

# Homelessness Prevention and Relief: England 2009/10

## Experimental Statistics

- In 2009/10, a total of **165,200 cases of homelessness prevention or relief** are estimated to have taken place outside the statutory homelessness framework in England. Of these cases 140,900 (85 per cent) were preventions and 24,300 (15 per cent) were cases of relief.
- **61 per cent** of cases of homelessness prevention and relief involved the household being assisted to obtain alternative accommodation. The remaining **39 per cent** involved the cases being assisted to remain in their existing home.
- The most common action taken by authorities and partner organisations to assist households in obtaining alternative accommodation was the use of landlord incentive schemes to secure private rented sector accommodation (**36 per cent of the cases assisted in obtaining alternative accommodation**).
- The most common action taken to enable households to remain in their own home was assistance to remain in the private or social rented sector, which accounted for **21 per cent of the cases who remained in their own home**.
- Homelessness prevention and relief activity varies across the regions. London had the highest rate of cases of preventions and relief with 10.3 cases per 1,000 households. The West Midlands had the lowest rate of 4.9.
- For the first time, estimates have been made for missing local authority data and thus the figures in this release have been grossed up to be nationally representative of all local authorities in England.

26 August 2010

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# housing

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## Introduction

This annual release presents experimental official statistics on homelessness prevention and relief in England that took place outside the homelessness statutory framework in 2009/10. This is the second year figures on homelessness prevention and relief have been published by Communities and Local Government.

**Homelessness prevention** means providing people with the ways and means to address their housing and other needs to avoid homelessness. **Homelessness relief** is where an authority has been unable to prevent homelessness but helps someone to secure accommodation, even though the authority is under no statutory obligation to do so. Under the *Homelessness Act 2002*, local housing authorities must have a strategy for preventing homelessness in their district. The strategy must apply to everyone at risk of homelessness, not just people who may fall within a priority need group for the purposes of Part 7 of the Housing Act 1996.

Communities and Local Government encourages local authorities to offer **prevention** assistance to everyone who seeks housing assistance and considers they are at risk of homelessness in the near future, including single person households and others who may not appear to the authority to fall within a priority need category.

Additionally, authorities are encouraged to take steps to **relieve** homelessness in cases where someone has been found to be homeless but is not owed a duty to secure accommodation under the homelessness legislation. These are cases where someone is found to be homeless but not in priority need and cases where someone is found to be intentionally homeless.

Further information can be found in the background section, towards the end of the release.

## Results

### A - Total cases of homelessness prevention and relief, England, 2009/10

An estimated total of **165,200** cases of homelessness prevention or relief took place outside the statutory homelessness framework in England during 2009/10. In this release 'cases' refers to households or individuals.

Of these cases, **140,900 (85 per cent)** were preventions and **24,300 (15 per cent)** were cases of relief.

For the first time, estimates have been made for missing local authority data and national figures are representative of all local authorities in England. National figures for 2008/09 were published as reported by local authorities and did not contain estimates for missing data, thus are not directly comparable with the 2009/10 England estimates in this release.

Further information about response rates in each year can be found in the "data source and quality" section on page 12 of this publication.

### B – Outcome and type of homelessness prevention and relief, England, 2009/10

Data are also collected on the way in which homelessness was prevented or relieved.

Homelessness prevention helps cases avoid homelessness by either;

- (i) assisting them to obtain alternative accommodation or;
- (ii) enabling them to remain in their existing home.

Homelessness relief helps cases who are already homeless by assisting them to obtain alternative accommodation.

**Table 1 – Outcome of homelessness prevention and relief, 2009/10**

Quarter	Total cases of <u>prevention and relief</u>	Total cases of <u>relief</u> assisted to obtain alternative accommodation	% of grand total	of which prevention cases where household					
				Total cases of <u>prevention</u>	% of grand total	assisted to obtain alternative accommodation	% of <i>prevention total</i>	able to remain in existing home	% of <i>prevention total</i>
Apr - Jun	38,500	6,200	16%	32,300	84%	18,100	56%	14,100	44%
Jul - Sep	40,600	6,300	16%	34,200	84%	19,000	56%	15,200	44%
Sep - Dec	40,800	5,700	14%	35,100	86%	19,000	54%	16,100	46%
Jan – Mar	45,400	6,100	13%	39,300	87%	20,300	52%	19,000	48%
<b>Total</b>	<b>165,200</b>	<b>24,300</b>	<b>15%</b>	<b>140,900</b>	<b>85%</b>	<b>76,500</b>	<b>54%</b>	<b>64,400</b>	<b>46%</b>

**Table 2 – Type of homelessness prevention and relief, 2009/10**

<b>Case assisted to obtain alternative accommodation, in the form of:</b>	<b>Total no. of cases prevention and relief</b>	<b>%</b>	<b>% Grand Total</b>
Hostel or House in Multiple Occupation (HMO)	9,500	9%	6%
Private rented sector accommodation with landlord incentive scheme	36,200	36%	22%
Private rented sector accommodation without landlord incentive scheme	14,500	14%	9%
Accommodation arranged with friends or relatives	5,200	5%	3%
Supported accommodation	11,600	11%	7%
Social housing - management move of existing LA tenant	1,200	1%	1%
Social housing - Part 6 offer of LA accommodation or nomination to Registered Social Landlord (RSL)	17,000	17%	10%
Social housing - negotiation with an RSL outside Part 6 nomination arrangement	2,600	3%	2%
Low cost home ownership scheme, low cost market housing solution	200	0%	0%
Other	2,900	3%	2%
<b>TOTAL</b>	<b>100,800</b>	<b>100%</b>	<b>61%</b>

<b>Case able to remain in existing home, as a result of:</b>	<b>No. of cases of prevention</b>	<b>%</b>	<b>% Grand Total</b>
Mediation using external or internal trained family mediators	4,000	6%	2%
Conciliation including home visits for family or friend threatened exclusions	5,800	9%	4%
Financial payments from a homeless prevention fund	1,900	3%	1%
Debt advice	5,400	8%	3%
Resolving housing benefit problems	5,300	8%	3%
Resolving rent or service charge arrears in the social or private rented sector	3,700	6%	2%
Sanctuary scheme measures for domestic violence	5,200	8%	3%
Crisis intervention - providing emergency support	2,300	4%	1%
Negotiation or legal advocacy enabling household to remain in private rented sector	6,600	10%	4%
Assistance enabling household to remain in private or social rented sector	13,700	21%	8%
Mortgage arrears interventions or mortgage rescue	3,600	6%	2%
Other	6,800	11%	4%
<b>TOTAL</b>	<b>64,400</b>	<b>100%</b>	<b>39%</b>

<b>GRAND TOTAL</b>	<b>165,200</b>	<b>100%</b>
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Table 1 shows that the estimated total number of cases of homelessness prevention and relief has increased in each successive quarter of 2009/10, from 38,500 in the first quarter to 45,400 in the final quarter of the year. The increase is a result of increased cases of prevention from 32,300 in quarter 1 to 39,300 in quarter 4 and in particular an increase in the number of cases assisted to remain in their existing home from 14,100 to 19,000 over the year. By contrast total cases of relief remained static

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over the period at around 6,000 per quarter.

Whilst imputation for missing data mitigates for any increases caused by changing rates of response, more comprehensive reporting by authorities over time may have also contributed to the increases seen through the year. Further information can be found in the Data Source and Quality section on page 12 of this release.

### **(i) Cases assisted to obtain alternative accommodation: 61 per cent of total**

The largest group (36 per cent) of cases obtaining alternative accommodation, were assisted by means of private rented sector accommodation with a landlord incentive scheme provided by the local authority or partner organisation – for example, by means of a cashless bond, “Finders-Fee” scheme where a payment is made to a landlord, deposit payment scheme, rent in advance, landlord insurance payment scheme, or a combination of the above.

17 per cent were assisted to secure social housing, in the form of a Part 6 offer of the local authorities’ own accommodation or nomination to a Registered Social Landlord (RSL).

14 per cent of cases were assisted to obtain private rented sector accommodation without a landlord incentive scheme, for example, where a local authority has built a relationship with a landlord or letting agent which enables the authority to refer households on benefit direct or on a specific accreditation scheme.

11 per cent took up Supported Accommodation, for example supported lodging schemes, or successful referrals to supported housing projects.

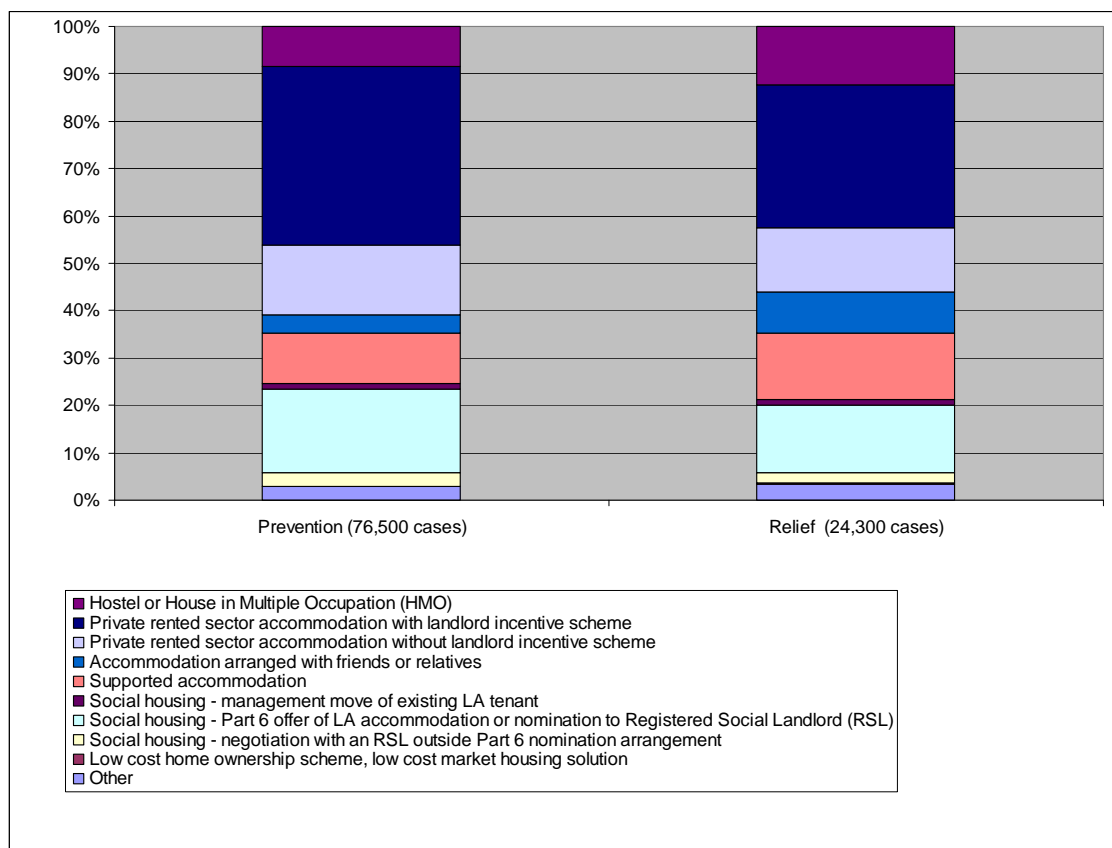
9 per cent of cases were assisted to take up accommodation in hostels or Houses in Multiple Occupation (HMOs), with support (for example, hostel support package or supporting people) or without. This might include arrangements where the hostel stay may be less than 6 months but move-on accommodation will be provided as part of the ‘exit strategy’. It includes night shelter and crisis short-stay accommodation for rough sleepers, such as emergency assessment centres.

The remaining 13 per cent of cases were assisted to obtain alternative accommodation through other means, including accommodation arranged with friends or relatives (5 per cent), other social housing (negotiation with an RSL outside of a Part 6 nomination arrangement) (3 per cent), a management move of an existing LA tenant (1 per cent), or low-cost home ownership schemes or market housing solutions (less than 1 per cent).

Supplementary Table 2, accompanying the release, breaks down those cases assisted to obtain alternative accommodation further into cases of prevention or relief. Prevention actions accounted for 76 per cent of cases that were assisted in finding alternative accommodation and cases of relief accounted for 24 per cent. Chart 1 shows the distribution of the types of action taken in assisting

cases to find alternative accommodation for prevention and relief cases. The types of action taken are broadly similar for relief cases (where a household is homeless) and prevention cases (where a household is assisted to avoid homelessness) but there are some differences. Local authorities more frequently assist prevention cases than relief cases by means of private rented sector accommodation with a landlord incentive scheme and relief cases are more frequently assisted to take up accommodation in hostels or HMOs or accommodation arranged with friends or relatives.

**Chart 1 – Types of actions taken in assisting cases to obtain alternative accommodation, 2009/10**



**(ii) Cases able to remain in their existing home: 39 per cent of total**

The largest category (21 per cent) of cases who were assisted to remain in their existing home were able to do so as a result of the provision of assistance (not involving negotiation or advocacy) which enabled them to remain in their private or social rented sector accommodation. Examples of assistance include the resolution of anti-social behaviour, tackling disrepair through action against landlords or grants to improve conditions and adaptations to property.

10 per cent followed negotiation or legal advocacy that ensured that households could remain in accommodation in the private rented sector. This includes: negotiation with private landlords who have, or have threatened to issue a section 21 notice to resolve problems; actions to resolve a threat of illegal eviction or to reinstate illegally evicted tenants; county court advocacy or court desk work by the local authority or its partners where court representation results in a case being struck-out,

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dismissed or adjourned; and assisting someone to afford their rent by negotiating a lower rent, increasing their income through helping them make a claim for benefits or making a discretionary housing payment or charity payment.

9 per cent followed conciliation, including home visits where someone may be at risk of homelessness due to a threat of exclusion from parents, other relatives, or friends. It also includes conciliation work by a partner organisation, such as youth counselling.

8 per cent of cases were able to remain in their home as a result of the provision of debt advice. This includes casework covering debt advice, including negotiation with creditors and advice on budgeting and money management.

8 per cent followed the resolution of housing benefit problems. This includes: assisting a vulnerable person at immediate risk of homelessness through non payment of rent with making a housing benefit claim; action to deal with delays in payment; housing benefit arrears; verification of claim documents where there is a delay in benefit payments leading to a risk of homelessness; backdating of benefit claims; and making a discretionary housing payment.

8 per cent involved sanctuary schemes for domestic violence. This comprises measures to enable a victim of domestic abuse or harassment to remain in their home with professionally installed security measures, and also includes cases where someone was assisted to take legal action to protect their right to remain safely within the home.

The remaining 36 per cent were assisted to remain in their own home through other means. These include: mediation using external or internal trained family mediators (6 per cent); resolution of rent or service charge arrears in the social or private rented sector (6 per cent); mortgage arrears intervention or mortgage rescue, including, but not exclusively, the government's mortgage rescue schemes (6 per cent); crisis intervention and the provision of emergency support (4 per cent) and financial payments from a homeless prevention fund (3 per cent). 11 per cent were in the "other" category.



## C – Outcome of homelessness prevention and relief, regional results, 2009/10

**Table 3 – Outcome of homelessness prevention and relief by region, 2009/10**

	Total cases of <u>prevention and relief</u>	Total cases of <u>relief</u> assisted to obtain alternative accommodation	% of grand total	of which cases where household					
				Total cases of <u>prevention</u>	% of grand total	assisted to obtain alternative accommodation	% of total	able to remain in existing home	% of total
North East	10,900	2,200	20%	8,700	80%	3,600	41%	5,100	59%
North West	17,600	1,700	10%	15,900	90%	8,300	52%	7,600	48%
Yorkshire and the Humber	19,700	2,700	14%	16,900	86%	6,900	41%	10,100	59%
East Midlands	16,600	1,800	11%	14,800	89%	7,400	50%	7,400	50%
West Midlands	11,000	1,300	12%	9,700	88%	6,300	65%	3,400	35%
East of England	15,000	3,600	24%	11,400	76%	6,100	53%	5,300	47%
London	32,600	4,700	15%	27,900	85%	15,000	54%	12,800	46%
South East	25,000	3,100	12%	22,000	88%	13,600	62%	8,400	38%
South West	16,900	3,200	19%	13,800	81%	9,500	69%	4,200	31%
<b>ENGLAND</b>	<b>165,200</b>	<b>24,300</b>	<b>15%</b>	<b>140,900</b>	<b>85%</b>	<b>76,500</b>	<b>54%</b>	<b>64,400</b>	<b>46%</b>

Regional figures in this release include estimates for missing local authority data.

Homelessness prevention and relief activity varies across the regions. Table 3 shows the total number of cases of homelessness prevention and relief estimated for each region. Chart 2 compares the rates of prevention and relief per 1,000 households in each region. The figures underlying this chart can be found in Supplementary Table 3 accompanying the release.

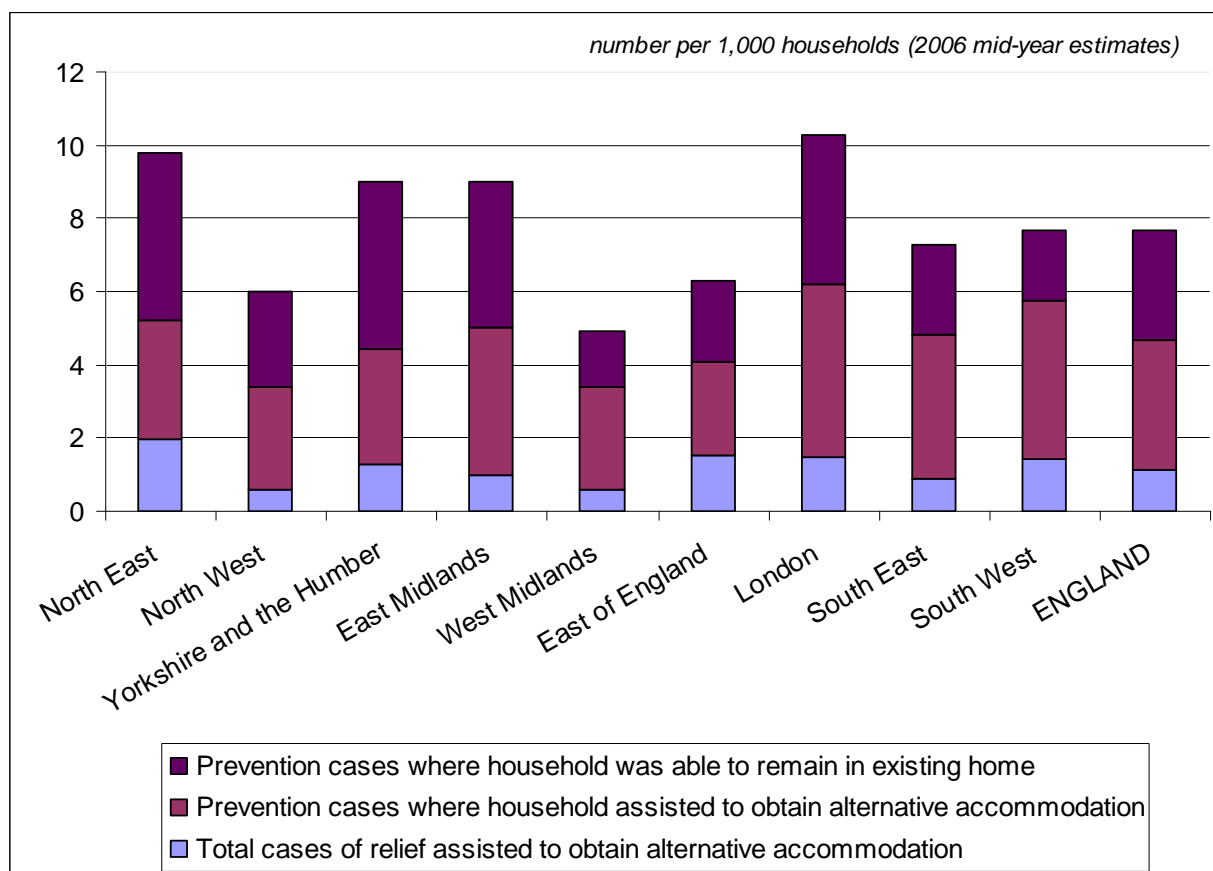
London had the highest rate of cases of **preventions and relief** with 10.3 cases per 1,000 households. London also had the highest total cases of prevention and relief of all the regions (32,600 cases, 20 per cent of the total).

The North East (9.8 cases per 1,000 households), Yorkshire and the Humber (9.0) and East



Midlands (9.0) also had high rates of prevention and relief. The West Midlands had the lowest rate with 4.9 cases per 1,000 households.

**Chart 2 – Outcome of homelessness prevention and relief by region, 2009/10**



Rates of **preventions** alone followed a similar pattern, with London having the highest rate at 8.8 cases per 1,000 households and the North East, Yorkshire and the Humber and East Midlands had high rates of 7.8, 7.8 and 8.0 respectively. The West Midlands had the lowest rate with 4.3 cases per 1,000 households.

The North East had the highest rate of cases of **relief** at 2.0 per 1,000 households, with London and East of England each with 1.5. West Midlands, along with the North West, had the lowest rate with 0.6 cases per 1,000 households.

Regions differed in the proportion of all cases that involved relieving homelessness. The East of England and the North East had the highest relief proportions with 24 per cent and 20 per cent respectively. The North West (10 per cent) and the east Midlands (11 per cent) had the lowest proportion of cases which involved relieving homelessness.

There were also differences between the actions that the regions took to prevent homelessness. Yorkshire and the Humber and the North east had the highest proportions of total prevention cases helped to remain in their existing home, with 59 per cent. The South West had a substantially lower proportion than any other region with 25 per cent of cases helped to remain in their existing home

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and 75 per cent helped to find alternative accommodation.

Further detail on the types of homelessness prevention and relief activity undertaken at regional level can be found in Supplementary Tables 4, 5 and 6.

Generally, in 2009/10, regions with the highest proportions of households accepted as owed a main homelessness duty also had high proportions of prevention and relief. The major exception is the West Midlands, with the highest number of acceptances at 3.2 per 1,000 households but the lowest rate of prevention and relief cases at 4.9 per 1,000 households. London, the North East and Yorkshire and the Humber have the next highest acceptance rates at 3.0, 1.8 and 1.8 respectively and they also have the highest prevention and relief rates at 10.3, 9.8 and 9.0.

**Table 4 – Homeless households accepted as owed a main homelessness duty and total cases of prevention and relief, by region, 2009/10 (Number per 1,000 households)**

	<b>Acceptance rate</b>	<b>Preventions and relief rate</b>
<b>North East</b>	<b>1.8</b>	<b>9.8</b>
<b>North West</b>	<b>1.4</b>	<b>6.0</b>
<b>Yorkshire and the Humber</b>	<b>1.8</b>	<b>9.0</b>
<b>East Midlands</b>	<b>1.7</b>	<b>9.0</b>
<b>West Midlands</b>	<b>3.2</b>	<b>4.9</b>
<b>East of England</b>	<b>1.5</b>	<b>6.3</b>
<b>London</b>	<b>3.0</b>	<b>10.3</b>
<b>South East</b>	<b>1.1</b>	<b>7.3</b>
<b>South West</b>	<b>1.3</b>	<b>7.7</b>
<b>ENGLAND</b>	<b>1.9</b>	<b>7.7</b>

For further information on statutory homelessness the most recent statistical release is available at:

<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatisticsby/homelessstatistics/publicationshomelessness/>

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## Supplementary tables

The following supplementary tables can be downloaded electronically via this link:

<http://www.communities.gov.uk/publications/corporate/statistics/homelessnessprevention200910>

- |         |   |
|---------|---|
| Table 1 | Total reported cases of homelessness prevention and relief by outcome and Local Authority, England, 2009/10               |
| Table 2 | Cases assisted to obtain alternative accommodation broken down by prevention and relief, England, 2009/10                 |
| Table 3 | Outcome of homelessness prevention and relief by region, England, 2009/10 ( <i>numbers per 1,000 households</i> )         |
| Table 4 | Total cases of homelessness prevention/relief by type and region, England, 2009/10 ( <i>numbers</i> )                     |
| Table 5 | Total cases of homelessness prevention/relief by type and region, England, 2009/10 ( <i>percentages</i> )                 |
| Table 6 | Total cases of homelessness prevention/relief by type and region, England, 2009/10 ( <i>number per 1,000 households</i> ) |

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## Data source and quality

Local housing authorities report their prevention and relief activities by completing the quarterly P1E statistical return.

All P1E returns submitted by local housing authorities undergo thorough validation and cross-checking and late returns are pursued to ensure overall response is as complete and accurate as possible. Anomalous data are highlighted and verified by contacting the local authority.

Local authorities also provide details of any data checks they undertake. These can take the form of audits (by the National Audit Office or the authorities own auditors), periodic quality checks on data extracts, or random quality checks. For the period January to March 2010, most authorities reported some form of checking on all data items in the return.

### A - Response rate

Full or partial data were reported by an average of **98 per cent** of local authorities over the course of 2009/10. Full returns were completed by an average of **96 per cent** of local authorities. Only two authorities, Bexley and Great Yarmouth, did not provide any figures in 2009/10. The table below gives a further breakdown by quarter.

	<i>percentage of LAs</i>		
	<b>Full return</b>	<b>Partial return</b>	<b>Overall response</b>
<b>Apr - Jun</b>	95%	2%	97%
<b>Jul - Sep</b>	96%	2%	98%
<b>Sep - Dec</b>	96%	2%	98%
<b>Jan - Mar</b>	98%	1%	99%
<b>Total</b>	96%	2%	98%

Response rates have been improving from quarter to quarter. This is also a substantial increase from a total overall response rate of 93 per cent (90 per cent full returns and 3 percent partial returns) last year.

### B - Comparisons with 2008/9 figures

The 2009/10 national and regional figures in this release include estimates for missing local authority returns and are nationally (or regionally) representative of all local authorities in England. Figures published for 2008/9 were as reported by local authorities, based on an overall 93 per cent response rate, and no estimates were made for missing data. Thus national figures for 2008/09 and 2009/10 are not directly comparable. Some of the increase in the number of cases of homelessness prevention and relief between 2008/09 and 2009/10 is attributable to the imputation for missing returns in the later year. More comprehensive reporting by local authorities over time, including recording and reporting of activity carried out by partner organisations, is also likely to have

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contributed to the rise in activity in 2009/10. Thus, it is difficult to estimate the real increase in the volume of prevention and relief activity taking place across the country between the two years and care should be taken when analysing the time series. We plan to continue imputing missing returns in future releases and so from next year time series comparisons will be possible and we expect to be able to assess changes in volumes of activity over time from 2010/11 onwards.

## C – Possible issues

### **Possibility of under-reporting**

It is possible that the 2009/10 figures include some under-recording of prevention and relief activity in cases where authorities have been able to accurately collate and report their own activity, but do not yet have systems in place to comprehensively record activity by partner organisations (i.e. any organisation who assists the authority in tackling and preventing homelessness, and is either funded by the authority or has clients referred to them by the authority). However, we assume that recording of partner organisation activity by local authorities has improved since the previous year.

### **Consistency in reporting between local authorities**

2009/10 was only the second year in which authorities were asked to collect and record cases of homelessness prevention and relief, achieved by the authority and partner organisations.

The subject is complex and initially there were differences in interpretation across authorities. In November 2009, Communities and Local Government issued more detailed guidance summarising responses to queries received over the first year of data collections. In addition, Communities and Local Government has run regional workshops for local authorities throughout the second half of the year in order to guide authorities on completing their quarterly returns and to provide a platform for discussing any issues. The guidance and the workshops are expected to have improved the quality and consistency of reporting by local authorities. However the timing of both mean that the impact is unlikely to be seen until the third and fourth quarters of 2009/10. This may account for some of the increase in preventions cases between the third and fourth quarter observed in Table 1. More authorities provided full (rather than partial) returns in 2009/10 than in 2008/9 and throughout the year the proportion of authorities providing full returns increased.

### **Local authorities with no cases of relief**

As in 2008/9, many local authorities reporting cases of homelessness prevention reported zero cases of homelessness relief perhaps indicating they were unable to distinguish between these two categories. All local authorities contacted by statisticians to discuss this issue confirmed that their reported figures were correct, that is that the authority or partner organisations had only undertaken prevention activity in their local area. Further investigation is being carried out to understand scenarios when this situation arises.

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## D - Revisions policy

This policy has been developed in accordance with the UK Statistics Authority Code of Practice for Official statistics and the Communities and Local Government Revisions Policy.

Local Authorities can update their P1E returns following publication of the data. Decisions on whether to make any resulting revisions will be made based on the impact of any change and the effect it has on the interpretation of the time series.

Where a substantial error has occurred as a result of the compilation, imputation or dissemination process, the statistical release, live tables and other accompanying releases will be updated with a correction notice as soon as is practical.

Revisions to historic data (all data older than that currently due for scheduled revision) should only be made where there is a substantial revision, such as a change in methodology or definition. Where there are small changes that do not substantially change historic data, internal updates are maintained.

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## Next steps

### A - Cases where positive action has not been successful

The local authority return includes a row which asks for the number of cases where casework and positive action was not successful in preventing or relieving homelessness.

A large number of authorities were not filling in this part of the form or returning zeroes. This is still a substantial problem with over half of authorities either leaving the field blank or returning zeroes. Ongoing investigation is being carried out to encourage authorities to fill out this section and to confirm the zero returns are correct.



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## Background

In April 2008, the quarterly P1E form (which collects data on local authorities' actions under homelessness legislation) was expanded to include a new section on the homelessness prevention and relief taking place outside the statutory framework. Authorities provide data on the numbers of households for whom casework and positive action took place in order to prevent or relieve homelessness, either by the authority themselves or by a partner organisation.

Communities and Local Government also publish a quarterly statistical release, based on data from other sections of the P1E form, which provides summary information on English local housing authorities' activities under homelessness legislation (Part 7 of the Housing Act 1996).

The most recent release on Statutory Homelessness for England is available at:

<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatisticsby/homelesnessstatistics/publicationshomelessness/>

Local authorities are encouraged to offer prevention assistance to everyone who seeks housing assistance and considers they are at risk of homelessness in the near future, including single person households and others who may not appear to the authority to fall within a priority need category (however local authorities cannot use such prevention assistance to avoid their obligations under the homelessness legislation) Prevention assistance involves providing people with ways and means to address their housing and other needs to avoid homelessness. It includes activities which enable a household to remain in their current home, where appropriate, or enable a planned and timely move and help sustain independent living. All persons who fall within the scope of the authority's scheme and for whom positive assistance was provided during the quarterly period (either by the authority or a partner organisation) should be included.

Additionally, authorities are encouraged to take steps to relieve homelessness and record these cases where someone has been accepted as homeless but is not owed a duty to secure accommodation under the homelessness legislation (Part 7 of the Housing Act 1996). These are cases where the authorities have been unable to prevent homelessness, but nevertheless decide to ensure the applicant secures accommodation (although under no statutory obligation to do more than ensure the provision of advice and assistance) – for example, cases where someone is found to be homeless but not in priority need and/or intentionally homeless.

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## Definitions of types of prevention and relief

### A. Homelessness prevention - household able to remain in existing home

The following are some examples of the many different types of positive action that can prevent homelessness. The list is not exhaustive.

1. Mediation using external or internal trained family mediators: This could be an external mediation service such as Relate or an in-house local authority service where training in mediation has been provided.
2. Conciliation including home visits for family friend threatened exclusion: This includes :
  - home visits, where someone may be at risk of homelessness due to a threat of exclusion from parents, other relatives, or friends.
  - conciliation work by a partner organisation such as youth counselling
3. Financial payments from a homeless prevention fund to enable someone to remain in the existing home: There are many innovative ways that local authorities have used payments from their 'homelessness prevention fund' to resolve a risk of homelessness, including payments to landlords to resolve problems caused by tenant damage. Any payments from a prevention fund to resolve rent arrears should be recorded in this section.
4. Debt advice: Include casework covering debt advice, including negotiation with creditors and advice on budgeting and money management.
5. Resolving housing benefit problems: Include actions to resolve housing benefit problems including assisting a vulnerable person at immediate risk of homelessness through non payment of rent with making a housing benefit claim; action to deal with delays in payment; housing benefit arrears; verification of claim documents where there is a delay in benefit payments leading to a risk of homelessness; backdating of benefit claims; making a discretionary housing payment
6. Resolving rent or service charge arrears in the social or private rented sector: This may include case work help that supports a household to manage any arrears repayment schedule. Housing benefit resolutions should be recorded at Row 5.
7. Sanctuary scheme measures for domestic violence: Measures to enable a victim of domestic abuse or harassment to remain in their home with professionally installed security measures. Include also cases where someone was assisted to take legal action to protect their right to remain safely within the home.

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8. Crisis intervention – providing emergency support: This includes cases where there is an imminent risk of homelessness because someone is unable to cope with his or her affairs and emergency intervention or crisis support is provided. Exclude cases where someone is receiving Supporting People Funded services.
  9. Negotiation or legal advocacy to ensure someone can remain in accommodation in the private rented sector: This includes:
    - negotiation with private landlords who have or have threatened to issue a section 21 notice to resolve problems.
    - actions to resolve a threat of illegal eviction or to re instate illegally evicted tenant.
    - county court advocacy or court desk work by the local authority or its partners where court representation results in a case being struck-out, dismissed or adjourned
    - assisting someone to afford their rent by negotiating a lower rent, increasing their income through helping them make a claim for benefits or making a discretionary housing payment or charity payment
  10. Providing other assistance that will enable someone to remain in accommodation in the private or social rented sector: This includes
    - resolving anti-social behaviour,
    - tackling disrepair through action against landlords or grants to improve conditions,
    - adaptations to the property
  11. Mortgage arrears interventions or mortgage rescue: This includes
    - negotiation with mortgage lenders and banks to reschedule debt payments or payment terms or offer a repayment break period;
    - providing support to enable re-mortgage; conversion to an interest-only mortgage to reduce outgoings; conversion to shared ownership.

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## B. Homelessness prevention / relief - household assisted to obtain alternative accommodation

The following are different types of alternative accommodation that someone might be helped to obtain to prevent or relieve homelessness. The list is not exhaustive, but could include:

1. Any form of hostel or HMO with or without support (including arrangements where the hostel stay may be less than 6 months but move-on accommodation will be provided as part of the 'exit strategy') (Excludes night shelter and crisis short-stay accommodation for rough sleepers such as an emergency assessment centre)
2. Private rented sector accommodation (with landlord incentive scheme provided by the local authority or partner organisation, including BOND schemes where no cash is paid up front, "Finders- Fee" schemes where a payment is made to a landlord, deposit payment schemes; rent in advance; landlord insurance payment schemes; or a combination of the above,
3. Private rented sector accommodation (without landlord incentive scheme) for example, where a local authority has built a relationship with a landlord or letting agent which enables the authority to refer households on benefit direct or properties on a specific accreditation scheme.
4. Accommodation arranged with friends or relatives
5. Supported accommodation including supported lodging schemes or successful referrals to supported housing projects.
6. Social housing (a management move of an existing LA tenant)
7. Social housing (a Part 6 offer of LA own accommodation or nomination to an RSL)
8. Social housing (negotiation with an RSL outside Part 6 nomination arrangements)
9. Low cost Home Ownership scheme or low cost market housing solution

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## Further Information

### A - Notes

1. Figures in the tables are presented rounded to the nearest 100 cases; proportions to the nearest percentage.
2. Details of officials who receive pre-release access to the Communities and Local Government Homelessness Preventions and Relief statistical release up to 24 hours before release can be found at:  
<http://www.communities.gov.uk/corporate/researchandstatistics/statistics/nationalstatistics/>
3. The Homelessness Prevention and Relief Statistical Release is published on an annual basis.

### B - Related Publications

Last year's Homelessness Prevention and Relief statistical release, providing summary figures for 2008/9, was published on 26 November 2009 and can be downloaded electronically from the Communities and Local Government website at:

<http://www.communities.gov.uk/publications/corporate/statistics/homelessnessprevention200809>

The latest quarterly Statutory Homelessness statistical release which provides summary information on local housing authorities' activities under homelessness legislation can be downloaded electronically, from the Communities and Local Government website at:

<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatisticsby/homelessnessstatistics/publicationshomelessness/>

### C - User consultation

Users' comments on any issues relating to this statistical release are welcomed and encouraged. Responses should be addressed to the "public enquiries" contact given in the "Enquiries" section below.

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## Enquiries

This Statistical Release, as well as previous releases, can be accessed and all text, tables and charts downloaded electronically, from the Communities and Local Government website at:

<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatisticsby/homelessnessstatistics/publicationshomelessness/>

Further details on this Statistical Release are available from Mark Pearson, Communities and Local Government, Zone 4/J2, Eland House, Bressenden Place, London SW1E 5DU. Telephone 0303 44 44172. E-mail: [homelessnessstats@communities.gsi.gov.uk](mailto:homelessnessstats@communities.gsi.gov.uk).

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E-mail: [press.office@communities.gsi.gov.uk](mailto:press.office@communities.gsi.gov.uk)

### **Public enquiries:**

For further details on this Statistical Release, or if you would like to comment please use the following details:

Telephone: 030 344 44172

Email: [homelessnessstats@communities.gsi.gov.uk](mailto:homelessnessstats@communities.gsi.gov.uk).

Information on Official Statistics is available via the UK Statistics Authority website:

[www.statistics.gov.uk](http://www.statistics.gov.uk).

Information about Communities and Local Government is available via the Department's website:

[www.communities.gov.uk](http://www.communities.gov.uk).

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