivering in the main Affordable Rent - rents set at up to 80% of market rent. Thus new homes are likely to be more expensive for tenants than traditional social rented homes. We will continue to encourage the development of social rent and intermediate housing where viable. Intermediate housing is housing at prices and rents above those of social rent, but below market price or rents. These can include shared equity products (e.g. HomeBuy), Shared Ownership, Rent to Homebuy, other low cost homes for sale and intermediate rent.

Aside from larger developments with planning permission that are on site we have no other guaranteed completions of affordable housing in 2013/14 at present. We are therefore working hard with landowners, developers and registered providers to try and continue enabling affordable housing development to happen. Funding and viability remain an issue and many smaller windfall sites are proving to be unviable now. House builders are also wanting to negotiate the affordable housing requirement on some of the larger strategic sites, which could mean in some cases less affordable homes.

The reduction in the number of new build affordable homes being delivered in the Borough will put increasing pressure on the existing social and privately rented housing stock.

Figure 2 - Affordable Housing Completions

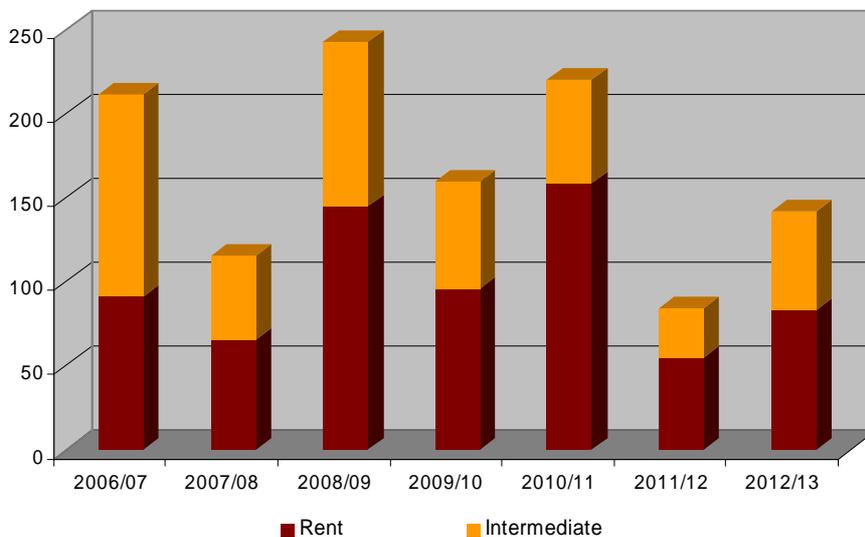


Social rented housing is rented housing owned and managed by local authorities and registered providers, for which guideline target rents are determined through the national rent regime.

Affordable rented housing is rented housing let by registered providers to households who are eligible for social rented housing. Affordable rent is not subject to the national rent regime but is subject to other rent controls that require a rent of no more than 80% of market value.

Intermediate Affordable Housing at prices and rents above those of social rent, but below market price or rents. These can include shared equity products, other low cost homes and intermediate rents.

Figure 3 - Affordable Housing Completions and Projected Completions



3. Private Rented Sector

3.1 Introduction

As the supply of new affordable homes developed by housing associations is set to decline, due to reductions in Central Government grant needed to build, an increasing number of households will need to turn to the private rented sector to satisfy their accommodation needs.

There has been a significant increase in the supply of privately rented homes in the Borough. According to the Census 2001, Kettering had relatively low rates of privately rented property when compared to the rest of the country. However the recent Private Sector Stock Condition Survey reported a significant increase in private renting to 23.6% of the private sector stock (approximately 8493 properties). Relatively few private landlords in the Borough have large portfolios of properties, with the majority purchasing just one or two properties for investment purposes, or opting to rent when needing to relocate, as they are unable to sell (Private Sector Housing Renewal Strategy 2011).

Private rented stock is typically terraced houses or flats: table 6 illustrates that these property types account for 70% of the private rented stock.

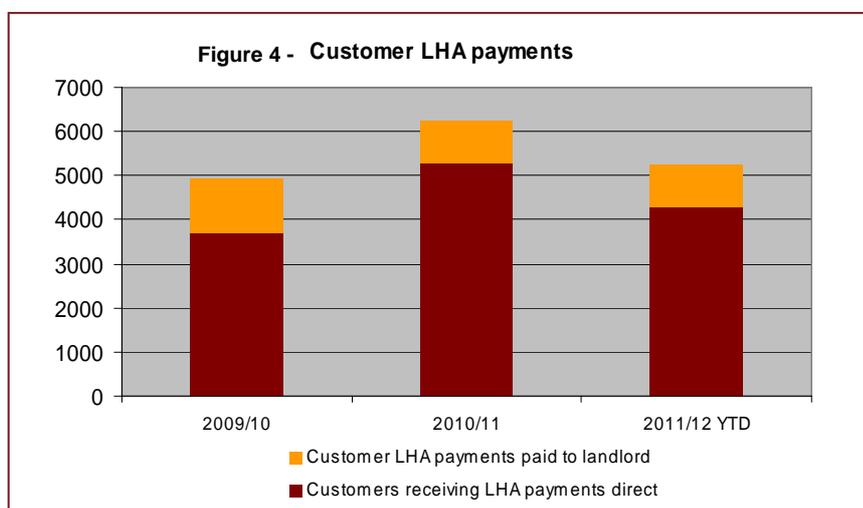
Table 6 - Distribution of Property Type - Private Rented Sector

Dwelling Type	Private Rented (estimated number)	Private Rented (%)
Bungalow	247	2.9%
Flat	2368	27.9%
House - Detached	674	7.9%
House - Semi Detached	1580	18.6%
House - Terrace	3623	42.7%
Total	8493	100%

Source: Private Sector Stock Condition Survey 2010

3.2 Local Housing Allowance

Local Housing Allowance (LHA) was introduced on the 7th of April 2008. LHA is a Housing Benefit Scheme for people living in private rented accommodation.



As at December 2011 there were 1,807 LHA claimants, this was an increase of 12.5% (1,606) from this same period in 2010.

In December 2011, 21% of private tenants (374) had their LHA paid direct to their landlord.

3.3 Houses in Multiple Occupation

Kettering currently has 124 Houses in Multiple Occupation (HMOs) across the Borough, ten of which are subject to mandatory licensing. Shared accommodation in the form of HMOs is often accommodated by the most vulnerable people in our community. As the Government raised the single room rate from 25 to 35 years in January 2012, single person households aged 35 and under can only claim housing benefit for single room rather than a self contained flat. Thus the demand for shared accommodation is expected to increase.

An important priority in the Council's Private Sector Renewal Strategy 2012-15 is to ensure the standard of HMOs in the Borough meet legislative requirements through a regular inspection programme undertaken by the Private Sector Housing Team. Furthermore, landlords managing HMOs can apply to the Council for a Decent Homes Grant to ensure their properties meet the Decent Home Standard. The Council will award a grant in return for nomination rights to the property.

3.4 Summary

Access to the private rented sector will become increasingly important as the supply of new affordable homes developed by housing associations is set to decline due to reductions in central Government grant needed to build.

Furthermore, changes brought about by The Localism Act will allow Councils to discharge their duty to households accepted as homeless by finding them good quality accommodation in the private rented sector.

Thus the need for our services to provide solutions for our customers in the private rented sector is set to increase; the Council and its partners must focus resources to ensure vulnerable clients can compete in the private rented market.

In the 2007 Homelessness Review it was stated that there has been a notable increase in competition within the private rented market due to the influx of Eastern European migrant workers into the area. If the Eurozone economy suffers a major shock and unemployment levels soar, then we may see higher levels of immigration from European workers looking for jobs, putting further pressure on the Borough's housing stock.

The Council's Landlord Liaison Officer works with landlords who have approached the council for assistance in letting their properties, and also subsequently works with households who are placed in the private sector to ensure that their tenancy has the best possible chance of success. Both nationally and here at Kettering Borough Council, this approach is seen as the long term solution to an increasing demand but decreasing supply of socially rented accommodation.

The change in the age threshold of the Shared Accommodation Rate from 25 to 35 will increase the demand for shared accommodation in the form of Houses in Multiple Occupation. To ensure the safety of tenants who live in HMOs in the Borough, the Council is focusing resources to ensure accommodation meets legislative standards.

4. Mortgage and Landlord Possessions

4.1 Mortgage and landlord possession statistics

The Ministry of Justice publish quarterly statistics on the numbers of mortgage and landlord (social and private) possession claims issued in the county courts of England and Wales, and the number of claims which led to orders for possession being made by a judge.

The figures which follow represent court actions for possession and are not actual properties repossessed. The statistics are however a leading indicator of the number of properties to be repossessed and the only source of sub-national possession information. The data is broken down into the following types of action:

- ◆ Claims Issued: A claimant begins an action for an order for possession of property by issuing a claim in a county court.
- ◆ Orders Made: The court, following a judicial hearing may grant an order for possession immediately. This entitles the claimant to apply for a warrant to have the defendant evicted. However, even where a warrant for possession is issued, the parties can still negotiate a compromise to prevent eviction.

4.2 Mortgage possession action

Between 2008 and 2011 there has been a downward trend in mortgage possession claims, and those claims which led to an order in Kettering. Based on mortgage possession claims in 2011, there were higher rates of claims per thousand of the population in Kettering than the England average but lower rates than the Northamptonshire average.

Nationally, the numbers of mortgage possession claims issued and claims leading to orders made in the county courts of England and Wales have been reasonably stable during the last two years following steep falls in the second half of 2008 and in 2009 (Ministry of Justice 2011).

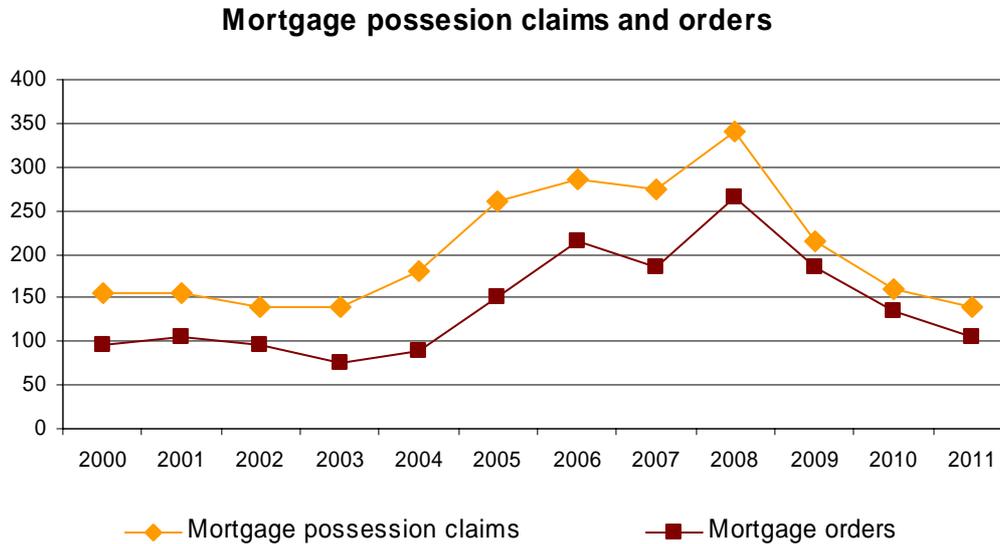
- ◆ In 2011 there were 140 mortgage possession claims issued in Kettering; this was a 14% reduction from the previous year, during which 160 claims were issued. In the peak of 2008, 340 mortgage possession claims were made in Kettering.
- ◆ In 2011 there were 105 mortgage possession claims which led to an order being made; this was a 22.2% reduction from the previous year during which 135 claims leading to orders to made. In the peak of 2008, 265 mortgage possession claims which led to an order were made.

Table 7: Mortgage possession claims, and claims which led to an order in Kettering. Numbers of orders and percentage change 2005-2011

	2005	2006	2007	2008	2009	2010	2011
Mortgage possession claims	260	285	275	340	215	160	140
% change from previous yr	-	9.6%	-3.5%	23.6%	-36.8%	-25.6%	-12.5%
Mortgage orders	150	215	185	265	185	135	105
% change from previous yr	-	43.3%	-14%	43.2%	-30.1%	-27%	-22%

Source: Ministry of Justice 2011

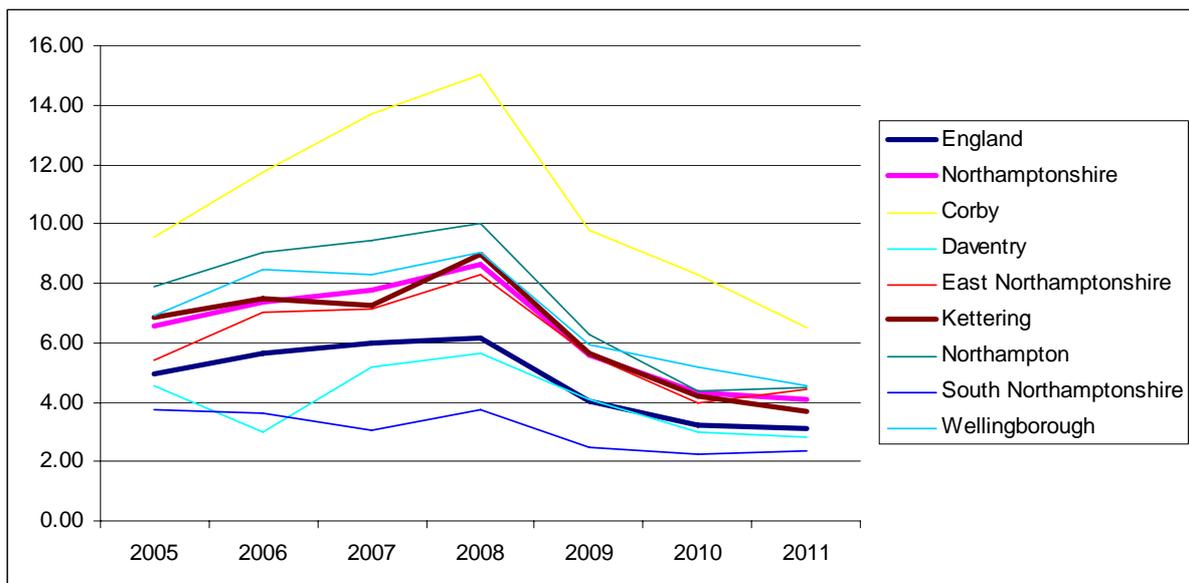
Figure 5: Mortgage possession claims, and claims that led to orders in Kettering 2000-2011



Source: Ministry of Justice 2011

- ◆ In 2011 there were 3.68 mortgage possession claims per thousand households issued in Kettering; this was a reduction from 4.21 during 2010.
- ◆ During 2011 mortgage possession claims in Kettering per thousand of the population were lower than the Northamptonshire average of 4.11 but higher than the England average of 3.12 (Figure 6).

Figure 6: Mortgage possession claims per thousand households in Northamptonshire 2005-2010



Source: Ministry of Justice 2011

4.3 Landlord possessions

Since 2008 there has been an increasing trend of landlord possession claims in Kettering, although they have yet to reach the peak they reached in 2007. In 2011 there were similar rates of landlord possession claims per thousand households in Kettering as in Northamptonshire but lower rates than in England.

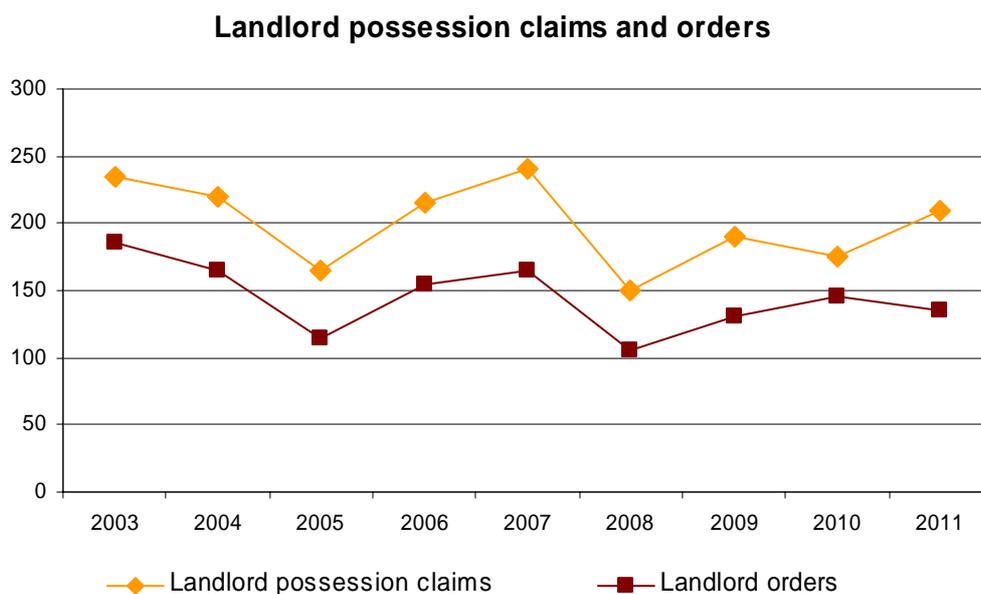
Between 2008 and 2010 landlord possession claims leading to orders in Kettering were on an upward trend, however in 2011 they decreased slightly. Nationally, landlord possession claims and those that lead to orders, have been on a downward trend but they increased slightly in 2011.

- ◆ In 2011 there were 210 landlord possession claims issued in Kettering; this was a 20% increase from the previous year, during which 175 claims were issued. In the peak of 2007, 240 landlord possession claims were made in Kettering.
- ◆ During 2011, 135 landlord possession claims leading to orders were made in Kettering. This was a 6.9% decrease from the previous year, when 145 claims leading to orders were made.

Table 8: Landlord possession claims, and claims that led to orders in Kettering 2005-2011

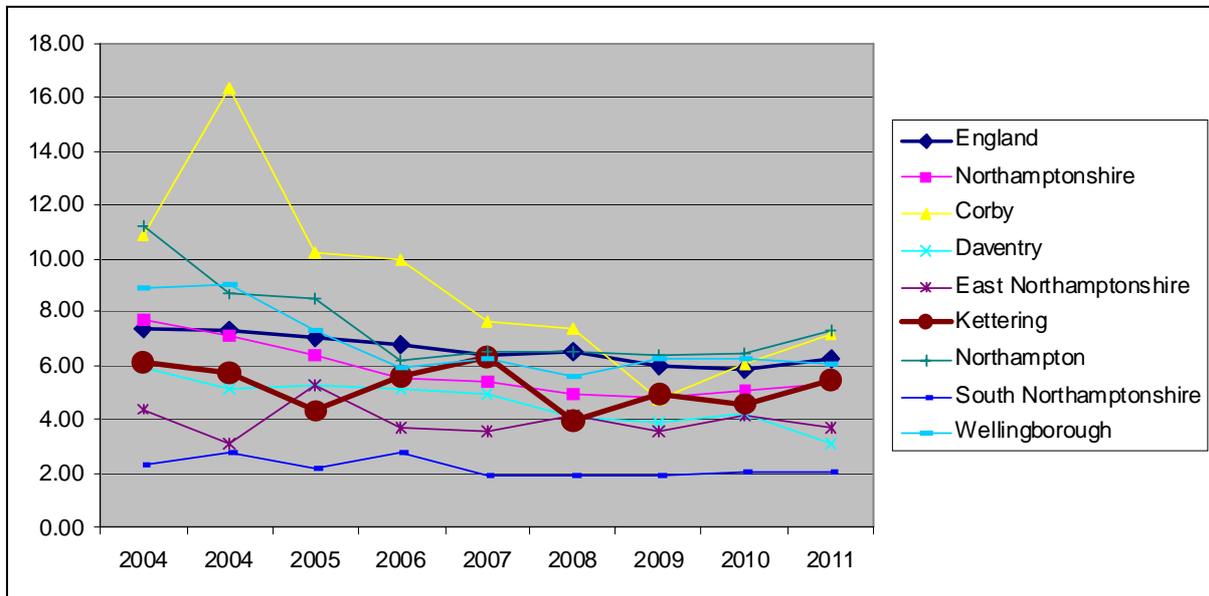
	2005	2006	2007	2008	2009	2010	2011
Landlord possession claims	165	215	240	150	190	175	210
% change from previous yr	-	30.1%	11.6%	-37.5%	26.7%	-7.9%	20%
Landlord orders	115	155	165	105	130	145	135
% change from previous yr	-	34.8%	6.5%	-36.4%	23.8%	11.5%	-6.9%

Figure 9: Landlord possession claims, and claims that led to orders in Kettering 2003-2011



- ◆ In 2011, 5.53 landlord possession claims per thousand households were made in Kettering. This was slightly higher than the Northamptonshire average of 5.40 and lower the England average of 6.28.

Figure 10: Landlord possession claims per thousand households in Northamptonshire 2004-2011



4.4 Summary

In the last few years there has been a downward trend in mortgage possession claims, and those claims which led to an order in Kettering. However, based on mortgage possession claims in 2011, there were higher rates of claims in Kettering than the England average.

Rates of landlord possession claims in Kettering are lower than the England average. Between 2008 and 2010 landlord possession claims leading to orders in Kettering were on an upward trend, however in 2011 they decreased slightly. Nationally, landlord possession claims and those that lead to orders, have been on a downward trend but they increased slightly in 2011.

Since this chapter was written the figures for the first quarter of 2012 (January-March) have been released by the Ministry of Justice. The headline results are as follows:

- ◆ In the first quarter of 2012 there were 40 mortgage possession claims issued in Kettering; there had been no change since the same quarter in 2011.
- ◆ When comparing the four most recent quarters with the previous four quarters, there has been a 1% increase in mortgage possession claims in Kettering; during which time there was a 8% fall across England.
- ◆ Mortgage possession claims made in Kettering in the last four quarters represent 3.95 per thousand households which is higher than the England average (3.01).
- ◆ In the first quarter of 2012 there were 65 landlord possession claims issued in Kettering; this was a 20% increase on the same quarter in 2011.
- ◆ When comparing the four most recent quarters with the previous four quarters, there has been a 29% increase in landlord possession claims in Kettering; during which time there was a 6% increase across England.
- ◆ Landlord possession claims made during the last four quarters represent an average of 5.79 per thousand households which is lower than the England average (6.35).

5. Analysis of P1E data

5.1 Introduction

P1E data provides accurate information about homeless applicants and particularly those to whom the Council has a duty to accommodate. The data enables us to look at local trends over time, make comparisons to national figures and plan effectively for the future. The following sections provide details on the types of homeless applications received by Kettering Borough Council over the past few years.

5.2 Applications and decisions

Table 11: The number of Homeless decisions made by Kettering Borough Council between April 2007 and March 2011

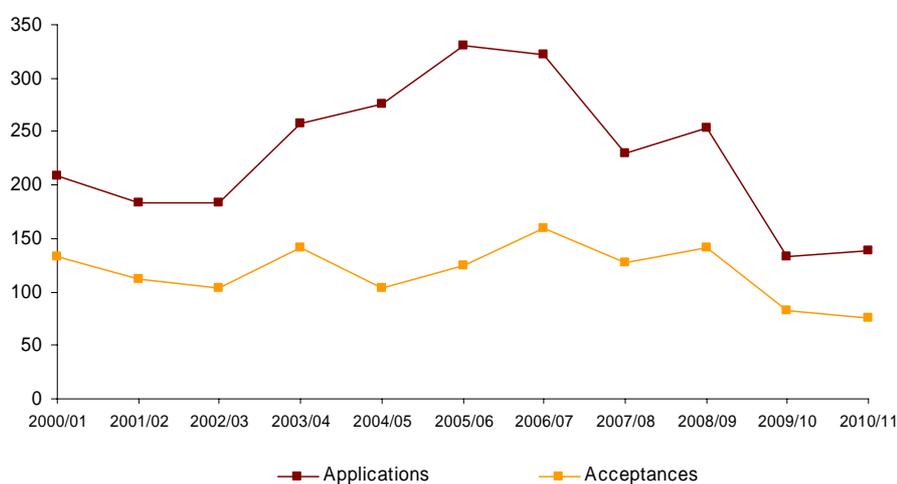
	2007/08	2008/09	2009/10	2010/11
Accepted	128	141	82	76
%	56	56	62	55
Intentional	20	21	9	8
%	9	8	7	6
Non-priority	3	12	7	9
%	1	5	5	6
Not homeless	78	55	35	46
%	34	22	26	33
Ineligible	0	25	0	0
%	0	10	0	0
Total decisions	229	254	133	139

- ◆ The number of homeless applications in Kettering Borough has reduced over the past four years from 229 to 139 applications. This is less than half of the number of applications received in 2005/06.
- ◆ There has been a slight increase in applications between 2009/10 and 2010/11 although the percentage of accepted households has reduced.

Homeless applications have reduced significantly since 2005/06.

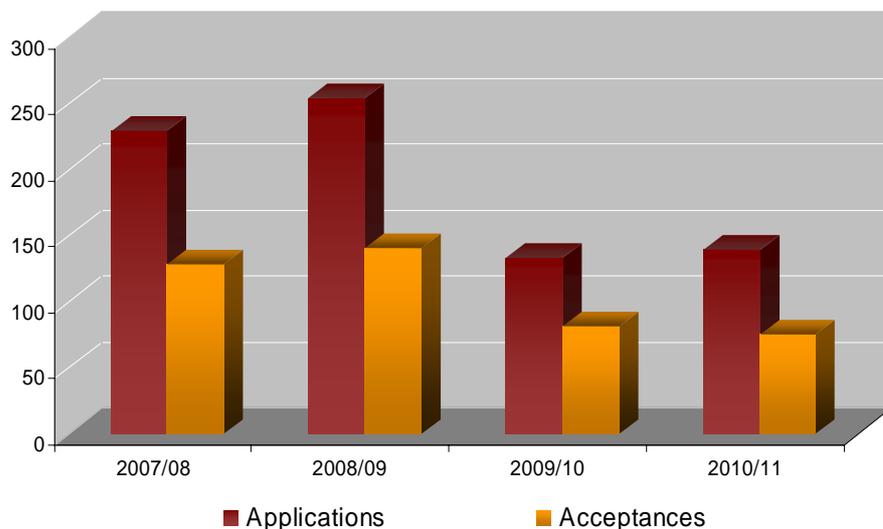
This is in line with national trends where applications have been dropping each year.

Figure 7 - Annual trend of homeless applications



- ◆ The launch of Kettering Keyways in January 2009 is reflected in the figures by the significant drop between 2008/09 and 2009/10 of 121 less applications. The new choice based lettings system which was made sub regional in November 2010 is far more transparent and accessible for people and therefore more effective in helping people to manage their own housing need.

Figure 8 - Number of Homeless Applications and Acceptances



The number of households accepted as homeless by the Council has also reduced.

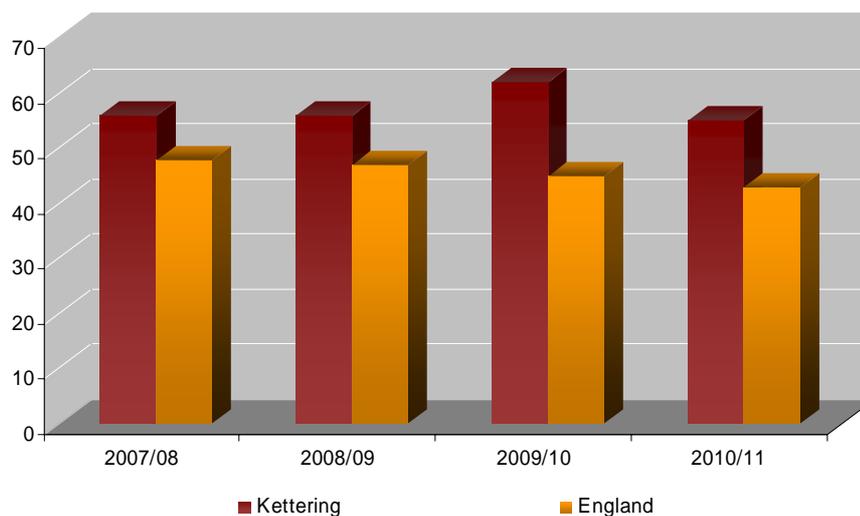
In 2006/07 there were 159 acceptances compared to 76 in 2010/11.

- ◆ The number of households accepted as homeless by the Council has dropped each year since 2007 in line with the reduction of total applications as shown above.
- ◆ However the proportion of homeless acceptances as a percentage of total applications still remains over half in 2010/11 at 55% which differs to the national trend (43% 2010/11). Over the past four years in Kettering the number of accepted households has remained above half of all applications.

Nationally the percentage of households accepted as homeless has reduced each year.

Locally the percentage of accepted households has remained above 50%.

Figure 9 - Percentage of Homeless Acceptances



5.3 Ethnicity

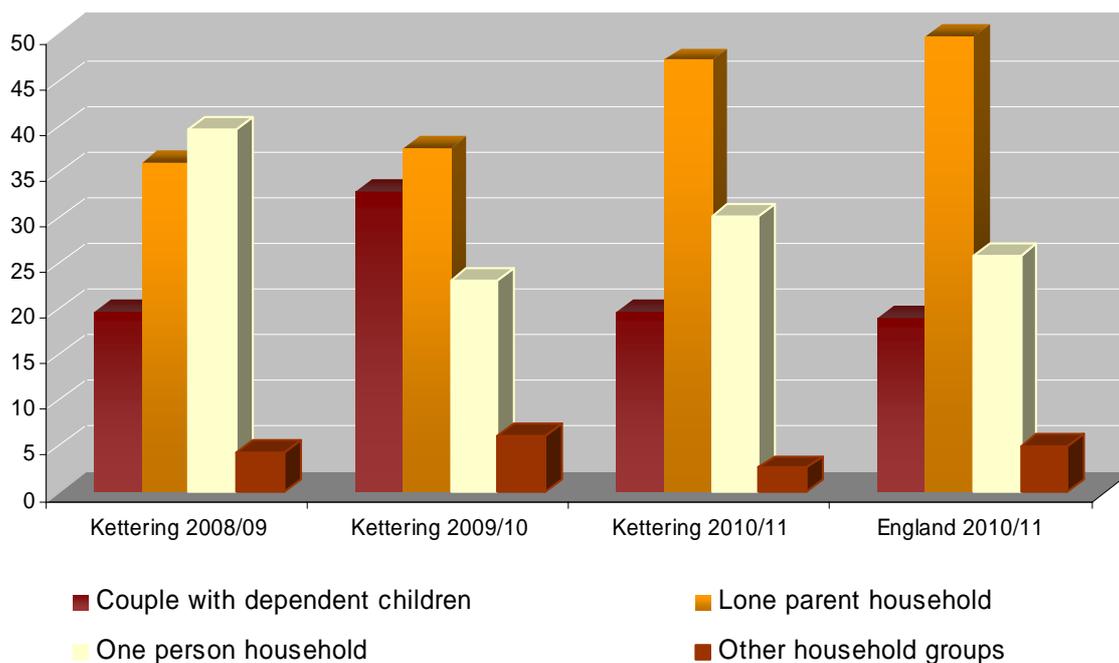
Table 12: Kettering Borough Population Breakdown

Ethnicity	Homeless Applications in Kettering	Kettering Borough Population Estimate
White	91%	94%
Black	6%	1%
Asian	1%	3%
Mixed	1%	1%
Chinese	0%	1%
Not Stated	1%	0%

- ◆ The Office for National Statistics population estimate for 2009 shows that the non-white population for Kettering Borough is approximately 6%.
- ◆ The number of homeless applications made to the Council from non-white applicants during 2010/11 was slightly higher than this at 9%.

5.4 Household type

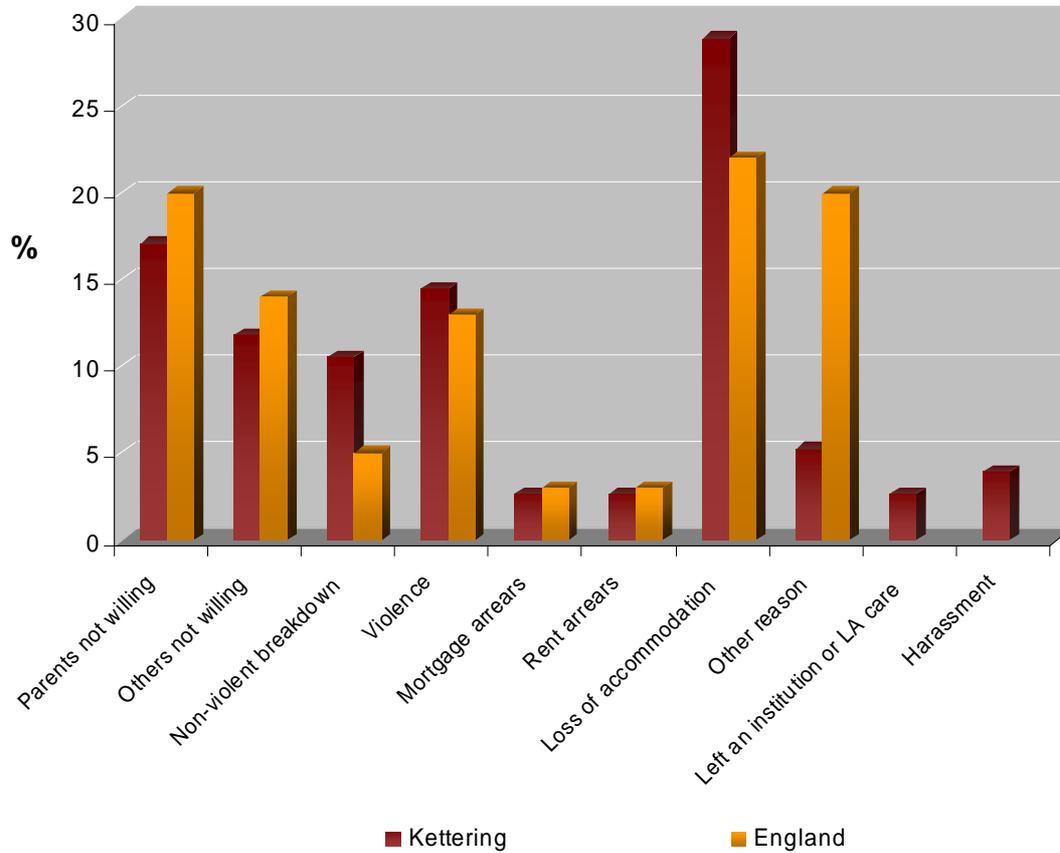
Figure 10 - Percentage of accepted applicants by household type



- ◆ Historically the majority of households accepted as homeless and in priority need by the Council are lone parents which is the same as the national picture.
- ◆ This changed in 2008/09 when the percentage of applicants from one person households was slightly higher in Kettering at 40% compared to 36% of applications from lone parents.
- ◆ The percentage of applicants who were lone parents has increased each year from 36% in 2008/09 to 47% in 2010/11 which is still slightly lower than the national figure of 50%.
- ◆ In 2010/11 the breakdown of accepted applicants by household type was very similar to national figures with only a couple of percentage points difference for each category.

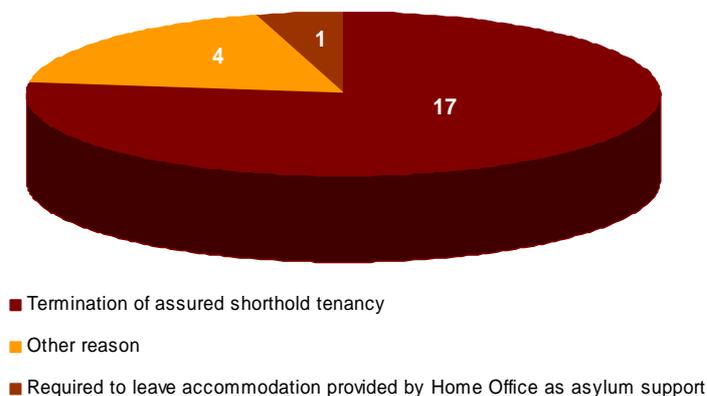
5.5 Reason for homelessness for households accepted as homeless

Figure 11: Reasons for homelessness in Kettering and England during 2010/11



- ◆ Termination of Assured Shorthold Tenancy, eviction by parents or other associated person, and violent and non-violent breakdown of relationship (Table 13) are the most common causes for homelessness locally in 2010/11.

Figure 12 - Reason for loss of accommodation 2010/11



17 households became homeless as a result of the termination of assured shorthold tenancies in 2010/11. This is a reduction from 22 households in 2006/07.

Locally the percentage is still higher than the national figure and historically this has been a concern in Kettering.

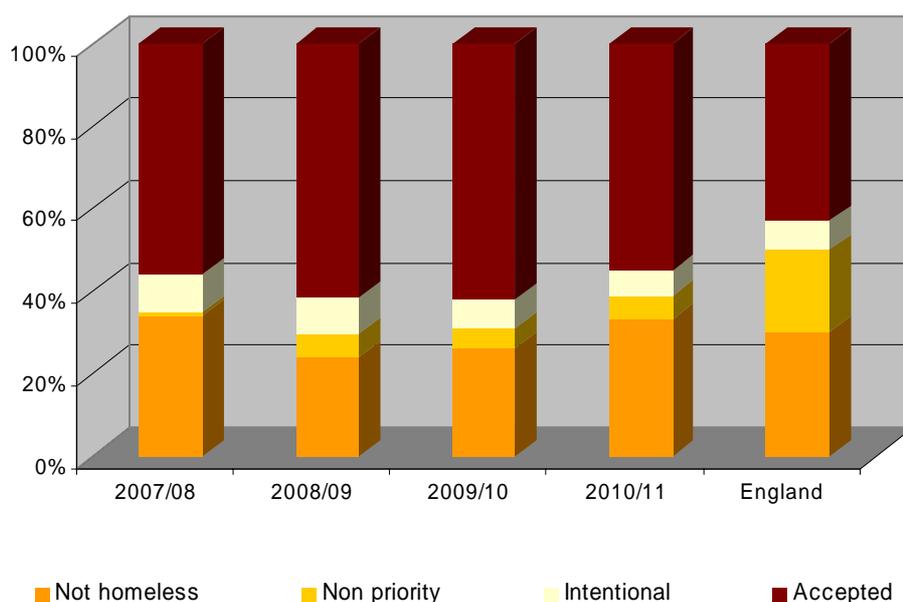
Table 13: Number and percentage breakdown for loss of accommodation in 2010/11

Reason for loss of accommodation in 2010/11	Kettering (Number)	Kettering (%)	England (%)
Termination of assured shorthold tenancy	17	22	15
Parents no longer willing to accommodate	13	17	20
Violence	11	14	13
Others not willing to accommodate	9	12	13
Non-violent breakdown of relationship	8	11	6
Loss of accomm. other than termination of assured shorthold tenancy	4	5	6
Other reason (e.g. homeless in emergency, sleeping rough/hostel)	4	5	21
Harassment	3	4	0
Mortgage arrears	2	3	3
Rent arrears	2	3	3
Required to leave accomm. provided by Home Office as asylum support	1	1	0
Left prison/on remand	1	1	0
Left hospital	1	1	0
Left other institution or LA care	0	0	0
Left HM-Forces	0	0	0
TOTAL	76	100	100

- ◆ The percentage of homelessness caused by non-violent relationship breakdown (11%) is higher than the national average of 6%.
- ◆ The number of applicants losing accommodation through other reason is much lower in Kettering for 2010/11 at 4 households when compared to 19 households in 2006/07. This is also reflected when comparing percentage of applicants in Kettering (5%) to the national figure (21%).
- ◆ Parental eviction has remained one of the main reasons locally but has reduced from 25% in 2006/07 to 17% in 2010/11 which is slightly lower than the national average.

5.6 Priority Need Category

Figure 13 - Homeless decisions over time

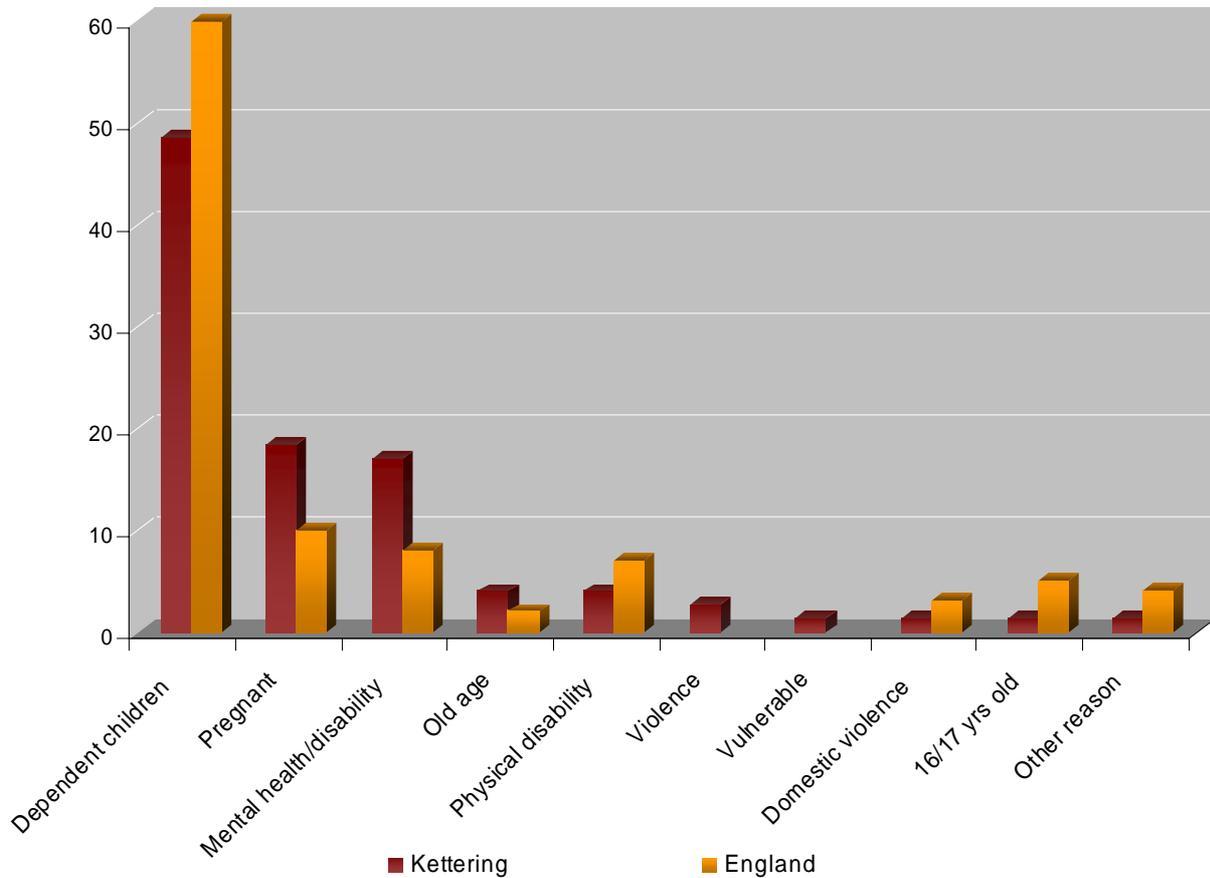


The chart highlights that over the past four years the number of applicants that have been found intentionally homeless has reduced.

Nationally during 2010/11 there were 20% of applicants deemed as non priority compared with only 6% locally which is significantly lower.

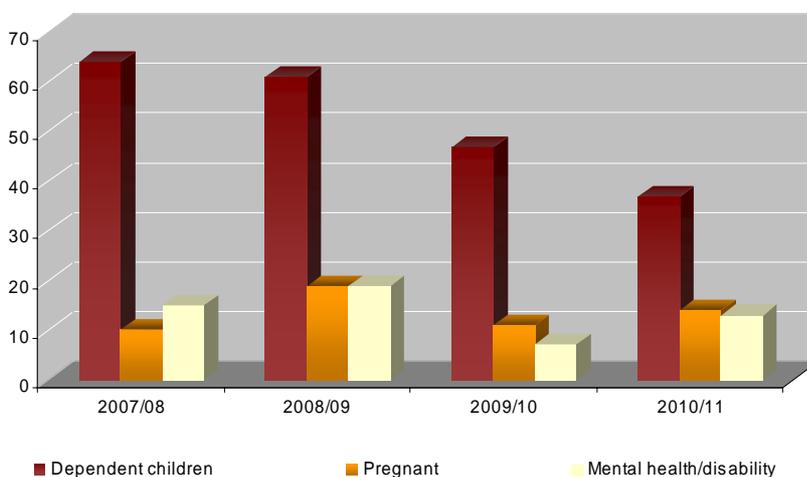
Acceptances as a percentage of applications is also higher in Kettering when compared to national figures.

Figure 14: Percentage of acceptances by priority need category in Kettering & England 2010/11



- ◆ During 2010/11 the majority of homeless households accepted by the Council were in priority need due to having dependent children (49%). This figure is much lower than the national figure of 60%.
- ◆ The proportion of acceptances in priority need for being pregnant (18%) or due to mental health/disability (17%) are also much higher locally when compared to national figures.

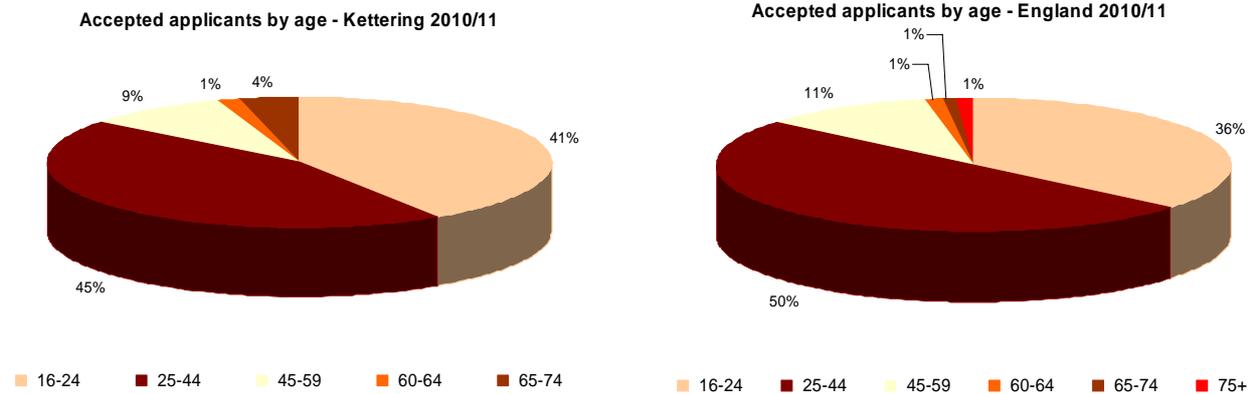
Figure 15 - Three main priority need categories for Kettering



Over the past few years the highest proportion of homeless acceptances have been due to the same three priority need categories shown opposite.

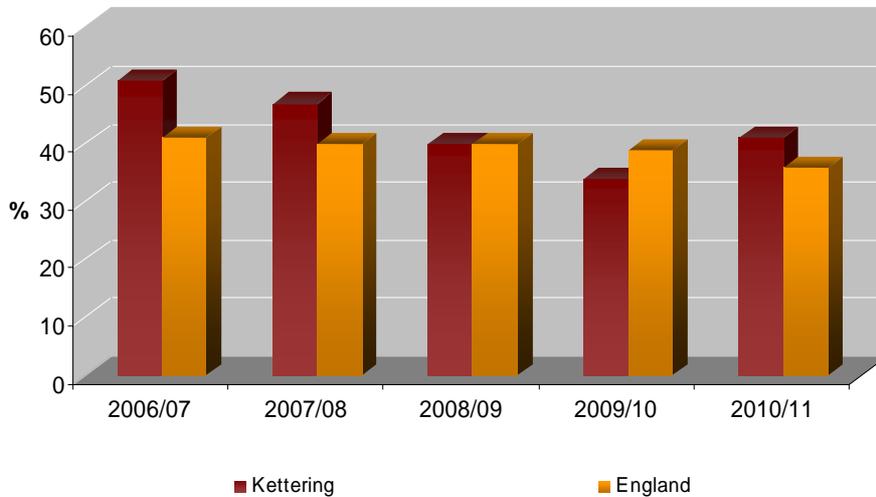
The percentage of acceptances due to dependent children has decreased year on year, whilst priority need cases due to pregnancy and mental health have fluctuated.

Figure 16 & 17: accepted applicants by Age in Kettering and England 2010/11



- ◆ 45% of applicants in 2010/11 deemed to be in priority need were aged 25-44 years old which was slightly lower than the national figure of 50%.
- ◆ The number of applicants in priority need aged 16-24 years old (41%) is slightly above the national figure of 36%.

Figure 18 - Homeless acceptances of 16-24 year olds



The proportion of 16-24 year olds homeless acceptances has decreased from 51% in 2006/07 to 34% in 2010/11.

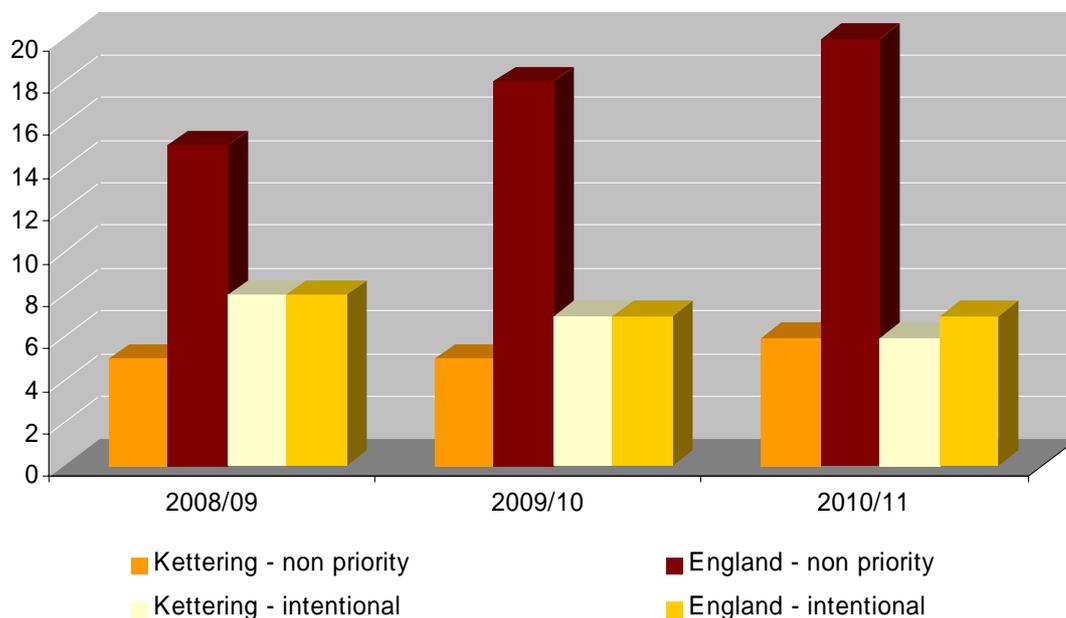
During 2010/11 there has been a slight increase from 28 applicants in 2009/10 to 31 applicants.

This may be a result of the closure of the YMCA hostel in Kettering and is something to monitor.

5.7 Non Priority and Intentionally Homeless households

- ◆ Over the past three years the Council has deemed a small percentage of applicants as non priority, 5% in 2008/09, 5% in 2009/10 and 6% in 2010/11. This was significantly lower than 21% in 2006/07 and when compared to national figures.
- ◆ The number of applicants deemed intentionally homeless is much more in line with national figures and has decreased only slightly year on year.
- ◆ The reduction in the number of non priority or intentionally homeless applicants may be a reflection in the improved housing service offered by the Council through Keyways and proactive measures in place to help prevent homelessness.

Figure 20: Percentage of applicants deemed non priority and intentionally homeless



5.8 Foreign nationals

- ◆ Over the last 3 years the Council has received 16 applications from foreign nationals. Of these applications only 6 were accepted as homeless and in priority need. This represents only 2% of all households accepted as homeless in the last 3 years.

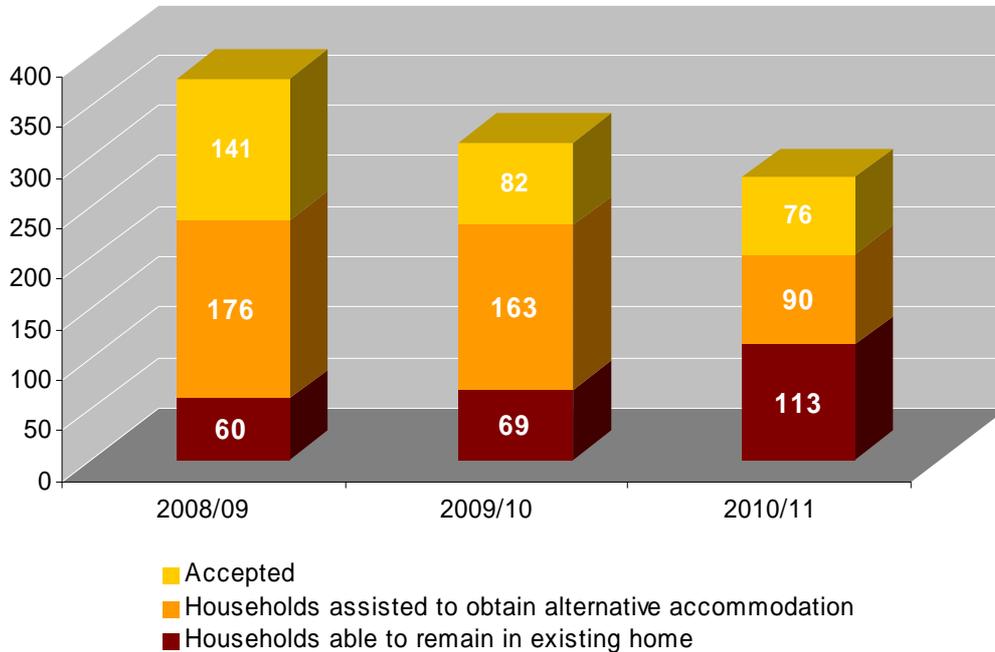
Table 14: Homeless decisions made for foreign nationals over the last 3 years

	2008/09	2009/10	2010/11
Accepted	1	1	4
Intentional	1	0	0
Non-priority	2	0	0
Not homeless	2	0	0
Ineligible	1	0	4
Total	7	1	8

- ◆ During 2010/11, 8 applications were received from foreign nationals, of these only 4 were accepted as homeless which equates to 5%. This is much lower than the national average of 13% for 2010/11.
- ◆ Applications received were from the following countries—Poland, Slovakia, Lithuania, Other EEA and Non EEA countries.

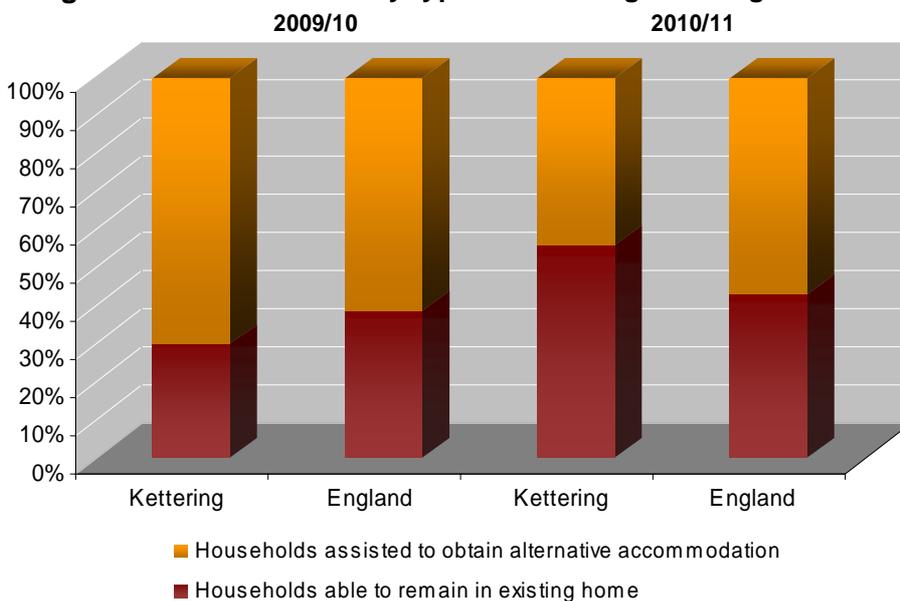
5.9 Homeless Preventions

Figure 21: Number of preventions and acceptances in Kettering



- ◆ In the last three years 671 households have had their homelessness prevented, during which the number of households being able to remain in their existing home has increased. This will in part be due to the Tenancy Support services offered by the Council & Accommodation Concern.
- ◆ When looking at numbers assisted through prevention measure and those accepted as homeless. A total of 279 households were assisted in 2010/11.

Figure 22 - Preventions by type in Kettering and England



The number of households able to remain in their existing home has increased from 69 in 2009/10 to 113 in 2010/11.

The percentage of households able to remain in their existing home was 56% in 2010/11. This was significantly higher than the national figure of 43%.

Table 15: Homelessness Prevention: Household able to remain in existing home

- ◆ 113 households in 2010/11 were assisted to remain in their existing home. Resolving housing benefit problems; and providing assistance, negotiation or legal advocacy to help people remain in the private rented sector were the main prevention measures used.

Household able to remain in existing home as a result of:	2008/09	2009/10	2010/11
Mediation	0	8	11
Conciliation including home visits	2	4	5
Financial payments from a homeless prevention fund	11	0	1
Debt Advice	1	2	8
Resolving housing benefit problems	27	31	16
Resolving rent / service charge arrears in the social / private rented sector	2	0	7
Sanctuary scheme measures for DV	1	0	4
Crisis intervention - providing emergency support	1	0	2
Negotiation or legal advocacy to ensure someone can remain in accommodation in the private rented sector	4	7	14
Providing other assistance that will enable someone to remain in the accommodation in the private or social rented sector	4	8	15
Mortgage arrears interventions or mortgage rescue	0	1	3
Other	7	8	27
TOTAL	60	69	113

Table 16: Homelessness Prevention: Households assisted to obtain alternative accommodation

- ◆ 90 households were assisted to obtain alternative accommodation in 2010/11. The prevention measure most effective was the landlord incentive scheme in the private rented sector as shown below.

Households assisted to obtain alternative accommodation by:	2008/09	2009/10	2010/11
Any form of hostel or HMO with or without support	1	2	3
Private rented sector accommodation with landlord incentive scheme	145	39	30
Private rented sector accommodation without landlord incentive scheme	21	19	19
Accommodation arranged with friends and family	1	1	0
Supported accommodation including supported lodgings schemes	5	13	8
Management move on an existing LA tenant	0	0	0
Part 6 offer of LA own accommodation or nomination to an RSL	2	82	25
Negotiation with an RSL outside Part 6 nomination arrangements	0	1	1
Low Cost Home Ownership scheme or low cost market housing solutions	0	0	0
Other	1	6	4
TOTAL	176	163	90

5.10 Use of temporary accommodation

The Council has a duty to provide certain households (where there is reason to believe they are eligible, homeless and in priority need) who have applied to the Council as homeless with temporary accommodation. As at 31st December 2011 there were 15 households accommodated by the authority in temporary accommodation. The mean average number of households in temporary accommodation at the end of each quarter during 2010 and 2011 was 19.5 households.

Over the last few years there has been a significant reduction in the use of temporary accommodation from the peak of 52 in March 2007. The reduction in the number of homeless applications to the Council and the continued efforts to prevent an applicant's homelessness has reduced the need for the Council to provide temporary accommodation.

Of the 15 households in temporary accommodation as at 31st December 2011, 6 households were housed in privately leased properties while 6 were housed in accommodation within the Council's own stock; only 3 households had been placed in bed and breakfast accommodation.

The council's Private Sector Leasing Scheme provides alternative accommodation in which to place homeless applicants and those awaiting permanent housing. Such self-contained accommodation is much more suited to the needs of homeless people than hostel or bed and breakfast accommodation.

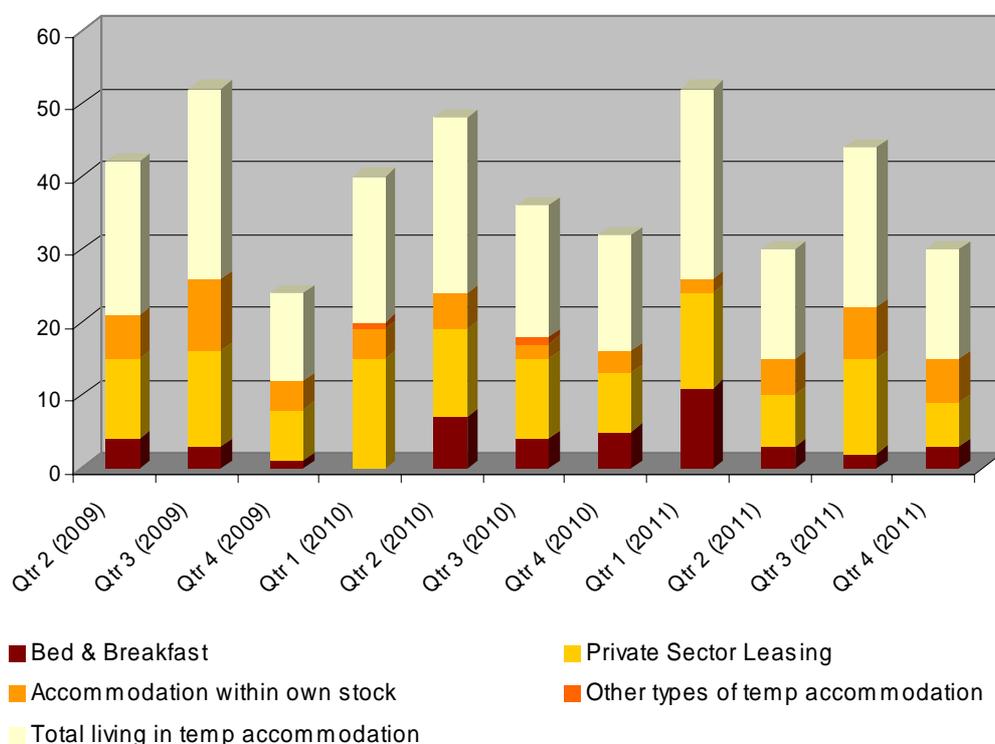


Figure 23: Households accommodated at the end of the quarter by accommodation type

5.11 Rough Sleepers

Kettering Borough Council has undertaken rough sleeper counts to gather information on the number of rough sleepers in the Borough. These counts have been carried out in line with guidance published by the Department for Communities and Local Government. The most recent single night count was undertaken in November 2011 during which one rough sleeper was found. This count was independently verified by a representative from CAN who was working on behalf of Homeless Link.

Single night counts are not an exact science but they do give a good indication of trends in rough sleeping. On the night of the November 2011 count, although only one rough sleeper was found, the Street Outreach Worker estimated there to have been four people who were sleeping rough that night.

An important difference since our last count is the fact that Accommodation Concern has employed a Street Outreach Worker, who is funded by CRISIS. The Street Outreach Worker supports rough sleepers to source and sustain accommodation. It is likely that this service has been a significant contributor in the improved result of our recent count, and has demonstrated the difference these roles can make to levels of rough sleeping locally.

Table 17: Number of rough sleepers

	Mar 2005	Oct 2007	Nov 2011
Number of Rough Sleepers	3	3	1

5.12 Severe Weather Emergency Protocol

Every local authority should have a severe weather emergency protocol (SWEP) that begins when the temperature is forecast to drop to zero degrees (or below) for three consecutive nights. This should be implemented on the first night of the forecast. This ensures that suitable accommodation can be provided quickly to rough sleepers to prevent harm and death due to severe weather conditions.

SWEP operates outside the usual eligibility and entitlement frameworks that govern access to housing. People can access SWEP who would otherwise be excluded from services including people with no recourse to public funds and those with no local connection.

Kettering Borough Council uses the Met Office website in order to determine the weather forecast and as such when the SWEP is in effect. The Council places people in bed and breakfast accommodation when the SWEP is in place.

5.13 Summary

This chapter has analysed the data provided through the P1E homelessness return, the key findings of which have been:

- ◆ The number of homeless applications in Kettering Borough has reduced over the past four years from 229 in 2007/08 to 139 applicants in 2010/11. This is less than half the number of applications received in 2005/06.
- ◆ The launch of Kettering Keyways in January 2009 led to a drop of 121 homeless applications between 2008/09 and 2009/10.
- ◆ The number of households accepted as homeless by the Council has dropped each year since 2007 in line with the reduction in total applications.
- ◆ In Kettering the proportion of applicants who are accepted as homeless is 55% which remains above the National average of 43%.
- ◆ Loss of accommodation (including termination of Assured Shorthold Tenancy), parental eviction and violence are the most common causes for homelessness locally.
- ◆ Historically homeless due to the termination of Assured Shorthold Tenancies has been a concern in Kettering. In 2010/11 22% of households were homeless due to the loss of an Assured Shorthold Tenancy compared with 15% nationally.
- ◆ During 2010/11 the majority of homeless households accepted by the Council were in priority need due to having dependant children (49%). This figure is much lower than the national figure of 60%.
- ◆ The proportion of acceptances in priority need for being pregnant (18%) or due to mental health/disability (17%) are also much higher locally when compared to national figures.
- ◆ Between 2008/09 and 2010/11 671 households had their homelessness prevented. The proportion of households able to remain in their existing home has increased; this is due to the work of the Tenancy Support Services provided by the Council & Accommodation Concern.
- ◆ In 2010/11 90 households were assisted to find alternative accommodation while 113 households were assisted to remain in their current accommodation.
- ◆ Over the last few years there has been a significant reduction in the use of temporary accommodation from the peak of 52 in March 2007 to 15 in December 2011.
- ◆ A single night count of rough sleepers was undertaken in November 2011 during which one rough sleeper was found.

6. Regional Comparisons

To understand how our homelessness service compares to other authorities it is useful to benchmark our P1E Homelessness data with that of our nearest neighbours.

In comparison to other local authorities in the County, Kettering was accepting the third highest number of homeless households throughout 2010/11. During October to December 2010, Kettering accepted 12 households along with East Northants, Daventry and South Northants.

**Homeless Acceptances across Northamptonshire
July 2008 to September 2011**

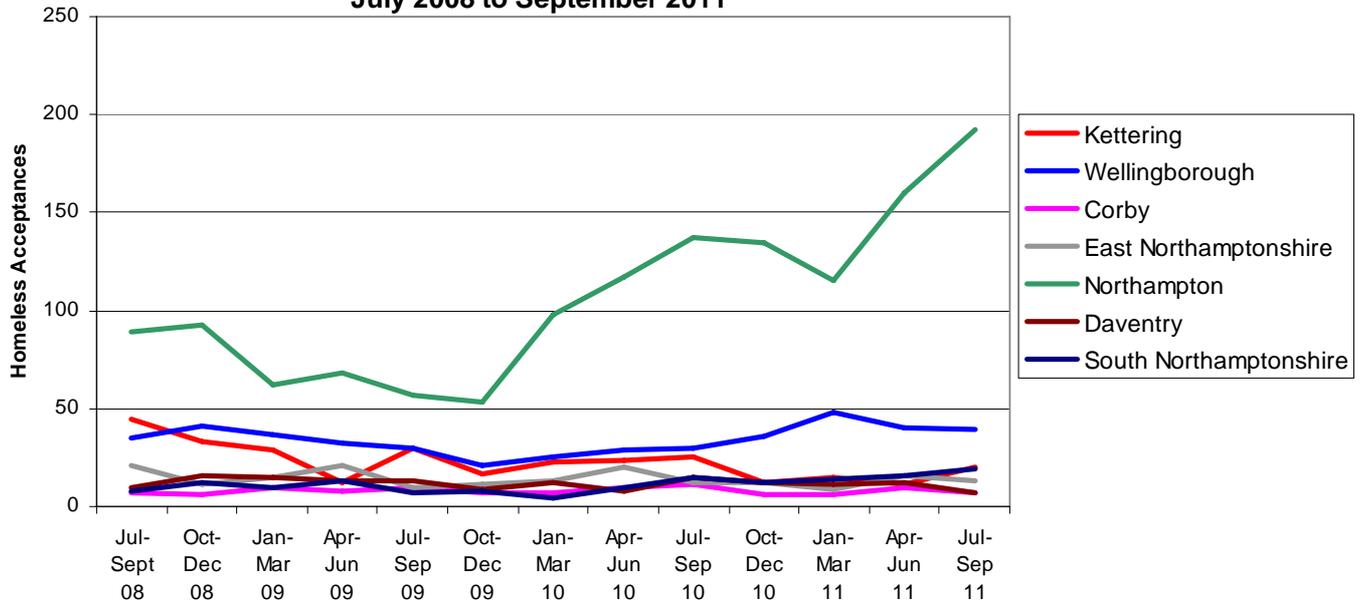
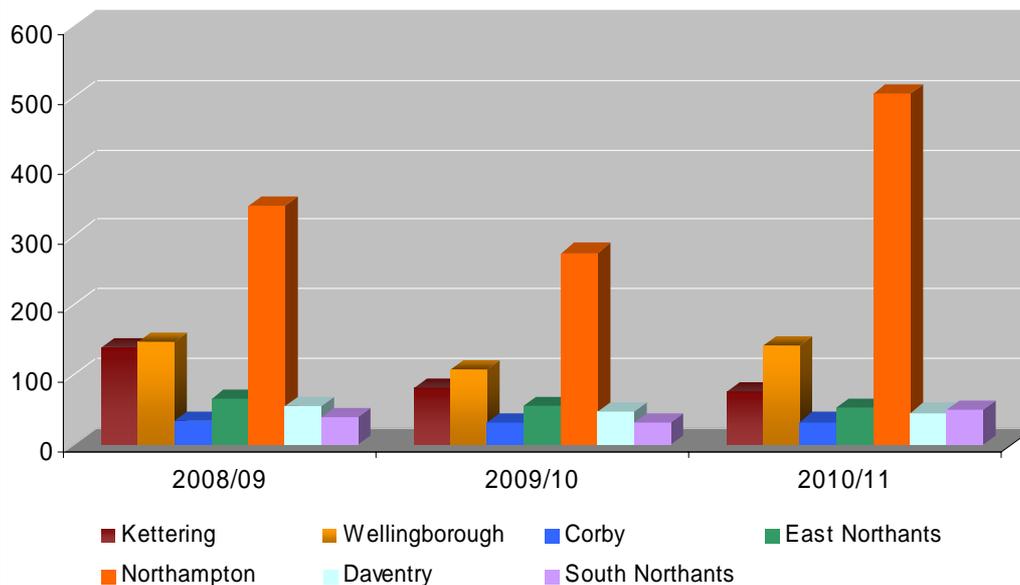


Figure 24: Homeless Acceptances across Northamptonshire July 2008 to September 2011

Kettering saw a significant increase in acceptances between July to September 2011 whereas there was a small decrease for other authorities. Regionally and nationally though there were continued increases in the number accepted as homeless.

Figure 25 - Homeless Acceptances across Northamptonshire



Over the past three years Kettering has seen a yearly decrease in the total number of homeless acceptances which was also the case in East Northants and Daventry.

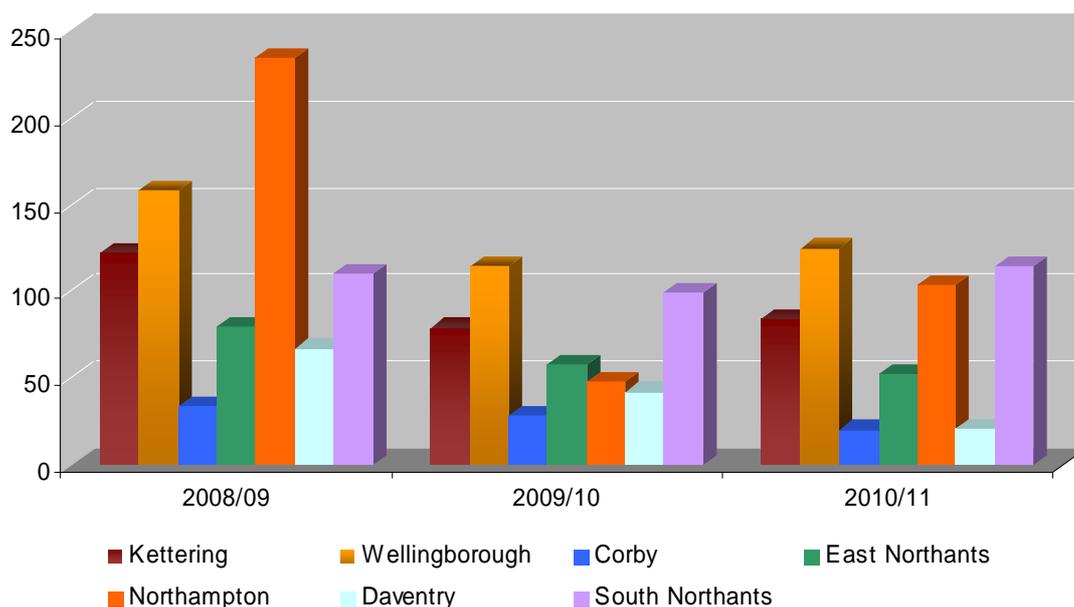
This differs across the County with South Northants, Northampton and Wellingborough seeing an increase between 2009/10 and 2010/11 and Corby remaining static across the three years.

Table 18: Number of homeless acceptances per thousand households

	Qtr 1 2010/11	Qtr 2 2010/11	Qtr 3 2010/11	Qtr 4 2010/11
Kettering	0.6	0.7	0.3	0.4
Wellingborough	0.9	0.9	1.1	1.5
Corby	0.4	0.5	0.3	0.3
East Northants	0.6	0.3	0.3	0.3
Northampton	1.4	1.5	1.5	1.3
Daventry	0.3	0.5	0.4	0.3
South Northants	0.3	0.4	0.3	0.4
East Midlands	0.4	0.5	0.5	0.5
National	0.5	0.5	0.5	0.5

The number of homeless acceptances per thousand households reduced in the second half of 2010/11 to lower than both the regional and national average. During 2011/12 this has increased slightly to 0.5 but is still lower than the national average.

Figure 26: Use of temporary accommodation in Northamptonshire



Almost all local authorities in the County have reduced the use of temporary accommodation when comparing total use for 2008/09 and 2010/11. This differs in South Northants who have seen a marginal increase .

Kettering when compared across the County had the fourth highest total in 2010/11 for use of temporary accommodation at 84. The highest was Wellingborough (125) and the lowest was Corby (20). Kettering has reduced the use of temporary accommodation yearly since 2008/09 which is in line with the national picture.

Table 19: Homeless Prevention Performance across Northamptonshire

Homeless Prevention Performance

During 2010/11 Kettering had 203 successful homeless preventions which in comparison to the County was the fourth highest.

	2008/09	2009/10	2010/11
Kettering	236	232	203
Wellingborough	266	336	236
Corby	97	384	428
East Northants	36	143	148
Northampton	893	657	662
Daventry	56	46	40
South Northants	61	99	59

7. Voluntary Sector

Accommodation Concern is an independent voluntary organisation which started in 1987 as a response to increasing numbers of housing queries and incidents of homelessness being encountered by local agencies and groups within the Borough of Kettering. They provide a free advice and support service for housing and accommodation issues.

Accommodation Concern is funded by Kettering Borough Council to provide a housing advice service (equivalent to 25 hours per week).

The charity are reporting a significant rise in the demand for their service. During 2010/11 Accommodation Concern's reported that they assisted 3,057 individuals through their Kettering housing advice service (Annual Report 2010/11). Individuals seeking housing advice had an average of 4.56 contacts each in order to resolve their case.

Further qualitative information from Accommodation Concern was gathered during the stakeholder interviews.

8. Stakeholder Interviews

As part of this review key stakeholders from a variety of organisations, working with vulnerable clients in Kettering, were interviewed (Appendix C).

The aim of the interviews was to obtain the views of organisations about their current services and the challenges they envisage in the future. The following key stakeholders were interviewed:

Table 20: Organisation details of stakeholder interviews

Organisation	Interviewees
Accommodation Concern	Rachel Wilson & Julie O'Conner
Youth Offending Service	Willkie
Kettering & Corby Mental Health Services, Northamptonshire County Council	Ruth Sibett – Locality Team Manager
Northamptonshire County Council	Sue Pepper, Development Manager, Joint Commissioning Team
Accommodation Concern	Mike O'Gorman, Street Outreach Worker
Children's and Young People's Services	Sean Carter and Mae Hayburn

Key messages from the interviews

- ◆ Budget cuts are of significant concern to our partners
- ◆ Well established service in Kettering are in a period of change
- ◆ Young Persons Protocol for homeless 16/17 year olds is not working and needs to be reviewed
- ◆ Lack of supported housing placements for young people in the Borough
- ◆ Lack of opportunities for young people and rough sleepers in finding housing solutions in the private rented sector. How can clients be supported to compete in the privately rented market?
- ◆ Recent cuts have meant there is a lack of housing opportunities for people with mental health problems in the Borough.
- ◆ Lack of transitional accommodation for rough sleepers in the Borough.
- ◆ Considerable changes are afoot in relation to Supporting People funded services (Prevention Services) and how these services are accessed and delivered e.g. towards a 'Locality Model' of delivery
- ◆ The increased age threshold of the Single Room Rate will negatively affect clients.
- ◆ There is a need for a homeless drop-in service in Kettering.
- ◆ Increase in Eastern European's using services locally – we need to tailor services to their needs e.g. offer translation services

Consideration will be given to the results of these interviews when identifying the priorities of the Homelessness Strategy.

9. LifePlan

In 2009 Kettering Borough Council launched an innovative new *LifePlan* service which is assisting vulnerable tenants and housing options clients into employment, training and volunteering opportunities in the Borough. *LifePlan* formed part of our successful bid to the Communities and Local Government's Enhanced Housing Options Trailblazer programme in 2008.

There are many employment, education and training opportunities which exist in the Borough; it can often be confusing for clients to know which service to access and many of our housing customers lack the confidence and the skills to take the first steps towards engaging with these services.

The role of the LifePlan Advisor is to provide guidance and support to our housing customers on a one-to-one basis to access the services that exist. The personalised support offered by the LifePlan Advisor includes:

- ◆ Motivational one-to-ones;
- ◆ Goal setting;
- ◆ Developing a *LifePlan* action plan;
- ◆ Help with writing a CV;
- ◆ Researching and accessing training and education opportunities;
- ◆ Supported visits to partner agencies;
- ◆ Job searching;
- ◆ Interview practice;
- ◆ Confidence building;
- ◆ Accessing confidential health services;
- ◆ Accessing voluntary opportunities;
- ◆ Accessing the Council's tenancy training courses;
- ◆ Accessing welfare services;
- ◆ Debt management support.

LifePlan is not just a sign-posting service; we understand that many of our clients require intensive support so that they are able to engage fully with existing services.

LifePlan provides a holistic support service to our tenants and is an integral part of the Housing Service. Clients receiving support from the LifePlan Advisor often need assistance in managing their tenancy. The LifePlan Advisor works closely with our Rent Recovery Officers, Neighbourhood Managers, Housing Options Advisors and our Tenancy Support Advisor to ensure customers are supported to resolve their housing issues and ultimately sustain their tenancies.

Outcomes

Since *LifePlan* launched in July 2009 the following outcomes have been achieved:

- ◆ 122 housing customers have received support from the LifePlan Advisor;
- ◆ The LifePlan Advisor is in regular contact with approximately 30 *LifePlan* customers;
- ◆ 26 *LifePlan* clients have been helped to engage with employability training; other related training or education. This includes The Princes' Trust; Tresham Institute of Further & Higher Education; IT, literacy and numeracy courses from entry level up to Level 2; web-based courses; Learn-Direct; Changing Minds and Vocational Diplomas.
- ◆ 44 *LifePlan* clients have been assisted to engage with an employability service such as Job Centre Plus, Working Links, Next Steps and Progress to Work;
- ◆ 17 *LifePlan* clients have successfully moved into full or part-time employment;
- ◆ 19 *LifePlan* clients have been assisted into a voluntary work opportunity.

In recognition of our innovative work around tackling worklessness our LifePlan service was the winner of the East Midlands Chartered Institute of Housing Regional Best Practice Award 2010.

10. Appendices

This document contains the following appendices:

- Appendix A** Homelessness Prevention Methods
- Appendix B** Audit of accommodation and/or support services available to the homeless in Kettering Borough as at 2011/12
- Appendix C** Stakeholder Interviews

Appendix A Homeless Prevention Methods

Prevention Method	Organisation	Client Group	Details
Housing Advice	Kettering Borough Council's Housing Options Team	All those who are potentially homeless	Advising clients of their statutory rights and highlighting options they may not have explored, such as accessing the private rented sector or low cost home ownership.
Keyways Sub-Regional Choice Based System for allocating social housing	Kettering Borough Council's Housing Options Team	All those in housing need	Applicants only have to apply to one waiting list to access all general need social rented stock in Kettering, Corby and Wellingborough. Clients can register on Keyways and find their own accommodation before their situation reaches crisis point.
Mortgage Rescue Scheme	Kettering Borough Council's Housing Options Team	Vulnerable home owners at risk of losing their home	A package of measures designed to prevent some of the most vulnerable families losing their homes and experiencing repossession. This scheme is aimed at those who would be eligible for homelessness assistance and is subject to a range of eligibility criteria.
Tenancy Support Service	Kettering Borough Council, Supported Housing	All tenants who may need support to sustain their tenancy	The aim of the Tenancy Support Service is to deliver support services for vulnerable people in their own homes by offering one to one support and guidance.
Tenancy Support Service	Accommodation Concern, Kettering	All tenants who may need support to sustain their tenancy	Floating support service. Accommodation Concern works with tenants to set up and sustain their tenancy.
Housing Advice	Accommodation Concern, Kettering	Single homeless and childless couples of any age	Advising clients of their statutory rights and highlighting housing options they may not have explored. Accommodation Concern also undertakes court work, mediation and preventative work in schools.
Introductory Tenancy Visits	Kettering Borough Council's Housing Management Team	All Kettering Borough Council introductory tenants	All introductory tenants are visited by their Neighbourhood Manager at trigger points of 2 weeks, 3, 6, 9 & 12 months. This can ensure that problems with the tenancy can be addressed early in order to prevent eviction.
Court Visits	Kettering Borough Council's Housing Options Team	All Kettering Borough Council tenants who are going through the court process	Working with those Council tenants that are going through the court process. A member of the Housing Option's Team attends court alongside the Rent's team as part of an early warning strategy. The tenants are advised at court and then written to reiterating the importance of following the arrangement ordered by the Court.

Appendix A Homeless Prevention Methods

Prevention Method	Organisation	Client Group	Details
Spend to Save	Kettering Borough Council's Housing Options Team	Potentially homeless households who are in priority need	Kettering Borough Council have a spend to save budget. Housing Options Advisors can use this to make one-off payments to prevent a client from losing their home.
Sanctuary Scheme	Kettering Borough Council's Housing Options Team	Victims of domestic abuse	Designed to give people who are the victims of domestic abuse or other hate crimes the option to remain in their home by employing a combination of physical security works to the home and support for the victim.
Discretionary Housing Payments (DHPs)	Kettering Borough Council's Housing Benefit Team	People in receipt of Housing Benefit	DHPs are not payments of benefit. They are freestanding payments to be made at the discretion of the local authority, subject to an annual cash limit, in cases where the local authority considers that additional help with housing costs is needed. The Senior Benefits Officer is responsible for administering this fund and will award DHP as a single lump sum or as an additional weekly contribution to existing Housing Benefit entitlement over a period of time, if satisfied that these payments will reduce financial hardship and prevent homelessness.
Pre-tenancy training courses (<i>Move On Move In</i> , and <i>New Opportunities New Skills</i>)	Delivered through a partnership of local and statutory organisations, which is led and funded by Kettering Borough Council	<i>Move On Move In</i> is targeted at vulnerable homeless people aged 17-25 years old <i>New Opportunities, New Skills</i> is targeted at homeless people aged over 25 years old	<i>Move On Move In</i> is a pre-tenancy training course that is held one night per week over seven weeks. Attendees learn about budgeting, home maintenance, cooking and healthy eating, managing a tenancy effectively, first aid and fire safety in the home. Fourteen courses of <i>Move On Move In</i> have been completed since 2006 and 118 young people have successfully completed the course. <i>New Opportunities, New Skills</i> was launched in February 2008. This is a similar course to <i>Move On Move In</i> but is targeted at people aged over 25 years old.

Appendix B - Audit of accommodation and/or services available to the homeless in Kettering Borough as at 2011/12

Organisation & address	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Riverside ECHG Broadway Supported Housing Scheme English Churches Housing Group Aztec House Orion Way Kettering Business Park NN15 6NL Tel: 01536 415 900	Supported Housing	24 Temporary Units (22 - supported housing units & 2 - move on support units)	Homeless & vulnerable 16-25 year olds	Referrals through Kettering Borough Council, Accommodation Concern & all local relevant agencies	Area Manager, Team Leader Support, Team Leader Housing, Income Management Officer, Administrator, 4x Support Workers, part time project assistant, 2 x night assistants.	Northants County Council, Kettering Borough Council, Supporting People, Housing Benefit
Citizens Advice Bureau Municipal Offices Kettering NN15 7QX Tel: 0844 8552122 The telephone advice line is accessible between 10am – 3pm Monday to Friday.	Generic advice, including money advice, employment & benefits	N/A	Anyone is welcome	Appointments and drop in Monday to Friday from 9am – 2pm. Alternatively, assessments or follow up appointments can be arranged by calling our administration line during opening hours.	Full Time Manager, Part Time Deputy Manager, Advisors (all volunteers)	Kettering Borough Council

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Housing Options Kettering Borough Council Municipal Offices Bowling Green Road Kettering NN15 7QX Tel: 01536 410 333	Advice and assistance to the homeless and potentially homeless (statutory function)	18 Private Sector Leased Properties 8 units of Council accommodation used for temporary accommodation N/A	All homeless and potentially homeless clients	Mon – Fri 8.30am to 5.30 pm. Unless it is an emergency, appointments must be made to see a Housing Options Advisor	5 x Full time staff	Kettering Borough Council (General Fund)
Emergency Call Out Service Kettering Borough Council	Out of hours response to homeless people	N/A	All homeless priority need groups	Telephone 01536 410333	Overnight call out officer from Housing Mngt at Kettering Borough Council	Kettering Borough Council (General Fund)
LifePlan Kettering Borough Council Municipal Offices Bowling Green Road Kettering NN15 7QX Tel: 01536 410 333	Personalised one-to-one support service to assist people into employment, training and education	N/A	Council & housing association tenants & Housing Options clients	To make a referral contact the LifePlan Advisor on 01536 410333	1x part-time (30 hours/week) LifePlan Advisor	Enhanced Housing Options Trailblazer grant from communities and Local Government
Accommodation Concern 25-26 Dalkeith Place Kettering NN16 0BS Tel: 01536 416 560 www.accommodationconcern.co.uk achousingadvice@btconnect.com	Voluntary sector housing advice & support. Liaison & introduction to landlords across tenure	Drop-in advice	All homeless and potentially homeless clients, and anyone with housing difficulties	Drop-In Mon, Tues, Wed, Thurs 9.30-11.30am Appointments at KBC Thurs & Fri 10-12pm	Advice – 2 x full time, 1 x part-time	Kettering Borough Council Northants County Council Supporting People

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Accommodation Concern Generic Tenancy Support Service 25-26 Dalkeith Place Kettering NN16 0BS Tel: 01536 522 233 actenancysupport@btconnect.com	Tenancy Support	48 capacity	Any tenant who needs support setting up and/or sustaining their tenancy	Self-referral or referral from Kettering Borough Council, Housing, Social Care and Health, Housing Associations or Partner Agencies.	3 x full time	Supporting People
Accommodation Concern Young Peoples Tenancy Support Service Tel: 01536 522 233	Tenancy Support	12 capacity	Any tenant under the age of 25 years old who needs support setting up and/or sustaining their tenancy	Self-referral or referral from Kettering Borough Council, Social Care and Health, Housing Associations or Partner Agencies.	2 x full time	Supporting People
Accommodation Concern Intensive Young Persons Tenancy Support Service (note this service for Corby also) Tel: 01536 522 233	Intensive Tenancy Support	36 capacity between Kettering and Corby	Any tenant under the age of 25 years old, with recognised intensive needs, who needs support setting up and/or sustaining their tenancy	Self-referral or referral from Kettering Borough Council, Social Care and Health, Housing Associations or Partner Agencies	32 x full time 1 x 0.75 FTE	Supporting People
Accommodation Concern Lead Worker For the Vulnerable Young Persons Protocol (note this service for Corby also) Tel: 01536 522 233	Referrals for the VYP protocol in Kettering and Corby	N/A	Homeless young people under the age of 18	Self referral, referral from KBC, SC&H, Housing Associations & Partner Agencies	1x0.25FTE	Supporting People

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Accommodation Concern ACKCESS Project acstreetoutreach@btconnect.com Tel: 01536 522 277	Assertive Street Outreach for rough sleepers in Kettering and Corby	To provide a seamless service from streets, to core advice, liaising with local landlords and supporting to maintain a tenancy.	Anyone sleeping rough	Self referral, referral from partner agencies, traders, police and concerned parties.	1 x full time street outreach worker 1 x part time landlord liaison worker.	Crisis
Youth Offending Team 73 London Road Kettering NN15 7PH Tel: 01536 533 800	Advice to homeless young offenders. Direct provision of supported accomm. Advocacy. Benefits. Tenancy Support	Directly provide lodgings, bed-sits and flats in collaboration with the private sector (4 units). Accommodation is temporary (up to 2 years)	Young offenders (16-18)	Internal: Young people open to Northamptonshire County Council & Youth Offending Team	Onsite supervision, visiting tenancy support workers. Representatives from a range of services	Northamptonshire County Council Supporting People
Kettering Youth Information William Knibb Centre Montagu Street Kettering NN16 8AE Tel: 01536 510 089	Free & confidential information & counselling. Some referrals to other agencies. Free condoms & pregnancy testing	N/A	All residents of Kettering Borough aged 11-25	Direct	Volunteers Co-ordinator	Kettering Borough Council Primary Care Trust

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Kettering Community Mental Health Team Clarendon House 8-10 Station Road Kettering NN15 7HH Tel: 01536 313 800	Mental health advice, support & treatment	N/A	Mental Health Sufferers aged 16+	Referrals from GP'S, Social Workers & Health Visitors Opening hours Mon-Fri 9am – 5pm	4x Medics, 2x Psychologists, 9x Psychiatric Nurses, 3 Social Workers, 2 Part-Time Assistant Social Workers, 2 Support Workers, 5x Admin staff	Northants Healthcare Trust in partnership with Northants County Council
Kettering MIND 49-51 Russell Street Kettering NN16 0EN Tel: 01536 523 216	Supported Housing for people experiencing mental health difficulties	18 units permanent for as long as support is required.	Mental Health Sufferers	Referrals from Care Programme Approach Care Co-ordinator	Staff work individually with service users	Supporting People
National Probation Service Unit 5 Baron Ave. Telford Way Industrial Est. Kettering NN16 8UW Tel: 01536 521 740	Work with offenders & victims. Aims include rehabilitation & the reduction of re-offending. Also offer accommodation advice and resettlement via partnership agencies.	N/A	Offenders sentenced at court or released from prison, that are statutory cases of the probation service in Northants	Via courts – Magistrates and Crown via Offenders Probation Order & prison referral	Approx. 450 members of staff covering Northamptonshire	Government

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
<p>Northamptonshire Young People's Drug Service (NYPD) (formally known as CAN Young People's Team & Sub Zero) Carey Suite St. Mary's Hospital London Road Kettering NN15 7PW</p> <p>Tel: 01536 493 095</p>	<p>Free & confidential substance misuse service – anyone concerned about their own alcohol, solvent or drug use or that of somebody else is welcome.</p> <p>Offers assessment advice, information, detoxification treatment, group work, counselling, family work, education and training, auricular acupuncture and solution focused brief therapy.</p>	N/A	<p>Young people under the age of 19 years old (However please note that 'CAN' continue to offer support services to people of ALL ages and also have specialist services for substance using parents and their children).</p>	<p>Self-referrals, parents, family or carers. Youth or voluntary counselling services, GP's, School Nurses, Health/Social Service Professionals.</p>	<p>1x Full time Young People's Drugs Worker for Kettering Borough</p> <p>1x Full time Qualified Health Worker covering Kettering & Corby</p>	<p>Northamptonshire Drugs & Alcohol Action Team</p>

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
<p>CAN Housing Services 81 St Giles Street Northampton NN1 1JF</p> <p>Tel: 01604 250 678</p>	<p>CAN community housing, and tenancy support for single people with substance misuse and related issues. Mentoring & Befriending and Client Involvement</p>	<p>Supported housing for people with drug and alcohol problems & those in recovery (no units in Kettering Borough, but elsewhere in the County although possible service provision in Kettering 2011/12)</p>	<p>Single people over 18 years of age</p>	<p>Referrals from agencies and partnerships, and self-referral</p>	<p>1x Service Director 2x Service Managers 18 staff</p>	<p>Supporting People & various other sources</p>
<p>Northamptonshire Healthcare Foundation Trust - Drug & Alcohol Team Huxlow House St. Mary's Hospital 77 London Road Kettering NN15 7PW</p> <p>Tel: 01536 493059</p>	<p>Advice on substance problems (for health professionals and agencies as well as individuals with problems). Processing and screening of referrals.</p>	<p>N/A</p>	<p>Individuals with substance problems, as well as their friends and families</p>	<p>Self-referral is encouraged –also referrals taken from CAN.</p>	<p>1 duty nurse spending 1 hour a.m. and 1 hour p.m. also daily outpatient clinics (by appointment only).</p>	<p>Varied funding sources</p>

Appendix B - Audit of accommodation and/or services available to the homeless in Kettering Borough as at 2011/12

Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Solve It 1B Headlands Kettering NN15 7ER Tel: 01536 510010	Services to young people and adults that promotes understanding, awareness and education to the consequences of volatile substance abuse	N/A	Any clients: young people, parents/carers, professionals, organisations	Self-referral. Referrals taken from organisations, professionals, parents / carers – anyone.	Family support, counselling, drop-in centre. All clients guaranteed to be seen within 7 days.	Varied funding sources
Resources Team (Community Support) Social Care & Health Northamptonshire CC Brooklyn House 196 Kettering Road Northampton NN1 4BJ	Advice, financial support, practical support, mediation	N/A	Homeless 16-17 year olds	Referrals through agencies & self referrals	1 x young persons advisory sessional worker	Northamptonshire County Council
Drill Hall Drop In - ENCS 4 St. Judes Court Kettering NN15 7JH Tel: 01536 415 495 Tel: 01933 – 353 946 (Night shelter/ENCS office/24 hour call)	Drop-in facility which includes hot meals, internet access, washing facilities and hot water. General advice and supporting, & signposting other services	- 4 beds at Rushden Night Shelter - 24 hours support and advice service - 7 units of move on in Rushden - Access to local landlords in Kettering	Anyone welcome	Mon-Fri 10-2	2 x volunteers Plus local volunteers	Charitable trusts and donations mainly from Faith Sector

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Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Women's Refuge Kettering/Northampton Women's Aid 13/15 Hazelwood Rd Northampton NN1 1LG Tel: 0845 123 2396	Refuge accomm for women and their children who are the victims of domestic violence	Temporary accommodation (length of stay depends on client's needs: up to 2 years) 4 units in Kettering (3 family rooms & 1 single room) 20 units in Northampton	Women and Children	Telephone contact or drop in at the advice centre in Northampton. Referrals from agencies or self-referrals accepted.	1 Manager (Northampton based) 1 Refuge Support Worker (on site 27 hours per week) 1 Children's Support Worker (on site 17 hours per week) Out of hours staff, evening and weekend visits 24 hour call out available	Supporting People Kettering Temperance Society Rental Income
Phoenix Furniture (Kettering) Ltd Alexandra Street Kettering NN16 0SX Tel: 01536 310477	Furniture reuse project	N/A	Mostly people on low income and the general public	'Walk in' policy (no referrals necessary)	1 full time staff 3 part-time staff 10 volunteers	Kettering Borough Council, Northants County Council Charitable Trust, Furniture Sales
Catch 22 Unit 12 - The Business Exchange Rockingham Road Kettering NN16 8JX Tel: 01536 526 408	Floating Support – High Intensity up to 10 hours each week	10 capacity	Offenders/ repeat offenders	Referrals through Probation and MAPP partners (police, mental health, borough councils)	4 Full Time staff across the county	Supporting People

Appendix B - Audit of accommodation and/or services available to the homeless in Kettering Borough as at 2011/12

Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Kettering Borough Council Tenancy Support Service	Floating Support	15 capacity	Generic – Local Authority tenants only	To make a referral contact the Tenancy Support Advisor on 01536 410 333	1 full time staff	Supporting People
Stonham Housing Ground Floor Gladstone Business Centre Gladstone Road Northampton Northants NN5 7QA Tel: 01604 597 830	Supported Lodgings	12 units staggered introduction as still recruiting host families	Young People	Make contact on 01604 597 830 between 8.30am - 5pm (Mon – Fri)	10 Project Workers with 1 full time and 1 part-time Manager	Supporting People
WENWA PO Box 47 Wellingborough NN8 1DF 07767 302 742	Floating Support	15 capacity	Domestic Abuse	To contact the Outreach Liaison Officer call: 07879 844 451		Supporting People
Advance Housing 2 Witon Way Witney Oxon OX28 6FH Tel: 01993 772 885	Supported Accommodation – Thorngate Street	6 units	Mental Health / Learning Disabilities	Contact Landlord Customer services team on 0800 0336 360		Supporting People
DELOS The Business Exchange Rockingham Road Kettering NN16 8JX Tel: 01536 526 466	Floating Support	20 capacity	Mental Health / Learning Disabilities			Supporting People

Appendix B - Audit of accommodation and/or services available to the homeless in Kettering Borough as at 2011/12

Organisation	Type of Service	Accommodation	Target Client Group	Access	Resources	Funding Service
Central & Cecil Housing Trust Room 116, 1 st Floor Govt Buildings, Gladstone Road Kings Heath Ind Est Northampton NN5 7QA Tel: 01604 589 350	Floating Support	30 capacity throughout county	Gypsy & Traveller			Supporting People
Northants Healthcare NHS Foundation Trust 1 st Floor, Carey Block St. Marys Hospital London Road Kettering NN15 7PW Tel: 01536 410 141	Accommodation	6 units	Mental Health / Learning Disabilities			Supporting People
Kettering Centre for the Unemployed/ Unwaged Stanier Close Kettering www.kcultd.org.uk Tel: 01536 481 989 kcentu@btconnect.com	Supporting people to access work and undertake training. Raising self esteem and confidence building. Building Life Skills	N/A but expert at signposting	All persons welcome – courses are free of charge to the unwaged over 18 e.g. unemployed, retired	Mon – Fri 9-5 Referrals by telephone, website, yellow leaflets. Creche is free to the unwaged	1 x F Time 2 x P Time 3 x PT Creche workers	Neighbourhood Learning Programme, WEA, SFA, Proceeds from KCU charity shop, grants and donations.
PHASE Project (CAN) Positive Housing & Supported Environment T: 01536 201973 M: 07970 975 078	Supported Accommodation	20 units across North Northamptonshire	Clients with drug/and or alcohol problems aged over 18	Referral form to be completed for clients which meet the criteria		Capital funded from Department of Health and HCA. Revenue funded from NCC prevention fund.

Appendix C – Stakeholder interviews

<p>Rachel Wilson & Julie O'Conner</p> <p>Accommodation Concern</p>	<p>Funding for the housing advice service is a concern. Currently have 1 full time & 1 part time housing advisor. We need 3 full time & 1 part time. Housing advice is where we are struggling most in terms of coping with demand.</p> <p>Implemented a triage system to reduce the numbers walking through the door. Vulnerable clients come in for one appointment and then do not come back. Therefore we may end up scraping the triage system.</p> <p>Universal Credit. If the housing benefit department is centralised we are concerned about the effect this will have on our clients. We will lose the relationships we have developed with the housing benefit department.</p> <p>Increase in Eastern Europeans approaching us for housing advice. We do not have a budget for translation services. As a charity this worries us. Many the issues they face are deposit disputes, illegal evictions etc.</p> <p>Crisis has agreed to fund the Street Outreach Worker for a further year. We need to work with people before they get their accommodation.</p> <p>Attended the County Council's Prevention Strategy consultation event. It is apparent that the cuts in funding are not evenly spread across the County.</p> <p>The charity has experienced an increase in approaches for housing advice.</p> <p>The problems faced by customers have changed:</p> <ul style="list-style-type: none"> - more complex cases (one advice session would have been sufficient in the past but this is no longer the case). Last quarter 139 households contacted the charity a total of 403 times. - Rent levels – unaffordability - Increase in redundancy - Mortgages – not necessarily lenders taken action but second charge debtors e.g. Anglian Water. <p>Looking at getting Ethical Letting off the ground in March which will focus on sharers.</p> <p>Access to private rented sector will get worse before it gets better.</p> <p>The support service are also finding that clients have more complex cases e.g. rent arrears, benefits, MARAC, Domestic Abuse, ASB of children not tenants, inability to access social fund, young people with mental health problems.</p> <p>On a positive note, seeing more volunteers who genuinely want to make a difference. We need to capture this.</p> <p>Social isolation – the reason why tenancies are failing. There is a need to create communities with neighbourhoods.</p> <p>Allocation Policy – confused that each Council is doing something different.</p> <p>Changes to the Shared Accommodation Rate will be a problem.</p> <p>Loss of provision of young persons hostel accommodation at the YMCA has left a significant gap.</p> <p>Need to work in partnership with the Police. They need to be more involved in working with rough sleepers so we can use their powers effectively e.g. vagrancy act.</p> <p>Need to make better links with the Medical Assessment Unit at the hospital.</p> <p>Main issues:</p> <ul style="list-style-type: none"> - Increase in young people with mental health problems - Increase in Eastern Europeans - Cases are more complex
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Appendix C – Stakeholder interviews

	<ul style="list-style-type: none"> - Clients have multi-needs - Increase in females in the last year - Increase in over 65s - Problems with Young Persons Protocol
<p>Wilkie Youth Offending Service</p>	<p>Introduction of the Single Room Rate for under 35s will have implications for family cohesion for men living in shared accommodation who have access to their children at the weekend. If they are living in a shared house, how much access would they want?</p> <p>We need to extend what we do in the private rented sector.</p> <p>16/17 Young Persons Protocol needs reviewing. I am concerned about 16/17 year olds, the idea of the protocol was to stop them falling through the two stools but in some aspect it has made it more difficult.</p> <p>Difficult for young people – often intentionally homeless. Told they will be taken into care and they will have to go to Kent – which they refuse. Wellingborough/Corby children being displaced to other areas e.g. Wellingborough children displaced to Rushden – this is often not suitable as it is fighting territory.</p> <p>In terms of youth offending there is a clear indication between homelessness poverty and offending.</p> <p>Half-way houses need to be put back in place.</p> <p>The only choices young people have now are bedsit until your 35, supported housing placement or council flat.</p> <p>St Judes YMCA gave you an opportunity to get independent living skills. If they got chucked out they would have somewhere else to choose. The opportunities have been lessened.</p> <p>The Stonham scheme does not suit everyone.</p> <p>CBL has been great – kids do feel genuinely empowered. It is a transparent system.</p> <p>Protocol – young people present to us – present to KBC who would have 28 days to make a decision – get an indication of intentionality. Homelessness legislation is a clear transparent legal test with a clear process for review.</p> <p>We never had any luck with social services – rare we would contact them – we know what the answer would be.</p> <p>Social service ran down accommodation services so when there was the Southwark judgement this came as a blow to social services.</p> <p>Relationship with social services is antagonistic. Children’s Act – open much wider to interpretation, it is much more touchy feely, If we made an offer as a housing authority to accommodation in Kent this could be challenged as it would not be a reasonable offer. The Children’s Act is not so easy to challenge.</p> <p>The options being presented to young people are so unattractive (e.g. offered services in Kent) that they refuse services and then they are off.</p> <p>The situation is being compounded by lower HB rates.</p> <p>Increased competition for private rent. How can we assist these groups to access private rent? Rent deposits, support.</p> <p>Sometimes we have to move people between towns to keep them away from trouble. This flexibility has gone.</p> <p>Summary of issues:</p> <ul style="list-style-type: none"> - Review Young Persons Protocol for homeless 16/17 year olds - Improve access to 1 and 2 bed properties for young people

Appendix C – Stakeholder interviews

	<ul style="list-style-type: none"> - Single room rate will undermine family coherence as under 35s live in shared accommodation
<p>Ruth Sibbet – Locality Team Manager, Kettering & Corby Mental Health Services</p> <p>Sue Pepper, Development Manager, Joint Commissioning Team</p> <p>Northamptonshire County Council</p>	<p>Some well established services in Kettering are in a period of change e.g. Meadhurst supported accommodation project was closed in August 2011 (which had been open for 19 years). We will have a reablement team which is a team of social workers covering the whole of North Northamptonshire. The team will work with people for short periods of time to address specific issues with the aim of preventing them from accessing services longer term. There will be 16 full time equivalents to cover North Northants. They will work with people for up to 6 weeks.</p> <p>Reablement element is open referral (unfortunately this may change).</p> <p>Access to accommodation is a real issue. People have burnt their bridges. In the past they would have gone to Meadhurst this isn't an option now.</p> <p>There is no supported accommodation: only Carrington Street.</p> <p>78 Headlands – there is no decision what this will be in the future. It is currently open for low level support. Northants Healthcare Trust own and manage this</p> <p>Carrington Street – demand for the service is variable. Residents are tending to stay there for 1 -2 years and are needier. Ideally residents for Carrington Street would have previously been housed at the Headlands. This scheme does not take people in a crisis.</p> <p>There has been a change in focus in services to look at strengths not weaknesses.</p> <p>If there is a support package in place people can live in general needs accommodation.</p> <p>Often find that people with Asperges have their support needs exaggerated by professionals. People actually can manage as long as they have a good package of support.</p> <p>Supporting People funding is moving to prevention arm – this will bring considerable changes to way we manage and deliver our services. Currently assessing all people in the County in accommodation & receiving floating support to see who would be eligible for services under Social Care. Should their care come from the Prevention or PCT budget?</p> <p>The County Council is moving towards a local approach to decision making. Funding will be given to localities for them to decide priorities.</p> <p>Floating Support – Kettering Mind support 70/80 people with mental health needs. How would this service work in the future? Individual budgets will be used more.</p> <p>Ideas of a 'hub' of support and information centre for all clients including mental health.</p> <p>Carrington Street (8 bed shared house) building needs to be replaced – no longer fit for purpose. Need modern type of support and accommodation. Are there any other opportunities in Kettering for 3 or 4 tenancies in a block of general needs accommodation? They would require a bedroom, sitting room and own front door.</p>
<p>Mike O'Gorman</p> <p>Street Outreach Worker</p> <p>Accommodation Concern</p>	<p>Currently working with 6 rough sleepers: 2 of which are Eastern European.</p> <p>I meet a lot of my clients at the drop-in. It is a really good service which can meet my clients immediate needs e.g. shower, food. People from CAN, a mental health GP, and a hairdresser are going into the drop-in. There is also a food bank and a clothing store.</p> <p>Concerned that the people who are managing the drop-in are being evicted at the end of March. There is a need for a drop-in service.</p> <p>Clients I am working with can't access the Social Fund. They can't get money or a bond to pay up front for accommodation: this makes negotiating with landlords very difficult. It would be helpful if we could access a pot of money to pay for deposit bonds.</p>

Appendix C – Stakeholder interviews

	<p>There is no direct access accommodation in Kettering but I am not sure that there is a real need for it.</p> <p>There is no transitional accommodation in Kettering (accommodation which falls between hostel and permanent accommodation). Clients need this accommodation to prove to a landlord that they are engaging with support and are tenancy ready.</p> <p>In Corby CAN have short-term accommodation for anyone who has experienced homelessness or addiction. Clients can live here while they source their own accommodation</p> <p>One of the biggest boundaries I face is finding landlords who will house my clients.</p>
<p>Sean Carter and Mae Hayburn Children's and Young People's Services</p>	<p>Supported Lodgings (foster places) scheme is good for some of the children.</p> <p>Young people are more likely to be Section 20 because there is no housing option for them. If there was a good range of housing resources for young people then they would be more likely to be Section 17. Young people are Section 20 not because of their needs but because of the lack of resources.</p> <p>The only resource in Kettering is the Broadway Supported Housing project. There is not the range of housing opportunities for young people in Kettering.</p> <p>Young people end up in inappropriate bed & breakfast accommodation or local authority care. We need more hostel places.</p> <p>Mae makes a lot of referrals to Stonham in Corby.</p> <p>If we had crash pads where we could make 10 day assessments the issue would be where do the young people move onto?</p> <p>Sean - I believe when young people are excluded from their home we need to explain that parents are still to have them back (unless there are child protection issues). Police can arrest them for abandonment. We need to be saying to parents they are your responsibility. It shouldn't become the states problem.</p> <p>Integrated Delivery Team – tasked with keeping young people out of care system. Suffered hugely with the lack of hostel placements. Young people are being placed out of the area and away from the support in their community.</p> <p>Placement Management Service – search for “looked after placements” for Section 17.</p> <p>In Northamptonshire there are 780 Looked After Children between the ages of 0-18 years old. In the future a greater number of young people will fall into Priority Need category from being care leavers (they become KBC's responsibility when they are 18).</p> <p>In Kettering & Corby between April to December there has been an increase of 48 to 60 Looked After children April - December. Several reasons for the increase: people risk adverse so are making referrals, increase awareness of child protection issues, economic drivers.</p> <p>Our budgets are being cut. Section 17 expenditure on temporary accommodation is a key area of overspend which we want to reduce.</p> <p>Heather Frick is currently reviewing the 16/17 Young Persons Protocol from a Social Services perspective. One this is complete we need to have another multi-agency Forum.</p> <p>All local authorities have a duty to keep young people out of care – not just NCC.</p>

