



Housing & Homelessness Strategy

2019-2021

November 2018

Contents:

Ref	Title
1	Foreword by the Cabinet Member for Housing
2	Executive summary
3	Arun – Key Facts
4	Objective 1: Increase housing supply across all tenures
4.1	Housing needs in Arun
4.2	Affordable homes for rent and sale
4.3	Council homes for rent
4.4	Supported housing
4.5	Community-led housing
4.6	Bring empty properties back into use
4.7	Make best use of council housing stock
4.8	Make best use of private rented sector Accommodation
5	Objective 2: Prevent & relieve Homelessness
5.1	Review of Homelessness
5.2	Strategic objectives for homelessness 2019-2021
5.3	Strategic objectives for rough sleeping
6	Objective 3: Improve the housing conditions across all tenures
6.1	Social Housing Regulatory Standards
6.2	Housing Health & Safety Regulation Systems (HHSRS)
6.3	Houses in Multiple-Occupation (HMO's)
6.4	Advice and information for Landlords
6.5	Health & Safety Reporting and Monitoring
7	Objective 4: Create sustainable communities to meet the needs of all residents
7.1	Energy Efficiency
7.2	Access to Disabled-Adapted Housing
7.3	Money Advice
7.4	Engagement with Communities and Residents
7.5	Anti-Social Behaviour (ASB)
7.6	Partnership Working
7.7	Housing Revenue Account
7.8	General Fund
8	Monitoring & Review of the Strategy
9	Conclusion
10	Bibliography / Supporting documents
11	Appendix One – Action Plan
12	Appendix Two - Homelessness Review
12.1	Current homelessness in Arun
12.2	Homelessness data
12.3	Rough sleeping data
12.4	Arun Street Community Multi Agency Risk Assessment Conference (MARAC)

12.5	Homelessness Trends & cohorts
13	The causes of homelessness
13.1	The main causes of homelessness in Arun
14	The impact of external factors on homelessness
14.1	Welfare reform
14.2	Changes in employment/wages
14.3	Sudden changes in personal circumstances
14.4	Violence or harassment (including Domestic Abuse)
14.5	Leaving prison, hospital or local authority care
14.6	Leaving the Armed Forces
14.7	Substance misuse
14.8	Mental ill health
14.9	The lack of available, affordable & suitable accommodation
15	Resources for the prevention of homelessness
15.1	Arun's activities & services for homeless prevention and relief
15.2	Upstreaming homelessness prevention
15.3	Arun's homelessness decision making
16	Specialist supported accommodation & resources for housing support
16.1	Resources for client support
16.2	Services provided by Stonepillow
16.3	Services provided Turning Tides (formally Worthing Churches Homeless Project)
16.4	Services provided by Bognor Housing Trust
16.5	Services provided by The Salvation Army
16.6	Services provided by Safe in Sussex
16.7	Street Community Outreach Keyworkers
17	General needs accommodation
17.1	Social and affordable housing allocation
17.2	Private rented sector
17.3	Owner-occupation
17.4	Help to Buy & shared ownership schemes
18	Gaps in services
19	Summary of homelessness review

1. Foreword

Arun faces huge housing challenges, and tackling them is an essential priority for the Council. With average house prices more than 17 times the yearly average household income*, Arun can be a very unaffordable area to live. The high demand for housing and limited supply of it causes hardship for many local people and threatens the local economy. To deliver more housing and effective, efficient homelessness prevention services, the Council will need to prioritise activities to increase housing supply, improve access to quality affordable housing, and deliver more innovative approaches with existing and new partners.

This single overarching Housing & Homelessness strategy sets out Arun District Council's vision for housing and how it will work in partnership to prevent and tackle homelessness and to meet housing needs. It combines and replaces what were previously three separate strategies ('Raise the Roof' Housing Strategy, Arun's Homelessness Strategy & Arun's Rough Sleeping Strategy), making it easier for our customers and stakeholders to understand how we intend to build on our achievements to address the housing challenges for Arun.

The priorities in this new combined strategy will ensure that good quality housing and housing related services contribute towards improving and enhancing the health and wellbeing of local people, and have a positive impact on building sustainable and prosperous communities where diverse needs are met.

We want Arun to be a place where residents have access to affordable and high-quality homes that enable them to build settled, safe and healthy lives within sustainable and thriving communities.

This Strategy is based on the findings of the Homelessness Review 2018 as well as the responses to the consultation with residents, service users, partners and stakeholders. The Strategy will run in parallel to the work on the Arun Housing Revenue Business Account 2017 and Arun District Council's Local Plan 2018. Delivery of this strategy will be monitored and the Action Plan reviewed on an annual basis.

I commend this strategy and action plan to you and look forward to delivering many of the objectives in collaboration with our partners, stakeholders and customers.

Councillor Trevor Bence (Portfolio Holder for Housing)

*Average house price £286,000, (Housing Needs Evidence Report 2016, by consultants GL Hearn).

*Average salary £16,432 pa, (Annual Survey of Hours & Earning, Office of National Statistics).

2. Executive Summary

Arun faces some significant housing challenges and we are committed to tackling them, putting our customers at the heart of our service.

This Housing & Homeless Strategy sets four main objectives for the period 2019-2021:

1. Increase housing supply across all tenures
2. Prevent & relieve homelessness
3. Improve housing conditions across all tenures
4. Create sustainable communities to meet the needs of all residents

The Strategy is informed by the Homelessness Review undertaken in 2018 (Appendix 2) as well as running in parallel to the Housing Revenue Account Business Plan 2017 and the Arun Local Plan 2018.

The Action Plan to meet the four objectives is set out in Appendix 1. This Action Plan will be monitored throughout the life of the Strategy, with annual progress reviews.

3. Arun – Key Facts

Arun District covers 85 square miles and is located between Brighton and Portsmouth on the coast of West Sussex, with the South Downs to the north and the English Channel to the south. The main urban developments are on the coast, with the main centres of population in Littlehampton, Bognor Regis and Arundel. The north of the district is predominantly rural, forming part of the South Downs National Park.

It is an area of contrasting economic fortunes: prosperous by national standards but with significant areas of poverty and housing need. Five of the most deprived wards in West Sussex are found in Littlehampton and Bognor Regis.

The mid-year population estimate for Arun, published in June 2017, was 157,000 residents across the district: an increase from 149,600 in the 2011 census.

The population of Arun is projected to rise to 165,100 by 2021 (Office of National Statistics 2014-based Subnational Population Projections). The mid-year estimate published in 2017 showed that almost 45,000 residents were over 65 years, and 28,000 were under 18 years. Unemployment levels are lower than the national average, at 3.3 per cent (at December 2017). The national average is 4.1 per cent.

The main housing tenure is owner occupation, with just under 50,000 households in that tenure in the 2011 census. This represents approximately 75 per cent of the total 67,000 households (Housing Needs Evidence Report 2016, by consultants GL Hearn). In the 2011 census, just over 10,000 households were recorded as living in the private rented sector and just under 6,000 households in social rented accommodation. The average house price in the district is £286,000 (at June 2018), with the average price of a terrace house at £242,000 (at June 2018) and the average price of a flat at £169,000 (at June 2018). The average private sector rent for a 2 bedroom property in June 2018 is £818 per calendar month.

As at August 2018, the Council is the largest social housing provider in the district and owns and manages 3,338 social rented homes, 45 shared ownership and 454 leasehold properties. 17+ Registered Partners (Housing Associations) have affordable housing stock within Arun, as well a number of housing/homelessness charities.

4 Objective 1: Increase Housing Supply across all Tenures

- To supply the housing that Arun residents need
- To maximise Homes England grant funding to ADC
- To make housing affordable and sustainable
- To work in partnership with Housing Associations to maximise delivery of affordable housing

Summary of actions

- Maximise the development of affordable homes
- Develop & acquire affordable Council homes for rent
- Enable the development of affordable extra care housing
- Promote community-led housing
- Bring empty properties back into use
- Make best use of Council housing and private rented sector accommodation

4.1 Housing needs in Arun

In 2016 Arun District Council commissioned an updated Housing Needs Evidence Report from the consultants, GL Hearn. This report highlighted the net need for affordable housing of 480 dwellings in Arun per annum.

The Council's Local Plan promotes a requirement of 1,000 dwellings per annum to 2031. The Local Plan stipulates the percentage of affordable homes that must be provided on each site. Developments of 11+ properties are expected to include 30%

affordable housing on-site as an integral part of the scheme. Developers must include an affordable housing statement alongside their planning application, including a S.106 application for developments of 11 units or more. The statement must show detail of the size and room layout of the properties, their compliance with Homes England design standards and building regulations and stipulate the tenure split of the development.

One indicator of housing demand is the number of applicants on the Housing Register, which had 900 applicant households in August 2018.

This Housing & Homelessness Strategy sets a target of 250 affordable homes per annum over the two year period of this Strategy (2019-21), totalling 500 by March 2021. This includes 30 new Council homes, as a proportion of the 10 year HRA Business Plan target.

4.2 Affordable Homes for Rent and Sale

Housing affordability can be challenging for many households in Arun as a result of the relationship between house prices and local incomes. The 2016 GL Hearn Housing Needs Evidence Report revealed a high number of households unable to afford accommodation. In 2015, households required an income of £32,000 to access the housing market to buy a property within the lower quartile price bracket. Those with a household income below £26,700 require Affordable rented housing and those with an income below £18,400 can only afford social rented housing.

As the majority of households on the Council's housing register have incomes below £18,400 per annum, the delivery of rented housing that is truly affordable remains a priority for the Council.

The government definition of affordable housing includes social rented (rents set at between 50-60 per cent of market rents), affordable rented (rents set at up to 80 per cent of market rents) and intermediate housing provided to qualifying households whose needs are not met by the housing market.

Affordable housing should include provisions to remain affordable for future qualifying households or for the subsidy to be recycled for alternative affordable housing provision in Arun. Therefore the Council will seek to ensure that Affordable Rented properties provided by Registered Partners are set below the Local Housing Allowance (LHA) rate.

Arun's Affordable Housing policy requires developers to contribute to the provision of affordable housing. The level of the affordable housing contribution for each

development will be negotiated through S.106 legal agreements and is determined subject to financial viability. The nomination agreements between Arun and Registered Partners will be reviewed and updated.

For all developments of 11 residential units or more, the Council requires a minimum of 30% of the total number of proposed units to be provided as affordable housing, as an integral part of the overall development scheme. We will continue to work with developers to discuss viable S.106 contributions towards affordable housing. In those developments where 30% affordable housing may not be viable, an alternative arrangement may be considered, this might involve an off-site provision as part of another development within the Arun District; or agreements for other community benefits.

In its negotiations for affordable housing, the Council will seek free-serviced land, with utilities and roads provided by the developer at no extra cost to the Council or Registered Provider.

In its Local Plan the Council recommends the following mix of affordable housing for each property size:

	1 bedroom	2 bedrooms	3 bedrooms	4+ bedrooms
Intermediate/Starter Homes	15-20%	50-55%	25-30%	0-5%
Rented	35-40%	30-35%	20-25%	5-10%

4.3 Council homes for rent

The Housing Revenue Account Business Plan 2017 establishes the commitment to explore development opportunities to build new homes on Housing-owned land, which do not exceed the Local Housing Allowance (LHA) rate and also to acquire properties on the open market when it is prudent to do so.

The Council housing development programme in the HRA Business Plan sets a target of 250 new Council homes over a 10 year period (by 2027/28). This is set against the projected loss of Council dwellings through the Right to Buy process. Based on recent experience the Council is expected to lose approximately 200 homes through the Right to Buy over the same 10 year period. Therefore the development programme will enable the Council to increase its housing stock by a minimum of 50 homes.

The recent Social Housing Green Paper clarifies the government's intention to end the previous plans to force the sale of high-value Council homes in order to fund the Right to Buy of housing association properties. This announcement means that Arun

will not lose its high-value property assets or an applied value of its stock through this previously proposed policy.

In addition, the Social Housing Green Paper states an intention to consult on proposals to change the requirements for Councils to spend the capital receipts from Right to Buy sales. It is possible that new legislation will include greater flexibilities for local authorities to determine how to invest these receipts. This Housing & Homelessness Strategy commits to adhere to any changes in legislation or government guidance regarding the ongoing investment of capital receipts from the Right to Buy.

4.4 Supported Housing

Arun District Council does not have a statutory responsibility for the provision of social care. This duty is held by West Sussex County Council (WSCC). Up until 2018/19 WSCC has continued to fund housing related support services.

At the time of drafting this Strategy, West Sussex County Council is reviewing its budgetary commitments for its Housing Related Support Programme to assist vulnerable clients across the county, such as adults with mental health issues, homeless clients, victim of domestic abuse, young people leaving care and the elderly.

Arun will need to review and update its proposed strategic action plan tasks for the support of these client groups in the light of any funding decisions made by WSCC which may impact the services available to Arun clients.

One of the main objectives of this Housing & Homelessness strategy is to create sustainable communities to meet the needs of all residents. We are keen to support vulnerable people to live a full and independent life with the same choices, opportunities and responsibilities as the rest of the community. Working in partnership, WSCC and Arun District Council can improve the lives of residents who need supported housing. We are committed to working with WSCC to develop a shared understanding of the overall level of need for supported housing, both now and in the future. We are prepared to consider the creative use of land and existing assets and to work collaboratively with the county council and other partners.

We will therefore help to support the delivery of appropriate supported housing in the Arun District as part of our housing enabling function.

4.5 Community-Led Housing

As part of this strategy the Council will promote Community Land Trusts (CLTs) as part of its commitment to affordable housing across the District.

CLTs provide affordable homes for local people in need, for rent or shared ownership, by acquiring land and holding it as a community asset in perpetuity.

In delivering a supply of affordable housing, the Council will consider and promote a range of development options for community-led housing. The CLT mechanism can contribute to maintaining housing affordability, provide low cost workspace for local services and simultaneously capture increases in land values for lasting community benefit.

4.6 Bring Empty Properties Back Into Use

We are committed to continuing to work with owners of empty properties to encourage them to bring them back into residential use. We will continue to promote the Empty Property Assistance programme and provide grants and loans, as well guidance for property owners. We remain committed to our target of bringing 30 empty properties back into use per annum.

4.7 Make Best use of Council Housing Stock

The Housing service aims to make best use of its Council housing stock. We will review the verification procedures for the allocation of social housing is made according to the criteria set out in the Housing Allocation Scheme, offering the right size and type of accommodation to meet the needs of each household.

We will continue to promote the Under-Occupation Financial Incentive Resettlement Scheme, encouraging tenants to downsize to the right size property.

The Council's Tenancy Policy sets out the criteria to determine which property types and households will be offered a Fixed term tenancy and which will qualify for a Secure 'life-time' tenancy. This helps the Council to ensure social housing is available for those households in greatest need.

The Housing Fraud initiative has been successful in investigating cases where social housing has not been used for the purpose it was intended, such as cases where a Council tenant sub-lets their property or no longer occupies it as their main home. This is another tool to allow the Council to ensure the social housing stock is used for households in the highest housing need. We will aim to achieve our target of bringing 10 properties back into legitimate use per year.

4.8 Make best use of Private Rented Sector Accommodation

We will continue to provide assistance to homeless households to secure accommodation in the private rented sector with the Rent Deposit Bond scheme, which is agreed between landlord, tenant and the Council in lieu of an up-front deposit; and the Rent in Advance scheme. We will offer support and guidance to landlords and tenants on future legislative changes and best practice, including the proposed changes to tenants' fees in the Tenants' Fees Bill.

5. Objective 2: To Prevent and Relieve Homelessness

- To deliver early intervention actions alongside effective partnership working to prevent homelessness
- To reduce rough sleeping through multi-agency partnerships and supported pathways towards sustainable housing

Summary of actions:

- Administer & embed the full duties of the Homelessness Reduction Act 2017
- Undertake effective early intervention to prevent homelessness
- Increase accommodation solutions
- Reduce the use of Emergency Accommodation
- Make best use of Arun's Temporary Accommodation

Arun's strategic homelessness objectives deal with the complex issues surrounding homelessness. The strategy considers the causes and contributory factors of homelessness and the particular challenges within the district and across the south-east.

The central focus of this strategy is to administer and embed the full duties of the Homelessness Reduction Act 2017 which was implemented from April 2018. The new legislation sets new duties for local authorities to Prevent homelessness for households who are threatened with homelessness within the next 56 days; and to Relieve homelessness for households who are already homeless.

This strategy also incorporates the Council's objectives in response to rough sleeping, with its wider social and health causes and the resultant impact on other services. Rough sleeping and the associated issues of the 'street community' link into the work of other Arun teams, including Community Safety and the Anti-Social Behaviour team, as well as a range of partner agencies and organisations.

5.1 Review of Homelessness

To inform this Housing & Homelessness Strategy, we have fulfilled the statutory requirement to undertake review of homelessness in the Arun district. The Homelessness review is set out in Appendix A of this Strategy.

It provides detail of the homelessness demand placed on Arun district council's Housing Options team, which includes a total number of households seeking housing advice and assistance in the last three years of:

Total number of households approaching ADC per annum	
2015/16	774
2016/17	775
2017/18	742

The Review also sets out the data from snapshot estimates of the number of rough sleepers in the district over the last six years:

No. of rough sleepers in Arun estimated in snapshot estimate per year	
November 2012	24
November 2013	18
November 2014	13
November 2015	15
November 2016	19
November 2017	17
November 2018	18

The Homelessness Review also considers the main causes of homelessness in Arun and the external national and regional factors which impact homelessness in the area, particularly for the vulnerable groups which are highlighted in the Homelessness Code of Guidance, such as the elderly, care leavers, those leaving prison & hospital and those with physical or mental health issues.

Finally, the Homelessness Review considers the resources which are currently available to address homelessness by the effective assessment of housing & support needs; the current gaps in services; and the ways that the Council's Strategic objectives for 2019-2021 can aim to fill those gaps in service with the assistance of local partners.

5.2 Strategic Objectives for Homelessness 2019-2021

The Homelessness Reduction Act is the most significant and comprehensive change to homelessness legislation since the Homeless Persons Act of 1977. It sets new duties for local housing authorities to provide advice and assistance to all

households who are homeless or threatened with homelessness within 56 days (as compared to the previous 28 days), irrespective of their priority need status. These new duties mean that particular cohorts of homeless clients will be entitled to the same housing and support needs assessment, developed with an Adviser into a Personalised Housing Plan, irrespective of any previous adverse homelessness decision taken by the Council.

The legislation sets new requirements to engage with each applicant and to negotiate a reasonable Personalised Housing Plan to prevent or relieve their homelessness and to help them to secure sustainable accommodation. The Homelessness Code of Guidance 2018 interprets the legislation and provides helpful detail on the way that local housing authorities should implement it.

We will continue to learn from good practice developed in the Trailblazer authorities who undertook the new legislative duties during 2016/17 as well as from the Welsh authorities where new homelessness legislation was introduced from April 2015 (The Housing (Wales) Act 2014).

We will introduce policies and procedures for all aspects of the Homelessness Reduction Act, including the Duty to Refer which is implemented from October 2018. We will review our procedures and our liaison with partners and referring bodies to ensure we maximise opportunities for early intervention to prevent homelessness.

Most specifically we will develop pathways alongside our partners to provide targeted support and appropriate accommodation solutions for the particular vulnerable groups which are highlighted within the Homelessness Reduction Act. These groups are the elderly; those with mental ill health, a learning disability or physical disability; young people leaving care or foster homes; the ex-Armed Forces; those leaving prison; and those who have been made homeless as a result of threats of violence or harassment.

We will review and update the information that is made available to clients and external agencies, including updating the guidance on the Arun website. We will make good use of digital and information technology as well as social media to inform and communicate with clients, and to allow opportunities for self-service.

As part of this initiative we will revise the 'offer' to landlords and agents in nominating suitable clients and providing tenancy support.

We will continue the positive partnership working with the Council's Empty Property Officer to provide incentives for owners to bring their property back into residential

use, making them available to Relieve homelessness for clients nominated by the Housing Options team, for at least a 12 month tenancy.

We will also continue the success of the High Risk Eviction projects to proactively manage tenancies within Arun's Council housing and with partner housing associations to prevent eviction for tenants who are at high-risk of losing their home due to rent arrears or anti-social behaviour.

Arun currently relies on Emergency Accommodation (such as Bed & Breakfast establishments) to provide immediate accommodation solutions for those who would otherwise have nowhere to live. This form of accommodation can be unsuitable for households' needs, often with shared kitchen or bathroom facilities, as well as being expensive for the Council.

Arun is committed to reducing its use of nightly-paid Emergency Accommodation (EA). We also aim to avoid placing any homeless households into Emergency or Temporary Accommodation outside of West Sussex, except where this is absolutely necessary.

We will review and improve the procedures for placements in Emergency & Temporary Accommodation as well as the management of those placements and collection of charges from clients.

Arun has its own stock of Temporary Accommodation (TA) both within the Housing Revenue Account and also financed from the Council's General Fund. Most of this TA is self-contained, with units of varying sizes from bedsits to 3 & 4 bedroom houses. We will continue to maintain and improve these properties and also seek to maximise opportunities to acquire new forms of temporary accommodation as a cost-effective solution to eliminating the use of expensive nightly-paid Emergency Accommodation.

As part of the support for households living in Arun's TA, we will provide support to enable clients to be tenancy-ready for move-on to sustainable accommodation.

5.3 Strategic Objectives for Rough Sleeping

The Arun Housing and Community Safety teams have worked hard together over a number of years to develop strong partnership links to tackle the issues of rough sleeping in the district. We work effectively with partners in Sussex Police, Probation, Mental Health services and Adult Social Care to understand and address the causes of street homelessness, as well as seeking shared solutions in order to address them on an operational level. Monthly meetings of the Arun Street Community

MARAC discuss individual rough sleepers and members of the street community. The aim is to work together on individualised solutions to reduce the risk factors of rough sleeping, anti-social behaviour, criminal activity, mental & physical health issues and substance misuse. The purpose of the MARAC is to move each client towards a stable lifestyle and sustainable accommodation solutions.

Funding has been obtained to support the work to tackle rough sleeping in Arun. In 2016/17 a joint bid from all of the Councils across West & East Sussex were successful in their bid for £470,000 Rough Sleeper Grant. In Arun the funding has enabled the employment of a second Street Community Outreach Keyworker to work alongside the existing post funded through the Safer Arun Partnership. The Keyworkers undertake intensive, personalised support for individual rough sleepers, achieving successful outcomes for several clients with complex needs.

We commit to ongoing partnership working to tackle the complex issues of the street community in Arun.

Arun has a number of homelessness charities and housing support organisations based within its district. These include Stonepillow, Turning Tides (previously named Worthing Churches Homeless Project) and Bognor Housing Trust, each of which is well respected within the local community with a clear understanding of its client group and the most effective pathways and solutions to complex and entrenched homelessness.

Arun's response to rough sleeping would not be possible without the work of these organisations, and we are committed to a continuation of these positive and cooperative working relationships.

In addition to the night hostel provision at Elleasdale Road, Bognor Regis, provided via Stonepillow, Arun provides additional bed spaces for rough sleepers in the winter as part of the Severe Weather Emergency Provision (SWEP). This service is managed by Stonepillow in partnership with Our Lady of Sorrows Church, Bognor Regis, and funded by Arun. In the harsh winter weather of 2017/18, 47 individuals were assisted by SWEP. We are committed to the continuation of SWEP during cold and inclement weather.

We will continue to work with sub-regional partners on the strategic responses to rough sleeping, taking advantage of any funding opportunities for homelessness prevention for this cohort of clients.

The Ministry for Housing Communities and Local Government recently announced a new Rough Sleeping Strategy to halve rough sleeping by 2022 and end it by 2027.



Arun will continue to take proactive action to address street homelessness and will be open to new initiatives and approaches which may emerge as part of the government's Strategy.

6. Objective 3: Improve the housing conditions across all tenures

- To work with landlords and owners to reduce hazards for occupants and visitors
- To enforce standards
- To improve energy efficiency and accessibility across all housing tenures
- To review and update Arun's lettable standard

Summary of actions

- Ensure up to date policies, procedures, and practice Council housing, Emergency Accommodation & Temporary Accommodation
- Remove Housing Health and Safety Rating System Category 1 & 2 hazards
- Provide effective regulation of HMOs
- Provide advice & information to landlords
- Ensure consistent, centralised health & safety reporting & monitoring

We are committed to ensuring all residential accommodation is safe and healthy, and complies with relevant legislation and regulation. We will continue to provide advice and information to property owners and to Arun residents about the health and safety requirements for different types of dwellings. We will enforce standards using legislative powers as necessary.

We are committed to improving the energy efficiency of residential properties across all tenures and to tackle the issue of fuel poverty which can cause residents to have insufficient means to adequately heat their homes, with the associated risks to health and wellbeing.

6.1 Social Housing Regulatory Standards

Social landlords are required to comply with the Home Standard: to meet statutory health & safety requirements for all aspects of building a housing safety, such as fire precaution and safety and legionella testing for water safety.

The safety of our residents is of paramount importance and Arun is committed to an urgent review of all policies and procedures in relation to these essential landlord requirements for Arun's Council housing stock. We will ensure that regular assessments and inspections are undertaken and monitored in sheltered housing, general needs housing and Temporary Accommodation.

We are also committed to ensuring that the properties used for Emergency Accommodation (EA) & Temporary Accommodation (TA) comply with relevant Regulatory Standards. This includes: TA properties owned by the Council's Housing Revenue Account; TA financed by the General Fund; and EA placements in the private sector.

6.2 Housing Health & Safety Regulation System (HHSRS)

The Council remains committed to improving housing conditions across all housing tenures. The Private Sector Housing team will work collaboratively with Housing teams to undertake HHSRS inspections and to advise property owners about the category 1 & 2 hazards which must be rectified to make properties free from hazards for occupants and any visitors.

We will implement new procedures for the operation of the Rent Deposit Bond and Rent in Advance schemes as homelessness prevention mechanisms. These will involve HHSRS inspections of all private rented sector properties to ensure compliance prior to authorising financial support and assistance through these schemes.

Similarly, all properties used as Emergency Accommodation (EA) for homeless households will be inspected annually to ensure compliance with HHSRS. This will include self-contained properties, as well as EA with shared facilities, such as Bed & Breakfast. Non-compliant EA will not be used to place homeless households by the Arun Housing Options team.

6.3 Houses in Multiple-Occupation (HMOs)

The regulations for licensing of HMOs changed with effect from 1 October 2018. The new definition of an HMO is any property occupied by five or more people, forming two or more separate households.

The Private Sector Housing team will continue to operate clear processes for the licensing of HMOs. The team will undertake inspections and respond to reports from partner agencies and customers to identify unlicensed HMOs and to take appropriate enforcement action against landlords and owners.

6.4 Advice and Information for Landlords

We will continue to support the Landlords' Forum, with two meetings per year, to help to raise standards in the private rented sector and to provide guidance on best

practice in the sector. We will continue to promote the Landlord Accreditation scheme.

We will review and update the advice for landlords on the Arun website. In particular we will ensure that changes in legislation and regulation which apply to the private rented sector are made available on the website and by other media. This includes the imminent legislative changes to tenants' fees and the possible future changes to the minimum length of private rented sector tenancies.

6.5 Health & Safety Reporting and Monitoring

Housing teams will work in cooperation with colleagues in the Private Sector Housing team to ensure consistency in centralised health & safety reporting. We will explore digital solutions to ensure property information is gathered and made available to all teams who need it to be effective in their roles.

7 Objective 4: Create sustainable communities to meet the needs of all residents

- To deliver services that meet individual needs
- To be aware of the needs of vulnerable cohorts and residents who may be disadvantaged in access to services
- To increase engagement with housing services

Summary of Actions

- Improve the energy efficiency of homes across all tenures
- Improve access to disabled-adapted housing across all tenures
- Make available advice & information on welfare benefits, money & debt advice & income maximisation
- Increase engagement with communities and residents' groups
- Prevent & tackle anti-social behaviour in Arun neighbourhoods

7.1 Energy Efficiency

The Council is committed to investigating 'green' solutions to energy sources. We will undertake schemes to improve insulation and heating systems in Council properties in order to increase the energy efficiency of the properties and to contribute to savings in energy bills for Council tenants. This planned programme will be informed by the findings of the 100% stock condition survey, due for completion in Autumn 2018.

We will continue the Warm Homes project: replacing electric heating with gas central heating in 700 Council housing properties by March 2021 as well as the collective switching initiative.

For properties in the private-rented and owner-occupied sector, the Private Sector Housing team will continue to comply with the requirement to produce the biennial Home Energy Conservation Act (HECA) reports by 31 March 2019 and 31 March 2021.

The Private Sector Housing team will also continue to identify funding and deliver schemes to assist property owners in improving the energy efficiency of private rented and owner-occupied properties.

7.2 Access to Disabled-Adapted Housing

The HRA Business Plan 2017 sets out that £400k per annum has been set aside for disabled adaptations to meet anticipated demand for adaptations within Council properties. We will undertake a review of the data about disabled adaptations that are currently held on the QL housing software system, and work to update this, informed by the stock condition survey, to have a clear understanding of where adaptations have been installed.

We will use this data to ensure effective allocation of social housing, to maximise their best use for clients who require them.

Working in partnership with West Sussex County Council, we will continue to promote and administer the Disabled Facilities Grants scheme to arrange adaptations in homes across other tenures through the district.

7.3 Money Advice

The Council offers money & debt advice to Housing customers to assist them to manage their household bills and in particular to sustain their current accommodation. The Money Adviser will continue to provide annual training and guidance to Housing colleagues to enable them to provide advice to the customers in Council housing tenancies, in Temporary Accommodation and those who approach the Council when threatened with homelessness. We will also continue to link in with other agencies just as the Advice Bureau.

We will continue to respond to Welfare Reform changes, assessing the impact of the roll-out of Universal Credit on the Housing Revenue Account and on homelessness demand. We will adapt the rent arrears processes for Council tenants in general

needs housing and in TA, to manage the change in rent payments as a result of changes in welfare benefits.

We will target our responses to clients' changing household incomes with a range of pilot initiatives, including: a disability benefits campaign to increase take-up of welfare benefits; profiling analysis of Council tenants who have other primary debts; a pilot initiative for home energy advice to tackle fuel poverty; and partnership activities with the Job Centre Plus to address worklessness alongside rent arrears actions.

7.4 Engagement with Communities and Residents

The Housing Revenue Account Business Plan 2017 sets a commitment to continue to work with tenants and leaseholders to build and support successful communities.

Arun supports the objective set out in the Social Housing Green Paper sets an objective to tackle the stigma of social housing by supporting community initiatives and events.

7.5 Anti-Social Behaviour (ASB)

Housing & Community Safety teams will continue to provide strong leadership, commitment and accountability in preventing and tackling anti-social behaviour in Arun communities.

We will work cooperatively with residents and partner agencies to deal with anti-social behaviour and crime in all residential areas of the district.

In partnership with other agencies we will liaise with all social landlords (the Council, Registered Partners and other housing providers) to focus on the preventative measures to tackle ASB.

In line with the proposed objectives of the Social Housing Green Paper, we will ensure that social housing tenants are aware of their rights and responsibilities in relation to ASB, know how to report anti-social behaviour carried out by others and are encouraged to report it. We will continue to take prompt, appropriate and decisive action, making full use of legislative powers.

7.6 Partnership Working

We are aware that the issues faced by Arun District Council in order to meet its statutory duties and its housing and homelessness objectives are complex and challenging.

We aim to achieve optimum success and excellence in levels of customer satisfaction. However, we are aware that we will be more successful and will achieve excellent holistic customer service if we work in cooperative collaboration with our partner organisations.

In order to maximise the delivery of affordable homes in Arun, we will work in partnership with the other districts and boroughs within West Sussex, as well as West Sussex County Council, other public bodies, social housing Registered Partners (Housing Associations) and private sector land/property owners to secure suitable housing development and enabling opportunities. We will identify and develop opportunities to make best use of existing accommodation solutions within the district.

To be effective in homelessness prevention and relief, we will work in partnership with other teams and departments within Arun and with other public bodies, as well as housing and homelessness charities and service providers, to tackle the complex issues of homelessness and its inter-related societal issues.

To improve the housing conditions across all tenures we will work in cooperation with landlords, property owners and other social landlords to address issues of non-compliance with regulatory and health& safety standards in order to ensure that our clients are accommodated in properties that are safe, healthy and free from hazards.

To create sustainable communities, meeting the needs of all residents, we will work with statutory agencies and support providers to engage with customers who may be impacted by the wider economic and policy changes associated with welfare reform and changes in employment opportunities. We will ensure that clients' support needs are being met by a range of partnership services and initiatives so that they can optimise their opportunities to obtain and sustain suitable accommodation in safe and viable communities.

Resources available for delivery

Overview

There are two distinct funding strands for Arun's housing services:

- Income and expenditure relating to the Council's rented stock is accounted for in the Housing Revenue Account (HRA).

- The Council's other housing activities, including statutory duties for homelessness advice & assistance, strategy and enabling functions are accounted for in the General Fund.

The HRA and the General Fund each have their own annual budget, with longer term issues addressed through the HRA Business Plan and the (General Fund) Medium Term financial strategy.

Details of the various funding sources are set out below, together with an outline of challenges for the future.

7.7 Housing Revenue Account

HRA expenditure is financed chiefly from rental income, borrowing and "1 for 1" receipts. These are the additional receipts generated by the relaxation of the Right to Buy discount rules, which Arun retains subject to the condition that they are spent on the provision of new social housing.

The most significant challenge for the future will be to sustain the acquisition/new-build programme at a level sufficient to replace the dwellings lost through Right to Buy. The Housing Revenue Account Business Plan 2017 envisages that most new homes will be procured from housebuilders, to fulfil developers' legal requirements to provide new affordable homes as part of a larger development under S.106 planning agreements. Nine new dwellings have already been procured in this way.

However, the recent Social Housing Green Paper and associated public consultation proposes changes to the way "1 for 1" Right to Buy receipts may be used. This could have significant implications for the future acquisition/new-build programme.

7.8 General Fund

The General Fund covers all the Council's activities with the exception of the management and maintenance of the Council's rented stock. General Fund expenditure is financed from a number of sources including: retained business rates; New Homes Bonus; Council Tax income; fees & charges; and grants.

Funding for General Fund Housing Services includes:

- £1.8m per annum for core housing services, including homelessness, housing advice and private sector housing
- Additional funding from the Flexible Homeless Support Grant (£1.2m over the three years from 2017/18 to 2019/20)

- A capital budget of £2.1m for the acquisition of temporary accommodation to alleviate homelessness (the first units purchased from this budget are now in use)
- A capital programme for Disabled Facilities Grants financed by the Better Care Fund (up to £1.5m for 2018/19)
- Grant payments to Registered Providers of Social Housing, financed by planning agreement sums

The Council's General Fund faces unprecedented uncertainty in terms of government funding, with both New Homes Bonus and the income from business rates expected to reduce significantly.

There is further uncertainty associated with the Fair Funding review which will determine funding allocations from 2020/21. These issues will impact on all Council services, including housing, where there are specific concerns relating to the increase in homelessness and the uncertainty regarding the availability of Flexible Homeless Support Grant beyond 2019/20.

The Council will need to ensure that it can meet these challenges through savings, the seeking of new external funding opportunities and a review of service delivery, as set out in this Strategy.

8. Monitoring & Review of the Strategy

The delivery of the Action Plan objectives will be led by Arun's Residential Services management team, working holistically on the Strategy's 4 objectives which cut across the Strategic and operational business areas of Residential Services.

The Action Plan will be monitored by the Residential Services managers throughout the life of the Strategy. An annual progress review will be reported to Members at the Housing & Customer Services Working Group and to Cabinet, providing updates on progress to date on the 4 main objectives and the actions that have been undertaken in order to achieve them. The annual progress reviews will be available to customers and stakeholders through the Council's democratic process.

9. Conclusion:

This Strategy sets out the housing challenges which Arun District Council will face in providing Housing and Homelessness services for its residents and customers for period 2019-2021.

The Strategy reviews the progress that has been made during the course of the three previous individual strategies: Raise the Roof Housing Strategy, 2010-2015; Arun's Homelessness Strategy, 2012-2016; and Arun's Rough Sleeper Strategy, 2013-2016. These individual strategies each enabled progress in Arun's housing & homelessness objectives.

The 2019-2021 Strategy sets out the 4 new objectives for the Council to make further significant and meaningful progress:

1. Increase housing supply across all tenures
2. Prevent & relieve homelessness
3. Improve the housing conditions across all tenures
4. Create sustainable communities to meet the needs of all residents

The Strategy is informed by the Homelessness Review undertaken in 2018 (Appendix A) as well as running in parallel to the Housing Revenue Account Business Plan 2017 and the Arun Local Plan 2018.

The tasks that will be undertaken to meet the four objectives are set out in the Action Plan (Appendix B). This Action Plan will be monitored throughout the life of the Strategy, with annual progress reviews.

10. Bibliography / Supporting Documents:

- Arun Allocation Scheme 2012, updated 2018
- Arun Homelessness Strategy 2012-2016
- Arun Housing Strategy, 'Raise the Roof' 2010-2015
- Arun Local Plan 2017
- Arun Rough Sleeping Strategy 2013-2016
- Arun Tenancy Strategy
- Homelessness Code of Guidance 2018
- Homelessness Reduction Act 2017
- Housing Asset Management Strategy 2012-15
- Housing Needs Evidence Report 2016, by consultants GL Hearn
- Housing Revenue Account Business Plan 2017
- Office of National Statistics 2014-based Subnational Population Projections
- Social Housing Green Paper, MHCLG 2018

11. Appendix One – Action Plan

Ref	Objective	Lead	Teams	Target Dates	Outputs
Objective 1: Increase housing supply across all tenures					
1	Enable the development of 500 affordable homes	Housing Strategy & Enabling (HSE)	Planning teams	March 2021	250 new affordable homes per annum for rent, or shared ownership
				From April 2019	Apply ADC's Affordable Housing policy as set out in the Local Plan to provide 30% affordable homes on new developments of more than 11 homes.
				From April 2019	Continue to ensure that affordable rents for new homes are set at or below the Local Housing Allowance (LHA) rate
				From April 2019	Ensure nomination agreements for each new development deliver 100% of initial lets and 75% of subsequent lets for ADC
2	Develop and acquire affordable council homes for rent	Housing Development	Arun Housing teams; Planning teams	March 2021	Develop / acquire 30 new Council homes through re-investment of Right to Buy receipts
3	Work with partners to enable	HSE	Planning teams;	December	Enable the development of a 60 unit

Ref	Objective	Lead	Teams	Target Dates	Outputs
	the provision of housing for those who need care and/or support		WSCC; supported housing providers	2020	affordable senior living/extra care scheme in Westergate
4	Promote community-led housing projects	HSE	Planning teams	March 2021	Support the start-up of 2 new community-led housing development vehicles
				From April 2019	Provide ongoing financial support to the Sussex Community Housing Hub
5	Bring 60 empty properties back into use	Empty Properties Officer	Private Sector Housing & Public Health team	From April 2019	Promote the Empty Property Assistance Programme to encourage owners to bring 30 properties per annum back into residential use
6	Make the best use of social housing stock to meet the housing needs of Arun residents	HOM	Arun Housing teams; Housing Fraud Investigator	March 2021	Develop an Action Plan to implement the recommendations of the Sheltered Housing Review 2014
				From April 2019	Reduce housing fraud. Target 10 properties to be brought back into legitimate use per year
				From April 2019	Continue to promote HomeSwapper with Arun Council tenants and those of partner Registered Partners to facilitate mutual exchanges

Ref	Objective	Lead	Teams	Target Dates	Outputs
				March 2021	Ensure disabled adaptations in Council housing properties are identified on the QL housing software system, to maximise best use in the allocation of social housing for clients who require them
Objective 2: Prevent & Relieve homelessness					
7	Increase the use of the private rented sector (PRS) to prevent homelessness	HOM	Housing Options team	From April 2019	Revise Rent Deposit Bond Scheme and develop incentives to access private rented accommodation
8	Administer & embed the full duties of the Homelessness Reduction Act & implement the requirements of the Homelessness Code of Guidance	HOM	Housing Options team	April 2019	Develop policies and procedures in line with good practice across the homelessness sector
9	Provide resources for clients to enable self-prevention		HOM	April 2020	Provide opportunities for self-service on the Arun website and through the use of social media and other information technology
10	Increase accommodation solutions	HOM	Housing Options team;	April 2020	Bid for MHCLG funding to reduce Rough Sleeping

Ref	Objective	Lead	Teams	Target Dates	Outputs
			Empty Property Officer	From April 2019	Work in conjunction with the Empty Homes Officer to place 5 clients per annum in homes which were previously empty
				2019/20 & 2020/21	Prevent homelessness for 10 clients per annum who are at risk of homelessness from social housing due to rent arrears or anti-social behaviour and help establish sustainable tenancies
11	Develop pathways for support & accommodation solutions for vulnerable client groups			From April 2019	Lobby WSCC and work with partner agencies to minimise the impact of anticipated funding cuts to the Housing Related Support Programme
12	Reduce the average length of stay in all forms of temporary accommodation	HOM	Housing Options team	April 2020	Reduce the use of non-self-contained EA
				April 2020	Reduce use of EA outside West Sussex except when absolutely required
				March 2021	Acquire additional stock for use as medium-term Temporary Accommodation
13	Reduce rough sleeping and	HOM	Housing Options		

Ref	Objective	Lead	Teams	Target Dates	Outputs
	the 'street community' in Arun		team; Community Safety; Police; Probation; Mental health services; homeless charities	From April 2019	Work in partnership with the Arun Street Community MARAC to relieve homelessness amongst Arun's rough sleeping cohort
March 2019				Work in partnership with sub-regional partners across Sussex to access external funding for rough sleeping and homelessness prevention and policy initiatives.	
Winter 2019/20 and 2020/21				Operate SWEP (Severe Weather Emergency Provision)	
Objective 3: Improve the health and safety of residential accommodation across all tenures of housing in the district.					
14	Ensure compliance with social housing regulatory standards for all Arun Council housing stock	Residential Services Managers	All Housing teams	April 2019 onwards	Ensure regular self-assessment and compliance against Regulatory Standards
15	Remove Housing Health & Safety (HHSRS) Category 1 hazards in private rented properties	Principal Environmental Health Officer (PEHO)	Private Sector Housing & Public Health team; Housing Options team	April 2019	Implement an inspection regime for all properties utilised by ADC to place homeless households

Ref	Objective	Lead	Teams	Target Dates	Outputs
16	Provide effective regulation of Houses in Multiple Occupation (HMOs)	PEHO	Private Sector Housing & Public Health team; Housing Options team	From April 2019	Enforce the statutory HMO licensing requirements, brought in October 2018, for all shared accommodation in the district
17	Provide advice & information on legal requirements and good practice to landlords	PEHO	Private Sector Housing & Public Health team; Housing Options team; Chichester DC; University of Chichester	From April 2019	Organise & host 2 Private Sector Landlord forums per year
				October 2019	Update the guidance available for private sector landlords on the ADC website
				From April 2019	Promote the Landlord Accreditation Scheme
18	Improve the energy efficiency of homes	Energy Efficiency Officer Repairs & Maintenance Team	Planned Maintenance & Repairs teams; Private Sector Housing & Public Health team; WSCC Fuel Poverty Coordinator	March 2021	Install gas central heating in 300 Council homes by March 2021 as part of the Warm Homes Programme

Ref	Objective	Lead	Teams	Target Dates	Outputs
Objective 4: Create sustainable communities to meet the needs of all residents, particularly for vulnerable or disadvantaged residents					
19	Improve access to disabled adapted housing across all tenures	PEHO Housing Customer Services Manager Business Improvement Manager	Private Sector Housing & Public Health team WSCC; districts & boroughs of West Sussex	March 2021	Target based on number delivered and/or spend) Continue to administer, promote & deliver the mandatory & discretionary Disabled Facilities Grant (DFG) schemes for clients across all tenures of housing in Arun
				March 2021	Target based on number delivered and spend) Deliver aids and adaptations where required to enable tenants of Arun Council housing properties to remain living independently and comfortably in their home
20	Minimise the impact of the implementation of Universal Credit on the HRA and minimise homelessness in partnership with Job Centre Plus	Rent Arrears Manager; Revenues & Benefits Manager	Money Adviser; Revs & Bens team; All Housing teams; DWP; Job Centre Plus; CAB	March 2021	Adapt rent arrears processes where required
				October 2019	Develop partnership activities with the Job Centre to address worklessness alongside rent arrears actions
21	Improve engagement with	Residential	Community	March 2021	Develop the community facility at

Ref	Objective	Lead	Teams	Target Dates	Outputs
	communities and residents' groups to promote social, environmental & economic wellbeing	Services; Community Safety Team	Safety team; All Housing teams		Chilgrove House
				From April 2019	Ensure residents have an input and scrutinise service
				October 2019	Review the anti-social behaviour policy and forecast and report on latest trends
				March 2021	Work in partnership with other agencies to reduce instances of ASB and criminal activity

12. Appendix 2 - Homelessness Review

The Housing Act 2002 and the Homelessness Reduction Act 2017 place a requirement on local housing authorities to undertake a review of homelessness in their area, leading to the formulation and publication of their Homelessness Strategy. The Homelessness Reduction Act also places a duty on local authorities to involve partners in this process.

The Homelessness Code of Guidance 2018 gives clear guidance of what should be considered in the Homelessness Review and included within the Strategy. In particular the Code of Guidance states that a Homelessness Review should set out:

- The extent & risk of homelessness, now & in the future
- What is being done, by whom
- What resources are available for homelessness prevention & relief

The Code of Guidance also requires that a Homelessness Strategy should:

- Make links to the factors that contribute to homelessness, such as the economy, health, wellbeing etc.
- Be consistent with other local strategies and policies
- Have corporate buy-in across the local authority
- Be realistic, involving partners who will be involved in its implementation
- Include an Action Plan to show how the objectives will be achieved
- Be monitored & reviewed regularly

This Homelessness Review has been undertaken in 2018 in order to inform the focus of Arun's Housing & Homelessness Strategy 2019 - 2021.

12.1 Current Homelessness in Arun

In reviewing the current homelessness position in Arun, we have considered:

- The homelessness data collected by Arun District Council, and reported to the government via P1E and hcllc
- Rough sleeping data collected locally
- Trends and cohorts of homeless clients
- The reported main causes of homelessness in Arun
- The impact of other external factors on homelessness

12.2 Homelessness Data

Homelessness statistics from local authorities has changed with effect from April 2018. Prior to the current financial year, homelessness data was collated by each local housing authority and submitted to central government on a quarterly basis via the P1E system. P1E data collection involved aggregated data from each housing authority on the number of people who had sought advice & assistance from the Council for their homelessness, recording the household make-up, age and nationality profile of applicants as well as recording the outcome of the homelessness decision-making process. Councils were not required to provide information on the longer term accommodation outcomes for those homeless applicants and it was not possible to identify the personal data of the individual clients. The limited range of the data collection made it difficult for Councils or for central government to report on the homelessness picture across the country or to analyse the activities that brought effective solutions.

In order to address these reporting inadequacies the Ministry has overhauled its homelessness statistics collection. The new 'hcllc' data collection became obligatory from April 2018. It has been set up to receive household-level data rather than aggregated local authority-level data. It covers a broader range of households, including all those who receive homelessness assistance from their local authority rather than focusing primarily on the homeless households to whom authorities had been obliged to assist under the statutory homeless definition.

The data follows the outcomes for individual applicants from quarter to quarter, with individual reference numbers and sufficient personal information to enable data analysts to identify the progression of homeless households, with the aim to understand the causes of their homelessness and the solutions which bring about a resolution.

The MHCLG has provided assistance to local authorities to ensure that the collection, storage and reporting of this homelessness data comply with the new stringent legislative requirements of the General Data Protection Requirements (GDPR). Clients are provided with Privacy Notices which explain the personal & sensitive data that will be collected, with whom it will be shared, and the legislative and/or policy basis on which the data is collected, retained, shared and destroyed. Arun meets the GDPR requirements in its management of homelessness data.

The new hcllc data collection has been shaped by the Homelessness Reduction Act and will collect data to enable the effects of the Act to be monitored. The Ministry of Housing, Communities & Local Government (MHCLG) intends to review the impact

of the homelessness legislation after 2 years from its implementation. Prior to that, organisations representing local authorities and housing organisations, such as the Local Government Association (LGA); the District Councils' Network (DCN) and the Chartered Institute of Housing (CIH), are gathering anecdotal information from their member organisations on the challenges being experienced so far as a result of the legislative changes.

For the purposes of this Homelessness Review, Arun P1E data has been analysed at a local level, considering the homelessness data of households who have approached the Council's Housing Options team for housing advice and assistance and/or to make a homelessness application during the three financial years prior to the implementation of the Homelessness Reduction Act (2015/16, 2016/17 and 2017/18).

The data below shows that homelessness demand for those three years has remained fairly constant.

Homeless decisions*	2015/16	2016/17	2017/18
Not homeless	347	466	530
Not eligible	7	4	4
Non Priority	73	66	79
Intentional	31	19	25
Accepted duty	229	220	204
Total decisions made	774	775	742

*source: P1E, MHCLG

This P1E data can provide the nationality of the households in each category of homelessness decision:

Homeless decisions by nationality UK /EEA*	2015/16	2016/17	2017/18
Not homeless	347 301 UK / 46 EEA	466 412 UK / 54 EEA	430 396 UK / 34 EEA
Not eligible	7 1 UK / 6 EEA	4 0 UK / 4 EEA	4 2 UK / 2 EEA
Non Priority	73 70 UK / 3 EEA	66 62 UK / 4 EEA	79 74 UK / 5 EEA
Intentional	31 29 UK / 2 EEA	19 18 UK / 1 EEA	25 22 UK / 3 EEA
Accepted duty	229 208 UK / 21 EEA	220 198 UK / 22 EEA	204 192 UK / 12 EEA
Total decisions made	687	775	742

	609 UK / 78 EEA	690 UK / 85 EEA	686 UK / 56 EEA (0.01 per cent)
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*source: P1E, MHCLG

Of those households where Arun accepted the main homelessness duty, the P1E data provides detail on the number of households with dependent children (or pregnant) and the singles/couples without dependent children:

Acceptances by household type*	2015/16	2016/17	2017/18
Households with dependent children (or pregnant)	142	160	136
Singles/couples with no dependent children	87	60	68
Total acceptances	229	220	204

*source: P1E, MHCLG

12.3 Rough Sleeping Data

In addition to the households who make a formal application to the Council for housing advice and assistance there is also a number of visible street homeless individuals in Arun.

For the purposes of this homelessness review, Arun's rough sleeping data has been considered. This data is collected and recorded in a number of ways.

An annual rough sleeper count or estimate is undertaken in Arun each autumn, in compliance with the guidance provided for local authorities by Homeless Link. Local authorities are required to undertake the count or estimate on a date between September and December each year. Councils may choose to obtain their rough sleeper figure by an evidence-based estimate; a count of visible rough sleeping; or an estimate including a hot-spot count.

The purposes of collecting the annual rough sleeping figure are: to allow local authorities to track progress in addressing street homelessness; to consider whether current measures are effective in tackling rough sleeping; and to assess whether new approaches may be needed. The Ministry of Housing, Communities & Local Government (MHCLG) produces a statistical release based on the national rough sleeper count data each year.

An evidence-based estimate is gathered in Arun each autumn, undertaken by internal Arun departments and the external organisations which work in partnership with Housing and Community Safety teams on a year-round basis to address rough

sleeping in the district, through the Arun Street Community MARAC. In autumn 2017, the estimate was also combined with a hot-spot count undertaken at a number of known rough-sleeping locations in Bognor Regis, Littlehampton & Arundel.

The 13 district and borough councils across West & East Sussex all undertake their annual rough sleeper count/estimate on the same date as each other, to provide consistency for data comparison (same weather conditions and other external factors) and to avoid double-counting of transient rough sleepers. The rough sleeper estimate/count for 2018 is due to take place on the night of 6/7 November 2018.

Although the rough sleeper estimate data reported annually to Homeless Link by Arun since 2012 provides evidence of a significant number of rough sleepers in the district, nonetheless the data reflects the proactive frontline work undertaken via the MARAC which has allowed partners to maintain the recorded number of rough sleepers at a fairly stable level whilst significant increases have been reported by many other local authorities across England.

The rough sleeper data for Arun since 2012 is as follows:

Year	No. of rough sleepers	Gender: Male Female N/K or prefer not to say	Nationality: UK/EU national Non-EU national N/K or prefer not to say	Age range: Under 18 18-25 Over 25 N/K or prefer not to say
2012	24	19 Male 5 Female	20 - UK 4 - EU national	Age data not collected prior to 2015
2013	18	14 Male 4 Female	13 - UK 5 - EU national	Age data not collected prior to 2015
2014	13	9 Male 4 Female	10 - UK 3 - EU national	Age data not collected prior to 2015
2015	15	11 Male 4 Female	11 - UK 2 - EU national 2 – Not known	0 - under 18 1 - 18 to 25 12 - over 25 2 – Not known
2016	19	14 Male 5 Female	16 - UK 3 - EU national	0 - under 18 3 - 18 to 25 15 - over 25 1 – Not known
2017	17	14 Male	16 - UK	0 - under 18

Year	No. of rough sleepers	Gender: Male Female N/K or prefer not to say	Nationality: UK/EU national Non-EU national N/K or prefer not to say	Age range: Under 18 18-25 Over 25 N/K or prefer not to say
		3 Female	1 - EU national (0.06 per cent)	1 - 18 to 25 16 - over 25

*Source: Arun Rough Sleeper count data, ADC

12.4 Arun Street Community Multi Agency Risk Assessment Conference (MARAC)

Arun Street Community MARAC was established in October 2015. It meets monthly to discuss the operational plans for identified members of the Arun Street Community.

The MARAC involves frontline staff from a range of partner organisations, which include: Sussex Police; Police Integrated Officer Managers (IOM); probation services from the National Probation Service (NPS) and Community Rehabilitation Company (CRC); Adult Social Care; Mental Health service; Stonepillow; Turning Tides (formerly Worthing Churches Homeless Project); the Salvation Army; as well as Officers from the Council's homelessness, community safety and anti-social behaviour teams.

The clients who are discussed at the MARAC include those who are known to undertake some or all of their lives on the streets and who are at risk of one or more of the following factors:

- Rough sleeping
- Crime
- Anti-social behaviour
- Alcohol dependence
- Drugs or other substance dependence
- Physical health issues
- Mental health issues

The risk factors are assessed using a 'RAG' traffic light system, using the expertise of the MARAC specialist partners to apply a Red, Amber or Green category to each of the risk factors for every client. Clients for whom there is one or more Red risk factor are discussed in full detail at each meeting, with a lead agency identified to coordinate actions relating to that client. The lead agency may arrange specific case

meetings in between the monthly meetings if necessary. Short-term, medium-term and longer-term objectives are determined for these MARAC clients, with agreed actions which are reviewed each month.

The Red, Amber & Green determinants are also reviewed on a regular basis. Risks may increase or reduce dependent upon changes in the client's circumstances. The data regarding clients for whom all risk factors are reduced to Green may be archived, but may be brought back to the MARAC if their street community activity leads to further concerns.

The MARAC meetings for the month of June for the last three years (in 2016, 2017 and 2018) focussed on the following number of Street Community clients. The number at risk of rough sleeping is shown in Red, Amber or Green on the table below. The Red criterion is applied when the client is known to be sleeping rough according to the Homeless Link definition:

'People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments).'

	2016	2017	2018
Bognor Regis (& West of District) with risk of rough sleeping assessed as Red, Amber or Green	11 clients Red – 5 Amber – 1 Green – 5	8 clients Red – 3 Amber – 4 Green - 1	31 clients Red – 6 (19 per cent) Amber - 12 Green - 13
Littlehampton (& East of District)	15 clients Red - 4 Amber - 3 Green - 8	13 clients Red – 3 Amber – 4 Green - 6	25 clients Red – 9 (36 per cent) Amber – 5 Green - 11
Snapshot TOTAL for the whole District (in June each year)	26 clients Red – 9 Amber – 4 Green - 13	21 clients Red – 6 Amber – 8 Green - 7	56 clients Red – 15 (27 per cent) Amber – 17 Green - 24

*Source: Community Services MARAC data, ADC

Therefore the snapshot total of clients in Arun in the Red category (known to be rough sleeping) during the month of June each year was:



- 9 clients - in June 2016;
- 6 clients - in June 2017;
- 15 clients (27 per cent) - in June 2018

The Severe Weather Emergency Protocol (SWEP) is a further measure of rough sleeping in the district. SWEP involves voluntary measures to provide additional protection for rough sleepers during inclement weather. There are currently no statutory protections for people sleeping rough in England during severe weather. The provision of shelter is not a statutory duty, even when conditions are life-threatening. However, there is a humanitarian obligation on local authorities to do all they can to prevent deaths on the streets, and for their partners and the public to support these efforts.

The SWEP guidance is provided for local authorities by Homeless Link. Arun complies with this advice to make available additional support for rough sleepers during the winter months. Through SWEP, Arun aims to prevent excess winter deaths. But the Council also takes the opportunity to work through its partners to engage with SWEP clients, particularly the 'entrenched' rough sleepers, in order to end their homelessness on a more permanent basis.

The SWEP guidance for local authorities is provided by Homeless Link and has two main aims:

- To ensure that no one dies on the streets during severe weather;
- To ensure that every effort is made to engage individuals with support services during the winter months

The guidance includes sharing good practice examples from other areas, and covers matters such as risk management, staffing and effective partnership-working. It also helps local authorities with a definition of 'severe weather'. Local authorities are advised to proactively identify any weather that could increase the risk of serious harm to people sleeping rough and put measures in place to minimise this. This includes extreme cold, wind and rain.

In many local authorities, SWEP provision is been triggered when the temperature has been forecast at zero degrees or below for three days. In Arun, a common sense approach has been taken, providing SWEP as soon as there is an indication of cold weather, rather than waiting for a three-day forecast.

In Arun, the SWEP criteria are agreed at the start of each winter by the Housing team and their SWEP provider, Stonepillow, so that there is a clear understanding of when SWEP should be operational.

Arun's SWEP has been in operation during the last 6 winters since 2012/13 at the Glenlogie basement, in Clarence Road, Bognor Regis. Since 2013/14 SWEP has been provided alongside and in addition to Stonepillow's year-round night hostel provision at Glenlogie.

The growth in demand for SWEP during the winter of 2016/17 led to new partnership discussions between Arun, Stonepillow and the neighbouring Roman Catholic Church, in preparation for the SWEP arrangements for the winter of 2017/18.

As a result, additional SWEP bed spaces were made available in 2017/18 at the church hall of Our Lady of Sorrows Church, adjacent to Glenlogie in Clarence Road, Bognor Regis. The church hall was made available as an overspill facility for SWEP clients. Clients continued to use the bathroom, laundry and dining facilities in Glenlogie but would bed-down in the church hall after the evening events had concluded in the hall. They were always accompanied by an appropriate ratio of Stonepillow's overnight staff.

The cost of SWEP provision has been negotiated between Arun & Stonepillow on an annual basis, based upon the additional costs of staffing that would be incurred by Stonepillow in order to provide SWEP.

The increase in SWEP charges between 2016/17 and 2017/18 were a result of the changes in employment legislation and wage requirements. The number of staff was doubled in 2017/18 on the nights when the number of SWEP clients would require additional staff to be based in the church hall.

	Winter 2013/14	Winter 2014/15	Winter 2015/16	Winter 2016/17	Winter 2017/18
Total no. of SWEP nights provided	0 [mild winter]	8	17	19	29 [18 without overflow in church hall; 11 with overflow in church hall]
Total clients assisted by SWEP	0	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	47
... number of female clients	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	5
... number of	Data not	Data not	Data not	Data not	0

	Winter 2013/14	Winter 2014/15	Winter 2015/16	Winter 2016/17	Winter 2017/18
under 18 years	collected prior to 2017/18	collected prior to 2017/18	collected prior to 2017/18	collected prior to 2017/18	
... number of under 25s	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	0
... EU & not eligible for stat assistance	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	17
... EU and eligible for statutory assistance	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	1
... moved to stable accomm. after SWEP	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	Data not collected prior to 2017/18	13
Cost of SWEP per night	£70	£76.50	£78.22	£94.10	£192.26 [without overflow - if less than 6 SWEP clients] £431.04 [with overflow - if 6 or more SWEP clients]
TOTAL SWEP cost for each Winter	0	£612	£1595.69	£1787.90	£8202.12 [18 x £192.26 = £3460.68 11 x £431.04 = £4741.44]

*Source: Arun SWEP data, Stonepillow

12.5 Homelessness trends & cohorts

The data from statistics reported via P1E for the three years leading up to the implementation of the Homelessness Reduction Act gives an overview of the homelessness trends for the district:

Homeless decisions*	2015/16	2016/17	2017/18
Not homeless	347	466	530
Not eligible	7	4	4
Non Priority	73	66	79

Intentional	31	19	25
Accepted duty	229	220	204
Total decisions made	774	775	742

*source: P1E, MHCLG

- Arun accepted a 'main' homelessness duty for approximately one third of households who approached the Council as homeless or threatened with homelessness within 28 days
- But a growing percentage, over 50%, were found to be not-homeless after the Housing team carried out an early intervention or prevention activity
- Most households who were found to be in Priority Need for housing were households with dependent children or a pregnancy
- Although there was a significant minority of Priority Need decisions for singles/couples without dependent children, for reasons of age, physical or mental health or other vulnerabilities
- A minority of homelessness applications were from non-UK households, and less than 10% of homeless acceptances were to EEA households

The rough sleeping data provides insight into the cohorts who are either sleeping out, or are part of the wider street community or making use of services aimed at the single homeless and vulnerably housed:

- There are very few young adults under the age of 25 found to be sleeping rough in the district
- However, there is a significant minority of female rough sleepers or members of the street community who may be particularly vulnerable
- A minority of rough sleepers are non-UK nationals

The experiences of Arun's partner organisations also help us to understand the homelessness picture in Arun:

- The Salvation Army weekly breakfast club in Bognor Regis provides meals, clothing and other practical assistance for a significant number of non-UK nationals who may not be homeless but may be accommodated in shared housing (Houses in Multiple Occupation) or vulnerably housed in the horticulture industry in the district
- Stonepillow reported approximately one third of SWEP clients in the winter of 2017/18 were non-UK clients who did not have recourse to public funds
- Turning Tides (formerly Worthing Churches Homeless Project) assists a significant number of female clients on a regular basis at their Littlehampton

hub. They organise women-only support groups and have created links with Amber House for women who may be at risk of domestic abuse

13. The causes of homelessness

Becoming homeless is often the result of several adverse life events occurring within a short period, combined with insufficient means to maintain or obtain accommodation and a lack of adequate or available support.

This homelessness review considers the various causes and contributory factors of homelessness in order to inform the objectives of Arun's Housing & Homelessness Strategy and Action Plan.

13.1 The main causes of homelessness in Arun:

The two main reported causes of homelessness for clients who approach Arun district Council for assistance are:

- Eviction by parents, family or friends
- Section 21 Notice served by private landlord

During the last 2 years the number of approaches to Arun for these reasons was as follows:

	Q1 2016/17 (April- June)	Q2 2016/17 (July to Sept)	Q3 2016/17 (Oct to Dec)	Q4 2016/17 (Jan to March)	Total 2016/17
Homeless duty accepted for those evicted by parent/ family/ friends*	17	13	9	28	67
Homeless duty accepted for those served with Section 21 Notice by L/L*	21	25	29	19	94
Out of total homeless presentations*	211	183	194	187	775

*Source: P1E, MHCLG

	Q1 2017/18 (April-	Q2 2017/18 (July to	Q3 2017/18 (Oct to	Q4 2017/18 (Jan to	Total 2017/18

	June)	Sept)	Dec)	March)	
Homeless duty accepted for those evicted by parent/ family/ friends*	11	20	13	13	57
Homeless duty accepted for those served with Section 21 Notice by L/L*	20	19	23	19	81
Out of total homeless presentations*	174	201	173	194	742

*Source: P1E, MHCLG

14. The impact of external factors on homelessness

It is important for local housing authorities to understand the causes and contributory factors to homelessness. The Homelessness Reduction Act places a new duty on Councils to undertake an assessment of the housing and support needs of every client who is homeless or threatened with homelessness within 56 days and to provide them with a Personalised Housing Plan setting out the planned actions that will be undertaken by both the client and the Council to address these issues.

Therefore it is essential to understand the particular contributory factors that have resulted in each client's particular homelessness situation. This will assist housing advisers in their engagement with each client, setting objectives to intervene in their homelessness and obtaining the commitment of partner organisations to work collaboratively with the Council to tackle it.

14.1 Welfare Reform

Poverty and reduced income as a result of unemployment or ill-health are major contributory factors to homelessness. Those in receipt of welfare benefits are likely to have difficulty saving sufficient money to provide a cash deposit or the first month's rent in advance for private rented accommodation and certainly would struggle to save a deposit required as part of a mortgage agreement. They are unlikely to have the safety net of readily available finances to respond to unplanned circumstances or personal crises.

The uncertainty of income from welfare benefits can be a barrier to steady rent payments. This is particularly the case if Housing Benefit changes as a result of fluctuations in income, and clients who move from individual benefits to monthly payments of Universal Credit may struggle to manage their household income and outgoings if they had become used to fortnightly benefit payments.

Some private sector landlords, their letting agents and some Registered Providers of affordable rented social housing will specify letting criteria for potential tenants. They may specify the required level of income for their property and may exclude potential

tenants who are in receipt of welfare benefits. These landlords may wish to be assured of their rental income, without the difficulty of collecting overdue rent or the expense of legal proceedings to collect any rent arrears.

Although the incidences of homelessness specifically affected by welfare reform have not been recorded within homelessness P1E data, in Arun we have experienced an increase in recent years of the number of clients who have found themselves in financial difficulties as a result of changes to welfare benefit entitlements. For example, 203 households across Arun were affected by the Benefit Cap restrictions from 2016. Many were able to adjust their circumstances to manage the change in income but for a minority of households the change led to difficulties in managing household expenses.

14.2 Changes in employment / wages

Fluctuating income and uncertain wages, which may be the result of zero-hour contracts or self-employment, may prevent householders from making planned and regular rent or mortgage payments. Households where there is only one regular income, or where wages are subject to change as a result of shift work, seasonal changes or bonus/overtime payments may be vulnerable to homelessness if regular rent or mortgage payments cannot be sustained, or other household bills cannot be met.

Employability can be impacted by educational achievement and social class, limiting the employment opportunities which are available to different cohorts or in different geographical regions. Changes in national and economic policy can bring changes to employment status in particular industries and areas, leading to the need for re-training or relocation to maximise new employment opportunities.

Rates of pay in the Arun district are much lower than the south-east average, with many roles paid only at the minimum wage of £7.83 per hour.

Average pay in Arun compares poorly to the averages within the other districts and boroughs within West Sussex, from data collated in 2015:

Local authority	Average weekly wage*
Arun	£316



Chichester	£346
Adur	£366
Worthing	£382
Horsham	£405
Mid Sussex	£418
Crawley	£536

*Source: Annual Survey of hours & earnings, Office of National Statistics 2015

Lower than average wages for workers in Arun gives additional challenges to the affordability of accommodation.

Arun's P1E homelessness data provides evidence of the incidences of homelessness caused by rent arrears, and whether this was found to be the fault of the applicant, due to wilful non-payment, or whether the applicant was found to not be at fault due to other external factors.

	2015/16	2016/17	2017/18
Unintentionally homeless due to rent arrears*	8	1	6
Intentionally homeless due to rent arrears* (private rented tenancies)	31	20	25
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

14.3 Sudden changes in personal circumstances

Sudden and unplanned changes in personal circumstances may increase the risk of homelessness. These events may impact directly on the individual's ability to work and earn, and this can be for an unknown duration. They can also have an indirect impact on the ability to cope psychologically or to manage the additional stress of the change in circumstances. It may also mean that individuals are unable to seek or engage with services when support or advice is needed.

The P1E data records homelessness caused by a non-violent break-up of relationship:

	2015/16	2016/17	2017/18
Homelessness caused by ending of relationship (non-violent)*	1	18	17
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

14.4 Violence or harassment (including Domestic Abuse)

Victims of violence or abuse or may be forced to remove themselves from their home area, as a result of the fear of repeated incidents or of reprisals by the perpetrator if reports are made to the Police. Victims may relocate to another town or region where the perpetrator(s) are unlikely to trace them. This can have a significant impact (mental, emotional, physical, social and financial) on the individual survivor and their family/children.

Homelessness data regarding victims of violence or harassment can include the violence or threats between criminal gangs, as well as incidents perpetrated within a domestic / family relationship.

The growth in drug-based gang violence in London is starting to have an effect on homelessness in Arun as a small number of victims flee the capital to remove themselves from the threat. During the last 3 financial years there has been a steady increase in reported threats and violence in non-domestic settings, leading to homelessness approaches in Arun, although these figures are still lower than reported cases of homelessness as a result of Domestic Abuse.

	2015/16	2016/17	2017/18
Homeless duty accepted for victims of violence or harassment (non-domestic)*	7	8	9
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

	2015/16	2016/17	2017/18
Homeless duty accepted for victims of domestic violence*	13	12	12
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

Women's Aid defines domestic abuse as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It is very common. In the vast majority of cases it is experienced by women and is perpetrated by men.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical or sexual abuse

- Financial abuse
- Harassment and stalking
- Online or digital abuse

In Arun, victims of domestic abuse who are at risk in their current home, or have become homeless because of fleeing an abusive situation, can be supported to take injunctive action or security measures to remain or return to their home; or assisted to secure alternative accommodation away from the perpetrator; or may require supported accommodation in a refuge, either within the district or relocated to a different local authority area.

14.5 Leaving prison, hospital or local authority care

	2015/16	2016/17	2017/18
Homeless duty accepted for those leaving prison*	3	0	1
Homeless duty accepted for those leaving hospital*	2	0	1
Homeless duty accepted for those leaving LA care*	0	2	1
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

The risk of homelessness can be greater for people who are released or discharged after a period of time in prison or hospital, during which any previous accommodation may have been lost or any previous family or social relationships may have deteriorated.

This also includes previously looked-after children (care leavers) who have not had family support during some or all of their childhood.

In all cases, effective homelessness prevention can be achieved during the transition period leading to the departure date. Exit dates from institutions such as prison, and the date that a young person reaches the age of 18, can be known many months or years in advance. Therefore, arranging appropriate housing arrangements before release should be achieved early enough to prevent homelessness.

The West Sussex Care Leavers' Protocol prevents unplanned homelessness for young people leaving the County Council's local authority care at age 18, or age 21 if they remain in education. From April 2018, changes to the government's 'Keep on Caring' strategy gave care leavers the entitlement to remain supported by the local authority up to the age of 25, if required. The county-wide Protocol establishes agreed communication and liaison between the Care Leaving team at WSCC and the local housing authority to work proactively to achieve housing solutions for young

people leaving care and to continue to provide housing-related support up to the age of 25 where appropriate.

The Duty to Refer became a legal obligation from October 2018, as part of the Homelessness Reduction Act. It places a duty on organisations such as prisons, hospitals and the care-leaving teams to notify the local housing authority in advance of a client becoming homeless from their service. Its aim is to provide the local authority with the maximum opportunity to engage with the client and work with them to secure an accommodation solution, to prevent them becoming homeless on their release/departure date.

14.6 Leaving the Armed Forces

Service in the Armed Forces and the changes as a result of leaving the Service can put a strain on family relationships, which may lead to separation or divorce. Ex-members of the Armed Forces may have a lack of experience in dealing with everyday finances which can impact sustainment of their accommodation. Mental health problems, including PTSD as a result of their service history, can increase the risks of addiction and unemployment, which may lead to homelessness.

The Ministry of Defence puts support and advice in place for serving members of the Armed Forces towards the end of their service. The Duty to Refer will also apply to the Armed Forces to refer any personnel to the local housing authorities if they are at risk of homelessness after discharge from the Armed Forces.

The Arun Allocation Scheme gives additional priority on the housing register to ex-Armed Forces personnel who need to be accommodated on discharge as a result of a medical condition or disability sustained during their service. The additional priority also applies to a bereaved partner/spouse of Armed Forces personnel made homeless as a result of their loss.

In the last 3 years there were no recorded homeless acceptances for ex-Armed Forces personnel in Arun. Local authorities with closer links to one of the Services are more likely to be impacted by this cause of homelessness.

	2015/16	2016/17	2017/18
Homeless duty accepted for those leaving the Armed Forces*	0	0	0
Out of total homeless presentations*	789	765	742

*Source: P1E, MHCLG

14.7 Substance misuse

Problems with drugs or alcohol can contribute to homelessness when they lead to financial difficulties or impact the ability to sustain employment.

In Arun, a snapshot picture of the street community clients discussed at the Arun Street Community MARAC in June 2018 indicate very high levels of drug dependence: 28 (50%) of the 56 cases discussed at that monthly MARAC had known drug dependence issues, whereas only 5 of the 56 clients had known alcohol dependence.

The applicants who seek advice and assistance from Arun district council because they are at risk of homelessness, or have already lost their home, report lower levels of substance misuse than those who are already living some or all of their lives on the streets.

14.8 Mental ill-health

Of course substance misuse and mental health issues are not inter-dependent or caused by the same issues. However, being homeless is incredibly stressful. There is also a high prevalence of mental health problems amongst the street homeless population. It is not uncommon for those traumatised by homelessness to seek solace in drugs or alcohol.

A snap-shot review of the same 56 clients discussed at the Arun Street community MARAC in June 2018 showed that 11 of the 56 clients had a known or diagnosed mental health condition. However, a significant number of the remaining 45 clients displayed chaotic or complex behaviour which could be linked to their drug-use or could be due to an undiagnosed mental health condition.

14.9 The lack of available, affordable & suitable accommodation

It is not solely an issue of accommodation being available for occupation. Accommodation must also be affordable so that it can be sustained and it must be in a location where the household can maintain their lives and have access to the services and amenities they require: including education and transport facilities as well as employment opportunities which match the market value of the rental or property prices.

15. Resources for the Prevention of homelessness

In reviewing the resources that are available to Prevent homelessness, we have considered:

- Resources available to Arun District Council
- Resources provided by partner organisations
- Ways to 'upstream' homelessness prevention activities

15.1 Arun's activities & services for homelessness prevention & relief

Arun's statutory services for homelessness prevention & relief are undertaken within the Housing Options team. They aim to provide early intervention for households who are already homeless (Relief services) or who are threatened with homelessness in the next 56 days (Prevention services).

Clients can self-serve through Arun's website by completing an Initial Housing Assessment form, setting out their details and circumstances. There are also opportunities to be assisted to complete this form by frontline staff at either the Civic Centre in Littlehampton, or the Town Hall in Bognor Regis.

The Initial Housing assessment will lead to an appointment with a Housing Options Officer at the earliest opportunity, when a detailed assessment of the client's housing and support needs is carried out. The Housing Options Officer will work with the client to set out this information in a Personalised Housing Plan, which will contain the tasks and responsibilities that the client is required to carry out, as well as those which will be undertaken by the Council.

The primary aim for the Housing Options team will be to prevent homelessness by helping the client to remain in their current accommodation. This might require negotiation with the client's landlord or family members; dealing with the risk factors associated with the current accommodation; and resolving issues such as rent arrears, breach of tenancy, behaviour issues, or disrepair/damage. Where possible the Housing Options team will overcome these issues, by negotiation, payment, client agreement or other solution so that the property owner / landlord / family member will continue to allow the client to remain living at the property, thus preventing homelessness. The sustainment of that accommodation may require ongoing support by a third party organisation, and/or the continued involvement of the Housing Options team as trouble-shooters of any future issues.

Where homelessness cannot be prevented by sustaining the current accommodation, the Housing Options team will explain the Council's 'offer' to clients.

This includes advice about the various tenures of accommodation which might be available to them, including making an application to the Arun Housing Register in order to apply for social or affordable housing; guidance about seeking private rented accommodation; the support available from Arun to secure private rented housing, including the Rent Deposit Bond scheme and Rent in Advance payments for those who need it.

15.2 Upstreaming homelessness prevention

The Duty to Refer will play an important role in providing the Council with notification at the earliest opportunity of clients who are at risk of homelessness when they engage with or access services with other agencies and organisations.

Even more effective homelessness prevention work will also involve interaction with client groups or cohorts who are at risk of homelessness, but are not yet engaged with relevant services. This would give the Council opportunities to intervene as early as possible and to 'upstream' the prevention activities.

This homelessness review has been undertaken before the implementation of the Duty to Refer. However the Housing & Homelessness Strategy 2018-21 will reflect the new Duty. The Strategy Action Plan will include tasks to take advantage of upstreaming prevention activities as a result of improved communication and referrals from other organisations.

15.3 Arun's Homelessness decision-making

The Homelessness Reduction Act 2017 has not changed the legislative basis of homelessness decision-making by local authorities, as set out in Part VI of the Housing Act 1996.

Housing Options Officers will continue to reach decisions on whether the Council's owes a 'main' duty to each homeless household, based on the five tests of homelessness:

- Eligibility
- Homelessness
- Priority Need
- Intentionality
- Local connection

However, the investigation into these 5 tests and the ultimate homelessness decision-making will take place after the 56 days duration of Prevention duty and as

part of the 56 days homelessness Relief duty, helping to determine the accommodation solutions that may be available to the client.

Prior to reaching a S.184 homelessness decision, it is the statutory duty of the local housing authority to carry out a full assessment of the client household's housing and support needs and to set these out with agreed actions in the client's Personalised Housing Plan (PHP).

Each client who is eligible for assistance by the nationality and is either already homeless or threatened with homelessness within 56 days, is entitled to receive the housing and support needs assessment and to receive a Personalised Housing Plan with agreed actions that they will undertake and that the Council will undertake on their behalf.

16. Specialist supported accommodation & resources for housing support

In reviewing the specialist supported accommodation and resources for provision of housing-related support, we have considered:

- The requirement to assess each client's support needs
- The supported accommodation provided across service providers, in particular for vulnerable groups
- The available accommodation within each tenure
- The proposals to increase the supply of accommodation

16.1 Resources for client support

The Homelessness Reduction Act requires local housing authorities to undertake an assessment of each client's support needs; to assess whether these needs are currently being met; and to set out in the Personalised Housing Plan the actions that will be taken by both the client and the Council to ensure appropriate and adequate support is available when homelessness is being Prevented or Relieved. It is understood that unless the client and the household's support needs are being met, they will struggle to sustain their next accommodation and are likely to repeat their cycle of homelessness.

16.2 Services provided by Stonepillow

The Stonepillow charity was formed in 1989, by a group of 20 church organisations from across the Chichester area, with the purpose to offer shelter, information and support to empower homeless & vulnerable individuals. The organisation's early

aims were to tackle homelessness across different age groups and needs by establishing a day centre; a night shelter; a hostel for young homeless; and some low-cost family housing. The plans for the latter two aims became subsumed into the targets for daytime and night time assistance. Services began initially in the Chichester district but soon expanded into Bognor and the west of the Arun district.

Stonepillow's main objective is to protect, improve and develop their services in West Sussex. The organisation aims to provide homelessness support services to homeless adult singles & couples (those without dependent children) in the Arun & Chichester areas. These adults may have Priority Need vulnerabilities but may have previously fallen outside statutory provision as a result of a previous adverse homelessness decision or because their behaviour and/or needs mean that statutory services are no longer available to them.

In Arun the charity's services include:

- The Bognor Regis daytime advice hub at the Glenlogie basement, Clarence Road, Bognor Regis operated by Stonepillow
- The Stonepillow Bognor Regis night hostel at Ellasdale Road, 24 hour accommodation for up to 16 adults, in individual bedrooms with en suite bathrooms
- The Stonepillow Recovery service (Sands) in Canada Grove, Bognor: 12 bed residential rehab for clients with drug/ alcohol problems
- The Stonepillow Restore project, High Street, Bognor Regis. Charity shop & social enterprise initiative, open for 7 days per week
- Severe Weather Emergency Provision (SWEP) each winter in Glenlogie basement with overspill into church hall next door.

Similar daytime and night hostel services as well as Restore and SWEP are operated by Stonepillow in Chichester, in liaison with Chichester District Council.

In autumn 2018 Stonepillow are currently reviewing their organisational Strategic aims and their future plans for their property portfolio. This is in the light of the proposed changes to WSCC's funding of the Housing Related Support Programme for April 2019 onwards. The over-riding aim of the Stonepillow Board of Trustees is to retain the night hostel provision in both Arun & Chichester, and to explore alternative funding streams to maintain levels of service for recovery and move-on to sustainable accommodation.

16.3 Services provided by Turning Tides (formerly Worthing Churches Homeless Project)

A Christian-based homeless charity called 'First Response' began to provide soup and clothing on the streets of Worthing during the winter of 1990/91, in response to a growing number of rough sleepers in the town. By early 1992 the charity had opened a temporary night hostel in a church hall in the centre of Worthing. Operating under the name Worthing Churches Homeless Project, it developed a small property portfolio during the mid-1990s by taking over ownership of buildings from other charities or by negotiating tenancies at a peppercorn rent. These included properties in Buckingham Road, Queens Road and Stoke Abbott Road in Worthing. During the 2000s the charity developed their homelessness provision in Worthing with additional accommodation for clients with alcohol or drugs addictions, called the Recovery Project, and an increasing focus on homelessness prevention, move-on accommodation and providing clients with opportunities to undertake meaningful work and participate in wider society.

Turning Tides services have developed in the east of the Arun district since 2015, with the provision of the Littlehampton Breakfast Club, renamed as Littlehampton Community Hub. The Hub is currently located at the United Church in central Littlehampton and operates on Mondays to Thursdays, offering a range of support and advice services. They also provide a women-only drop-in with partner Safe in Sussex on Fridays.

The service has a range of specialist staff including a Dual Diagnosis Worker supporting those with mental health and alcohol/drug addiction with appropriate personalised treatment; Community Inclusion Worker, employed to help clients to move onto their own accommodation; employment advice and training to help clients to prepare for the workplace; Advice and Assessment Worker to assist with those who are homeless to access accommodation services. Other agencies and services offer support at the Hub, including 'Care, Grow, Live (CGL)' for substance misuse; MIND for mental health services; and Pause, an organisation which supports women who have had multiple children removed to care.

Turning Tides aims to provide homelessness support services to homeless adult singles & couples (those without dependent children) in the Arun, Worthing, Horsham & Mid Sussex areas. These adults may have Priority Need vulnerabilities but may have previously fallen outside statutory provision as a result of a previous adverse homelessness decision or because their behaviour and/or needs mean that statutory services are no longer available to them.

During the year of 2017/18, WCHP provided services to the following number of clients in Arun, via the Littlehampton Community hub:

	2017/18					2018/19
	Q1	Q2	Q3	Q4	Total for the year	Q1
Individuals accessing Hub:	81	70	66	67	284	74
Male (%)	87%	70%	74%	72%	76%	70.3%
Female (%)	13%	30%	26%	28%	24%	29.7%
Number of times Breakfast Club accessed	920	1000	890	864	3674	1102
Number of new clients accessing the Hub	19	18	20	22	79	45
Number of clients moved into WCHP accommodation	3	2	2	1	8	0
Number of clients moved into PRS accommodation	9	4	0	1	14	31
Number of clients moved into other supported accomm. or TA	7	3	3	2	15	2
Number of clients who are rough sleeping	14	12	3	5	34	10
Number of clients who are insecurely housed	16	14	16	13	59	50
Women-only Group	4	3	3	11	21	4

*Source: WCHP

16.4 Services provided by Bognor Housing Trust

Bognor Housing Trust provides high quality, short-term supportive housing for 25 single homeless people in single rooms within shared housing in Bognor Regis. The organisation aims to support their clients to move on to more independent, suitable accommodation that meets their needs. They offer low to medium housing related support, currently funded in part by the WSCC Housing Related Support Programme.

The support includes 1:1 support with an allocated keyworker and support in accessing external services such as claiming welfare benefits, developing skills in job searches & CV writing and gaining skills to be tenancy-ready for independent living.

16.5 Services provided by the Salvation Army

The Salvation Army is an international Christian church and charity. They provide have community-based services in Canada Road, Bognor Regis which includes a breakfast Drop-in for one day per week, on Tuesdays. The service is well used by homeless and vulnerable individuals, not necessarily those who are street homeless but by those who are pleased to receive a free hot meal and a change of clothes without a requirement to engage or disclose personal details.

The Salvation Army have found that their weekly breakfast drop-in has become a focus for non-UK clients, mainly those from Eastern Europe who may be struggling to manage despite being accommodated and possibly with low-paid employment.

16.6 Services provided by Safe in Sussex

Previously known as Worthing Women's Aid, the organisation was re-launched as Safe in Sussex in 2013.

The organisation provides education and awareness of domestic abuse as well as offering a safe & confidential service for anyone who may be a victim of domestic abuse by a partner or family member. It serves communities across Sussex and the south coast, with 3 refuges with accommodation for up to 19 families.

The supported accommodation is intended to be a short-term solution, while keyworkers provide support for the clients to move on to independent and sustainable settled accommodation.

The services provided by Safe in Sussex may be subject to review as a result of the changes in funding of WSCC's Housing Related Support Programme.

16.7 Street Community Outreach Keyworkers

Arun facilitates two Outreach keyworker roles, which are financed by external sources of funding. Both posts are line-managed within the Arun Community Services team, but the staffing costs for one post are met by the Safer Arun Partnership and for the other post by the DCLG Rough Sleeper Fund provision in 2016.

The Outreach Keyworkers each hold a very small caseload of up to 7 clients, referred to them from the Arun Street Community MARAC, the purpose of the role is to engage with street community clients, working with them to reduce the risks of rough sleeping, crime & anti-social behaviour, substance misuse and alcohol



dependence, and physical & mental health issues. In some cases securing an accommodation solution can be the key to stabilising behaviour and support needs, along a Housing First model of pulling in the necessary support and advice once the client is securely housed.

17. General needs accommodation

17.1 Social & affordable housing allocation

Just under 6,000 households were recorded as living in social rented accommodation in the 2011 census (Housing Needs Evidence Report 2016, by consultants GL Hearn).

The allocation of social housing is regulated by housing legislation: it is a statutory requirement of all local housing authorities to hold a housing waiting list and to have a published Allocation Scheme which sets out the criteria by which social housing will be allocated to households in their local authority area.

Social housing, particularly housing that is let at social rent levels, which may as low as 50 per cent of market rents, is a scarce and highly-sought-after resource. Allocations of social housing in Arun are managed via the Arun Housing Register (waiting list). Available Council properties and those belonging to partner housing associations (Registered Partners) are allocated according to the waiting list criteria of the Arun Allocation Scheme, which prioritises applicants according to the severity of their housing need, as well as the length of time that they have waited. The Allocation Scheme must have regard to relevant housing and homelessness legislation and must not unlawfully discriminate against any vulnerable or protected groups, as set out in Equality Act legislation.

The number of social housing allocations during recent years has been as follows:

Financial year	2014/15	2015/16	2016/17	2017/18
Arun Council housing lettings*	284	328	270	275
Housing Association lettings in Arun	74	100	82	41
TOTAL social housing lettings per year in Arun	358	428	352	316

*Source: QL Housing system, ADC

By contrast the number of applicants on the Arun Housing Register, waiting for social housing, at October of the last two years has been as follows:

Financial year	2016/17	2017/18
No. on housing register	1149 (as at 1.10.16)	1315 (as at 1.10.17)
In Band A	112	73
In Band B	192	249
In Band C	840	992

*Source: QL Housing system, ADC

Property size and type:

Social housing is allocated according to the size of the household to ensure properties are used as effectively as possible to meet housing need, and to avoid overcrowding or under-occupation. The Allocation Scheme applies the following size criteria:

Property size	Suitable household size
Bedsit	Single person or a couple
1 bedroom	Single person or a couple
2 bedroom	households with 1 child, or households with 2 children, or a couple with a medical need for separate bedrooms
3 bedroom	Households with 2 children of different gender where one or both is over 10 years, or households with up to 4 children of different gender aged 10 years or under, or households with up to 4 children of the same gender aged 16 or under
4 bedroom	(This includes 3 bed properties with 2 reception rooms, one of which may be used as a 4th bedroom) households with 4 or more children, with at least 1 child aged 10 or under without a sibling of 10 or under, or households with 4 or more children aged 11 to 16 without a sibling of the same gender, or

Property size	Suitable household size
	households with 4 or more children with at least one child aged over 16
5 bedroom (This includes 4 bed properties with 2 reception rooms, one of which may be used as a 5th bedroom)	Households with 5+ children

*Source: Arun's Allocation Scheme, updated 2018

Down-sizing transfers are encouraged for households who no longer need their current property size, by means of an under-occupation incentive scheme, offering a £1500 incentive payment to tenants who agree to move to the right-size property, freeing up the larger home for a household who need it.

In the 5 years since Arun's under-occupation incentive scheme started, a total of 65 down-sizing moves have been facilitated, as follows:

Year	No. of down-sizing moves
2013/14	6
2014/15	15
2015/16	19
2016/17	13
2017/18	12
TOTAL	65

*Source: QL Housing system, ADC

Arun owns housing stock of a range of property types, as follows (as at 31 August 2018):

Dwelling type	Rented	Shared Ownership	Leasehold	Total
Bedsit	169	-	1	170
Bungalow	356	1	-	357
House	1240	31	-	1271
Flat	1460	13	406	1879
Hostel	33	-	-	33
Maisonette	80	-	47	127
Dwellings Total	3338	45	454	3837
Garages	834	-	-	834
Grand Total	4172	45	454	4671

*Source: QL Housing system, ADC

The difference between the available social housing properties (between 300-400 per year) compared to homelessness demand (more than 700 approaches to the Housing Options team) and the number on the housing register (currently almost

1000), means that a significant number of applicants will be unsuccessful in obtaining social housing.

Therefore the social housing tenure alone cannot meet the housing need of households in the Arun district. Those in housing need are required to consider other housing tenures and other routes to sustainable accommodation.

17.2 Private rented sector

In the 2011 census, just over 10,000 households were recorded as living in the private rented sector (Housing Needs Evidence Report 2016, by consultants GL Hearn). The challenge for those who are seeking private rented accommodation in Arun is to find a property which is affordable and free from hazards.

The Local Housing Allowance (maximum Housing Benefit that will be paid towards the rent) remains set at 2012 levels and has not kept pace with the inflation of rent levels, which have grown in proportion to the wider housing market:

Property size	Average rent charge per month	Maximum HB payable per month
Shared accommodation	£505.00	£299.69
1 bedroom	£650.00	£520.26
2 bedroom	£850.00	£663.09
3 bedroom	£1100.00	£802.92
4 bedroom	£1300.00	£1066.00

This means that many households will have to make a significant additional contribution on top of any Housing Benefit entitlement in order to pay the market rent of a private sector property, even if they would otherwise be entitled to full Housing Benefit in social housing. For households where one or more person is employed, the rent costs can be very high in ratio to local wages.

In the financial year 2017 /18 the Housing Options team assisted 122 households who were homeless or threatened with homelessness to secure accommodation in the private rented sector. This was by way of a Rent Deposit Bond and/or Rent in Advance payment.

A further number of homeless clients were provided with advice about obtaining private rented accommodation, but did not require a Bond or financial assistance. The exact data on the number of Housing Options clients who self-financed into private rented housing has not been recorded up until April 2018, but this data forms

part of the hcllc data collection from April 2018 onwards, and therefore will be available for reporting in the future.

17.3 Owner-occupation

The main housing tenure in Arun is owner-occupation. Just under 50,000 households were declared to be in that tenure in the 2011 census, representing approximately 75 per cent of the total 67,000 households across the district (Housing Needs Evidence Report 2016, by consultants GL Hearn).

The average house price in the district is £286,000 (at June 2018), with the average price of a terrace house at £242,000 (at June 2018) and the average price of a flat at £169,000 (at June 2018). The average private sector rent for a 2 bedroom property in June 2018 is £818 per calendar month.

The ratio between house prices in the district and average incomes mean that for many households it will never be possible to enter the home ownership tenure. The requirement to save a sufficient proportion of the house price as a cash deposit makes it unobtainable for many, even if their regular monthly income was adequate to meet mortgage repayments.

17.4 Help to Buy & shared ownership schemes

Low cost home-ownership schemes are supported by central Government funding and usually managed by Registered Partner.

The Help to Buy scheme helps first time buyers who wouldn't otherwise be able to afford a property in the housing market and is available to households whose annual household income does not exceed £60,000. Applicants must have access to savings of approximately £4000 to cover the initial costs of buying a home.

18. Gaps in Services

The cross-section of supported accommodation and housing related support set out in this Homelessness Review highlights where there are gaps in services.

Most notably, medium to high level mental health support and housing needs cannot be met by many of these service providers. This is often because the accommodation is set in a shared housing model, where the behaviour and needs of clients with medium to high mental health issues can have a detrimental impact on the well-being of other clients. Also many supported accommodation services do not include a 24 hour staffing resource.

In addition much of the available supported accommodation lacks suitable provision for those with mobility issues or those who require wheelchair accessible housing.

A review of the services provided by statutory and third sector organisations in Arun, demonstrates the availability of supported accommodation that is available within Arun to meet the housing needs of vulnerable client groups as follows:

	Elderly	Physical Disability	Learning Difficulties	Mental Health Issues	Substance Misuse	Domestic Abuse	Ex-Armed Forces	Ex-Prisoners
ADC - TA	Y	N	Y (low level only)	Y	N	Y	Y	Y
ADC - general needs	N	N	N	N	N	Y	N	N
ADC - sheltered	Y	Y	Y	Y (low level only)	N	Y	Y	Y
Stonepillow	Y	N (not in Arun)	Y	Y (low level only)	Y	N	Y	Y
WCHP	Y	N	Y	Y	Y	N	Y	Y
Salvation Army	N	N	N	N	N	N	N	N
Bognor Housing Trust	Y	N	Y	N	N	N	Y	Y
Sanctuary	Y	N	Y	Y (low level only)	Y	N	Y	Y
Home Group	Y	N	Y	Y (low level only)	Y	N	Y	Y
Safe in Sussex	Y	Y	Y	Y (low level only)	Y	Y	Y	Y
Outreach Keyworkers	N	N	N	N	N	N	N	N

Housing-related support is provided (without accommodation) within Arun to meet the support needs of vulnerable client groups as follows:

	Elderly	Physical Disability	Learning Difficulties	Mental Health Issues	Substance Misuse	Domestic Abuse	Ex-Armed Forces	Ex-Prisoners
Stonepillow	Y	N (Except The Lodge - Chichester)	Y	Y	Y	N	Y	Y
WCHP	Y	N	Y	Y	Y	N	Y	Y
Salvation Army	N	N	N	N	N	N	N	N

	Elderly	Physical Disability	Learning Difficulties	Mental Health Issues	Substance Misuse	Domestic Abuse	Ex-Armed Forces	Ex-Prisoners
Bognor Housing Trust	N	N	Y	Y (low level only)	Y	N	Y	Y
Sanctuary	Y	N	Y	Y (low level only)	Y	N	Y	Y
Home Group	Y	N	Y	Y (low level only)	Y	N	Y	Y
Safe in Sussex	Y	Y	Y	Y (low level only)	Y	Y	Y	Y
Outreach Keyworkers	Y	Y	Y	Y	Y	Y	Y	Y

19. Summary of Homelessness Review

This Homelessness Review considers the Arun P1E data and rough sleeping data collected for the last 3+ years.

It demonstrates the high levels of homelessness demand for housing advice and assistance from the Council and the challenges of the lack of suitable and affordable accommodation within the district.

The Review sets out the work undertaken by the Council to address and meet homelessness demand, as well as the services and resources provided by partner organisations working in Arun and in neighbouring authorities. It demonstrates the extent to which the housing and support needs of clients who are homeless or threatened with homelessness are being met and the gaps in services.

This Homelessness Review helps to set the objectives and tasks that will be required in the Housing and Homelessness Strategy to increase the supply of homes across all tenures; to Prevent & Relieve homelessness; to improve housing conditions across all tenures; and to create sustainable communities to meet the needs of all residents.