



Cabinet Member Report

Decision Maker:	Councillor David Harvey - Cabinet Member for Housing
Date:	13 th September 2021
Classification:	General Release
Title:	Supply and Allocation of Social and Intermediate Housing 2021/22
Wards Affected:	All
City for All Summary:	Providing housing is key to the City for All aim of Thriving Communities. Demand exceeds supply for social housing across the city and the approach to letting social homes set out in this Report aims to take account of the needs of the different households with priority for social housing. The overall aim is to achieve a balanced and transparent approach to letting social homes during 2021/22 and which takes account of the council's key priorities
Key Decision:	Yes
Financial Summary:	The gross Housing General Fund homelessness budget for 2021/22 is £58m. Of this sum approximately £49.1m relates to the provision of temporary accommodation.
Report of:	Neil Wightman, Director of Housing

1. Executive Summary

1.1. Social Housing Lettings 2021/22

In line with the Housing Allocations Scheme, the annual Supply and Allocation of Social and Intermediate Housing Report estimates the proportion of social lettings to be made to each of the priority groups on the council's waiting list, based on available supply (known as projections). The recommended projections for 2021/22 are summarised below and detailed in Appendix B. They take into account competing demands for social housing and the council's statutory duties and strategic priorities and overall the aim is to achieve a balanced approach to lettings. A higher proportion of lettings to Care Leavers are proposed, compared with previous years, and the equalities impacts of this have been considered.

Table 1: Projections 2021/22

	Community Supportive Housing (CSH/Sheltered)		General Needs					Total	
	Studio	1-Bed	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	All	%
Existing WCC Tenants	3	7	4	87	73	45	9	228	32.66
Homeless Households	6	6	20	94	76	29	7	238	34.14
Housing Register	53	28	78	53	14	6	0	232	33.27
Total	62	41	102	234	163	80	16	698	100%

1.2 *Policy changes*

The policy changes proposed include responding to the Domestic Abuse Act 2021 and setting out when Local Lettings Plans are likely to be agreed.

1.3 *Homelessness Strategy 2019–2024 Review*

A one year review of the Strategy found that while there had been achievements in delivering it, some year 1 (2019/20) and year 2 (2020/21) actions were delayed due to the pandemic. Due to this the review has focused on amending the timescales in the Action Plan to ensure the actions are all deliverable by 2024 and a new proposed Action Plan is in Appendix D.

1.4 *Impacts of the Homelessness Policies (introduced 2017)*

The impacts of these policies are considered annually and they include an Accommodation Placement Policy, which prioritises households for private rented housing, including temporary accommodation, in location bands and in line with needs. Only 25 private rented sector offers were made during 2020/21 due to the pandemic and the majority (13) were in Band 2 (Greater London), with 11 in Westminster or an adjoining borough. The criteria to assess these bands is still considered robust and they are needed given the challenges of procuring affordable private rented housing locally. A new Action Plan for 2021/22 (see Appendix E) is proposed to accompany the Accommodation Procurement Policy.

This is needed to ensure there is sufficient private rented housing for homeless households during 2021/22.

2. Recommendations

2.1 That the Cabinet Member for Housing agrees:

2.1.1 The approach to social lettings set out in table 1 and Appendix B.

2.1.2 Any necessary changes to the Allocation Scheme and any other council policies in order to implement the requirements of the Domestic Abuse Act 2021 (see 6.1–6.2).

2.1.3 Changes to the Allocations Scheme and to information on the council's website relating to when Local Lettings Plans are agreed and the principles that are followed when they are implemented (see 6.9).

2.1.4 That a 6th priority is added to the priorities for letting intermediate housing in Westminster for 'London Residents and Workers', which will apply after 3 months of properties being marketed locally, or earlier if there is no local demand (see 6.-5).

2.1.5 The updated Homelessness Strategy 2019–2024 Action Plan in Appendix D

2.1.6 The updated Accommodation Procurement Policy Action Plan 2021/22 in Appendix E

3. Reasons for Decision

3.1 The council's Housing Allocation Scheme is read alongside the annual Supply and Allocation of Social and Intermediate Housing Report, which sets out the proportion of social housing the council expects to let to the different groups in need. These lettings projections are needed to guide the approach to lettings during the year.

3.2 This Report is also needed in order to consider and update wider policies relating to the allocation of social and private housing for households on the council's housing register and to update any policy changes in relation to intermediate housing.

4. Background, including Policy Context

4.1 Each year the council publishes a Supply and Allocation of Social and Intermediate Housing Report. These reports not only relate to the letting of social homes but announce related policy changes and consider the impacts of other associated policies.

4.2 *Social housing lettings*

The council's Housing Allocation Scheme needs to be read in conjunction with these reports¹, as the Scheme refers to 'annual lettings projections' being made through them. These 'lettings projections' set out the proportion of social housing, which the council aims to let to the different groups with priority.

4.3 In order to recommend 'lettings projections' for 2021/22, a range of factors have been taken into account, including:

- a) the council's statutory obligations
- b) the council's strategic priorities, such as;
 - the City for All Strategy², which aims to increase supply by developing at least 1,850 new affordable homes by 2023, including through a housing renewal programme
 - the homelessness strategy³, which aims 'to ensure a range of accommodation is available for homeless households' and 'to develop a temporary accommodation reduction strategy', which has aims to reduce numbers and costs
 - the Corporate Parenting Board Action Plan and responsibilities
- c) the varying and competing demands for social housing.

4.4 The aim is to take a balanced and transparent approach to the letting of social housing.

5. Social Lettings Projections for 2021/22

5.1 In order to project the number and proportion of lettings to different groups, available social housing supply during the year is firstly estimated, based on new supply from new build development and from natural turnover (voids) based on past trends. 698 homes are estimated to become available during 2021/22.

Table 2: Estimated social supply 2021/22

Community Supportive Housing (CSH/Sheltered)		General Needs					Total
		Studio	1-Bed	2-Bed	3-Bed	4+ Bed	
62	41	102	234	163	80	16	698
9%	6%	15%	34%	23%	11%	2%	

¹ www.westminster.gov.uk/housing-strategies#allocations-scheme

² www.westminster.gov.uk/city-for-all

³ www.westminster.gov.uk/housing-strategies#homelessness-strategy

Table 3: Estimated social supply by type 2021/22

	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	Total	%
New build (council)*	0	27	45	48	15	135	17%
New build (Registered Provider)	0	0	2	0	0	2	<1%
Council turnover (voids)*	69	129	48	22	1	269	34%
Registered Provider turnover (voids)	70	69	57	19	3	218	28%
Total net supply	139	225	152	89	19	624	
Transfers	37	81	32	10	2	162	
Total gross supply	176	306	184	99	21	786	
WCC decants	5	4	3	1	0	13	
WCC regeneration moves	8	26	18	18	5	75	
TOTAL AVAILABLE SUPPLY	163	276	163	80	16	698	
	23%	40%	23%	11%	2%		

5.2 Demand for social housing will continue to outstrip estimated supply during 2021/22. The table below shows current demand (see Appendix C for a full breakdown).

Table 4: Current Demand

Housing Demand	Community Supportive Housing (CSH/Sheltered)		General Needs					Total	
	Studio	1-Bed	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	All	%
Existing WCC Tenants	15	46	25	213	391	376	114	1180	30%
Homeless Households	4	0	141	30	1066	831	250	2322	58%
Housing Register	112	21	240	28	37	37	20	495	12%
Total	131	67	406	271	1494	1244	384	3997	

5.3 Table 5 summarises projected lettings to key groups and full details are in Appendix B.

Table 5: Projected Social Housing Lettings 2021/22

	Community Supportive Housing (CSH/Sheltered)		General Needs					Total	
	Studio	1-Bed	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	All	%
Existing WCC Tenants: including those that are overcrowded, that need to move for medical reasons and to enable the housing renewal programme to proceed	3	7	4	87	71	45	9	226	32
Homeless Households: the council has statutory rehousing duties towards	6	6	20	94	78	29	7	240	34
Housing Register: including people moving on from supported housing and those needing to move for medical reasons	53	28	78	53	14	6	0	232	33
Total	62	41	102	234	163	80	16	698	

- 5.4 The overall approach to lettings is to balance the factors in 4.3. A greater number/proportion of lettings to Care Leavers is proposed (55 lettings compared with an annual average of 20⁴) given rising demand from this group, their vulnerability, rising costs to the council in accommodating them and in view of the council's corporate parenting responsibilities.
- 5.5 Growth in the number of Care Leavers is driven largely by rising numbers of unaccompanied asylum-seeking children (UASC) the council has duties towards. There is now a backlog of Care Leavers ready for final stage housing and numbers are projected to grow during 2021/22 after which they are expected to level off, although demand from UASC is hard to predict.

Table 6: Demand from Care Leavers

Backlog (number ready for independent living/final stage housing)*	Future Demand (based on Looked After Children turning 18)*	
160	2021/22	72
	2022/23	47
	2023/24	26
	2024/25	11
	2025/26	15

⁴ Over the past 4 years

- 5.6 The impacts of accommodating greater numbers in social housing during 2021/22 is fully discussed in the equalities impact assessment and summarised in Section 9.

6. Policy Updates and Changes

Social housing

- 6.1 **Domestic Abuse Act 2021.** The Act, from April 2021, gives those who are homeless, as a result of being a victim of domestic abuse, priority need for accommodation secured by the local authority. Under previous legislation, victims of domestic abuse who were not in priority need for another reason, for example because they are pregnant or have dependent children, had to satisfy the vulnerability test by showing that they were more 'vulnerable' than the ordinary person as a result of domestic abuse, in order to be identified as having a priority need. The priority need changes mean that consideration of vulnerability is no longer required for homeless domestic abuse victims (more information is in the Legal Implications).
- 6.2 Some of the Act has not yet been implemented. **It is recommended that the Allocations Scheme and any other council policies are amended as necessary to reflect the Act as it is enacted.**
- 6.3 **Employment Points.** Under the Allocations Scheme applicants are awarded additional points for being in employment in some circumstances. Using discretion within the Scheme, and until September 2021 (starting from October 2020), employment points will no longer be removed from applicants if they lose their jobs, or have their hours reduced due to Covid-19. Full details of this temporary change are at:
www.westminster.gov.uk/housing-policy-and-strategy/allocations-scheme

The above approach will be reviewed in September 2021.

Intermediate housing

- 6.4 The council allocates intermediate housing through a dedicated service called Homeownership Westminster (HOW) in line with 5 local priorities and, in line with GLA requirements these local priorities should only apply for the first 3 months of marketing. After 3 months, the GLA requires them to be offered to a wider pool of applicants. The local priorities are set out here:
www.homeownershipwestminster.co.uk/eligibility
- 6.5 **It is recommended that a 6th priority be added to the local priorities for 'London Residents and Workers'.** This will enable Westminster properties to be easily let to this wider pool of applicants if they cannot be let within 3 months to local applicants. The relevant information about this change will be shared with the GLA. This change will also enable any local properties that cannot be let within the first 3 months, to be more easily offered to a wider base of applicants.

Local lettings plans (LLPs) for social/intermediate housing

- 6.6 The 1996 Housing Act enables some social homes to be let to local applicants and the Allocation Scheme⁵ says they may be used from time to time to achieve certain objectives. For intermediate housing, they can be used for new homes delivered by the council on its estates or land⁶.
- 6.7 The Allocation Scheme also references separate letting arrangements applying to housing renewal areas and some principles for these LLPs, for both social and intermediate housing, to be consulted on were agreed as part of the Supply and Allocation Report 2018/19. Also included in this report were principles that will generally be used for LLPs in infill⁷ areas. In both cases the development is on council land and involves disruption to tenants and the lettings arrangements are discussed with residents at an early stage. Central to these principles is the LLP being used to address local overcrowding.
- 6.8 LLPs can enable local support for new housing, particularly on council land and can help to address local issues like overcrowding. However they can also be unfair to applicants outside their boundary and with higher needs. Defining their boundaries can be difficult particularly for schemes on private land.
- 6.9 **In order to take a balanced approach and set clearer parameters on when they are used, it is proposed that the LLP section of the Allocations Scheme is updated** to make it clear that for:

Housing renewal and infill schemes

- LLPs will be used in line with the principles in the Supply and Allocation's Report 2018/19, as the development is on council land and involves disruption to local residents. One change is proposed to these principles, so homeless households are included only where they are within 12 months of being rehoused into social housing. This is because the council's homelessness policies enable homeless households to be offered private rented housing, so they are not always offered social housing⁸

Other schemes

- LLPs will generally only be agreed for new housing developed by the council or its agent on its own land and where they formed part of the initial discussions with

⁵ www.westminster.gov.uk/housing-policy-and-strategy/allocations-scheme. March 2020

⁶ As set out on the Westminster Homeownership website: www.homeownershipwestminster.co.uk/

⁷ The council's infill programme involves new affordable homes being developed on underused land on estates

⁸ www.westminster.gov.uk/housing-policy-and-strategy/homelessness-policies

residents about the development. As with housing renewal and infill schemes, these types of development are likely to cause local disruption

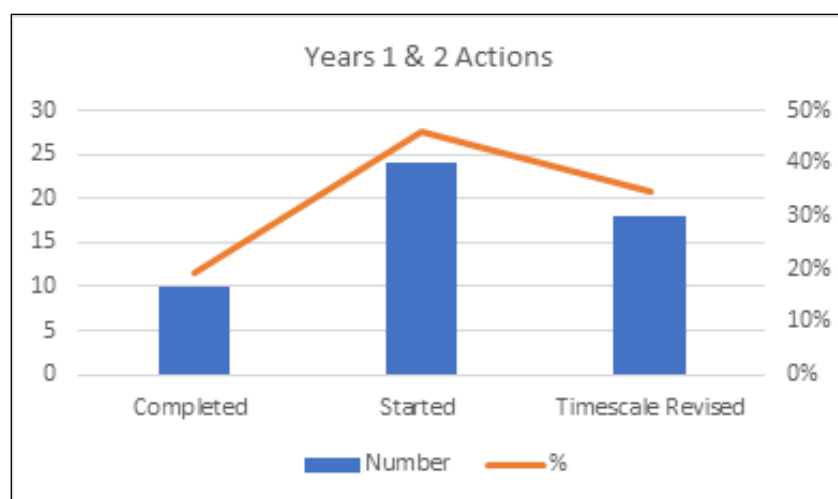
- The decision to implement an LLP in these cases and to define its boundary etc. will be made by the Director of Housing in conjunction with the Cabinet Member on a case-by-case basis. Where they are agreed, the same approach to priorities will be taken as for housing renewal and infill LLPs, although discretion may be applied in exceptional circumstances

7. The Homelessness Strategy – one year review

7.1 The Homelessness Strategy 2019-2024 committed to a one-year review to ensure it and the Action Plan are up to date and relevant. Although the Strategy was published in 2019, full implementation was delayed until June 2020 due to the decision to implement it being subject to ‘call in’ and as emergency work was being undertaken due to the pandemic. This work focused on accommodating rough sleepers into hotels, to keep them and Westminster safe, and then to moving rough sleepers on into more suitable accommodation with additional support.

7.2 While there have been achievements in delivering the Strategy, some Year 1 (2019/20) and Year 2 (2020/21) actions were delayed in starting due to the above. Of the Years 1 and 2 actions, 20%, have been completed and 38% started (see figure 1).

Figure 1: Homelessness Strategy Actions



7.3 Given the uncertainty around homelessness the review has focused on amending the timescales in the Action Plan rather than on a full review and the proposed updated Action Plan is in Appendix D. All the actions can still be completed by 2024.

7.4 Homelessness applications decreased in 2020/21 by 19% compared with 2019/20 (see figure 2), partially due to the ban on evictions during the year while the number of acceptances, where the council has a full housing duty to the household, increased by 20% from 382 to 460. The number of applications and acceptances is expected to rise during 2021/22, given a tripling in the number of people claiming

unemployment benefits in Westminster (see figure 3) coupled with the lift of the eviction ban. However, the future picture is uncertain as not all those evicted will seek help from the council and the low income sub-market is estimated to make up around 14% of Westminster’s private rented sector⁹.

Figure 2: Homeless applications and acceptances

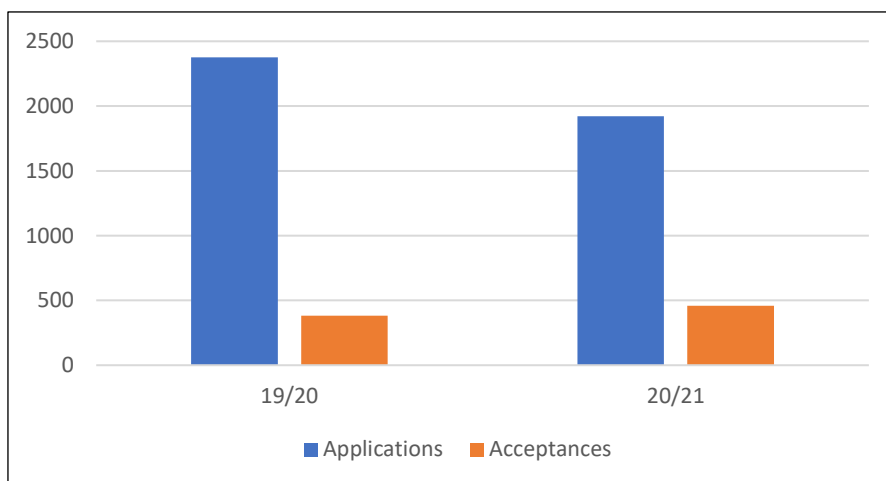
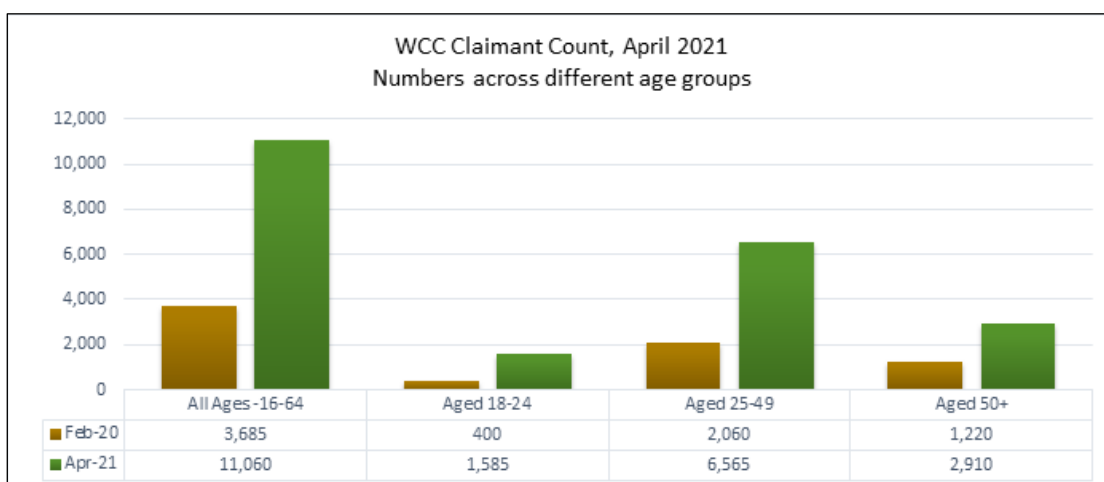


Figure 3: Unemployment benefit recipients



To note: Claimant refers to those claiming Jobseeker’s Allowance plus those who claim Universal Credit and are required to seek work and be available for work & Employment and Support Allowance¹⁰.

7.5 The Strategy is still considered fit for purpose to meet the potential challenges ahead as it has a strong emphasis on early homelessness prevention. Examples include disseminating housing information for those at risk of homelessness through alternative routes, such as through Community Champions¹¹ and an early alert pilot

⁹ Westminster Private Rented Sector Strategy 2021 – 24, www.westminster.gov.uk/housing-policy-and-strategy

¹⁰ Source: <https://www.nomisweb.co.uk/query/construct/summary.asp?menuopt=200&subcomp=>

¹¹ These are members of the community who can signpost people at risk of homelessness to support services

with landlords or agents, so they inform the council when a tenant is getting into rent arrears (with the tenant's consent).

- 7.6 A fuller review will be carried out as it is needed and when the homelessness picture is clearer. The summary of actions to address rough sleeping in the Strategy will need to be updated as the Rough Sleeping Strategy 2017–2022 is due to expire and a new one will be developed in consultation with partners and stakeholders. The council already had a separate Rough Sleeping Strategy (when the Homelessness Strategy was developed) as it requires a different type of response to other forms of homelessness, so the Homelessness Strategy does not cover it.

8. Homelessness Policies

- 8.1 In 2017 the council published new homelessness policies¹² and the impacts of them are monitored and reported annually through this Report:

- **A Private Rented Sector Offers (PRSOs) Policy** setting out that PRSOs may be made to homeless households;
- **An Accommodation Placement Policy** setting out how homeless households will be prioritised for private accommodation in different areas based on their needs (in three location Bands);
- **An Accommodation Procurement Policy for Homeless Households** setting out the principles that will be followed when the council is procuring private accommodation for homeless households. Its Action Plan, to ensure sufficient supply of accommodation to meet demand, is updated regularly.

- 8.2 During 2020/21, 25 households were made successful PRSOs in line with the PRSO Policy. The focus was to offer PRSOs to those more newly accepted as homeless. The majority of PRSOs (13) were in Band 2 (Greater London) in various locations and 11 were in Westminster or an adjoining borough. Only 1 was outside London. The majority (15) were into 2 bedroom properties, 8 were into 3 bedrooms and 2 were into 4 bedrooms.

- 8.3 2020/21 was an unusual year given the pandemic and there were fewer PRSOs than anticipated. Despite some reductions in market rents, procuring affordable private rented properties within Local Housing Allowance (LHA) levels was still challenging and there remains a shortage of properties particularly within Band 1, for both PRSOs and for temporary accommodation (TA). The approach of prioritising those with the highest needs for those available properties therefore is still considered robust.

- 8.4 TA offers are also made in line with the Placement Policy and the majority of moves during the year (98%) were in London. Of the 433 moves into Band 1 properties, 59% were into studios or 1-bedroom properties, reflecting the cost of accommodation in inner London. Only 2% of TA lets were outside London.

Table 7: Temporary Accommodation lets 2020/21

¹² www.westminster.gov.uk/housing-strategies#homelessness-policies

	Studio/1-bed	2-Bed	3-Bed	4-Bed	5+ Bed	Total	%
Band 1	255	104	46	21	7	433	45%
%	59%	24%	11%	5%	2%		
Band 2	175	193	78	40	20	506	53%
%	35%	38%	15%	8%	4%		
Band 3	4	9	2			15	2%
%	27%	60%	13%	0%	0%		
Total	434	306	126	61	27	954	

8.5 *The Accommodation Procurement Policy*

The Policy includes an action plan for ensuring sufficient accommodation for Temporary Accommodation and PRSOs. An updated Action Plan for 2021/22 is in Appendix D.

9. Equalities Implications

- 9.1 An Equalities Impact Assessment (EIA) has been completed on the proposed 'projections'. As Appendix C shows, the housing list is made up of different groups in need. The EIA found that when looking at demand for social housing overall, certain groups with protected characteristics were overrepresented compared to their population share: Black, Asian and Middle Eastern households; women, the 25–44 and the 45–65 age groups; households with children; and lone parents.
- 9.2 Whilst protected characteristics are still evident, they vary when looking at demand by each of the broad groups needing social housing (homeless households, transfer and housing register applicants). For example, these over representations are even more pronounced amongst homeless households.
- 9.3 The EIA concluded that overall the 'projections' approach generally balances lettings between all the different groups in need of housing. It also found that while letting a greater proportion of studio homes to Care Leavers during 2021/22 will impact on other groups in need of them, most significantly single homeless households, the approach is considered legitimate. This is because it meets the important aim of assisting one of the most vulnerable groups the council has responsibilities towards and to address a spike in demand. A number of mitigations are identified in the EIA to help address the impact of this approach.
- 9.4 An Equalities Impact Assessment has also been completed on the updated approach to Local Lettings Plans. This finds that while there are some negative impacts of them on certain groups, such as homeless households, who are more likely to have certain protected characteristics, at the same time they benefit other groups, such as those registered for a transfer who are overcrowded, and they are more likely to have different protected characteristics.

9.5 Overall they achieve the legitimate aim of helping to achieve local support for new development on council land without which could delay or prevent a new scheme, which would have a detrimental impact on new supply which benefits all applicants.

10. Financial Implications

10.1 Any changes to the number of lettings to homeless households will impact on the temporary accommodation budget. The budget is monitored and reported on monthly. The Temporary Accommodation Reduction Strategy is being rolled out and aims to reduce costs.

Table 8: 2021/22 Base budget

Service Area	Expenditure	Income	Total
	£m	£m	£m
Homelessness	8.924	-3.792	5.132
Temporary Accommodation	49.066	-46.123	2.943
Grand Total	57.99	-49.915	8.076

11. Legal Implications

11.1 The Council has a duty under the Housing Act 1996 (Part VII), as amended, to ensure that accommodation is made available for homeless applicants who are owed a full housing duty by the Council.

11.2 Where the council determines under the provisions of the Housing Act 1996 Part VII (as amended) that a person/household is eligible for assistance, homeless, in priority need and not homeless intentionally, it has a duty to secure suitable accommodation (unless it refers the applicant to another authority under the local connection provisions): s193(2), s206(1). The suitability of accommodation is governed by s210 of the 1996 Act, a number of statutory instruments made under that provision (SIs 1996/3204, 2003/3326 and 2012/2601) and by the Homelessness Code of Guidance for Local Authorities.

11.3 When discharging its housing duties under Part VII, the Council must, so far as reasonably practicable, secure that accommodation is available for the applicant's occupation in their own district: s208(1) of the 1996 Act.

11.4 The Homelessness Reduction Act 2017 places a duty on Local Authorities to intervene at an early stage to help prevent homelessness and take reasonable steps to relieve homelessness for all eligible applicants, not just those in priority need.

11.5 By virtue of s166A Housing Act 1996 the Council is obliged, in its Allocation Scheme, to afford reasonable preference to specified groups including:

- People who are homeless, within the meaning of Part 7 of the Act or who are owed specified duties under that Part;

- Those in insanitary or overcrowded housing;
 - Those needing a move on medical or welfare grounds;
 - Those needing to move to a particular locality within our district where hardship would otherwise be caused.
- 11.6 The Code of Guidance 'Allocation of accommodation: guidance for local housing authorities in England' issued by the Secretary of State and amended in January 2021 provides;
- 'Welfare grounds' would encompass a wide range of needs, including, but not limited to, the need to:
- provide a secure base from which a care leaver..... can build a stable life
- 11.7 The Council is also under a general duty, pursuant to s11 Children Act 2004, to have regard to the need to safeguard and promote the welfare of children within their area.
- 11.8 As a public authority, the Council must take account of the provisions of the Human Rights Act 1998 and not act in a way which is incompatible with a Convention right. Under Article 8, any interference with the right to respect for a person's private and family life and home must be proportionate and Article 14 requires that there must be no unjustified discrimination within the scope of human rights on any grounds, such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, or other status.
- 11.9 The Equality Act 2010 introduced a public sector equality duty which requires the City Council when making decisions to have due regard to the need to;
- eliminate discrimination, harassment, victimisation and any other conduct that is unlawful under the Equality Act 2010;
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 11.10 The relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The City Council is required to act in accordance with the equality duty and have due regard to the duty when carrying out its functions.
- 11.11 The Coronavirus Act 2020 provides for extended notice periods for notices which must be given to residential occupiers before possession proceedings can be commenced. Amendments to the Civil Procedure Rules have introduced additional requirements for steps to be taken before a possession claim can be issued in the Court, including additional enquiries in relation to rent arrears and any impact of the coronavirus pandemic on household income. The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020 provides legal protection against legal proceedings including possession proceedings on the basis of rent arrears in specified circumstances. The

changes to the way the Council can recover possession of a property will affect the supply of accommodation available for allocation.

- 11.12 The Domestic Abuse Act 2021 amends the definition of “homeless” so that local authorities will be required to accept homelessness applications from persons who have experienced or who are at “*probable*” risk of facing domestic abuse. Domestic abuse is widely defined in the Act to include controlling or coercive behaviour and economic abuse. This Act also introduces a new category of priority need being “*A person who is homeless as a result of that person being a victim of domestic abuse*”. This means that any household homeless as a result of domestic abuse is likely to fall within the reasonable preference group referred to at 6.1 above.

12. Staffing Implications

- 12.1 There are no staffing implications.

13. Consultation and Communications

- 13.1 A range of officers across the council were consulted in order to complete this Report.
- 13.2 Ongoing consultation and discussion on housing supply and allocations issues is carried out with key stakeholders both within and outside the council, for example through meetings with registered providers and the Housing Solutions Service Improvement Group.
- 13.3 This Report will be uploaded to the council’s website where it is made clear that it links to the Housing Allocation Scheme.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact;

Sally Nott, Partnership & Development Manager

Email: sanott@westminster.gov.uk; Tel: 07971 616197

Cecily Herdman, Principal Policy Officer

Email: cherdman@westminster.gov.uk; Tel: 07971 026132

BACKGROUND PAPERS:

Background papers are referenced as footnotes throughout this report.

For completion by the **Cabinet Member for Housing**

Declaration of Interest

I have <no interest to declare / to declare an interest> in respect of this report

Signed: _____ Date: 18.10.2021

NAME: **Councillor David Harvey, Cabinet Member for Housing**

State nature of interest if any

.....
.....
.....

(N.B: If you have an interest you should seek advice as to whether it is appropriate to make a decision in relation to this matter)

For the reasons set out above, I agree the recommendations in the report entitled **Supply and Allocation of Social Housing 2021/22** and reject any alternative options which are referred to but not recommended.

Signed

Councillor David Harvey, Cabinet Member for Housing

Date 18.10.2021.....

If you have any additional comment which you would want actioned in connection with your decision you should discuss this with the report author and then set out your comment below before the report and this pro-forma is returned to the Secretariat for processing.

Additional comment:

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If you do not wish to approve the recommendations, or wish to make an alternative decision, it is important that you consult the report author, the Director of Law, the Executive Director of Finance and Resources, and, if there are staffing implications, the Director of People Services (or their representatives) so that (1) you can be made aware of any further relevant

considerations that you should take into account before making the decision and (2) your reasons for the decision can be properly identified and recorded, as required by law.

Note to Cabinet Member: Your decision will now be published and copied to the Members of the relevant Policy & Scrutiny Committee. If the decision falls within the criteria for call-in, it will not be implemented until five working days have elapsed from publication to allow the Policy and Scrutiny Committee to decide whether it wishes to call the matter in.

Appendix A:

Other Implications

1. Resource Implications

The proposed lettings approach will be delivered within existing resources.

2. Risk Management Implications

There is a risk that the proposed approach to lettings may need to change due to the ongoing pandemic. The situation will be kept under review and Government Guidance followed where necessary.

3. Health and Wellbeing Impact Assessment including Health and Safety Implications

Social housing lettings will continue to be made using the safe practices which were developed due to the pandemic for as long as necessary.

4. Crime and Disorder Implications

There are no implications.

5. Impact on the Environment

There are no implications.

6. Staffing Implications

The proposed approach to lettings will be delivered by existing staff.

7. Human Rights Implications

There are no implications.

8. Energy Measure Implications

There are no implications.

Appendix B: Allocations Projections 2021/22

Projections 2021/22	CSH		General Needs					Total	
	Studio	1-Bed	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	Total	%
Existing Tenants									
Housing Renewal*	0	0	0	26	18	18	5	67	9.60
Returning Decant*	0	0	0	0	0	0	0	0	0.00
Overcrowded	0	0	0	0	22	14	3	39	5.59
Category A Medical Priority	0	0	2	14	14	8	1	39	5.56
Studio to 1 Bed	0	0	0	18	0	0	0	18	2.58
Management Transfers	0	0	0	15	7	3	0	25	3.51
Major Works	0	0	2	4	2	1	0	9	1.24
Cash Incentives	3	0	0	10	7	1	0	21	2.94
Children Act	0	0	0	0	2	0	0	2	0.29
Community Care Nominations	0	0	0	0	1	0	0	1	0.11
Community Supportive Housing for Older People	0	7	0	0	0	0	0	7	1.00
Total (Existing Tenants)	3	7	4	87	73	45	9	228	32.66
Homeless	6	6	20	94	76	29	7	238	34.14
Housing Register									
Hostel Move-On (including MH)	6	5	5	0	0	0	0	16	2.34
Children Act Rehousing (CAAP and WALC)	0	0	55	7	2	1	0	65	9.37
Category A Medical	0	0	6	8	9	3	0	26	3.77
Pathways (Single Persons)	0	0	10	0	0	0	0	10	1.43
Second/Discretionary Succession	0	0	0	19	0	0	0	19	2.72
Assisted Cash Incentive	0	0	0	6	0	0	0	6	0.80
Housing Renewal (split households)	0	0	0	2	3	0	0	5	0.69
Community Care Nominations	0	0	0	2	0	0	0	2	0.29
Reciprocals	0	0	0	1	0	0	0	1	0.14
Statutory Overcrowded	0	0	0	0	0	1	0	1	0.14
Learning Disability Quota	0	0	0	2	0	0	0	2	0.29
Registered Providers Severe Overcrowded	0	0	0	0	0	1	0	1	0.14
Staff Rehousing	0	0	0	0	0	0	0	0	0.00
Community Supportive Housing for Older People	47	23	0	0	0	0	0	70	10.03
Low Income Workers Quota	0	0	0	2	0	0	0	2	0.29
Veterans Nomination Scheme	0	0	0	2	0	0	0	2	0.29
Right to Move Scheme	0	0	1	0	0	0	0	1	0.14
Pan London Reciprocal Scheme	0	0	1	0	0	0	0	1	0.14
Housing Moves (GLA) Scheme	0	0	0	2	0	0	0	2	0.26
Total (Housing Register)	53	28	78	53	14	6	0	232	33.27
Grand Total	62	41	102	234	163	80	16	698	100%

Please see the key below for a description of each group.

Priority Group	Comment
Housing Renewal (including Returning Decants)	Council tenants that need to move (or return) due to Regeneration Schemes taking place
Overcrowded	Council tenants that are overcrowded
Category A Medical Priority	Council tenants with medical priority for a move
Studio to 1 Bed	Council tenants living in a studio, moving to a 1-bed
Management Transfers	Council tenants needing to move urgently eg because of harassment
Major Works	Council tenants required to move for essential repair works
Cash Incentives	Council tenants under-occupying a property
Children Act	Council tenants working with Social Services and their household includes a child in need
Community Supportive Housing for Older People	Tenants aged 60+ who require sheltered accommodation
Homeless	Homeless households
Hostel Move-On	Applicants living in a hostel (including applicants living in mental health supported accommodation) and require general needs or CSH accommodation
Children Act Rehousing	Council tenants working with Social Services and their household includes a child in need. Includes young adults leaving care
Category A Medical Priority	Housing Register applicants accepted with medical priority
Pathways (Single Persons)	Single homeless applicants that have required support
Second/Discretionary Succession	Member of a tenants' household who is eligible to succeed to a tenancy eg where the tenant has died
Assisted Cash Incentive	Adult siblings of under-occupying council tenants whose move will help release a larger family sized unit
Housing Renewal (split households)	Members of a Regen household that need separate re-housing
Community Care Nominations	Applicants nominated by Social Services who have no other priority for housing
Reciprocals	Arrangement between a Registered Provider and the Council to rehouse the RP tenant
Statutory Overcrowded	Non council tenants living in overcrowded accommodation
Learning Disability Quota	Applicants nominated by the Westminster Learning Disability Partnership
Registered Providers Severe Overcrowded	Severely overcrowded tenants of an RP
Staff Rehousing	Council staff living in tied accommodation eg caretakers
Community Supportive Housing for Older People	Applicants aged 60+ who require sheltered accommodation
Low Income Workers Quota	Applicants on a low income moving via Westminster Homeownership
Veterans Nomination Scheme	Armed Forces applicants nominated by Stoll and/or Veterans Aid
Right to Move Scheme	Mayor of London's Housing Moves scheme enabling tenants of London's boroughs or RP's to move to a home in another borough.
Pan London Reciprocal Scheme	Coordinated by Safer London, supports households at risk of abuse to move to a safe area of London.
Housing Moves (GLA) Scheme	Mayor of London's Mobility Scheme. Priority is given to households with more or fewer bedrooms than they need, those in work, and those providing care to a relative or friend.

APPENDIX C: Demand for Social Housing

2021/22 Demand	CSH		General Needs					Total	
Priority Group	Studio	1-Bed	Studio	1-Bed	2-Bed	3-Bed	4+ Bed	Total	%
Existing Tenants									
Tenant - Cash Incentive			5	28	35	4		72	1.80
Tenant - Category A Medical			4	35	52	61	22	174	4.35
Tenant - Children's Act CAAP						1		1	0.03
Tenant - CIS Money to Move			3					3	0.08
Tenant - CSH	13	44						57	1.43
Tenant - CSH CIS	2	2						4	0.10
Tenant - Decant/Essential Reps			1	11	13	13	2	40	1.00
Tenant - General List					265	272	78	615	15.39
Tenant - Management Transfer			1	4	2	2		9	0.23
Tenant - Regen Decant			6	25	21	11	9	72	1.80
Tenant - Returning Decant					1			1	0.03
Tenant - Studio to One-Beds			5	110				115	2.88
Transfer - PCHA Cat A Medical					1	2		3	0.08
Transfer - PCHA CIS					1	1		2	0.05
Transfer - PCHA General List						9	3	12	0.30
Total (Existing Tenants)	15	46	25	213	391	376	114	1180	22.79
Homeless	4		141	30	1066	831	250	2322	58.09
Housing Register									
HR - Category A Medical			24	12	32	29	14	111	2.78
HR - Children's Act – WALC*			158	2				160	4.00
HR - CIS Assist Priority Rehsg			2	2				4	0.10
HR - Community Supportive Hsg	101	21			1			123	3.08
HR - Hostel Move-On CSH	11							11	0.28
HR - Learning Disability			1	2				3	0.08
HR - MH Hostel Move On			3					3	0.08
HR - Pathways			36	2				38	0.95
HR - Reciprocals					1			1	0.03
HR - Regen Decant Split Hshld			3					3	0.08
HR - Registered Provider O/C					1	3	3	7	0.18
HR - Statutorily Overcrowded						5	3	8	0.20
HR - Street Hmls Hostel MoveOn			13					13	0.33
HR - Succession / Assignment				8	2			10	0.25
Total (Housing Register)	112	21	240	28	37	37	20	495	12.38
Grand Total	131	67	406	271	1494	1244	384	3997	

**Backlog is not yet reflected on the waiting list due to cases being processed by the Panel*

APPENDIX D: Homelessness Strategy 2019-2024 Action Plan

Updated June 2021

Year 1: Until – March 2020, **Year 2:** April 2020 – March 2021, **Year 3:** April 2021 – March 2022, **Year 4:** April 2022 – March 2023, **Year 5:** April 2023 – March 2024

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
1. Reach more people at risk of homelessness at an earlier stage, by building a network of prevention and support, working with partners and communities					
1.1	<i>Co-produce a 'Homelessness Prevention Charter'</i>	<i>Complete Charter</i>	<i>Year 4 - Summer 2022</i>	<i>Homelessness Partnership Board</i>	<i>Range of stakeholders</i>
1.2	<i>Implement a rolling programme of training and awareness raising</i>	<i>Community lead to build up contacts and identify opportunities</i>	<i>Year 4 - Summer 2022</i>	<i>WCC Housing Team</i>	<i>Range of stakeholders, i.e. community, faith and voluntary groups and registered providers – Community Champions</i>
		<i>Develop training plan</i>	<i>Year 4 - Autumn 2022</i>	<i>As above</i>	<i>As Above</i>
		<i>Start training and set annual training targets</i>	<i>Year 4 – Winter 2022 & Ongoing</i>	<i>WCC Housing Team/Housing Solutions Service</i>	<i>As Above</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
1.3	<i>Recruit Community Champions and train them to offer support and information to residents</i>	<i>Investigate funding opportunities and expanding the council's health focused Community Champions Scheme</i>	<i>Year 4 – Spring 2022</i>	<i>WCC Housing Team/Public Health</i>	<i>Community Champions currently in post</i>
1.4	<i>Continue to develop referral routes to housing services, for those working with people at risk of homelessness</i>	<i>Investigate providing Housing advice from GP surgeries</i> <i>Review all referral routes</i>	<i>Year 4 - Spring 2022 (Started)</i> <i>Year 3 – Winter 2021</i>	<i>Housing Solutions Service (Shelter) & Public Health</i> <i>WCC Housing Team</i>	<i>Public Health</i> <i>Range of stakeholders</i>
2. Make our services more visible through targeted information campaigns					
2.1	<i>Use a range of channels of communication to increase the visibility of our services</i>	<i>Start poster and leaflet campaign</i> <i>Improve housing information on the website</i>	<i>Year 3 – Winter 2021</i> <i>Year 3 – Winter 2021 (Started)</i>	<i>WCC Communications and Engagement Team</i> <i>WCC Housing Team/Communications and Engagement Team</i>	<i>Housing Solutions Service</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
		<i>Publicise success stories</i>	<i>Ongoing</i>	<i>Communications and Engagement Team</i>	
3. Proactively offer personalised support to those at risk of homelessness where possible, from helping them negotiate with their landlord to offering employment and skills training so they can increase their income					
3.1	<i>Use data to introduce new ways of flagging those at risk of homelessness</i>	<i>Pilot approach using data</i> <i>Evaluate results of Pilot</i>	<i>Year 4 – Autumn 2022 (Started)</i> <i>Year 5 - Spring 2023</i>	<i>WCC Economy & Development</i> <i>As Above</i>	<i>WCC Strategy & Intelligence Team</i> <i>As Above</i>
3.2	<i>Look for ways to continue and grow the early intervention approach</i>	<i>Review how the learning from the WCC Prevention Initiatives can be embedded into service provision</i>	<i>Year 3 - Winter 2021</i>	<i>WCC Housing Team</i>	<i>Housing Solutions Service</i>
4. Do more to identify and address the main causes of homelessness in Westminster and also the wider causes, through research and outreach					
4.1	<i>Address homelessness from the social sector:</i> <ul style="list-style-type: none"> <i>Research overcrowded families living in our council</i> 	<i>Run estate-based pilot and consider the results</i>		<i>WCC Housing Team</i>	<i>Overcrowded families/</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
	<p><i>housing, to better understand them and their needs</i></p> <ul style="list-style-type: none"> <i>Use communication channels to help grown-up family members living in overcrowded council housing understand the housing options available to them</i> 	<p><i>before rolling out more widely</i></p> <p><i>As above</i></p>	<p><i>Year 4 - Winter 2022</i></p> <p><i>Year 5 – Winter 2023</i></p>	<p><i>WCC Housing Team</i></p>	<p><i>Strategy and Intelligence Team</i></p> <p><i>WCC Communications and Engagement Team</i></p>
4.2	<p><i>Address homelessness from the private rented sector:</i></p> <ul style="list-style-type: none"> <i>Early alert pilot with landlords or lettings agents to help identify tenants at risk. Ensure they know about</i> 	<p><i>Pilot to start</i></p>	<p><i>Year 3 - Winter 2021</i></p>	<p><i>Housing Solutions Service (Shelter)</i></p>	<p><i>Private landlords/lettings agents/private tenants</i></p>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
	<p><i>employment support for tenants</i></p> <ul style="list-style-type: none"> <i>Continue to use our powers to intervene when tenants are threatened with unlawful or retaliatory eviction</i> 	<p><i>Take legal action where necessary/Serve Improvement Notices</i></p>	<p><i>Ongoing</i></p> <p><i>(Work has been continuous)</i></p>	<p><i>WCC Environmental Health Team (Public Protection and licensing)</i></p>	
4.3	<p><i>Address homelessness due to relationship breakdown</i></p> <ul style="list-style-type: none"> <i>Understand if there is role for the council</i> 	<p><i>Training for housing staff on Reducing Parental Conflict</i></p> <p><i>Complete or commission research</i></p>	<p><i>Year 4 – Winter 2022 (Started)</i></p> <p><i>Year 3 – Winter 2021</i></p>	<p><i>WCC Children’s Services</i></p> <p><i>WCC Housing Team</i></p>	<p><i>Housing Solutions Service/Early Intervention Service</i></p> <p><i>WCC Strategy and Intelligence Team/WCC Children’s Services</i></p>
4.4	<p><i>Address the wider causes of homelessness</i></p>	<p><i>Complete Pilot</i></p>	<p><i>Year 3 – Winter</i></p>		<p><i>MyBnk/Young people at risk</i></p>

	Action	Further detail	By	Owner	Others involved
	<ul style="list-style-type: none"> • Pilot with MyBnk, providing training to 18-25 year olds, at risk of homelessness 	Evaluate pilot and make recommendations	2021 (Started)	WCC Housing Team	Children's Services/ WCC Strategy & Intelligence Team
	<ul style="list-style-type: none"> • Run awareness sessions about preventing homelessness in schools and youth centres 	Start sessions	Year 4 - Spring 2022	WCC Housing Team	
	<ul style="list-style-type: none"> • Look at ways to better support residents to manage their finances and raise their incomes 	Pilot any new approaches on one or two estates	Year 4 – Spring 2022	Housing Solutions Service (Shelter)	Westminster Youth Council/WCC Children's Services
	<ul style="list-style-type: none"> • Ensure awareness of employment support 	Seek resources for a service for people with low level mental health problems	Year 4 – Winter 2022		
			Ongoing (Started)	WCC Economy and & Regeneration Team & WCC Housing Team	WCC Policy and projects
				WCC Housing Team	

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
	<p><i>Review Personal Housing Plans</i></p> <ul style="list-style-type: none"> • <i>Support vulnerable households moving onto Universal Credit</i> 	<p><i>Let social landlords know about employment support for tenants and ensure employment coaches can identify and refer those at risk of homelessness</i></p> <p><i>Ensure they address the wider causes of homelessness, where appropriate</i></p> <p><i>Work with DWP to understand their timetable and package of support and ensure everyone across the council is aware of it</i></p>	<p><i>Ongoing (Started)</i></p> <p>Completed</p> <p><i>Ongoing (Started)</i></p>	<p><i>WCC Housing Team & WCC Economy and Development Team</i></p> <p><i>WCC Housing Solutions Service</i></p>	<p><i>WCC Public Health/Mental Health Partnership</i></p> <p><i>Westminster Housing Association Chief Executives Forum</i></p> <p><i>WCC Children's Services/Adult Social Care and Public Health/ Welfare Reform Group</i></p>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
				WCC Policy and Projects Team/Benefits Policy Team	
5. Make our housing services more transparent, accountable and accessible					
5.1	<i>Set up a Homelessness Partnership Board</i>	<i>Establish Board</i>	<i>Year 3 - Winter 2021 & Ongoing</i>	<i>WCC Housing Team</i>	<i>Range of stakeholders including homeless households</i>
5.2	<i>Improve our homelessness service by seeking the views of service users and stakeholders</i>	<i>Establish Service Improvement Group and run quarterly meetings</i>	<i>Ongoing</i>	<i>WCC Housing Team/Housing Solutions Service</i>	<i>Service users/ Other boroughs</i>
		<i>Develop service user 'Expert Panel' to be the point of contact for key changes</i>	Completed	<i>As above</i>	<i>Service users</i>
		<i>Commission agency to conduct Mystery</i>			

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
		<p><i>Shopping and seek opportunities for cross borough working</i></p> <p><i>Incorporate exit interviews</i></p>	<p><i>Year 4 – Winter 2022 (Started)</i></p> <p><i>Year 4 - Winter 2023</i></p>	<p><i>Housing Solutions Service</i></p> <p><i>WCC Housing Team/Housing Solutions Service</i></p>	<p><i>Service users</i></p>
5.3	<p><i>Become more person centred by:</i></p> <ul style="list-style-type: none"> <i>Becoming Accredited by the Domestic Abuse Housing Alliance</i> <i>Applying the learning from the Making Every Adult Matter pilot and rolling it out</i> 	<p><i>Accreditation achieved</i></p>	<p><i>Year 3 – Winter 2021 (Started)</i></p> <p><i>Year 4 – Spring 2022 (Started)</i></p>	<p><i>Housing Solutions Service</i></p>	<p><i>Domestic Abuse Housing Alliance</i></p>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
	<ul style="list-style-type: none"> • Train front line housing staff on trauma informed working • Train front line housing staff on Making Every Contact Count • Look at ways to improve our response when households have mental health problems 	Complete Pilot		WCC Children's Services/Housing Team	Housing Solutions Service
		Evaluate learning			
		Complete training	Ongoing (Started)	WCC Housing Team/Housing Solutions Service	WCC Public Health
		Complete training	Ongoing (Started)	WCC Housing Team/Housing Solutions Service	WCC Public Health
		Raise awareness of OneYou website which	Completed	As above	

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
		<p><i>gives information about services</i></p> <p><i>Investigate Mental Health First Aid training for housing staff</i></p>	<i>Ongoing (Started)</i>	<i>WCC Housing Team/Housing Solutions Service</i>	<p><i>As above</i></p> <p><i>WCC Mental Health Partnership/ WCC Public Health</i></p>
5.4	<i>Improve digital access to the Housing Solutions Service</i>	<i>Complete review of current service and involve service users</i>	<i>Year 3 – Winter 2021 (Started)</i>	<i>WCC Housing Team</i>	<i>Housing Solutions Service/Customer and Digital Standards Board/service users</i>
6. Better communicate what we can and can't offer					
6.1	<i>Communications campaign about our services and what people can expect from them</i>	<p><i>Develop a Communications Plan, test with service users</i></p> <p><i>Roll out to start</i></p>	<p><i>Year 3 – Autumn 2021</i></p> <p><i>Year 3 – Winter 2021</i></p>	<p><i>WCC Communications and Engagement Team</i></p> <p><i>As Above</i></p>	<i>WCC Housing Team/ Housing Solutions Service</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
7. Ensure a range of accommodation is available for the homeless households that we have a housing duty towards, when homelessness cannot be prevented					
7.1	<p><i>Set new affordable housing target when needed and ensure intermediate housing is affordable to a range of households</i></p> <p><i>Review the Allocation Scheme</i></p>	<p><i>Review past delivery and set new target (current target expires in 2023)</i></p> <p><i>Set affordability thresholds in the Supplementary Planning Document for the City Plan 2019 – 40</i></p> <p><i>Consider support to under occupiers and how the scheme works for all households in need</i></p>	<p><i>Year 5 - Spring 2023</i></p> <p><i>Year 3 - Winter 2022 (Started)</i></p> <p><i>Year 5 – Spring 2023</i></p>	<p><i>WCC Development Team</i></p> <p><i>WCC Policy and Projects Team</i></p> <p><i>WCC Policy and Projects Team</i></p>	<p><i>Registered providers</i></p> <p><i>WCC Housing Team</i></p> <p><i>WCC Housing Team/Housing Solutions Service/Children’s and Adult Services</i></p>
7.2	<p><i>Ensure sufficient private rented housing for homeless households and look for innovative ways to increase supply</i></p>	<p><i>Update annual Action Plan</i></p> <p><i>Develop Temporary Accommodation</i></p>	<p>Completed for 2021/22</p>	<p><i>WCC Housing Team</i></p>	<p><i>Housing Solutions Service</i></p> <p><i>Housing Solutions Service</i></p>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
		<i>Reduction Plan, firstly piloting new initiatives</i>	Completed and delivery underway	<i>WCC Housing Team</i>	
7.3	<i>Increase settled private rented accommodation</i>	<i>Review targets as part of Temporary Accommodation Reduction Plan</i>	<i>Year 4 - Spring 2023</i>	<i>Housing Solutions Service</i>	<i>Housing Solutions Service</i>
	<i>Explain why these private rented sector offers are generally outside of Westminster</i>	<i>Part of campaign in 6.1</i>	<i>Year 3 - 2021 & Ongoing</i>	<i>WCC Communications and Engagement Team</i>	<i>WCC Housing Team/Housing Solutions Service</i>
	<i>Look at ways to give customers more choice over the location of these offers</i>	<i>Work with temporary accommodation households to understand their needs</i>	<i>Year 3 - Autumn 2021</i>	<i>Housing Solutions Service (RMG)</i>	<i>WCC Housing Team</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
		<p><i>Establish website to market available properties</i></p> <p><i>Investigate recruiting Community Connectors to help people settle, using a 'peer mentoring model' with households that have successfully moved to other areas</i></p>	<p>Completed</p> <p><i>Year 3 - Winter 2021</i></p> <p>(Started)</p>	<p><i>Housing Solutions Service (RMG)</i></p> <p><i>WCC Housing Team</i></p>	<p><i>WCC Housing Team/ former homeless households</i></p>
8. Review how people access supported housing and ensure our supported housing meets needs, now, and in the future					
8.1	<i>Develop an on line referral system</i>	<p><i>Procure system</i></p> <p><i>New system goes live</i></p>	<p><i>Year 4 - Winter 2022</i></p> <p><i>Year 5 - Spring 2023</i></p>	<i>WCC Housing Team</i>	<i>WCC IT Team</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
8.2	<i>Work with specialist providers to ensure dedicated support for survivors of domestic abuse</i>	<i>Re-procure refuges</i>	Completed	<i>WCC Housing Team</i>	<i>Refuge</i>
8.3	<i>Review the needs of young people to ensure suitable accommodation for different needs</i>	<i>Complete needs analysis and re-procure services where appropriate</i> <i>New services to begin</i>	<i>Year 4 – Spring 2022 (Started)</i> <i>Year 5 - Summer 2023</i>	<i>WCC Housing Team</i> <i>WCC Housing Team</i>	<i>WCC Children’s Services/ Young adults/homelessness sector</i>
8.4	<i>Review sheltered housing commissioned from registered providers</i>	<i>Complete review</i>	Completed	<i>WCC Housing Team</i>	<i>Registered providers/ WCC Adult Social Care</i>
8.5	<i>Re-procure offender services, considering how we can better meet the needs of young offenders and reduce reoffending</i>	<i>Complete re-procurement and new contract to start</i> <i>Contract start</i>	Completed	<i>WCC Housing Team</i>	<i>Housing Solutions Service Homelessness sector</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
9. <i>Become a leader in the field of homelessness prevention proposing solutions and bringing key decision makers together to share information and ideas</i>					
9.1	<i>Share the learning from the Early Intervention Service with Government, other councils etc and encourage them to share best practice with us</i>	<i>Hold workshop</i>	<i>Year 4 – Spring 2022</i>	<i>WCC Housing Team</i>	<i>London boroughs</i> <i>Groups working with homeless households</i>
9.2	<i>Review the Homelessness Strategy and Action Plan to ensure they are up to date and still relevant</i>	<i>After one year of implementation</i>	Completed	<i>WCC Policy and Projects Team/Housing Team</i>	
10. <i>Make the case for homelessness services and prevention work to be fully funded, by leading the discussion with Government and others on how the welfare system can work better for low income residents in central London, while also utilising every other funding source available to us</i>					
10.1	<i>Highlight problems with the existing benefits system and proposing solutions to Government where appropriate</i>	<i>Use a range of methods such as consultation responses, briefings for Ministers and letters</i>	<i>Ongoing (Started)</i>	<i>WCC Policy and Projects Team</i>	<i>Lead members</i> <i>WCC Welfare Reform Group</i>

	<i>Action</i>	<i>Further detail</i>	<i>By</i>	<i>Owner</i>	<i>Others involved</i>
10.2	<i>Cultivate a positive, constructive and wide-ranging conversation with the Treasury on how we finance local government and come up with a sustainable model</i>	<i>As above</i>	<i>Ongoing (Started)</i>	<i>WCC Policy and Projects Team</i>	<i>Lead members</i>
10.3	<i>Look for all opportunities to seek external funding for homelessness projects</i>	<i>Utilise all opportunities</i>	<i>Ongoing (Started)</i>	<i>WCC Housing/Economy and Regeneration Teams</i>	<i>WCC Policy and Projects Team</i>

APPENDIX E: Accommodation Procurement Policy Action Plan 2021/22

Action Plan for procuring private rented properties for homeless households				
Action	2020/21 (actual)	2021/22 (estimate)	Timescale	Lead
<i>Temporary Accommodation</i>				
Directly purchase units	11	40	By March 2022	Divisional Head of Housing Needs, Support and Safety
Work with current and new providers to renew leases and procure new properties	150	100	Ongoing	Divisional Head of Housing Needs, Support and Safety
<i>Ending housing need through moving into the private sector</i>		<i>Range of private rented sector schemes*, including private rented sector offers</i>		
Successful moves, including homeless preventions and discharge of duty	369	360	By March 2022	Divisional Head of Housing Needs, Support and Safety Homelessness Contract and Performance Manager
Ensure at any one time there is a sufficient pool of good quality suitable PRSO properties available for households	Ongoing	Ongoing	Ongoing	Head of Supply
<i>Both Temporary Accommodation and Private Rented Sector Offers and Schemes</i>				
Investigate innovative new models	Ongoing	Ongoing	Ongoing	Head of Temporary Accommodation Supply
	The aim is for these units to meet the diverse needs of homeless households and to reflect our demand profile so that sufficient numbers are family sized and every effort is made to procure wheelchair accessible/adapted properties			

*NOTE: The estimate for 2021/22 covers the procurement of properties for wider private rented sector schemes, including PRSOs. These wider schemes include offers of private rented housing to prevent homelessness at an early stage, while PRSOs are offered to certain households the council has a rehousing duty towards.