

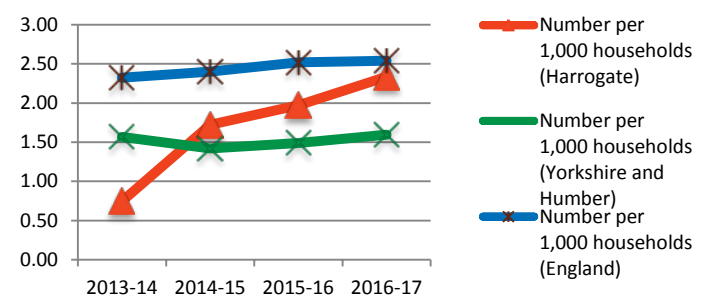
# Homelessness and Rough Sleeping Reduction Strategy 2019-24

## Foreword

Welcome to Harrogate Borough Council’s Homelessness Review and Homelessness and Rough Sleeping Reduction Strategy 2019-24. This document sets out the key facts relating to homelessness and rough sleeping in our District, levels of demand, key trends and how effective our previous strategy was in reducing homelessness across the Harrogate District as well as outlining our strategy for the next five years.

Tackling homelessness and rough sleeping is a significant challenge that we face at Harrogate Borough Council. Nationally, between 2013 and 2017 homelessness increased and this was reflected in the Harrogate District, our levels rose faster than the national and regional rates between these years. (Figure 1)

Figure 1: Instances of homelessness per 1000 households



We can be proud of the fact that as a result of advice and options we have been able to give, we have managed to prevent homelessness for more than half of the households who approached us as homeless. However, across our District, demand for all types of accommodation has increased and supply has not managed to keep up.

Additionally, we are currently feeling the impact of the **Homelessness Reduction Act 2017**. The Act places a duty on all local authorities to prevent and relieve homelessness for all families and single people, as well as a statutory duty to assist those threatened with homelessness within 56 days. Our response to this change emphasises the need for partnership working as a result of the new ‘Duty to Refer by Specified Public Bodies from October 2018.

We also have to respond to the ambition set out in the Government’s **Rough Sleeping Reduction Strategy 2018** to halve rough sleeping by 2022 and eliminate rough sleeping by 2027.

We are determined to meet these challenges; we will ensure, that, in meeting the requirements of legislation and the needs of our District, homelessness and rough sleeping prevention remains our priority and is the focus of this strategy. Where we are unable to prevent it, we will ensure that households are placed in good quality, affordable temporary accommodation and that sustainable and effective outreach and advice services are available to all.



**Councillor Mike Chambers** (Portfolio Holder for Housing and Safer Communities)

*“Behind every instance of homelessness lies an individual tragedy and local authorities are determined to prevent it from happening and support homeless people in their communities into accommodation as quickly and as effectively as possible”*

**Cllr Martin Tett, Local Government Association**

## **Introduction**

### **Why do we need a Homelessness Review and Strategy?**

It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review and Strategy outlining the main causes of homelessness in its area and the strategic plans and operational actions the council has in place to tackle them. We must revise and rewrite our strategy every 5 years as a minimum requirement and this document updates and replaces the previous 2013-18 Strategy.

We are currently facing one of the biggest changes to housing legislation – the **Homelessness Reduction Act 2017**. The Act places a duty on all local authorities to try and prevent and relieve homelessness for all families and single people, regardless of whether they are in priority need or not. A key focus is early intervention and prevention rather than crisis management. Local Authorities have a statutory duty to assist those threatened with homelessness 56 days prior to them being evicted (previously 28 days). Furthermore local authorities need to clarify what actions are taken when someone applies for assistance following notice or intention of eviction action. Our response to this change emphasises the need for partnership working and aligns itself with the new ‘Duty to Refer’.

Coupled with this, Local Authorities now have greater responsibility in the provision of services to identify and address Rough Sleeping.

**Appendix A** contains the Homelessness Review; the purpose of the review is to determine the extent to which the population in the District is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available, to prevent and tackle homelessness in order to inform development of the strategy.

### **Equality and Diversity**

This Strategy is aimed at improving homelessness services for all residents with housing or housing-related support needs. As such, no group or individual in the Harrogate District should be adversely affected or disadvantaged as a result of the strategy. The strategy actively recognises the difficulties faced by those facing homelessness and rough sleepers in accessing services and promotes inclusion.

The outcomes of the Homelessness Review show that, proportionate to the District profile, no protected characteristic group. As determined by the Equality Act, is adversely impacted by homelessness or by decisions made by the council.

The council is committed to equality and diversity issues and will comply with the requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken on this Strategy and can be found at **Appendix B**.

## Consultation

In order to ensure that the development of this Strategy reflected the views, needs and priorities of our community and stakeholders, consultation was undertaken at various stages in its development.

### Methodology

*Consultation was undertaken through a range of methods...*

- *Homelessness and Rough Sleeping Strategy Review Online Survey*
- *Tenant Representative Meeting*
- *Partnership and Engagement Meetings*

*The full outcome and analysis of the consultation responses is attached at Appendix C.*

## Vision and Outcomes

Our vision for the 2019-2024 Homelessness and Rough Sleeping Strategy is:

We will work in partnership to deliver innovative and accessible services to; reduce rough sleeping by 50%, prevent and reduce homelessness and support homeless households in finding affordable and sustainable housing solutions.

To achieve this vision the Homelessness and Rough Sleeping Strategy has been developed based on five strategic outcomes:

- 1. Preventing Homelessness and rough sleeping in the District**
- 2. Securing that sufficient accommodation is and will be available for people in the District who are or may become homeless**
- 3. Securing the satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again.**
- 4. Halving rough-sleeping by 2022.**
- 5. Sustainability of our approach to homelessness and rough sleeping in the District.**

## National Policy Context

The level of homelessness has increased nationally over the last few years, as has the number of households placed into temporary accommodation. This trend has been mirrored in Harrogate.

Since the last homelessness strategy was produced in 2014 the Government has maintained a focus on homelessness prevention while at the same time introducing a range of welfare reforms and annual reductions in government grants to Local Authorities.

Welfare reforms have included the introduction and extension of benefit caps (£258 maximum per week for a single person and £385 maximum per week for a household with children) and the roll out of Universal Credit. A main theme that has been consistently stressed throughout this time is the need for

partnership working as Local Authorities cannot tackle the issues of homelessness on their own but need to work strategically with others.

This was particularly emphasised by DCLG's 2012 publication 'Making Every Contact Count - A Joint Approach to Preventing Homelessness. This introduced 10 local challenges (overleaf) for authorities to adopt which has become the basis of a 'gold standard approach' incorporated into our policies and procedures.

During the life of this strategy additional legislation and planned welfare benefit changes will also impact on the Council and its partners' prevention of homelessness initiatives. Universal Credit Housing costs can no longer be claimed by 18-21 year old's (although exemptions exist) and from 2018, under 35 year old's in the social and affordable rented sector are subject to the reduced local housing allowance rates applied currently to private rented dwellings.

These changes impact not only on the ability of people to afford to remain in accommodation but also on the Council's abilities to assist them into new accommodation which is affordable to them.

### **Emerging National Housing and Related Local Policies**

The *Homelessness Reduction Act 2017* has wholly changed the way councils work with homeless people and those threatened with homelessness. It requires councils to seek to prevent homelessness by engaging and working with those households threatened with homelessness 56 days in advance of the date on which they are expected to become homeless (28 days earlier than under the previous legislation). It also requires the provision of tailored advisory services to specified groups including (but not limited to) people leaving prison, young people leaving care, people leaving armed forces, people leaving hospital, people with a learning disability and people receiving mental health services in the community.

The Act sets out that councils must assess and develop an agreed Personalised Housing Plan during the initial presentation to the service. In addition, they must help relieve homelessness where prevention has not been an option or successful for a period of 56 days (before any decision on the main homelessness duty) by taking reasonable steps to help those who are eligible for assistance to secure accommodation for at least six months. The Act dissolves the local connections rules at the prevention stage

#### **The 10 challenges are:**

- Adopt a corporate commitment to prevent homelessness with buy in across all local authority services
- Work in partnership with the voluntary sector and other partners to address support, education, employment and training needs
- Offer a Housing Options prevention service, including written advice
- Adopt a No Second Night Out model or a local alternative for rough sleepers
- Housing pathways agreed or in development with each key partner and client group
- A suitable PRS offer for all client groups, including advice and support to clients and landlords
- Engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
- Have a homelessness strategy with a proactive approach to preventing homelessness , reviewed annually
- Not to place any young person aged 16 or 17 in Bed and Breakfast accommodation
- Not to place any family in B&B accommodation unless an emergency and for no more than 6 weeks

apart from a duty to provide care leavers with accommodation (under the Children Act 1989) to the age of 21.

The Government's **Rough Sleeping Strategy 2018** aims to end rough sleeping by 2027. The key focus of its plans is to stop people becoming homeless in the first place. The strategy lays out a 3-pronged approach of Prevention, Intervention and Recovery, to tackling rough sleeping, including:

- preventing rough sleeping by providing timely support to those at risk
- intervening to help people already on the streets get swift, targeted support and
- helping people through recovery, finding a housing solution to rebuild their lives

**Welfare Reforms** continue to present challenges for residents and Registered Providers. Changes that have already been implemented include: a reduction in the Benefit Cap to £20,000 for families and £13,400 a year for single people, the Under-Occupancy Charge that limits the Housing Benefit entitlement for claimants who are deemed to have one or more spare rooms. Universal Credit has been rolled out fully in Harrogate and from April 2019 Housing Benefit will be moving to the Local Housing Allowance rate. Changes to Universal Credit, including scrapping the seven-day waiting period at the beginning of a claim, making a full month's advance available within five days of making a claim and allowing claimants on housing benefit to continue claiming for two weeks, will hopefully help to soften the impact on claimants.

The council's **welfare strategy** aims to address residents' financial, tenancy, domestic, food and energy security through:

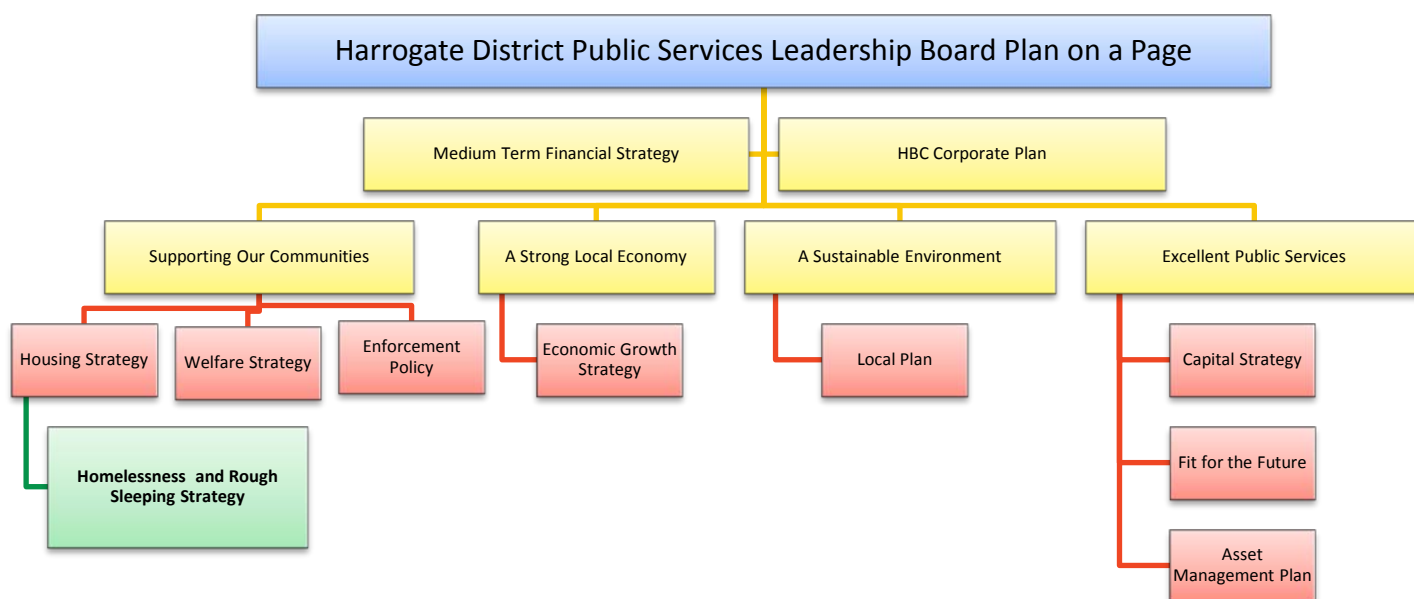
- Making sure residents receive the benefits and allowances they are entitled to
- Listening to individuals who need additional support and working with them to achieve successful outcomes
- Working with partners to put our customers at the centre of service delivery and finding the correct solution for them together.

## Local Context

Currently approximately 160,000 people live in the Harrogate District in 67,169 households with the population expected to increase to 170,300 by 2030. Whilst Harrogate is regarded as a relatively affluent District, there are increasingly more evident accommodation disparities in the area with wards such as Woodfield ranked within the 20% most deprived in England. It is estimated that over 6985 households in Harrogate District could be experiencing fuel poverty. Local jobs in Harrogate are mainly in low paid service industries putting more strain on our housing market. Harrogate has recently been rated as one of the most unaffordable places to live in England and the most unaffordable in Northern England. The average house price is £275,000 with private rental two beds attracting rents of £712 PCM. These predominantly high rents in the private sector are increasingly freezing out households dependent upon benefits. The local housing allowance (LHA) rate for a two bed house in the area equates to £598 resulting in a £114 rent shortfall. The high demand for housing and limited supply, primarily caused by constrained development opportunities, harms both Harrogate's residents and local businesses, causing increasing hardship for some people and threatening the local economy.

Between 2013 and 2017 homelessness applications in Harrogate increased by 163%. We acknowledge that we cannot tackle the homelessness issue on our own. We need partners and recognise the value that the voluntary sector can play, including those who are our recognised strategic delivery partners and other statutory partners. We already have an excellent partnership relationship given that we host the community safety hub and have regular Multi Agency Public Protection Arrangement meetings (MAPPA), where we exchange information with the police and North Yorkshire County Council.

## Key Strategic Links



## Priority One: Preventing homelessness and rough sleeping in the District

### Introduction

Under section 3(1)(a) of the 2002 Act, a homelessness strategy must include a strategy for **preventing** homelessness in the District. Furthermore, the 2017 Act strengthens statutory duties to prevent homelessness for all eligible applicants, including those who do not have priority need or may be considered intentionally homeless and regardless of local connection. The 2017 Act also creates a new duty for specified public bodies to refer users of their services who are threatened with homelessness to a housing authority of their choice, which enables earlier identification of people at risk of becoming homeless through their interactions with other services.

Authorities should look beyond the statutory requirements to consider economic and social reasons for investing in preventative measures and learn from examples of good practice.

We will continue to develop our Housing Options service to ensure that it appeals to a wider range of customers, not just those that are on the brink of a housing crisis. We will focus our resources to address the main causes of homelessness, loss of tenancy and relationship breakdown.

A significant piece of work is around welfare and poverty, which can have a lasting impact on a person’s life. The council’s welfare strategy is key to addressing residents’ security concerns, not just in terms of tenancy security but also financial, domestic, food and energy security. The opportunity for successful homelessness prevention success through addressing welfare security concerns early on is significant.

Additionally, our economic growth strategy aims to ensure that everyone benefits from Harrogate’s success and to deliver an increasing proportion of workers who are in secure well paid jobs which enable them to meet their needs.

Whilst Harrogate has been successful in preventing homelessness and rough sleeping in recent years, there are further actions that will support this aim.

### Summary of Planned Outcomes

- Promoting the Duty to Refer
- Early identification procedures
- Improved advice and information
- Ensuring effective outreach
- Pre-crisis intervention
- Preventing recurring homelessness

### Actions

Outcome	Action	Service/ Strategic Links
<b>Promoting the Duty to Refer</b>	We will ensure that information about the Homelessness Reduction Act 2017, advice and support is accessible to statutory bodies, Voluntary and Community Sector Organisations and to the public.	NY Health and Wellbeing PSLB Partnerships (VCS) Harrogate District Health Alliance
	We will develop ‘Duty to Refer’ / Best Practice pathways with specified public sector bodies reviewing protocols where appropriate	Partnerships (Health) (Blue Light) (VCS)
<b>Early Identification Procedures</b>	We will ensure closer working relationships between the council and registered providers to ensure earlier intervention and support	
	We will establishing formal systems to better monitor and understand failed tenancies and abandonments.	
<b>Improved advice and information services</b>	We will ensure that advice and prevention tools are relevant to tackling the main causes of homelessness in Harrogate – relationship breakdown and loss of tenancy.	Welfare Strategy
	As the full impact of welfare reform, including Universal Credit continues to be felt, we will support access to financial advice, skills and employment services	Welfare Strategy Economic Growth (Skills) Partnerships (VCS, DWP)
	We will build on our work with voluntary sector partners to deliver debt advice and identify those at risk of homelessness at an early stage	Welfare Strategy Partnerships (VCS) (DWP)
<b>Ensuring Effective Outreach</b>	We will develop our work and strengthen our relationship with outreach services to ensure effective provision and inclusion for homeless households	
<b>Pre-crisis intervention</b>	We will develop our intelligence led enforcement approach	Private Sector Housing



	to include collecting/ sharing data about rogue landlords.	Enforcement/ Revenues
	We will develop intelligence sharing protocols around problem tenancies / anti-social behavior / county lines	Community Safety Hub
	We will continue to support young people at risk of homelessness through the Young People’s Pathway	NYCC
<b>Preventing recurring homelessness</b>	We will ensure that support for those who have been helped to secure accommodation does not stop once they are housed and that support remains in place to help customers sustain new tenancies and achieve true security.	Welfare Strategy, Tenancy Strategy

## Priority Two: Securing that sufficient accommodation is and will be available for people in the District who are or may become homeless

### Introduction

*Section 3(1)(b) of the 2002 Act provides that one of the purposes of the homelessness strategy is to secure that sufficient accommodation is and will be available for people who are or may become homeless.*

*A shortage of affordable housing can lead to increasing numbers of people being accommodated in temporary accommodation whilst waiting for settled housing to bring the main homelessness duty to an end. ‘Settled housing’ in this context will primarily be social housing and good quality private sector accommodation.*

*Through the homelessness review, housing authorities should estimate the likely demand for assistance to prevent or relieve homelessness, and to meet the needs of those who are owed the main housing duty. They should include within the strategy what actions are required to ensure sufficient supply of accommodation to meet the estimated need.*

A significant challenge in Harrogate is the availability of suitable accommodation in the social, private and supported housing sectors evidenced by high demand and high rent/ purchase prices.

Harrogate’s Local Plan aims to set out sufficient house building targets to meet identified need. Delivering on these targets is key to improving supply however, there is also work to be undertaken maximizing use of existing stock and ensuring that we do everything within our power to ensure that temporary and emergency bed provision arrangements are appropriate and sustainable.

### Summary of Planned Outcomes

- Increasing the supply of new housing
- Increasing the supply of new affordable, specialist and supported housing
- Making the best use of available social housing stock
- Ensuring sustainable provision of appropriate temporary accommodation
- Emergency bed provision

### Actions

Outcome	Action	Service/ Strategic Links
<b>Increasing the supply of new housing</b>	Adoption and delivery of the Local Plan	Local Plan Housing Strategy



		2024
<b>Increasing the supply of affordable, specialist and supported housing</b>	Increase delivery of affordable housing units	Housing Strategy
	We will complete the build of new specialist temporary accommodation for homeless people at Spa Lane.	
	We will explore the opportunities to utilise empty homes across the District to meet the needs of homeless households	Empty Homes Strategy
	We will explore the provision of supported housing, move on accommodation and step-up/down accommodation for hospital discharge.	Partnerships (Health)
<b>Making the best use of available social housing stock</b>	We will review the Harrogate Borough Council Allocations Policy (to include amendments made by Homelessness Reduction Act 2017)	Housing Strategy
	We will investigate the provision of shared living accommodation	
	We will review Harrogate Borough Council's Tenancy Policy	Housing Strategy
<b>Improving access to the Private Rented Sector</b>	We will work with landlords to increase the number of properties available for private rent by Housing Options Customers	
	We will develop a pathway for communication between private sector team/ council tax team to identify those landlords who might be willing to work in partnership with us	
	We will work with local letting agents to identify the barriers to working with the Housing Options teams	
	We will develop a 'Local Offer' working with landlords within the District, including the option of utilising in-house repairs services to support the 'Local Offer'	
	Pilot a scheme to incentivise private landlords to accept placements by the Housing Options Team	
	We will investigate the establishment of a Local Authority Lettings Agency	
<b>Ensuring sustainable provision of appropriate temporary accommodation</b>	We will carry out a review of temporary accommodation provision following completion of the Spa Lane development. (Including future provision at Avondale and Cavendish)	
	We will review future arrangements for single people – particularly developing a longer term strategy for No Second Night Out	
	We will review service provision for Homeless Households outside of Harrogate Town Centre – Ripon and the surrounding area	
	We will aim to minimize use of B&B accommodation for households and eliminate the use of B&B accommodation for young people.	
<b>Ensuring suitable emergency bed provision</b>	We will ensure that appropriate bed provision arrangements are in place for periods of severe weather	

## Priority Three: Securing the satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again.

### Introduction

Section 3(1)(c) of the 2002 Act provides that the homelessness strategy should secure the satisfactory provision of support for people in the District who are or may be homeless, or who have been homeless and need support to prevent them becoming homeless again.

It is vital that a person or household who become homeless has the right support to ensure they sustain any future accommodation. Personal Housing Plans will identify both short term and long term support needs.

We will work to ensure customers are provided with practical help to sustain tenancies, such as budgeting advice, furnishing assistance, signposting and advocacy for other services.

It is also important to recognise and minimise factors which contribute to homelessness such as poor health and substance misuse. Early engagement with drug and alcohol treatment agencies and the criminal justice system will remain critical for identifying and helping those at risk of homelessness.

### Summary of Planned Outcomes

- Tailored support for all those who are or may become homeless
- Improved support for those in temporary accommodation
- Supporting those at risk from becoming homeless again

### Actions

Outcome	Action	Service/ Strategic Links
<b>Tailored support for all those who are or may become homeless</b>	We will ensure the full provision of Personal Housing Plans	Welfare Strategy
	We will develop clear housing pathways for specific client groups such as those leaving prison, hospital or social care.	Partnerships (Health) (Blue Light) (NYCC)
	Continue to develop our approach to those with more complex needs including addiction and mental health provision	Partnerships (Health) (VCS)
<b>Ensuring financial inclusion across the District</b>	We will develop financial inclusion services in conjunction with the Welfare Strategy ensuring a coordinated approach to offering advice on housing benefit, debt and welfare benefit. Including providing personal budget support.	Welfare Strategy Partnerships (VCS)
	We will digitally enable customers, providing broadband and skills access	2024 Economic Growth (Skills)
<b>Improved support for those in temporary accommodation</b>	We will develop wrap-around support for those in temporary accommodation	Welfare strategy Health and Wellbeing Partnerships (Health) (VCS)
	Work with partner agencies to tackle health issues ie. Registering for GP services and health and well being	Partnerships (Health) (VCS)
	Develop move-on pathways for customers in temporary accommodation	Partnerships (Health)
<b>Supporting those at risk from becoming homeless</b>	On-going wrap-around support for those moving on into tenancies.	Welfare strategy Health and Wellbeing

## Priority Four: Halving rough-sleeping in the District by 2022

### Introduction

The MHCLG announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027. Despite significant work over past 5 years, Harrogate has not seen an overall reduction in rough sleeping and will look at new and additional ways of addressing this issue.

Outreach services are key to ensuring that rough sleepers are identified and supported to access services, they are also vital to ensuring that entrenched rough sleepers are enabled to access mainstream services.

In recent years we have seen an increase in street begging in Harrogate. Not all beggars are homeless but public perception often assumes they are. This can be very lucrative and there can be organized criminal networks behind it, we should take a joint approach to minimise begging and enable the public to make informed donations.

### Summary of Planned Outcomes

- Ensuring effective outreach services
- Developing services for rough sleepers in the District
- Minimising street begging across the District

### Actions

Outcome	Action	Service/ Strategic Links
<b>Ensuring effective outreach services</b>	We will review the SAFE model of entrenched rough sleeping support	Partnerships (VCS)
<b>Developing services for rough sleepers in the District</b>	Improving our intelligence around 'hidden' rough sleepers and locations	Community Safety Hub
	We will improve access to medical / dental services	Partnerships (Health) (VCS)
	We will agree SWEP provision for 2019/20	
	We will develop a longer term strategy for Severe Weather Emergency Protocols across the District	
	Investigate the options available for 'entrenched' rough sleepers – alternative housing options/ move on accommodation provided via HBC	
	Develop clear protocols for dealing with rough sleeping in the District	
<b>Minimising street begging</b>	Develop clear protocols for dealing with street begging in the District	Community Safety Hub
	We will explore ways for people to donate in ways that do not inadvertently support or encourage begging.	Community Safety Hub The Local Fund for the Harrogate District.

## Priority Five: Sustainability of our approach to homelessness and rough sleeping in the District.

### Introduction

The successful delivery of this strategy is dependent on co-operation and joint working with internal departments, statutory bodies, voluntary sector agencies, faith and community groups.

One of the 10 challenges set to Local Authorities is to adopt a corporate commitment to prevent homelessness with buy in across all local authority services.

The Homelessness Reduction Act introduced a new duty on statutory authorities to work in partnership, referring anyone who is known to be homeless (with consent) and will hopefully enable planned moves from hospital or prison, rather than last minute homeless presentations. However, there is more that can be done.

Harrogate District has an engaged and involved community interested in homelessness support and prevention, we should harness that engagement and investigate opportunities to create new partnerships for service delivery.

### Summary of Planned Outcomes

- Enhanced partnership approach to service delivery
- Ensuring positive funding outcomes for the service and its customers
- Ensuring our services demonstrate value for money

### Actions

Outcome	Actions	Service/ Strategic Links
<b>Enhanced partnership approach to service delivery</b>	Embed a council-wide approach to homelessness and rough sleeping reduction	Housing Strategy, Welfare Strategy, Tenancy Strategy, Community Safety Hub
	Investigation other partnership opportunities – harnessing the involved communities	Partnerships (VCS)
	Embed co-production in service design	Engagement
<b>Ensuring positive funding outcomes for the service and its customers</b>	We will take a proactive approach to funding bid applications as and when opportunities arise.	Business intelligence/ performance
	We will investigate the use of local funding sources and of charitable giving to improve outcomes for individuals	Partnerships (VCS) (PSLB)
	We will maintain a proactive approach to the renewal of support contracts	
<b>Ensuring our services demonstrate value for money</b>	Assess the impact of the growth of the Housing Options private sector officers	Business intelligence/ performance
	Monitoring and reporting recovery of temporary accommodation and rent bond scheme monies to demonstrate return on investment	
	Recording Homelessness Health Assessments – to gain understanding of how early homelessness prevention results in much better outcomes for clients and financial savings for health etc. further down the line.	Partnerships (Health) Business intelligence/ performance
	We will develop monitoring of customer satisfaction / outcomes	Customer Strategy

## Monitoring and Resourcing the Strategy

### *Performance and Monitoring*

Revised Performance Indicators will be monitored quarterly and reported by exception to Management Board and Cabinet.

### *Resources*

The strategy will be delivered within existing resources however, this is subject to the full implications of the Homelessness Reduction Act 2017 being assessed in 2019/20 and opportunities to secure external funding to further service delivery will be progressed as appropriate.

### *Glossary of Terms:*

**DCLG:** Department for Communities and Local Government

**Duty to Refer:** A duty on specified public authorities to refer service users who think they may be homeless or threatened with homelessness to local authority homelessness/housing options team. (Introduced in the Homelessness Reduction Act 2017)

**Gold Standard:** The Gold Standard Programme is a local authority peer led continuous improvement programme, funded by DCLG, to support all local authorities to improve their Housing Options and Homelessness Services through a range of FREE tools, resources and support from the National Practitioner Support Service (NPSS)

**Local Housing Allowance Rate:** Local Housing Allowance (LHA) rates are used to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to the area in which you make your claim.

**MHCLG:** The Ministry of Housing, Communities and Local Government (formerly the Department for Communities and Local Government). The job of the MHCLG is to create great places to live and work, and to give more power to local people to shape what happens in their area.

**PRS:** Private Rented Stock is a classification of housing in the UK. The basic PRS definition is: property owned by a landlord and leased to a tenant.

**Rent Bond Scheme** (or Rent Deposit Scheme): A rent deposit scheme could help if you can't afford a tenancy deposit to rent from a private landlord. Rent deposit schemes offer loans to be used as deposits. Usually, the scheme lends you the money in advance. You pay it back in instalments from your wages or benefits.

**Rough Sleeper:** A rough sleeper is someone whose housing situation falls into one of the following categories: sleeping in the open air, sleeping in tents, sleeping in cars or other vehicles or sleeping in abandoned buildings/other places not designed for habitation.

**SAFE Model:** Safeguarding Adults Facing Exclusion is a scheme organised by Harrogate Homeless Project to help entrenched rough sleepers.

**SWEP:** Severe Weather Emergency Protocol is a scheme that ensures any rough sleeper is not at risk during periods of severe weather by placing them in temporary accommodation.

**Welfare Reform:** Changes in the operation of a welfare system with the aim of reducing the number of individuals dependent on government assistance.

**MAPPA** - Multi Agency Public Protection Arrangements. A framework for the management of some of our most serious offenders.

