

## **BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE**

**8 JULY 2010**

### **SUPPORT FOR PEOPLE IN TEMPORARY ACCOMMODATION**

Report from: Deborah Upton, Assistant Director, Housing and Corporate Services

Author: Rosie Gunstone, Overview and Scrutiny Co-ordinator

#### **Summary**

To consider a report on progress with the recommendations agreed by Cabinet on 23 November 2009 in relation to support for people in temporary accommodation.

#### **1. Budget and Policy Framework**

1.1. Any decision to be made will be within the budget and policy framework and will be for Cabinet to consider.

#### **2. Background**

2.1. On 3 November 2009 the Cabinet agreed the following task group findings as set out in section 8 of the Support for People in Temporary Accommodation review document and to the preparation of an appropriate action plan in response.

2.2. At the last meeting of the Committee an update was given with regards to the assessment centre and the appointment of a consultant to work on this. It was noted that the work carried out at Stage One would be reported to the Committee on 8 July 2010.

2.3. Section 8 of the review document, containing the review recommendations, is set out below with appropriate responses

#### **Recommendations:**

1. That the Assistant Director, Housing and Corporate Services is asked to commission a feasibility study into the potential for developing an assessment centre for people requiring temporary accommodation in Medway, in conjunction with partners in the voluntary sector. The

study should also look at reviewing current properties in Medway to assess whether any would be suitable to host such a centre.

**Response:**

**The feasibility study was commissioned in February.**

2. That a review of the recommendations in the report is made to Business Support Overview and Scrutiny Committee in April 2010 providing the outcome of the feasibility study in 1 above.

**Response:**

**A report into the feasibility study outcomes is attached for members to consider**

3. That the Business Support Overview and Scrutiny Committee invite the relevant Portfolio Holders, the Police, Medway NHS Foundation Trust, and the Revenue and Benefits Contracts Manager to attend in April 2010.

**Response:**

**The above have been invited to attend. However, a number of apologies have already been received due to holidays/conferences.**

4. That the results of this review should be provided to the Homelessness Forum and taken into consideration in the development of the Homelessness Strategy for 2011.

**Response:**

**The results of the review will be taken into account in the development of the Homelessness Strategy 2011 and will be reported to the Homelessness Forum. Homelessness Forum currently updated on progress via the Homelessness Working Group and Strategy Group who are currently reviewing the Homelessness Strategy for 2011.**

5. That a multi agency protocol is developed for temporary accommodation cases setting out clearly the responsibilities for all relevant partners and agencies to clarify the position with regards to shared accountability. This protocol should identify a lead partner, based on the level of vulnerability of the clients requiring temporary accommodation, to ensure that no element of the service user's support is missed. The protocol should also clarify how information should be shared between the relevant parties/agencies

**Response:**

**Temporary Accommodation Strategy currently being reviewed, as part of the review a multi agency protocol is being developed. Work already undertaken for a new Joint Assessment and Working Protocol between Housing and Children's Services for accommodating 16 and 17 year olds. Ex-Offenders and Substance Misuse Accommodation multi-agency protocol is currently being reviewed following on from the new development with Kent.**

6. That a checklist is drawn up by Housing Services to ensure that those clients who need to be placed in temporary accommodation are informed of the Council's storage policy for furniture, and if they have children of school age, that enquiries are made as to whether they require transport to school from the temporary accommodation allocated to them.

**Response:**

**New induction pack and process implemented, `Guide to Temporary Accommodation and Temporary/emergency accommodation Information Pack including information on:**

- **Types of Accommodation; Suitability of Accommodation; Move on from accommodation: Rent payment; Home visits, storage and removals; pets and Medway Council's compliments and complaints process**
- **Education**
- **Health**
- **Housing Benefit**
- **Tenancy Support**
- **Connexions**
- **Useful Numbers**
- **Additional Housing leaflets are given e.g. HomeBond, Housing Options etc.**

7. That the Assistant Director, Housing & Corporate Services be asked to discuss with NHS Medway the feasibility of establishing of a multi agency homeless healthcare team utilising the resources of all relevant agencies including voluntary sector support (with a financial contribution from each partner and external funding such as lottery funding being sought). This would include the services of a Practice Nurse, General Practitioner, Health visitor and Community Psychiatric Nurse to provide advice and support to homeless people, travellers and asylum seekers, at a drop in centre, and to ensure that they are registered with a GP. This team should also liaise with all single people in temporary accommodation across Medway (families to be dealt with by health visiting team).

**Response:**

**Medway PCT already provide a drop in service for those who are homeless through Caring Hands, a voluntary sector provider in**

**Chatham. Caring Hands operates the Local Enhanced Service as set out below:**

**Medical Centre, staffed by The Kings' Family Practice, serves to provide much needed General Medical Services to clients in an aim to enhance a holistic restoration, reconciliation and recovery programme. Telephone triage is operated on Mondays and Tuesdays with Doctor and Nurse Practitioner led surgeries on Wednesdays, Thursdays and Fridays. Alcohol counselling is also available on Wednesday mornings.**

8. That the Assistant Director, Housing and Corporate Services, should meet with NHS Medway to discuss the detail of the Local Enhanced Service for homeless GP practice agreement to ensure that the services are appropriate to the needs to housing services clients, that a sharing of information takes place and that the service is better publicised.

**Response:**

**Medway PCT contacted Housing Services prior to setting up their new L.E.S. and input was provided to this agreement by Housing Services. Please see 7. above.**

9. That the Assistant Director, Housing and Corporate Services and the Director of Children and Adults, should discuss with Medway NHS Foundation Trust issues arising out of their discharge from hospital policy.

**Response:**

**Initial meeting has been held between Adult Services and Housing Services in discussions around a joint working assessment protocol and discharge protocol between Medway NHS Foundation Trust, Adult Services and Housing Services. Housing Services currently are reviewing 'best practice' of discharge protocols.**

10. That the Assistant Director, Housing and Corporate Services is requested to develop a protocol with Kent and Medway NHS Social Care Partnership Trust to ensure Housing Services are given early notification when homeless patients with a mental illness are discharged from hospital, to ensure adequate accommodation is provided for their needs.

**Response:**

**Initial meeting held between Adult Services and Housing Services in discussions around a joint working assessment protocol and discharge protocol between Kent and Medway NHS and Social Care Partnership Trust, Adult Services and Housing Services. A further meeting with all key partners will take place in July.**

11. That the Director of Children and Adults notifies schools when parents with school aged children are moved into temporary accommodation.

**Response:**

**A referral system is currently in progress for implementation as of June, whereby Housing Temporary Accommodation team inform Education Welfare Services of families (with school age children) moved into temporary accommodation, so that officers from Children and Adults can inform the relevant schools. For all existing temporary accommodation households, information is currently being passed to Children and Adults directorate for them to undertake an enrolment check and inform relevant services and schools. Details of Children and Adults directorate's basic information details are given to households when moved in to temporary accommodation.**

12. The video produced by Children and Adults Directorate, in a variety of Eastern European languages, explaining Council services should be shared with the Homelessness Forum and shared with Heads of Service within the Council.

**Response:**

**The video will be presented at the next Homelessness forum in September.**

13. That the Assistant Director, Housing and Corporate Services and the Chief Finance Officer are requested to invite social landlords to discuss their repossession policies with a view to encouraging them to work with their tenants and the housing benefit section to avoid repossession.

**Response:**

**Repossession policies and protocols discussed between homelessness services and the key social landlords in Medway. Social landlords now inform the housing department of potential evictions in order that we can negotiate new terms so that clients can remain in their current homes, including maximisation of Homeless Prevention Funds via Homeless Discretionary Payments and Department of Work and Pensions funds of Discretionary Housing Payments. Further work to be undertaken later this year, including consideration of Social Landlord Forum Group.**

14. That the Assistant Director, Housing and Corporate Services should discuss with the Chief Finance Officer the issues raised by a number of agencies about the processing of benefit claims.

## **Response:**

**The delays in dealing with housing benefit claims during 2009 were in part due to the economic climate, a fact recognised by the government providing additional funding to alleviate the impact, and in part due to the change in regulations to the Local Housing Allowance. This funding was used to appoint experienced assessment officers in August/September and to invest in new technology for future working. In addition there was a continued prioritisation of urgent cases, i.e. where a tenant was distressed or the landlord had either taken action to collect outstanding monies or advised the section that the tenant had arrears of 6 weeks or more.**

**The implementation of a central email service for large providers, or those who house tenants with complex needs and queries has been combined with improved performance management in terms of individual assessment work focussing on fast tracking new claims (i.e. where all the information is provided when the initial claim is made) Increased liaison and training via personal contact and in partnership with the Private Sector Housing Landlords Forum has enabled landlords to receive training and updates in connection with claim eligibility and the problems encountered where tenants are in receipt of benefit and have rent arrears, including guidance as to how to resolve some benefit related enquiries with the tenant.**

**More close working between the benefit section and housing solutions staff with appropriate training has resulted in higher quality information being received by both parties to enable decisions to be made on claims with regards to entitlement and decisions as to the correct person to pay.**

**The section has seen a steady reduction in terms of outstanding work, and an improved performance overall – with the Right Time Indicator reducing from 35 days in September and 28.5 days in October 2009 to 23 days in March 2010. The months of April and May have seen further reductions to the indicator of 15 and 14 days respectively.**

### **3. Financial and legal implications**

- 3.1. There are no financial implications directly arising from this report although at a stage when any proposals for an assessment centre or a multi agency homeless healthcare team are developed these would need to be considered further.
- 3.2. There are no legal implications arising from the recommendations contained in the report. The Council has the power to carry out the recommendations under S2 Local Government Act 2000, and the findings help to meet the strategic aims set out in the Housing Strategy 2008-2011.

## **4. Recommendations**

- 4.1. Members are asked to consider the responses on the recommendations on the temporary accommodation review as listed above.

### **Lead officer contact**

Rosie Gunstone, Overview and Scrutiny Co-ordinator

Email: [rosie.gunstone@medway.gov.uk](mailto:rosie.gunstone@medway.gov.uk)

Telephone: 01634 332715







**REVIEW OF SUPPORT FOR PEOPLE IN  
TEMPORARY ACCOMMODATION**

**ASSESSMENT CENTRE FEASIBILITY STUDY**

**STAGE 1 REPORT**

*May 2010*

## Contents:

1.	<b>Introduction</b> .....	1
2.	<b>Definitions</b> .....	1
3.	<b>The Proposed Study</b> .....	1
3.1	Objectives.....	1
3.2	Timescale.....	2
3.3	Deliverables.....	2
3.4	The Study Approach.....	2
3.5	Risks.....	3
4.	<b>The Homeless Service</b>	
4.1	Background.....	4
4.2	Past Homeless Trends & Developments in Medway.....	5
4.3	The Legal Framework & Its Application In Medway.	6
4.4	Current Operational Arrangements.....	8
5.	<b>Homeless Statistics, Trends &amp; Forecasts</b>	
5.1	Past Performance.....	10
5.2	Forecasts & Trends.....	11
5.2.1	Mathematical Assessment.....	11
5.2.2	Empirical Assessment.....	12
5.2.3	The Demand Model.....	15
5.2.4	Future Emergency Accommodation Requirements	16
6.	<b>Processes within the Existing Service</b>	18
7.	<b>Unit Cost Evaluation</b>	19

## Appendices:

- 'A' Housing Solutions Structure 2009.
- 'B' The data used to compile statistics & forecasts:  
*(provided by homeless solutions)*
- 'C' Tables Of Results & Graphs Taken from Homeless  
Data Supplied By The Homeless Solutions Team
- 'D' The Empirical Factors Likely to Affect  
Homelessness in Medway
- 'E' The Current Processes Used When Assessing A  
Homeless Application

## **1. INTRODUCTION:**

In October 2009 the Council's Business Support Overview & Scrutiny Committee concluded its review of support for people in temporary accommodation (TA).

Amongst the findings, the Committee recommended that the Assistant Director, Housing and Corporate Services, commission a feasibility study into the potential for developing an assessment centre for people requiring TA in Medway.

This task has been delegated to the Head of Housing Solutions, Vanessa Wilson, who commissioned a suitably qualified and experienced consultant to assist her to undertake the assignment.

This document sets out the background, relevant details about the service and the approach being adopted.

The study will be undertaken in 3 parts and details of the findings and recommendations from Stage 1 of the assignment are also included.

## **2. DEFINITIONS:**

For the purposes of this proposal the following definitions will be used:

**Client** - Any individual, couple, lone parent or family eligible for Council assistance under the terms of the Housing Act 1996.

**Supplier** - Any public or private landlord who provides housing for Council clients

**EA** - Emergency Accommodation acquired by the Council (often on a nightly rated bed and breakfast basis) for homeless clients with nowhere else to go.

**TA** - All other types of Temporary Accommodation acquired by the Council (usually paid for on a weekly or monthly basis or over even longer periods) to provide a home on a secure basis for clients until they are able to acquire a permanent home.

## **3. THE PROPOSED STUDY:**

### **3.1. Objectives:**

To undertake a comprehensive feasibility study to assess a range of alternative service delivery options for homeless clients requiring EA, specifically including a single assessment centre.

To evaluate the capital and revenue cost/benefits of each option compared with the existing arrangements.

To identify any potential service improvements, social or other value added benefits that may be available to both the Council, clients and other stakeholders if those options were adopted, and

To produce comprehensive reports indicating the benefits and disadvantages of each of those options as the study proceeds, with recommendations.

### **3.2. Timescale:**

It is intended that the study should be substantially concluded by the end of 2010 subject to the constraints identified below and any unforeseen circumstances arising during that period.

### **3.3. Deliverables:**

The feasibility study will be undertaken in the following three stages:

**Stage 1 - Benchmarking:** to identify the data required to base the study, including an assessment of current and future demand, some process mapping of the existing service and the current cost to the Council of acquiring privately sourced EA.

**Stage 2 - Options Appraisal:** A detailed appraisal of the alternative service delivery options, including the creation of a shared service assessment centre working in partnership with the Salvation Army, using its premises in Chatham,

**Stage 3 - The financial assessment:** of each of the approved short list of those options, including:

Both capital and revenue costs with a comparison of each option against the current costs

An assessment of any benefits available from the application of 'spend to save' principles, and

Details of any financial incentives which the Council may be able to lever in to offset those costs.

### **3.4. The Study Approach:**

#### **Stage 1 – Benchmarking:**

Working closely with Council officers, the consultant has compiled:

An assessment of the previous and current demand for EA, projected forward 10 years up until the year 2020 to provide an estimate of future demand upon which to base the next stages of the study. A wide range of available data has been researched for this purpose to identify likely trends with regard to national, regional and local impacts from population growth, economic forecasts and social patterns.

An outline process map, which identifies the key inputs, outputs and outcomes from the time a homeless application is first lodged with the Council until the applicant is moved into TA

Details of the current cost to the Council of acquiring EA with regard to the different categories of accommodation used.

The findings and recommendations from this work are set out below.

### **Stage 2 – The Options Appraisal:**

Once Stage 1 has been approved, a long list of potential options, outlining the benefits, disadvantages and other relevant information will then be compiled. This will be undertaken in consultation with Council officers working in housing, planning and property services etc. through telephone interviews, personal meetings and a joint workshop.

The options to be explored will include any underused Council assets, the acquisition of new assets and the use of assets that may be available from public or private suppliers. The opportunity to lever in economies of scale through joint working, partnerships and shared services will also be examined.

Contact with those individuals or organisations responsible for managing any asset identified as a potential option will be contacted to assess viability and interest. Some will be eliminated, but more detailed discussion will be arranged with those stakeholders willing to explore the concept further. Preliminary proposals will be developed where the outcome of those discussions prove positive.

Premises will need to be visited and assessed in terms of any major works or alterations that may be required, the extent, quality and reliability of any current operation taking place, the location and such other factors that may have a bearing upon their use as EA. An assessment will also have to be made on availability, barriers, planning constraints etc. which may restrict the Council from progressing from feasibility to operation.

All this information will then be compiled into a comprehensive options appraisal with a recommendation on which options might be best to take forward into stage 3.

### **Stage 3 – The Financial Assessment:**

Once the final short listed options have been approved, the estimated capital and revenue costs will be compiled.

Capital costs will include any development, construction or repair work required to the proposed building and any fitting out, equipment, furniture, catering facilities etc. Estimates of the time required to complete those works together with any constraints which may create delays will have also have to be assessed to provide expenditure forecasts

Revenue costs will incorporate fixed costs such as business rates and/or ground rents where applicable, routine maintenance, Council overheads and any contribution required towards corporate costs etc. Operational costs will need to incorporate staffing, catering, transport, allowances for daily repairs and maintenance etc.

Most of this work will be undertaken by Council officers with only minimal input from the consultant.

The consultant will then use this financial information to compare the revenue costs for each option with the current costs to identify any savings available. The time required to achieve pay back on the capital funding required for each option will be evaluated.

The study will then be concluded upon presentation of a final report summarising the findings and recommendations for the Council's consideration.

### **3.5. Risks:**

This is an interesting study, but one which has the potential to expand beyond acceptable limits if not properly controlled. Some of the more significant factors to be considered as the study proceeds include:

- The number of potential options available, which could be extensive and yet offer opportunities worth exploring.
- The availability or willingness of stakeholders to participate in discussions to explore options and the need to respect their timescales, decision making processes and resource constraints
- Any difficulties with access to potential premises to assess their suitability, any development required and the standards of any current services being provided.
- Above all, the difficulties that are likely to emerge in terms of compiling estimates of any capital investment or future revenue expenditure required.

The Head of Housing Solutions will be maintaining a close interest in these risks to ensure that the study is comprehensive whilst remaining both cost and time effective.

## **4. THE HOMELESS SERVICE:**

### **4.1. Background:**

The Housing Act 1996 (Part vii) places a statutory duty on all housing authorities to provide assistance to people who are homeless. This includes Medway Council. However, the obligation to re-house such clients into permanent accommodation only extends towards those individuals who are assessed as being in 'priority need' which includes:

- Households with dependent children,
- Pregnant women,
- Juveniles aged 16 or 17,
- 18-20 year olds previously in care,
- People who are vulnerable because of a disability or age, and
- People who are vulnerable as a result of being in care, custody, in HM forces or having to leave home because of a threat of violence.

This statutory safety net works very successfully where the proof of statutory rights is easy to establish; e.g. where a client is able to prove that they have dependent children.

It is less helpful where a client has to prove not only circumstances, but vulnerability. For example a person with a physical disability has to prove that their disability makes them vulnerable *'so that they may suffer in a situation where another homeless person would be able to cope without suffering'*.

An assessment is therefore required to ascertain vulnerability and this is carried out by the local authority, to which the person has applied. This process of evidence collection, evaluation and assessment is, for most cases, very time and resource intensive and requires housing authorities to provide a wide range of support services. In Medway this function is provided through the Housing Solutions Team, essentially based at the Chatham Contact Centre and managed as part of Housing Services at Gun Wharf.

#### **4.2. Past Homeless Trends & Developments in Medway:**

Homelessness had been steadily increasing year on year across the country since the early 1990's. This trend was mirrored in Medway where the number of cases accepted as being homeless had reached 548 by 2002/03.

In that same year the Government, recognising the central role that housing plays in Britain's economy and community life, introduced statutory guidance to arrest that trend. This required all housing authorities to develop measures to:

- Prevent homelessness
- Provide support for vulnerable people
- Tackle the wider causes and symptoms of homelessness
- Help more people move away from rough sleeping, and
- Provide more settled accommodation.

This was supported through the introduction of a 5 year plan to tackle homelessness, designed to increase the supply of all types of housing and improve the standard of housing in the private sector. Housing authorities were therefore required to shift their focus from being purely reactive towards homeless prevention. They were further required to meet certain targets and monitor performance against national indicators to demonstrate the progress they had made.

Medway Council fully embraced those changes and introduced its own range of measures which contributed towards reducing the number of homeless cases in the borough by nearly 50% in just 4 years, down from 662 in 2002/03 to 350 by 2006/07, consistent with Government targets.

Following an inspection by the Audit Commission and the development of the Council's strategic objectives as incorporated in Medway's Council Plan, Housing Strategy and the Homelessness Strategy, further changes were to follow with a review of the housing management structure in 2008. The new homelessness services model was finally implemented in July 2009.

Based around a 'housing solutions' approach, the new service now brings together all the housing functions from prevention and options, to void management and lettings, frontline housing advice and homelessness casework as well as the management of temporary accommodation. The Council supports this through a partnership network working closely with many other outside agencies, providers,

support groups and charity organisations.

Work continues to reduce homelessness further as part of the Council's Housing Improvement Plan and supporting strategies. A new strategy is now being drafted to support the Council's long-term vision in the provision of temporary accommodation, emergency accommodation and support.

The Business Support Overview and Scrutiny Committee clearly intends this study to underpin that work. By bringing forward proposals for the development of an Assessment Centre for clients requiring EA and TA in Medway, the Committee believes that the Council would be able to provide:

- More of a community leadership role,
- Better support for potentially homeless and vulnerable clients
- Reduced dependence on bed and breakfast and other unsuitable nightly rated accommodation,
- Scope to build on the Council's partnerships with the Voluntary sector, and
- A reduced need and periods of stay in EA in the longer term.

Above all the Council should be able to provide these benefits at a lower overall service cost.

### **4.3. The Legal Framework & Its Application In Medway:**

The Housing Act 1996 places a duty on Housing Authorities to secure suitable temporary accommodation for persons accepted as eligible for assistance as unintentionally homeless and in priority need, until a settled home becomes available. A person is homeless if:

- they have no accommodation anywhere that they can legally occupy;
- they cannot regain entry to their property;
- it is not reasonable for them to continue living in their home, taking into account the general housing situation in the area;
- they are at risk of violence if they remain in their home.
- they are considered to be threatened with homelessness if it is likely that they will become homeless within 28 days.

However, not all homeless people are eligible for assistance from the Council. Asylum seekers or people subject to immigration control, for example, are excluded unless they fulfil specific status conditions. Similarly, people who fail the habitual residency test set by the Home Office are not eligible for housing assistance.

People are considered to be in priority need if:

- They have dependent children under the age of 16 years (or 17-19 years if they are in full time education) living with them;
- A member of their household is pregnant;
- Are 16 or 17 years old and the Children's Services Directorate does not have a duty to assist them (but see below);



## Assessment Centre Feasibility Study

---

- They are 18, 19 or 20 years old and were looked after, accommodated or fostered when they were aged 16 or 17;
- A member of their household is assessed as vulnerable due to:
  - long-term illness;
  - mental health needs;
  - physical disability;
  - other special needs;
  - old age;
- They are vulnerable as a result of:
  - being looked after, accommodated or fostered;
  - fleeing violence (or threats of violence);
  - spending time in the armed forces;
  - having been in prison or remanded in custody;
- They are homeless due to fire, flood, or similar emergency.

People who are homeless but do not have a priority need will be offered advice but the Council is under no obligation to provide them with emergency accommodation.

Someone can be intentionally homeless if they had a home that they could have stayed in but gave up deliberately or lost through their own fault. This could have happened some time ago and the home need not necessarily have been their last address. Some examples are:

- deliberately not paying the rent or mortgage even though they had the money to do so;
- not following advice given by either a housing advice centre, Citizens Advice Bureau or solicitor;
- getting evicted because they broke the terms of their tenancy agreement;
- making an arrangement to be evicted in order to take advantage of the homelessness legislation;
- leaving accommodation available to them and reasonable for them to continue to live in.

If they are considered to be intentionally homeless, the Council will only provide emergency accommodation for a limited period to allow time to find alternative accommodation. The Council will also provide advice and assistance to support their efforts to find somewhere to live. However, anyone who is homeless through no fault of their own and in circumstances beyond their control is unlikely to be treated as intentionally homeless.

The Council also applies a 'Local Connection' test. A person may be considered to have a local connection if they or anyone living with them has:

- lived in Medway for six months in the past year or three years in the past five years;

- a close family member living in Medway, who has lived here for the last five years and is still resident: close family members include mother, father, son, daughter, brother or sister;
- a permanent job in Medway.

People without a local connection may be referred to another local authority with which they have a connection and who will have a duty to provide accommodation for the client within its area. However, if a client has a local connection to more than one local authority area, then that client has the right to determine which area they would prefer to be referred to provided they will not be at risk of domestic abuse in one of those areas.

The Council does however apply some other exceptions, for armed forces personnel for example. It will now also have to make some changes to current practice and make special provisions for children of a certain age. Following a judgment made on the 20<sup>th</sup> May 2009, local authority Children's Services Departments are now required to find accommodation and provide support for young people.

It will no longer be sufficient to simply refer homeless applications from juveniles to housing departments because they may be entitled to a specific level of accommodation and support until the age of 21, or 24 if they remain in education.

This is especially relevant in the context of one of the Council's own key housing objectives, not to accommodate 16 and 17 year old homeless young people in Bed and Breakfast (B & B) by December 2010 and is in harmony with one of the 6 priority areas, to ensure children and young people have the best start in life.

The full implications of this development have recently been the subject of internal consultation and proposals. This in turn may have implications on the outcome of this study in terms of the provision of accommodation for juvenile clients. As a result the estimated demand and number of units of accommodation which emerge from this stage of the study may need to be adjusted as work proceeds and the outcome of internal consultation is confirmed.

#### **4.4. Current Operational Arrangements:**

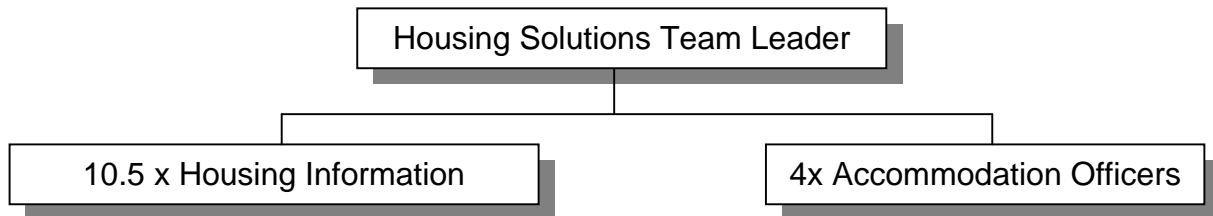
There are essentially two operational elements to the Council's homeless service provided through Housing Solutions. One concerns prevention and concentrates on trying to reduce homeless demand through a range of measures such as intervention, communication and advice and by working in partnership with a wide range of support groups. A number of initiatives have also been introduced to support this including the Mortgage Rescue Scheme and the Medway Sanctuary Scheme.

The other provides all that is required to evaluate and assess cases where all the preventative measures have been exhausted and the Council is required to comply with its homeless duties. It is that area which will be the centre of interest for this study.

The Housing Solutions team, who deal with those homeless applications, is based in the Chatham Contact Centre. The team provides outreach services when the occasion arises and liaises closely with a network of support agencies, surgeries

and charitable organisations all able to offer support, advice and to refer clients to the Council when appropriate.

The team is comprised of 15.5 full time equivalent staff under the general supervision of a team leader. The full Housing Solutions staffing structure is shown in Appendix 'A' and the arrangements which are in place to deal with homeless applications are shown below:



Potentially homeless clients can access this service by visiting the Chatham Contact Centre, certain surgeries, which the Council provides or via the support agency network. The service is also available outside normal office hours by telephone at any time and through the network.

Generally speaking the Council aims to deal with all potential homeless applications within 24 hours but in practice a full decision takes much longer. The time taken to complete this process has been steadily reducing following the introduction of a variety of measures as outlined above. Currently the Team is managing to achieve turnaround in just 24 days. This applies to most cases except juvenile applicants, which must be referred to the Children Services Assessment for decision. This can take 10 days on average.

The Chatham Contact Centre is currently dealing with approximately 26 homeless applications/month and at times this exceeds the Centre's capacity to provide a fully comprehensive and responsive service. During the evaluation period, the Council is required to place those clients who have been initially assessed as being potentially homeless and therefore subject to further evaluation in suitable emergency accommodation. This applies to the client and his or her spouse and dependant children.

Under current arrangements the Council acquires B&B or other suitable nightly rated accommodation across the borough for this purpose. This is expensive, partly because the housing benefit allowance does not cover the costs involved. It also means that the Council is unable to provide accommodation which best caters for the individual needs of each case. Clients have to be accommodated in the same premises in many cases, irrespective of their age, family size or vulnerability, and this arrangement is undesirable.

Following the review undertaken by the Business Support Overview and Scrutiny Committee, the creation of specific facilities to meet these accommodation requirements would appear desirable for many reasons, including the potential cost savings that may be available.

Ideally two specifically designed and managed assessment centres would be preferred. These would allow the Council to separate families and young single persons from older single persons. Each assessment centre would need to be equipped with a shared kitchen, shared bathrooms, laundry facilities as well as an

office for an onsite support worker/placement officer. Where an option allows it would further be desirable to provide interview and communal rooms available for use during the day for agencies and partners to undertake assessments of clients, run surgeries and workshops.

Such an arrangement could offer potential cost savings over the existing arrangements whilst allowing the Council to better provide for the needs of individual cases. There are however a range of other options available and these might include:

- Improvements to the existing service through a range of efficiency measures
- The creation of a single reception & accommodation centre using existing Council assets (*e.g. vacant development land or refurbishment & adaptation of existing property*)
- A Partnership with an external public sector body (*e.g. another LA*)
- A Partnership with an external voluntary or charitable institution (*e.g. Salvation Army*)
- A Partnership with an Private Sector Company (*e.g. Travel Lodge, property company etc. )*
- A contract between the Council and a private service provider.

This study has therefore been commissioned to examine such options in more detail.

## **5. HOMELESS STATISTICS & TRENDS & FORECASTS:**

Establishing future homelessness demand is one of the three benchmarks to be established during Stage 1. This important component is required to establish how many homeless units will be required over the planning horizon of the study.

It will also have to identify the 'type' of units required e.g. the number of single person units, family units (and from this how many bedrooms must be available) etc. which in turn can be used to provide the specification for the various options to be considered.

Past performance has been used as a basis for this assessment to provide a baseline for forecasting purposes, and then adjustments made using both mathematical and empirical methods to arrive at a recommended forecast upon which to base the next stage of the study. The findings are set out as follows:

### **5.1. Past Performance:**

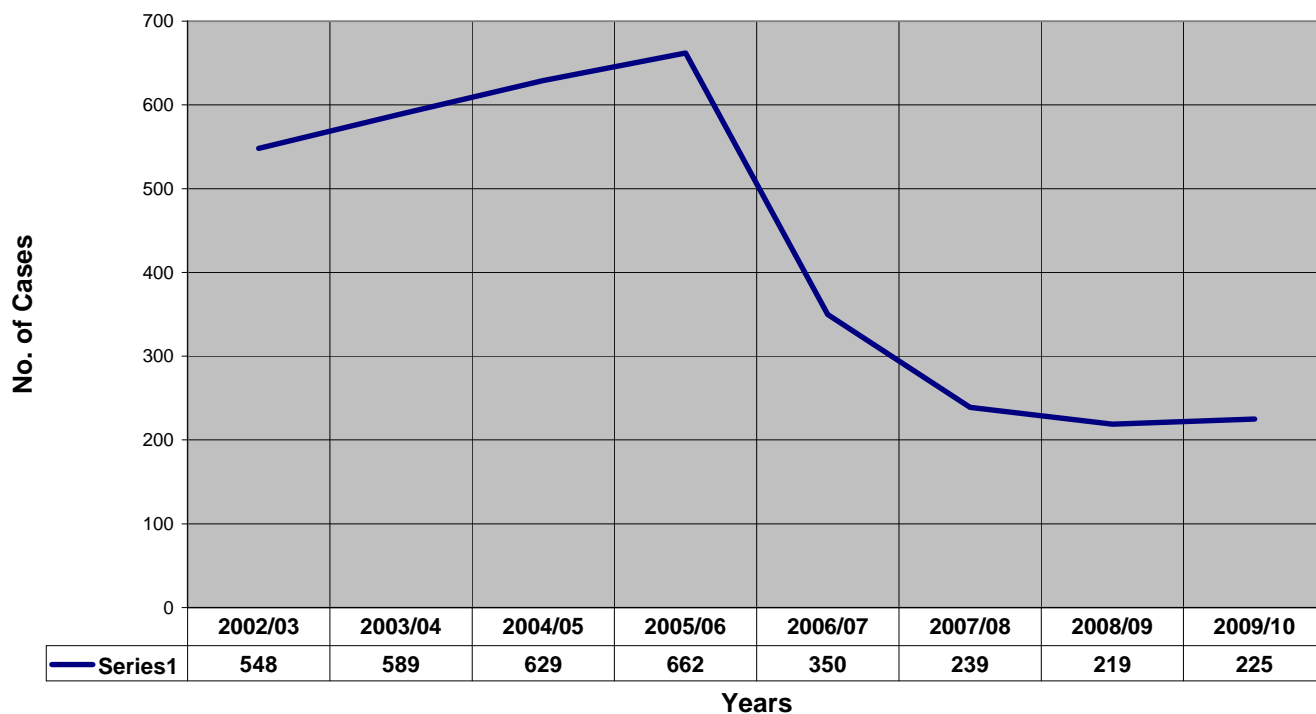
Housing Solutions have been able to supply some very comprehensive homeless data for the financial years 2007/08; 2008/09 & 2009/10. As a result it has been possible to interrogate those statistics and compile some important details about the service. The data tables used for this purpose are reproduced in Appendix 'B' and the results derived from them are reproduced in Appendix 'C'.

These show the numbers of homeless cases processed in total and by category, the number of cases actually placed in EA and the number of nights of accommodation purchased each year for that purpose. It has further been possible to evaluate the average number of nights each client had to spend in EA each year as well as the average for each category of client.

It is significant to note that both the number of cases processed, the number actually placed in EA and the average number of nights they then had to stay in EA pending a decision on their application have all been steadily falling year on year. This illustrates the effectiveness of Medway's homeless strategy and the preventative measures that have been introduced since 2008.

Reliable and comprehensive homeless data was unavailable prior to 2007/08 but overall statistics about Medway's homeless service was obtained from the Department of Communities & Local Government (CLG) from 2002/03 to 2006/07. This information taken together with the later data provides a baseline from which future trends can be assessed. The results are shown in the following graph:

**Graph 1: Total Number of Cases Accepted as Being Homeless in Medway**



This demonstrates the growth in homelessness up until 2005/06 and the dramatic reduction that has been achieved following the introduction of a more preventative strategy and other measures since that time.

## 5.2. Forecasts & Trends:

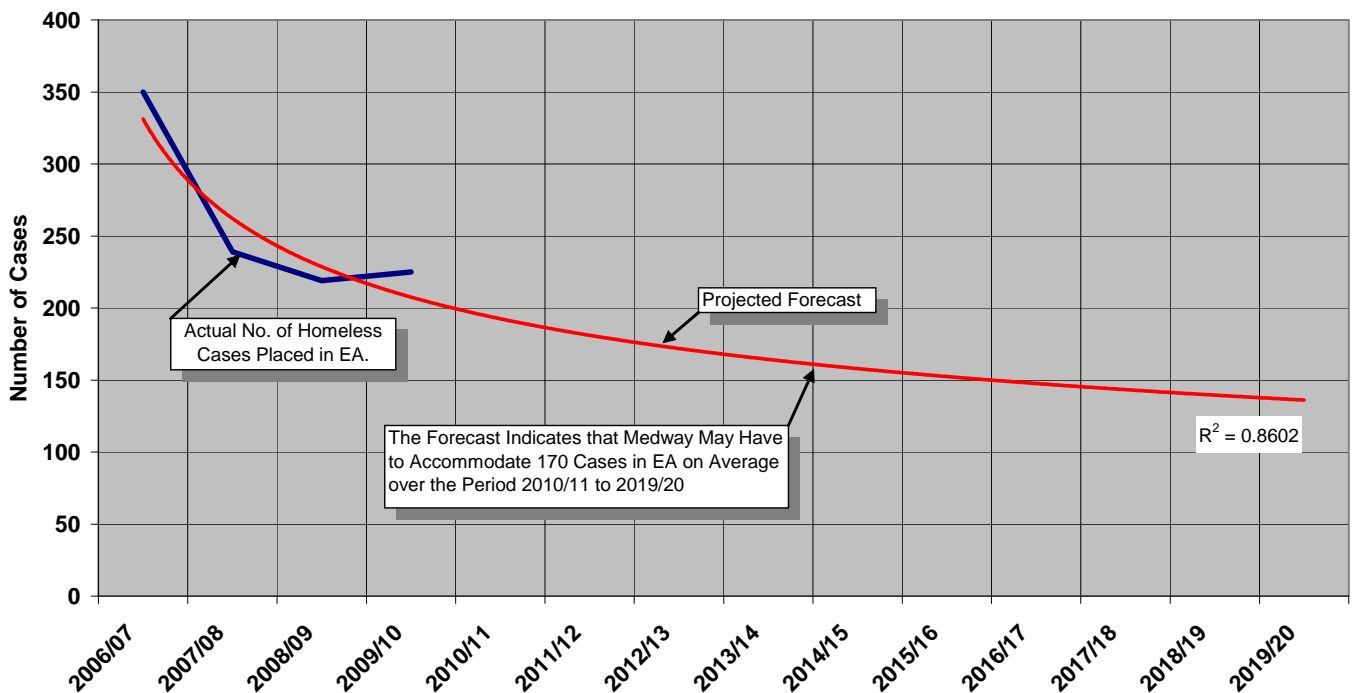
### 5.2.1. Mathematical Assessment:

Microsoft Excel spreadsheets provide a facility for projecting trends using mathematical formulae and a given set of data such as produced in the graph above. A number of different formulae are available for this purpose. The accuracy of such projections is greatly improved the more amount of data there is available in the given graph.

In any statistical analysis of this type, the coefficient of determination, ( $R^2$ ) is used to provide a measure of how closely the mathematical function fits a series of data sufficient to have confidence in the any future statistics predicted by the model. Usually values of  $R^2$  vary between 0 to 1. However,  $R^2$  should ideally be close to the value 1 which represents a perfect fit between the data and the line drawn through them. Conversely 0 represents no statistical correlation between the data and a line. Anything significantly lower that 1 is therefore of little value.

Using the data in Graph 1 this technique has been used to forecast the likely mathematical trend in the number of homeless cases Medway is likely to have to accept in the future. A number of scenarios were tested to establish an  $R^2$  closest to 1 and it was found that using only the last 4 years results gave the closest value. The results for a 10 year planning horizon are shown in Graph 2 below (and also reproduced for clarity in Appendix 'C').

**Graph 2: Mathematical Forecast of the Number of Homeless Cases that may have to be Placed in E.A. in the Future in Medway**



These results suggest that the number of cases Medway may have to accommodate in EA over the next 10 years could range from 205 cases now reducing to 135 cases by 2019/20 with a mean average of 170 cases. It is this latter

figure which appears most relevant for the study.

### **5.2.2. Empirical Assessment:**

The mathematical assessment, whilst useful, is based purely upon statistical analysis and merely seeks to model an orderly progression on past results. It takes no accounts of other non-scientific factors or any known impacts arising from social, economic or environmental issues. Homelessness is far from such a precise science and is affected by many factors and influences, which can change significantly at any given time. At a national level research confirms that:

- Rising unemployment
- Wage restraint
- Health
- Immigration
- Domestic violence
- Prison release
- Evictions and/or Mortgage foreclosures, and
- Poverty

All have a significant impact on the instances of homelessness which a housing authority has to deal with very often factors outside any direct control or influence.

At the regional/local level:

- The availability of affordable housing
- Levels of unemployment
- Economic growth/decline
- Population growth
- Incidences of domestic violence
- Numbers of teenage /single mother pregnancies
- Levels of Deprivation
- Level of substance abuse cases, and
- Local people discharged from the Armed Forces

are also contributory factors over which a housing authority can exert some controlling influence.

In order to make some adjustment to the mathematical model to take account of these factors, an analysis of the impact they may have upon future homeless demand in Medway has been undertaken. By researching a range of different sources of information, a picture emerges as set out in detail in Appendix 'D'.

Each factor may have a positive, negative or neutral impact on the level of homelessness depending on anticipated future events. The level of significance itself must also be taken into account. Taken together, it is possible to identify which factors are likely to result in either a reduction or an increase in the level of homelessness in the future.

Appendix 'D' highlights that there are a number of areas where positive developments can be anticipated. These will help reduce homelessness locally.

There are also some areas where the position remains neutral. However, the areas with the greatest potential impact all appear to suggest that, if anything, the level of homelessness will increase in the near future.

Significantly, this is mirrored in the most recent statistics for Medway, which shows an increase in the total number of cases accepted in 2009/10 of 225, up from 219 in 2008/09. Although only modest it may be signalling what might be to come as the full effects in the downturn in the economy take effect.

To better illustrate the outcome of the research, a summary of Appendix 'D' is reproduced below. Areas coloured pink highlight the factors most likely to stimulate an increase in homelessness. Those coloured green should provide reduced levels although their significance is low, whilst those coloured orange are areas where there is some doubt about the likely impact:

**Table1: Outcome of an Empirical Assessment of the Factors Likely to Affect Homelessness in Medway**

Level	Factor	Anticipated Affect on Homelessness in the Future	Significance
Nationally	Employment & the Economy	Negative. ( <i>Number of homeless applications likely to increase</i> )	Very significant
	Population Growth & Immigration	Negative.	Very significant
	Health	Neutral, ( <i>no change anticipated</i> ).	Not significant
Regionally	Employment & the Economy	Uncertain.	Significant
	Repatriation from Prison	Neutral.	Not significant
	Repatriation from the Armed Forces	Neutral.	Not significant.
	Population Growth	Negative.	Not Significant
Locally	Employment & the Economy	Uncertain.	Significant
	Domestic Violence	Positive.	Relevant
	Health & Deprivation	Positive.	Relevant
	Mortgage Foreclosures	Positive.	Relevant
	Affordable Housing	Neutral.	Significant
	Teenage Pregnancies	Positive.	Relevant
	Single Parents	Neutral.	Significant
	Substance Abuse	Positive..	Significant



Unfortunately there is little data available on future trends and most information sources only rely upon past statistics. However, for the purposes of this study, it is important to base demand on a realistic assessment of the level of future homelessness which Medway will have to deal with. In this respect the chart suggests that the demand in homeless applications and acceptances is more likely to increase. This increase will largely arise from the risk of a continued downturn in the economy, higher unemployment and continued growth in the population, all factors outside the Council's control.

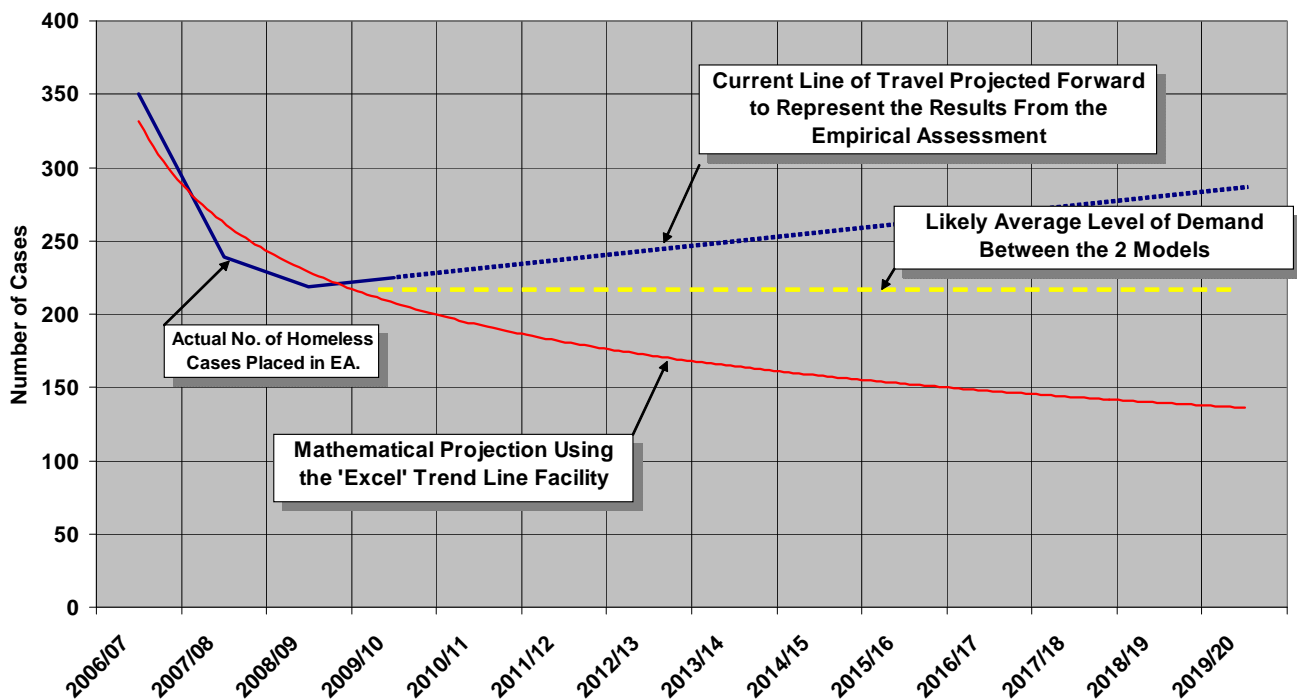
**5.2.3. The Demand Model:**

Whereas the mathematical model provides a precise trend, the empirical assessment by definition provides no such precision. However, some assessment of likely demand based upon the outcome of both models is required.

After trial and error using the Microsoft trend line facility, Excel provided no sensible solution. With no other information available, some other method of producing a model is required to harmonise both the mathematical one with the empirical findings.

In order to produce the final demand model, the current direction of travel based upon the number of homeless cases accepted by the Council over the past 2 years has been assumed to continue. When compared alongside the mathematical projection a potential demand envelope emerges. Taking the mean average between the mathematical projection and the current line of travel suggests that the most probable average demand over the next 10 years is 220 homeless cases/year:

**Graph 3: Assessment of Likely Demand Based on the Current Line of Travel, the Mathematical Model & the Empirical Assessment.**



This average assessment allows for some modest increase over current levels to take account of the impact of the factors set out in Appendix 'D' and Table 1.

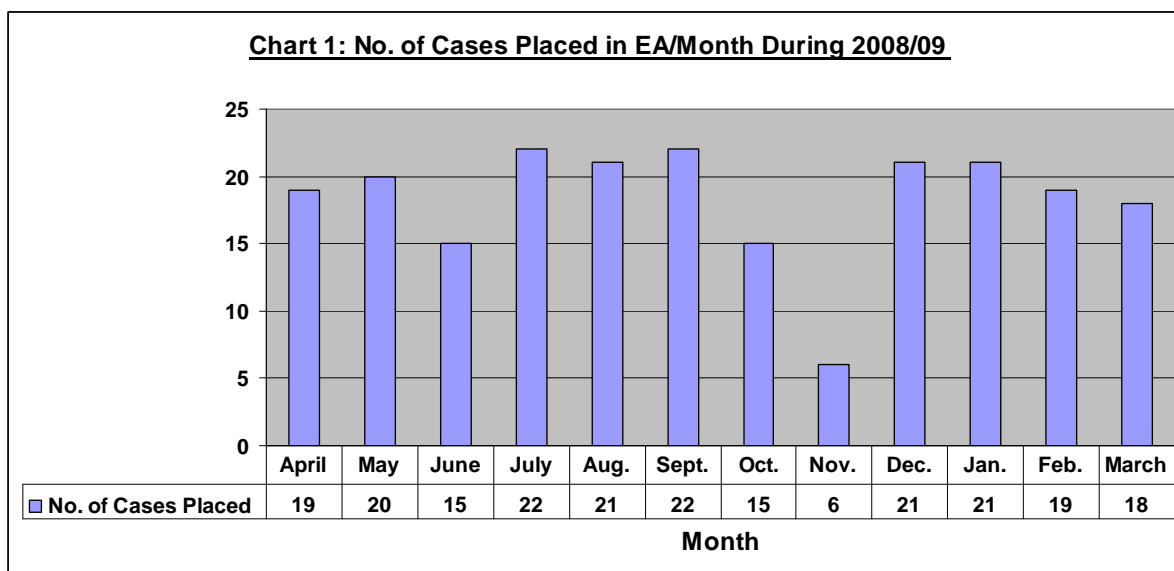
**5.2.4. Future Emergency Accommodation Requirements:**

In order to determine the Council's future EA requirement, the estimated number of cases predicted in the Demand Model must now be used to evaluate the number and type of units required.

There is a risk that if more units are provided than may be required, then they could be left empty occasionally, at a continued cost to the Council. (*Assuming no other uses can be found at such times*). Conversely, if too few units are provided, then Council may still have to acquire expensive B&B or other nightly rated accommodation to meet that extra demand. These risks may be compounded if the demand for EA varies at certain times during each year.

Prudence therefore demands that the Council only plan to provide the optimum number of accommodation units required to ensure they will be in full time use. To ensure this, any fluctuations in the numbers of homeless cases the Council has to deal with during the course of a normal year and the number of nights of accommodation required has to be assessed.

Based upon the data provided in Appendix 'B', there is evidence of some monthly variations in demand each year but there is no regular pattern between the years or indeed from month to month. The number of applications that are received appears purely arbitrary. By way of illustration, the following chart shows the number of cases that had to be accommodated for each month during 2008/09:



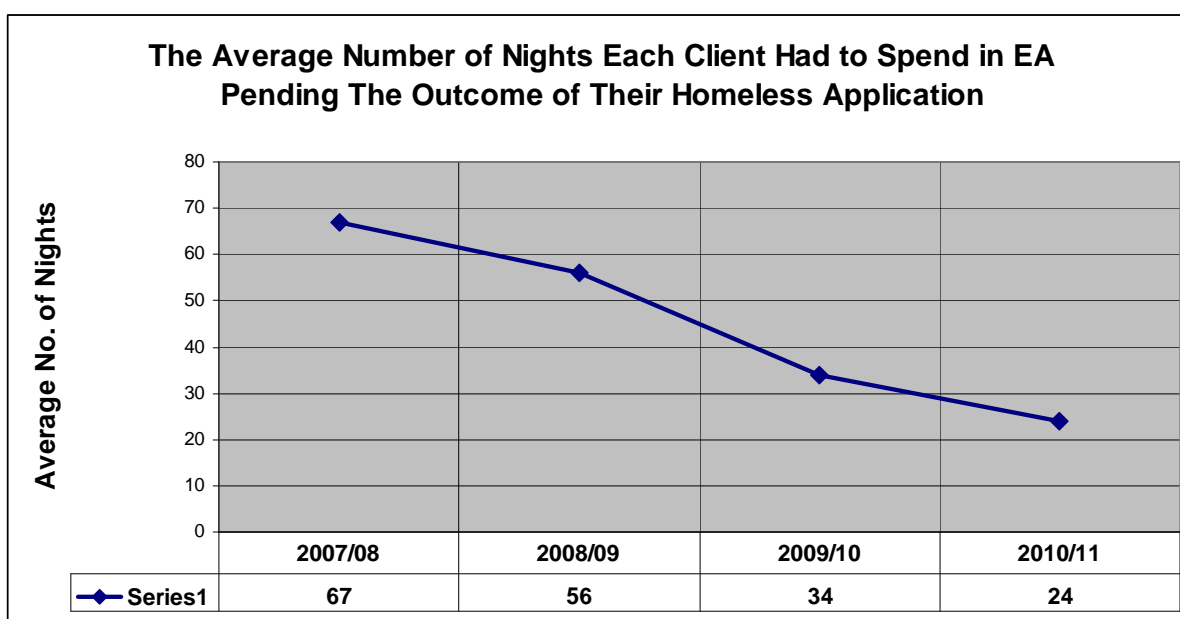
The month of November shows a marked decrease in the number of applications but there appears to be no particular reason for that level of fluctuation and it is not repeated in any of the other 2 years for which detailed data is available. Generally, some fluctuation in demand can be expected but there appears to be no seasonal variation. Monthly demand must therefore be based upon an average for the year as a whole.

Significantly, during 2008/09 the Council dealt with 219 homeless cases, very close

to the 220 homeless cases/year predicted in the Demand Model. That equates to a monthly average demand of nearly 18.5 cases/month.

If it is assumed from this that 18 units of accommodation will be required to cater for 220 homeless cases estimated in the demand model, then this would provide 6,570 nights of accommodation/ year. Allowing for 1 day to clean each unit after a client leaves, this reduces to 6,350 nights. This is equivalent to providing an average stay of between 28 to 29 nights /client.

The average time which the Housing Solutions Team take to process a homeless application has been falling steadily over recent years, down from 67 days in 2007/08 to just 34 days last year. Since January this year, that performance has continued to improve still further and turnaround times of 24 days/application are now being achieved. Those results are shown below:



The Council has agreed that its target for the number of nights each client should have to spend in EA pending the outcome of a homeless application should be 7 nights (*Performance Matters*). The above graph indicates that this would be technically possible if the current level of performance was to continue. However, as the economy continues to have an impact, this is not anticipated to be sustainable.

The position clearly requires careful monitoring as this assignment proceeds so that adjustments can be made. For the purposes of this stage though, it is recommended that, based upon the data currently available, the Council adopt a more realistic estimate of the average number of nights of EA required/client of 29 days (*Equivalent to the average between years 2009/10 and current performance*). This will require 18 units of accommodation to be available.

Working on that assumption, it is now necessary to evaluate how many of each type of room will be required. With reference to the data for 2008/09 and assuming that the breakdown by type will not materially alter year on year, this suggests that the Council should provide:

- 7 Single rooms
- 9 Double rooms, and
- 2 Family rooms sufficient to accommodate 2 adults and up to 3 children.

**In summary it is therefore recommended that:**

- **The Housing Solutions Team be requested to record and summarise homeless demand statistics based upon the tables produced in Appendix 'C' so that trends in demand by homeless category can be monitored as the study proceeds to identify any significant changes.**
- **For Stage 2 of the study, it be assumed that 18 units of accommodation will be required for any new assessment centre(s) to meet the estimated future demand, and that they comprise:**
  - **7 Single rooms**
  - **9 Double rooms, and**
  - **2 Family rooms sufficient to accommodate 2 adults and up to 3 children.**
- **A Working Party be established to develop a specification for the proposed Assessment Centres involving appropriate representatives from the Council's Development & Building Control, Property Management and the Design & Surveying teams under the chairmanship of the Assistant Director for Housing & Corporate Services.**
- **Subject to any site specific limitations arising from the outcome of Stage 2, the capital and/or revenue costs required for the Council to provide 16, 18 & 20 accommodation units be modelled during Stage 3 of the Study to determine the most cost effective option. (*Allowing for any accommodation shortfall to be privately sourced from the open market*)**

## **6. Processes within the Existing Service:**

Should the outcome of this study result in the creation of one or two new Homeless Assessment Centres, then the way the Council's current range of homeless services are delivered will themselves be subject to change. There will be costs or benefits associated with that change as well as an opportunity to consider better ways of working through improved efficiency, better customer service and scope to provide a more effective service overall.

This can only be achieved where the way the existing service is delivered is well understood and available for comparison. A process map provides a means of establishing current practices for this purpose. An outline of the current process is therefore mapped out in Appendix 'E'.

This will need to be developed as part of Stage 2 to understand each step in the process, the resources it consumes, the time it takes and any dependencies. These arise when the Housing Solutions Team is required to refer certain aspects of the assessment to other departments, organisations and agencies where it has no

direct control.

The Housing Solutions Team Leader has already commenced this work. Initial observations suggest that there may be an opportunity to reduce the number of forms and documents that have to be completed. With up to 23 forms per applicant to be completed, many of which often contain the same information, there is an unavoidable in-built time factor to be considered in the existing process.

Applicants are vulnerable people who need to have some certainty about their housing needs and the quicker that process can be discharged the quicker that can be achieved. Any improvement in the time taken must therefore be welcome. This in turn may provide opportunities to reduce costs. It is for that reason that one of the 6 options to be considered in Stage 2 concerns any opportunity that can be identified to improve the existing service through a range of efficiency measures.

**It is therefore recommended that:**

- **The Housing Solutions Team Leader be requested to map out all the current processes used to assess a typical homeless application in some detail to include specific time, resource and cost inputs.**
- **That this be used to assess any scope for efficiencies and improvements which can be developed to form one of the alternative options evaluated during the next stage of the study.**

## **7. Unit Cost Evaluation:**

The purpose of this study is to evaluate whether the Council could satisfy its duty to provide accommodation for potentially homeless clients during the assessment period more cost effectively, and with an improved level of service over the existing arrangements. Cost is therefore an essential component of the study and the one most likely to determine the outcome. Thus it is important to establish what that element of the Council's current Homeless Service actually costs under the present arrangements to provide a means of comparison.

There are two elements to be considered. Firstly, the cost of providing any nightly rated accommodation less any income the Council is able to secure to offset those costs. Since the current actual cost of accommodation is known, then the cost of the accommodation itself can be evaluated. Income through grants and other outside agencies is also known. Taken together they can therefore provide a benchmark against which alternative accommodation options can be compared.

The revenue cost of providing the homeless assessment element of the Housing Solutions Service itself is not disaggregated from the service as a whole at present. The exercise will be complex and it is therefore recommended that it only be undertaken once this stage of the study has been approved to avoid any unnecessary work.

Returning then to the cost of accommodation, it has been recommended above that the Council assume it will need to assess 220 homeless applications in future years and that it will need to provide an average of 30 nights of EA for each client whilst their application is being assessed (*allowing 1 day/client for room cleaning*).

This is marginally more than the number of cases placed in EA during 2008/09 (219 cases). That year therefore provides a good benchmark for assessing a breakdown in demand by the type of household that the Council will have to provide for. That breakdown is shown in the tables of Appendix 'C'. The current cost of nightly rated accommodation/room is as follows:

- For a Single Room: £38.00
- For a Double Room: £46.00
- Sufficient for a Family having 2/3 children: £52.00
- For Families with 4 or more children: £82.00

It cannot be determined from the data available whether there were any families with 4 children or more accommodated in 2008/09 so for the purposes of evaluating costs it has been assumed that there were none. Based on this information Table 2 below sets out what accommodation would cost the Council in the options model to be used in Stage 2 at current costs:

**Table 2: Estimated cost of emergency accommodation for the baseline model to be used in the study**

Category	Accommodation Allocated	No. of Cases	Average No. of Days Spent in EA	Unit Cost/ Night	Total Cost/ category/year
Single Person	Single Room	66	30	£38	£75,240
Juveniles	Single Room	19	30	£38	£21,660
Single Male Parent	Double Room	8	30	£38	£9,120
Single Female Parent	Double Room	54	30	£46	£74,520
Couple	Double Room	22	30	£46	£30,360
Family + 1 Child	Double Room	24	30	£46	£33,120
Family + 2 Children	Family Unit	13	30	£52	£20,280
Family + 3 or more Children	Family Unit	14	30	£52	£21,840

**Overall Gross cost to Medway Council: £286,140**

The actual income for 2008/09 to offset those costs amounted to £98,000 indicating a net cost of EA of £188,140. However, most if not all of this income will still accrue to the Council should it decide to provide its own Assessment Centre(s) complete with EA units.

**On this basis it is therefore recommended that:**

- **The Management Accountant for the Housing Service be requested to:**
  - **Disaggregate the revenue cost of providing the homeless assessment element of the Housing Solutions overall budget for 2009/10, and**
  - **That he establish a separate accounting budget for that purpose for the current year and beyond as a means of monitoring those service costs.**
- **That the cost of each of the options to be evaluated in Stage 3 of the study be compared with an annual revenue cost of £286,140 to assess whether they would provide better value for money than the current arrangements.**



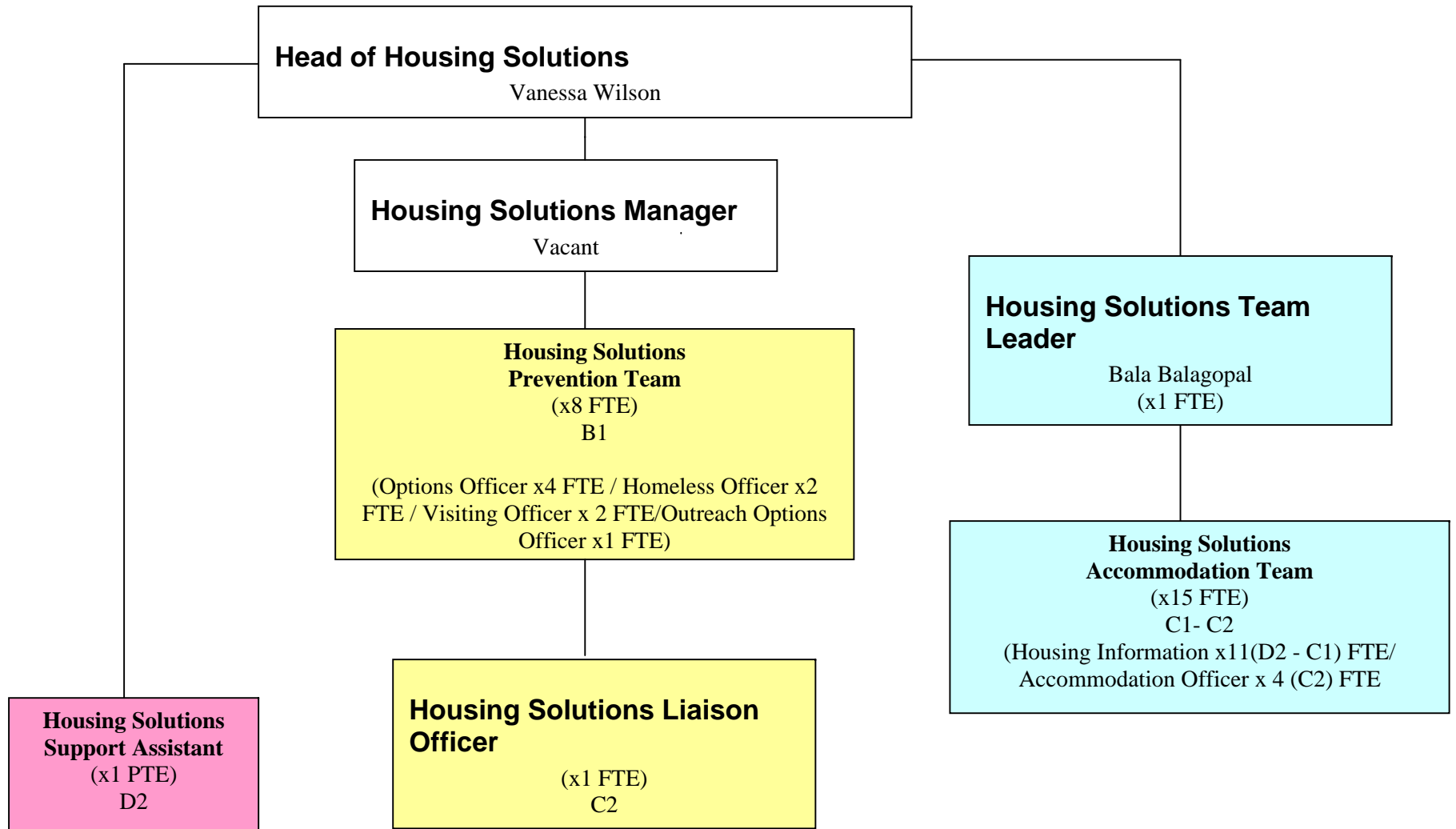




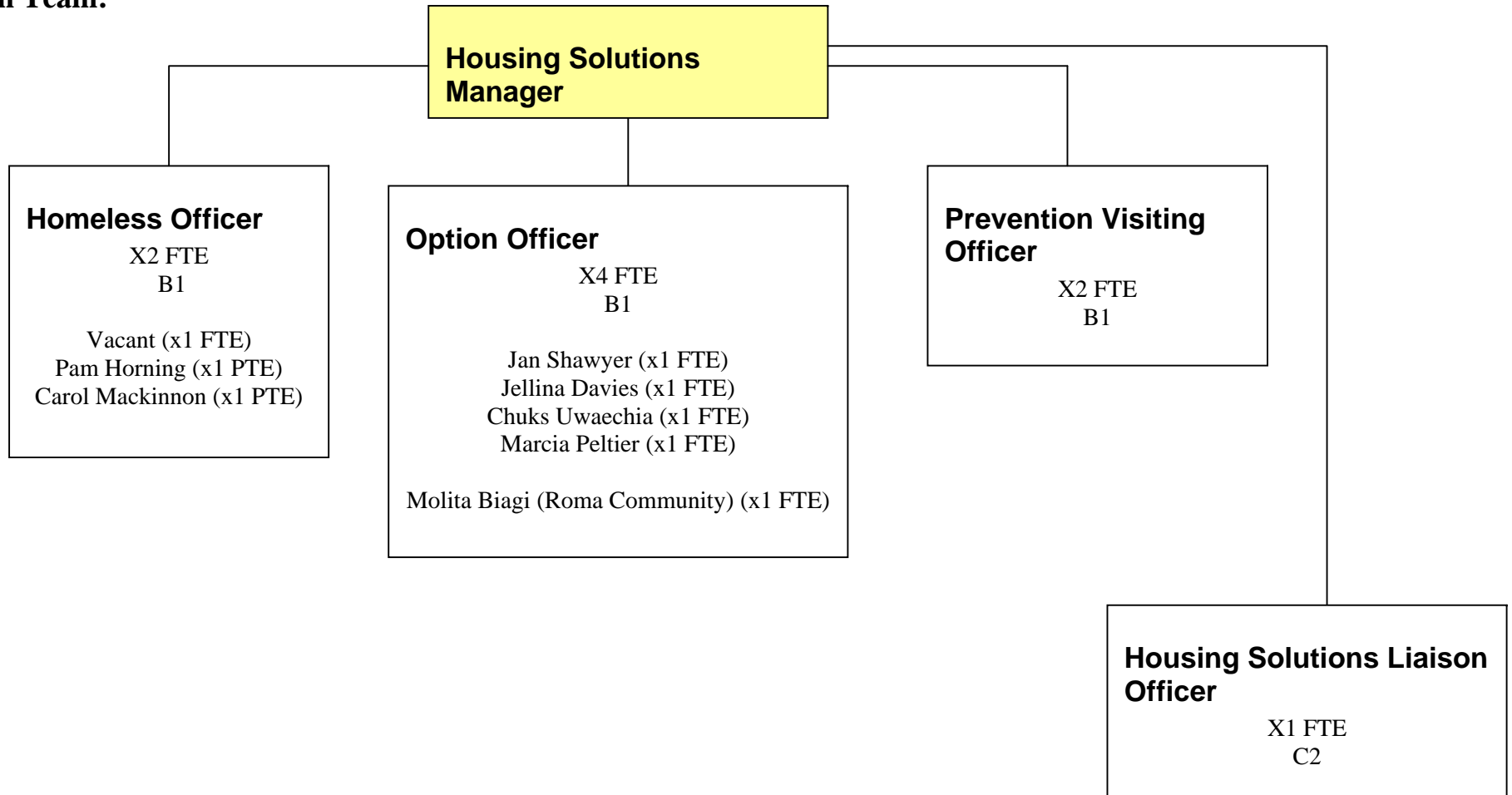
## **APPENDIX 'A'**

### **Housing Solutions Structure 2009**

# Overall Structure



**Prevention Team:**



**Accommodation Team:**

Housing Solutions Team Leader  
(x1 FTE)  
B2  
  
Bala Balagopal

Housing Information Officer  
(x10 FTE)  
(x1 FTE – Funded HRA)  
C1

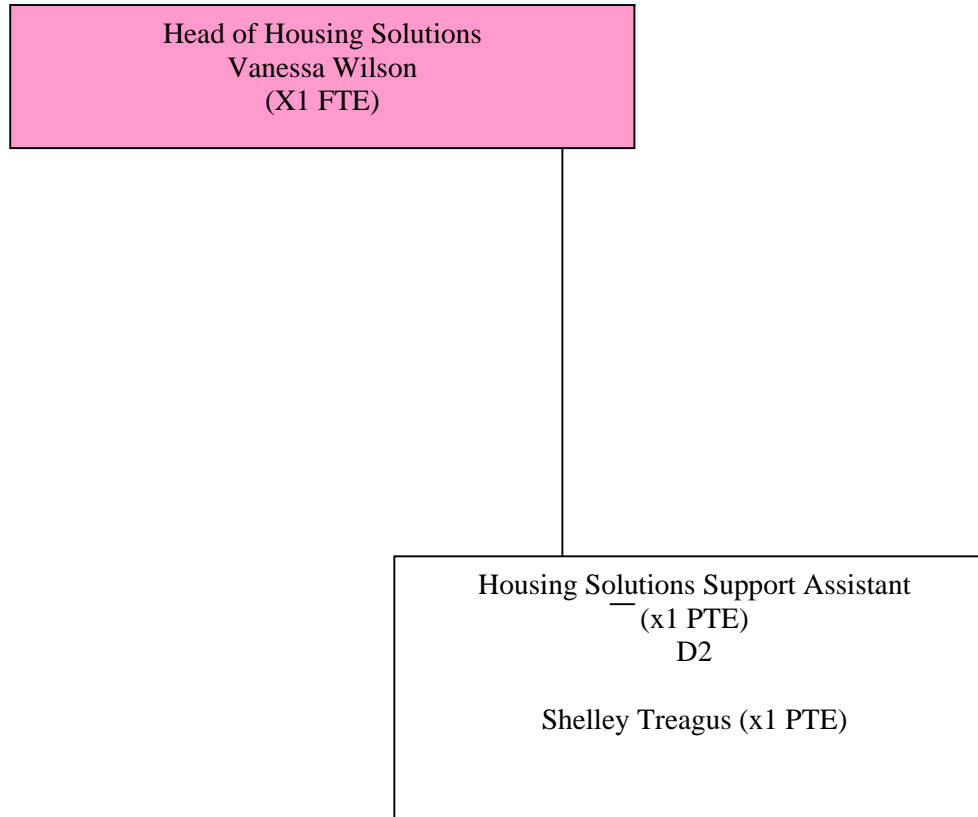
Raymond Bovis (x1 FTE C1)  
Julia Dobinson (x1 FTE C1)  
Syreeta Green (x1 FTE C1)  
Laurie Collins (x1 PTE C1)  
Vacant (x1 FTE C1)  
Julie Card (x1 FTE C1)  
Sally Johnson (x1 FTE C1)

Kickstart Trainees x5 FTE (new into post)  
(Housing Info/Homechoice/HRA)  
James Chegge  
Piers Chater  
Richard Hunt  
Michael Bull  
Jacqueline O'Brian

Accommodation Officer  
(x4 FTE)  
C2

Vacant(x1 FTE)  
Kenan Dogan (x1 FTE)  
Sarah Hague – Maternity Leave 26/05/10 (x1 FTE)  
TUPE (x 1 FTE)

**Support Administrators**







## **APPENDIX 'B'**

### **THE DATA USED TO COMPILE STATISTICS & FORECASTS**

*(PROVIDED BY HOMELESS SOLUTIONS)*

**Total Number of Clients Who Accepted EA Following Initial Homeless Assessment in 2007/08**

Homeless case reference	Nationality	Age	Household type code	Date Placed in EA	Date Moved out of EA	No. of Days in EA	Accommodation refusal reason	Final category code
14113		41	A	07/12/07	11/21/07	132	PE	IH
15714		55	SP	10/22/07	11/13/07	22	PE	DA
18871		25	A	09/25/07	10/10/07	15	PE	DA
19535	GREAT BRIT	35	21	04/05/07	09/05/07	153	AI	3
20370		48	A	04/26/07	06/04/07	39	PE	DA
23511	OTHER EEA	30	A	05/02/07	06/13/07	42	AI	DA
25324		46	A	01/14/08	01/28/08	14	PE	NH
25737		31	A	10/31/07	01/02/08	63	PE	NH
25859		65	CC	09/27/07	11/06/07	40	PE	DA
26199		28	A	09/05/07	12/10/07	96	PE	DA
26821		20	SX	09/20/07	12/11/07	82	PE	IH
26999		62	CC	07/16/07	11/09/07	116	AI	IH
27399		33	SP	04/26/07	05/03/07	7	AI	DA
28711		38	SP	10/08/07	12/07/07	60	AI	NH
28711		38	SP	10/08/07	01/14/08	98	PE	IH
30424		42	B	05/21/07	06/29/07	39	PE	DA
30888		19	SP	10/05/07	11/14/07	40	PE	DA
31175		18	SP	10/08/07	11/02/07	25	PE	D5
31175		18	SX	03/18/08	05/09/08	52	PE	DA
31338	UK NATL	25	1	03/31/08	10/03/08	186	AI	6
31775	UK NATL	19	SP	10/08/07	02/23/08	138	PE	NH
32188		37	C	08/20/07	08/22/07	2	AI	IH



32264		19	21	01/21/08	07/09/08	170	PE	
32479		35	C	07/30/07	09/19/07	51	PE	NH
32482		28	SP	03/18/08	05/02/08	45	HR	IH
32531		19	A	08/02/07	10/24/07	83	AI	DA
32714		36	SP	11/13/07	12/11/07	28	PE	NH
33125	GREAT BRIT	23	22	07/03/07	09/03/07	62	PE	
33137		44	SP	09/29/07	12/07/07	69	PE	DA
33335		31	B	07/05/07	07/05/07	0	PE	DA
33444		43	A	05/18/07	07/19/07	62	AI	IH
33464	UK NATL	50	21	06/17/08	10/14/08	119	PE	
33895		30	CX	01/28/08	02/07/08	10	PE	DA
33978		42	B	07/03/07	09/20/07	79	PE	IH
34063		24	B	02/20/08	02/21/08	1	AI	IH
34068	UK NATL	21	1	07/09/08	10/03/08	86	PE	3
34135		53	EP	03/27/08	03/27/08	0	PE	DA
34144		27	B	09/07/07	11/07/07	61	PE	IH
34445		20	SP	08/02/07	10/05/07	64	AI	DA
34529		18	A	06/13/07	07/19/07	36	AI	DA
34530		17	CX	05/18/07	06/05/07	18	PE	DA
34739		39	B	03/03/08	03/27/08	24	PE	NH
34764		19	A	12/19/07	02/26/08	69	PE	NH
34882		73	FO	10/26/07	11/13/07	18	PE	DA
35032		35	C	07/09/07	07/11/07	2	PE	DA
35136		18	SP	07/16/07	09/14/07	60	AI	DA
35226		37	B	09/03/07	11/12/07	70	PE	IH
35227		41	23	07/31/07	08/23/07	23	AI	DA
35235		22	CX	09/07/07	10/04/07	27	PE	NH
35270	GREAT BRIT	41	10	07/12/07	09/27/07	77	PE	
35289		33	B	05/21/07	06/29/07	39	PE	DA
35401	UK NATL	49	10	07/04/07	07/05/07	1	AI	
35453	UK NATL	40	20	03/03/08	09/21/08	202	AI	

35476		20	A	07/19/07	10/24/07	97	PE	IH
35672		38	A	08/13/07	11/09/07	88	PE	DA
35703		56	A	05/08/07	07/04/07	57	PE	IH
35747		30	A	10/22/07	11/08/07	17	AI	DA
35763		41	SP	03/12/08	04/16/08	35	PE	NP
35817		55	SP	04/16/07	04/17/07	1	PE	DA
35836		20	A	11/09/07	01/28/08	80	AI	DA
35844		35	C	01/22/08	02/29/08	38	PE	IH
35865		25	SP	01/03/08	05/09/08	127	PE	6
36100		61	EC	10/11/07	01/21/08	102	PE	NH
36106		20	SX	05/03/07	05/15/07	12	PE	DA
36133		24	A	05/14/07	06/04/07	21	PE	DA
36179		28	SP	01/18/08	03/28/08	70	PE	NP
36180		23	C	05/24/07	08/15/07	83	PE	NH
36199		23	SX	06/08/07	06/11/07	3	PE	DA
36304		36	B	04/23/07	06/15/07	53	PE	DA
36315		27	C	09/05/07	09/11/07	6	PE	DA
36319		21	21	07/11/07	09/20/07	71	PE	IH
36345		53	C	07/09/07	11/09/07	123	PE	DA
36365		34	A	08/10/07	08/23/07	13	AI	DA
36475		44	SP	05/08/07	06/04/07	27	PE	NH
36511		50	CC	10/11/07	11/13/07	33	PE	DA
36548		29	SX	08/23/07	10/02/07	40	AI	DA
36611		37	22	12/11/07	03/12/08	92	PE	3
36694		37	A	09/06/07	10/01/07	25	AI	DA
36718		42	B	05/17/07	06/13/07	27	PE	NH
36792		37	C	11/26/07	01/11/08	46	PE	NH
36798		42	A	11/22/07	01/31/08	70	PE	NH
36901		19	21	07/01/07	07/23/07	22	PE	DA
36916		18	SP	08/10/07	08/22/07	12	PE	DA
36955		34	A	05/14/07	06/06/07	23	PE	DA

36967		34	B	06/19/07	07/27/07	38	AI	DA
36983		18	A	08/09/07	08/23/07	14	PE	DA
37014	GREAT BRIT	34	11	01/14/08	01/21/08	7	PE	DA
37015		22	B	10/31/07	11/14/07	14	PE	NH
37033		17	A	08/05/07	08/31/07	26	PE	DA
37046		30	C	04/30/07	06/06/07	37	PE	DA
37071		18	SX	04/04/07	04/26/07	22	PE	DA
37073		39	21	07/05/07	10/03/07	90	AI	IH
37081		21	B	10/03/07	10/11/07	8	PE	DA
37101		70	SP	04/03/07	04/12/07	9	PE	NH
37104		55	SP	10/12/07	01/25/08	105	PE	NH
37187	UK NATL	18	23	11/07/07	11/07/08	366	PE	3
37196		26	21	06/25/07	07/12/07	17	PE	DA
37246		46	C	07/09/07	09/19/07	72	PE	DA
37256		44	A	09/29/07	02/18/08	142	PE	NH
37294		32	FO	11/22/07	12/18/07	26	PE	DA
37331		45	B	07/23/07	09/25/07	64	PE	DA
37336		39	C	08/27/07	11/09/07	74	PE	DA
37365		29	A	04/30/07	06/04/07	35	PE	NH
37366		33	C	05/14/07	06/21/07	38	PE	IH
37369		38	C	05/21/07	06/29/07	39	PE	DA
37399		33	SX	05/02/07	05/08/07	6	PE	NH
37416		41	B	06/18/07	08/16/07	59	PE	IH
37466	UK NATL	32	12	09/17/07	11/12/07	56	PE	3
37503		37	A	09/25/07	12/13/07	79	PE	NH
37504		54	SP	10/11/07	05/04/08	206	PE	NH
37519		36	C	05/25/07	06/05/07	11	AI	NH
37533		18	SX	06/11/07	06/18/07	7	PE	DA
37590		26	C	08/28/07	11/01/07	65	PE	IH
37594		35	A	10/22/07	05/08/08	199	PE	NH
37621		51	FO	06/11/07	09/19/07	100	PE	IH

37696		17	SP	06/12/07	09/25/07	105	PE	DA
37705		69	EP	06/12/07	06/26/07	14	PE	NH
37748		18	A	07/20/07	08/21/07	32	PE	DA
37761		33	SP	10/15/07	07/15/08	274	AI	
37768		21	SX	06/07/07	06/21/07	14	PE	DA
37829	LATVIA	23	A	08/17/07	01/17/08	153	AI	DA
37834		17	SP	11/02/07	11/16/07	14	PE	NH
37850		34	21	07/27/07	10/18/07	83	AI	DA
37893		17	SP	03/13/08	06/04/08	83	PE	NP
37899	UK NATL	29	21	04/24/08	12/23/08	243	PE	
37900		21	B	08/02/07	10/08/07	67	AI	DA
37926		52	SP	11/19/07	12/07/07	18	AI	DA
37931		52	11	06/22/07	12/12/07	173	AI	3
38009		24	CX	06/25/07	07/05/07	10	PE	DA
38028		54	B	07/03/07	08/07/07	35	PE	IH
38035		22	A	10/17/07	11/17/07	31	PE	NH
38047		17	SP	07/27/07	08/07/07	11	PE	DA
38053		60	A	06/29/07	08/17/07	49	PE	NH
38066		29	A	08/14/07	10/02/07	49	AI	DA
38099		17	SP	07/04/07	09/06/07	64	PE	DA
38105		16	A	07/09/07	09/06/07	59	PE	NH
38114		18	CX	08/14/07	12/07/07	115	PE	DA
38139		33	SP	08/16/07	08/23/07	7	PE	DA
38182		29	21	07/06/07	10/10/07	96	PE	DA
38190		40	A	09/18/07	01/25/08	129	PE	DA
38259		38	C	08/22/07	10/16/07	55	PE	NH
38279		21	A	01/07/08	04/16/08	100	PE	NH
38313		41	22	07/26/07	10/08/07	74	PE	DA
38340	GREAT BRIT	39	C	03/31/08	07/10/08	101	PE	
38344		40	A	09/12/07	10/15/07	33	PE	NH
38346		30	C	12/05/07	03/05/08	91	PE	NH

38349		43	A	08/03/07	08/24/07	21	PE	DA
38350	UK NATL	32	10	08/09/07	10/02/07	54	AI	
38358		43	B	08/13/07	11/09/07	88	PE	DA
38376		47	C	08/30/07	12/06/07	98	PE	DA
38392		18	A	10/04/07	01/02/08	90	PE	NH
38403		22	A	11/02/07	11/12/07	10	PE	DA
38421	UK NATL	52	22	08/03/07	10/18/07	76	AI	
38425		26	C	08/20/07	08/30/07	10	PE	NH
38451		42	SP	03/13/08	03/28/08	15	PE	NP
38455		16	SP	08/06/07	10/10/07	65	PE	DA
38482		21	FO	08/09/07	11/13/07	96	PE	DA
38504	POLAND	22	CX	08/15/07	10/02/07	48	AI	DA
38560		54	SP	08/07/07	10/11/07	65	AI	DA
38569		18	SP	08/08/07	09/11/07	34	PE	DA
38588		22	A	08/29/07	11/02/07	65	PE	NH
38623		27	B	10/18/07	02/20/08	125	PE	NH
38650		18	SP	08/10/07	08/22/07	12	PE	NP
38656		17	SP	11/20/07	01/04/08	45	PE	NH
38657		21	SP	11/23/07	12/05/07	12	PE	
38716		29	SP	09/05/07	12/17/07	103	PE	NH
38728		18	SP	08/20/07	10/04/07	45	PE	DA
38765		35	B	08/22/07	10/15/07	54	PE	NH
38777		40	SP	09/16/07	09/17/07	1	PE	NP
38779		20	SP	09/10/07	11/09/07	60	PE	DA
38839		22	22	09/06/07	07/30/08	328	PE	
38860	UK NATL	40	21	10/15/08	11/20/08	36	PE	3
38874		17	SP	09/19/07	10/19/07	30	AI	DA
38879		38	A	09/11/07	12/06/07	86	PE	DA
38885	GREAT BRIT	20	21	09/11/07	12/10/07	90	PE	DA
38888		16	SP	09/07/07	03/10/08	185	PE	NH
38943		20	A	09/17/07	11/12/07	56	PE	DA

38989		29	C	11/02/07	02/20/08	110	PE	NH
39008		55	A	09/21/07	12/06/07	76	PE	DA
39067		18	SP	11/02/07	11/12/07	10	PE	DA
39070		41	SP	09/21/07	12/17/07	87	PE	DA
39098		16	SP	09/25/07	10/11/07	16	PE	DA
39102		21	A	01/10/08	02/22/08	43	PE	DA
39105		16	SP	09/24/07	09/25/07	1	PE	DA
39112		31	SP	09/26/07	10/30/07	34	PE	NH
39173		60	SP	11/26/07	11/27/07	1	PE	NP
39176		50	A	11/08/07	01/28/08	81	PE	DA
39228		40	SP	10/12/07	03/03/08	143	PE	NH
39290		23	SP	10/16/07	10/19/07	3	PE	NP
39292		33	A	01/08/08	05/08/08	121	PE	NH
39293		31	C	12/04/07	05/03/08	151	PE	NH
39297		27	SP	01/22/08	01/30/08	8	PE	DA
39298		16	SP	10/18/07	10/31/07	13	AI	DA
39305		24	A	10/24/07	11/06/07	13	AI	DA
39314	POLAND	24	A	11/30/07	12/06/07	6	PE	DA
39406		28	SP	11/01/07	05/07/08	188	PE	DA
39407		28	A	10/29/07	11/20/07	22	PE	IH
39426		41	B	11/01/07	11/08/07	7	PE	NH
39435		19	SX	03/10/08	08/19/08	162	PE	
39456		25	C	11/06/07	05/08/08	184	PE	NH
39461		23	CX	02/26/08	04/12/08	46	PE	NH
39597		59	EP	11/15/07	11/28/07	13	AI	DA
39604		18	1	12/18/07	12/24/07	6	PE	3
39615		74	SP	11/15/07	05/06/08	173	PE	DA
39645		61	CC	01/29/08	02/26/08	28	PE	DA
39678		39	B	04/23/08	05/23/08	30	PE	NH
39685	UK NATL	22	21	11/20/07	10/20/08	335	PE	
39777		34	A	11/22/07	02/11/08	81	PE	NH

39785	UK NATL	18	SX	11/23/07	01/10/08	48	PE	DA
39790	GREAT BRIT	23	21	01/07/08	10/08/08	275	PE	7
39865		21	B	12/03/07	01/30/08	58	PE	DA
39876		29	A	01/03/08	01/07/08	4	PE	NP
39886		19	SX	12/06/07	02/23/08	79	PE	NH
39943	POLAND	44	A	01/08/08	01/28/08	20	PE	DA
39945		17	SP	12/21/07	03/19/08	89	PE	DA
39946		21	SP	02/14/08	03/04/08	19	PE	NH
39947		37	SP	01/04/08	01/08/08	4	PE	NP
39951	UK NATL	42	23	01/09/08	10/08/08	273	PE	
39977		44	A	01/14/08	01/16/08	2	PE	NH
39986	UK NATL	30	11	03/17/08	04/04/08	18	PE	3
39991		20	SX	01/14/08	06/25/08	163	PE	
40006		46	11	05/12/08	06/18/08	37	PE	
40013		58	A	01/09/08	01/24/08	15	PE	NH
40142		36	SP	01/14/08	02/06/08	23	PE	NP
40149		21	B	01/15/08	06/11/08	148	PE	NH
40169		27	23	01/18/08	04/04/08	77	PE	DA
40175		68	SP	01/31/08	05/08/08	98	PE	DA
40179	GREAT BRIT	37	23	01/18/08	01/30/08	12	PE	1
40181	UK NATL	40	B	01/29/08	10/07/08	252	PE	
40188	OTHER EEA	32	22	05/17/08	08/14/08	89	PE	
40209		38	A	01/25/08	05/09/08	105	PE	NH
40222		49	A	02/05/08	08/14/08	191	PE	
40223	UK NATL	21	21	01/31/08	07/23/08	174	PE	
40302		17	SP	03/03/08	04/16/08	44	PE	D5
40315		17	SP	02/15/08	03/03/08	17	PE	NH
40751		47	SP	03/10/08	03/26/08	16	AI	DA
40958		18	SP	02/21/08	06/25/08	125	PE	
40991	GREAT BRIT	36	21	03/18/08	06/25/08	99	PE	
41037		18	CC	03/10/08	05/16/08	67	AI	D5

## Headline Statistics

Total No. of EA Days Purchased	15,980
Average No. of Days Spent in EA/Client	67
Total No. of Clients Assessed as Homeless for the Year	239

## Codes

<u>Household Type</u>	
<b>1</b>	Couple Expectant
<b>10</b>	Couple Only
<b>11</b>	Family With Two Kids (Has got Mother and Dad living together)
<b>12</b>	Family With Three Kids (Has got Mother and Dad living together)
<b>20</b>	Family With One Child (Has got only one parent living in the house)
<b>21</b>	Family With Three kids (Has got only one parent living in the house)
<b>22</b>	Single Male
<b>23</b>	Single Female
<b>A</b>	Family with One Child (Only mother living with child)
<b>B</b>	Family with Two Children (Similar to Code 11)
<b>C</b>	Family with three Children (Similar to Code 12)
<b>CC</b>	Couple Only
<b>CX</b>	Single
<b>EC</b>	Elderly Couple
<b>EP</b>	Elderly Single
<b>FO</b>	Other Family Types i.e. brothers, sisters, grandmother etc
<b>SP</b>	Single
<b>SX</b>	Single Pregnant
<u>Final Category</u>	
<b>1</b>	Ceased Eligibility
<b>3</b>	Accept Part 6 permanent acc offer through Homechoice
<b>6</b>	Accept Qualifying Offer Part VII
<b>7</b>	Voluntarily ceased To occupy
<b>D5</b>	Advice & Assistance
<b>DA</b>	Duty Accepted
<b>IH</b>	Intentionally Homeless
<b>NH</b>	Not Homeless
<b>NP</b>	Non Priority



**Total Number of Clients Who Accepted EA Following Initial Homeless Assessment in 2008/09**

<b>Homeless case reference</b>	<b>Nationality</b>	<b>Age</b>	<b>Household type code</b>	<b>Date Placed in EA</b>	<b>Date Moved out of EA</b>	<b>No. of Days in EA</b>	<b>Accommodation refusal reason</b>	<b>Final category code</b>
26080	GREAT BRIT	39	22	5/16/2008	12/23/2008	221	PE	5
27008		41	22	6/27/2008	9/29/2008	94	PE	
27870	GREAT BRIT	30	21	1/12/2009	2/2/2009	21	PE	
29897	UK NATL	18	22	9/8/2008	11/13/2008	66	AI	7
30776	OTHER EEA	36	1	3/17/2009	5/21/2009	65	AI	3
31564	UK NATL	51	22	10/21/2008	11/20/2008	30	PE	1
32309	UK NATL	19	21	12/22/2008	12/30/2008	8	AI	
32489	GREAT BRIT	19	1	10/27/2008	12/19/2008	53	PE	3
32740	GREAT BRIT	42	12	3/16/2009	3/23/2009	7	PE	
32828		41	22	5/28/2008	9/25/2008	120	PE	
33742	GREAT BRIT	19	21	1/27/2009	5/14/2009	107	PE	3
34083	UK NATL	20	12	9/9/2008	10/8/2008	29	PE	
34182	GREAT BRIT	36	10	12/1/2008	1/2/2009	32	PE	3
34477	UK NATL	20	22	5/13/2008	7/10/2008	58	PE	2
34567	UK NATL	20	21	6/9/2008	7/10/2008	31	PE	3
35152	UK NATL	55	11	5/19/2008	6/12/2008	24	PE	5
35158	UK NATL	37	1	5/26/2008	10/28/2008	155	PE	1
35382	UK NATL	41	21	8/20/2008	8/27/2008	7	PE	
35466	UK NATL	18	12	7/21/2008	10/1/2008	72	PE	5
35686	GREAT BRIT	21	22	12/5/2008	1/7/2009	33	PE	5
35844	UK NATL	35	21	7/11/2008	7/14/2008	3	AI	5
36079	GREAT BRIT	42	11	2/16/2009	2/27/2009	11	PE	

36080	NON EEA	31	11	8/4/2008	8/13/2008	9	AI	
36793	GREAT BRIT	37	12	8/11/2008	10/20/2008	70	AI	5
36855	UK NATL	25	21	4/7/2008	6/13/2008	67	PE	
37703	UK NATL	31	23	6/23/2008	6/25/2008	2	AI	2
37834	UK NATL	17	22	6/20/2008	7/23/2008	33	AI	5
37893	GREAT BRIT	17	22	8/1/2008	2/5/2009	188	PE	7
37978	UK NATL	35	23	6/23/2008	10/20/2008	119	PE	
38191	GREAT BRIT	21	21	6/9/2008	11/26/2008	170	PE	5
38364	UK NATL	17	23	7/3/2008	7/11/2008	8	AI	
38429	UK NATL	34	11	7/21/2008	9/17/2008	58	AI	
38566	UK NATL	30	21	10/24/2008	10/28/2008	4	PE	3
38621	UK NATL	27	1	4/14/2008	7/10/2008	87	PE	6
38856	UK NATL	30	21	5/30/2008	7/30/2008	61	PE	5
38888	UK NATL	17	22	5/28/2008	6/25/2008	28	PE	2
38973		47	23	7/10/2008	9/15/2008	67	PE	
38973	GREAT BRIT	48	23	3/3/2009	3/31/2009	28	PE	
38978	UK NATL	17	22	7/15/2008	8/8/2008	24	PE	5
39079	GREAT BRIT	34	22	1/19/2009	1/23/2009	4	PE	3
39208	GREAT BRIT	39	10	1/5/2009	2/2/2009	28	PE	3
39371		36	23	5/13/2008	5/27/2008	14	PE	
39606	GREAT BRIT	62	23	4/9/2008	10/23/2008	197	PE	3
39631	UK NATL	37	21	9/4/2008	9/26/2008	22	PE	3
40134	UK NATL	17	10	10/6/2008	10/20/2008	14	PE	5
40134	GREAT BRIT	18	22	3/13/2009	4/8/2009	26	PE	2
40210	GREAT BRIT	22	21	3/13/2009	4/30/2009	48	PE	5
40210	GREAT BRIT	19	21	3/13/2009	4/30/2009	48	PE	5
40240	UK NATL	41	10	5/19/2008	6/20/2008	32	PE	5
40261	UK NATL	20	1	7/10/2008	11/11/2008	124	PE	
40268	UK NAT RTN	33	12	8/14/2008	10/14/2008	61	AI	5
40268	UK NAT RTN	33	12	8/14/2008	10/14/2008	61	AI	5
40268	UK NAT RTN	28	12	8/14/2008	10/14/2008	61	AI	5

40274	UK NATL	27	12	6/30/2008	8/1/2008	32	PE	5
40297	UK NATL	39	11	9/12/2008	9/22/2008	10	PE	5
40312		27	21	5/30/2008	8/14/2008	76	PE	5
40314	GREAT BRIT	17	21	7/1/2008	10/15/2008	106	PE	
40385		20	10	7/30/2008	8/7/2008	8	PE	3
40436	GREAT BRIT	46	10	1/28/2009	2/3/2009	6	PE	5
40436	GREAT BRIT	65	10	1/28/2009	2/3/2009	6	PE	5
40508	UK NATL	35	11	8/25/2008	10/17/2008	53	PE	3
40616	GREAT BRIT	18	23	1/16/2009	3/24/2009	67	PE	
40618	UK NATL	41	20	5/28/2008	8/13/2008	77	PE	5
40672	UK NATL	26	21	4/28/2008	8/29/2008	123	PE	
40766	GREAT BRIT	26	21	4/11/2008	10/17/2008	189	AI	
40779	UK NATL	20	22	5/28/2008	9/21/2008	116	PE	5
40811	GREAT BRIT	43	23	1/19/2009	1/21/2009	2	PE	3
40841	UK NATL	40	12	6/9/2008	9/25/2008	108	PE	
40886	NON EEA	22	23	5/12/2008	6/19/2008	38	PE	3
41029		18	23	4/7/2008	6/30/2008	84	PE	2
41072	GREAT BRIT	27	21	9/16/2008	10/14/2008	28	AI	3
41093		45	23	4/29/2008	6/12/2008	44	PE	
41210		25	21	4/28/2008	8/4/2008	98	PE	5
41243	GREAT BRIT	55	10	4/6/2009	4/23/2009	17	PE	3
41243	GREAT BRIT	44	10	4/6/2009	4/23/2009	17	PE	3
41266	OTHER EEA	36	11	4/21/2008	7/25/2008	95	PE	3
41284	UK NATL	44	1	4/3/2008	5/4/2008	31	PE	5
41287	UK NATL	33	23	4/1/2008	5/7/2008	36	PE	5
41343		57	22	6/10/2008	6/11/2008	1	AI	
41347	UK NATL	29	1	7/10/2008	9/21/2008	73	PE	3
41362		17	SP	4/4/2008	6/30/2008	87	PE	NH
41363	GREAT BRIT	39	23	7/31/2008	4/2/2009	245	PE	3
41380	UK NATL	37	22	8/22/2008	9/8/2008	17	AI	3
41397	UK NATL	26	11	7/1/2008	9/9/2008	70	PE	1

41438	GREAT BRIT	51	21	4/28/2008	1/8/2009	255	AI	
41445	UK NATL	41	22	5/29/2008	6/4/2008	6	PE	1
41449	UK NATL	19	10	4/14/2008	7/11/2008	88	PE	3
41453	GREAT BRIT	40	22	7/7/2008	2/10/2009	218	PE	
41486	UK NATL	24	21	6/20/2008	10/7/2008	109	PE	
41507		18	22	4/25/2008	7/29/2008	95	PE	5
41525	UK NATL	18	23	4/18/2008	5/6/2008	18	PE	5
41547	UK NATL	17	22	8/12/2008	10/1/2008	50	PE	7
41561	UK NATL	18	22	4/23/2008	8/6/2008	105	PE	
41569	GREAT BRIT	18	23	4/23/2008	8/7/2008	106	PE	3
41596	UK NATL	19	1	5/12/2008	12/2/2008	204	PE	3
41603		36	22	4/28/2008	8/22/2008	116	PE	3
41651	UK NATL	47	22	5/30/2008	10/14/2008	137	PE	
41684	UK NATL	18	1	10/27/2008	11/13/2008	17	PE	
41695		23	1	5/28/2008	7/10/2008	43	PE	5
41695		24	1	5/28/2008	7/10/2008	43	PE	5
41698	UK NATL	31	21	7/3/2008	10/1/2008	90	PE	5
41723	GREAT BRIT	17	22	9/5/2008	10/20/2008	45	PE	5
41729	UK NATL	22	1	9/8/2008	9/16/2008	8	PE	3
41733	UK NATL	20	1	10/2/2008	11/14/2008	43	PE	5
41734	GREAT BRIT	29	1	10/21/2008	3/9/2009	139	PE	3
41760	GREAT BRIT	18	1	1/19/2009	3/18/2009	58	PE	5
41803	GREAT BRIT	21	21	9/29/2008	11/24/2008	56	PE	1
41826	SLOVAKIA	27	21	10/27/2008	2/18/2009	114	PE	3
41844	GREAT BRIT	20	1	1/30/2009	2/5/2009	6	PE	5
41846	UK NATL	34	23	5/23/2008	6/18/2008	26	AI	5
41847	UK NATL	57	23	5/23/2008	7/22/2008	60	AI	
41863		21	1	8/6/2008	8/28/2008	22	PE	5
41870	GREAT BRIT	34	21	9/22/2008	11/4/2008	43	PE	
41871	UK NATL	44	21	8/5/2008	10/31/2008	87	PE	
41923	UK NATL	50	21	6/27/2008	7/30/2008	33	AI	3

41928	GREAT BRIT	25	21	9/12/2008	9/17/2008	5	AI	3
41967	GREAT BRIT	42	12	11/10/2008	3/31/2009	141	PE	
41989	UK NATL	37	10	6/12/2008	7/23/2008	41	PE	5
42010	OTHER EEA	27	11	6/4/2008	7/22/2008	48	PE	3
42055	UK NATL	42	12	6/9/2008	7/21/2008	42	PE	5
42079		16	22	8/1/2008	9/25/2008	55	PE	
42106	UK NATL	22	11	7/31/2008	8/19/2008	19	PE	5
42146	GREAT BRIT	38	20	8/7/2008	1/12/2009	158	PE	3
42147	GREAT BRIT	40	21	12/9/2008	1/8/2009	30	PE	3
42157		18	22	6/24/2008	7/17/2008	23	PE	2
42180	UK NATL	16	23	7/1/2008	7/7/2008	6	AI	
42193	GREAT BRIT	30	23	2/5/2009	3/31/2009	54	PE	5
42195		16	22	7/9/2008	7/11/2008	2	AI	5
42201	UK NATL	34	10	7/8/2008	7/10/2008	2	PE	5
42208		17	23	7/15/2008	7/30/2008	15	PE	5
42209		28	1	7/14/2008	9/21/2008	69	PE	5
42218	GREAT BRIT	39	20	9/8/2008	10/22/2008	44	AI	
42231	UK NATL	42	11	9/23/2008	11/13/2008	51	PE	5
42239	UK NATL	33	22	7/18/2008	7/31/2008	13	AI	7
42242		24	22	8/26/2008	9/17/2008	22	AI	3
42243		19	22	7/15/2008	7/28/2008	13	PE	5
42249	GREAT BRIT	18	22	8/15/2008	10/2/2008	48	AI	
42253	UK NATL	21	21	8/5/2008	11/3/2008	90	PE	
42265	GREAT BRIT	37	21	1/15/2009	2/4/2009	20	PE	1
42271	UK NATL	25	21	8/28/2008	9/1/2008	4	AI	3
42272	GREAT BRIT	22	21	8/13/2008	8/14/2008	1	PE	3
42298	GREAT BRIT	37	22	1/2/2009	1/5/2009	3	PE	7
42305	GREAT BRIT	26	21	2/16/2009	4/20/2009	63	AI	3
42313	UK NATL	38	23	9/2/2008	10/29/2008	57	AI	6
42460	UK NATL	34	22	9/29/2008	10/17/2008	18	AI	
42684	GREAT BRIT	29	20	12/15/2008	1/22/2009	38	PE	5

42726	UK NATL	26	22	8/11/2008	9/23/2008	43	PE	
42749	GREAT BRIT	62	22	2/5/2009	3/9/2009	32	PE	3
42783	GREAT BRIT	48	10	2/23/2009	3/25/2009	30	PE	3
42792	UK NATL	34	21	9/15/2008	10/21/2008	36	AI	
42819		52	21	8/22/2008	9/17/2008	26	AI	
42830	GREAT BRIT	25	21	2/23/2009	3/30/2009	35	AI	
43157	GREAT BRIT	24	12	9/8/2008	11/10/2008	63	PE	
43162	UK NATL	46	21	9/8/2008	11/9/2008	62	PE	
43164	GREAT BRIT	39	22	9/25/2008	10/22/2008	27	PE	3
43234	GREAT BRIT	18	23	3/25/2009	3/26/2009	1	PE	5
43239	GREAT BRIT	22	21	3/23/2009	6/2/2009	71	PE	
43249	GREAT BRIT	38	10	12/1/2008	1/14/2009	44	PE	3
43279	GREAT BRIT	17	23	10/24/2008	11/24/2008	31	PE	5
43357	GREAT BRIT	32	21	9/19/2008	3/31/2009	193	PE	6
43392		17	22	9/18/2008	9/21/2008	3	AI	
43397	GREAT BRIT	17	1	1/12/2009	1/21/2009	9	PE	3
43405	UK NATL	21	21	10/13/2008	10/22/2008	9	AI	3
43429	GREAT BRIT	21	1	12/12/2008	1/30/2009	49	AI	
43457	GREAT BRIT	18	21	12/2/2008	2/19/2009	79	PE	5
43500	UK NATL	40	20	10/27/2008	12/4/2008	38	PE	5
43501		38	10	9/22/2008	9/23/2008	1	PE	3
43503	GREAT BRIT	21	22	11/18/2008	1/6/2009	49	PE	5
43640	GREAT BRIT	51	22	12/5/2008	1/8/2009	34	PE	3
43669	GREAT BRIT	17	23	12/30/2008	2/3/2009	35	PE	6
43669	GREAT BRIT	17	23	2/18/2009	4/9/2009	50	PE	5
43677	UK NATL	22	10	10/14/2008	12/12/2008	59	PE	1
43707	GREAT BRIT	36	20	10/20/2008	2/13/2009	116	PE	2
43724	GREAT BRIT	33	21	12/17/2008	2/9/2009	54	AI	5
43753	GREAT BRIT	41	22	10/14/2008	2/19/2009	128	PE	1
43790	GREAT BRIT	21	1	3/2/2009	3/18/2009	16	PE	5
43814	GREAT BRIT	30	11	2/17/2009	4/15/2009	57	PE	3

43822	UK NATL	30	10	10/15/2008	11/10/2008	26	PE	5
43826	UK NATL	17	23	11/20/2008	12/29/2008	39	AI	6
43835	GREAT BRIT	39	11	12/15/2008	4/7/2009	113	PE	
43858	GREAT BRIT	19	1	3/30/2009	4/28/2009	29	AI	
43858	GREAT BRIT	19	1	3/30/2009	4/28/2009	29	AI	
43890	UK NATL	32	21	11/17/2008	12/11/2008	24	PE	3
43993	GREAT BRIT	24	1	11/12/2008	12/19/2008	37	PE	7
44144	GREAT BRIT	18	21	12/16/2008	1/5/2009	20	PE	3
44194	GREAT BRIT	16	22	11/11/2008	3/6/2009	115	PE	5
44217	GREAT BRIT	25	12	12/1/2008	1/12/2009	42	PE	7
44239	GREAT BRIT	42	20	12/29/2008	1/6/2009	8	PE	3
44273	GREAT BRIT	51	22	12/31/2008	2/6/2009	37	AI	
44287	GREAT BRIT	41	22	12/1/2008	3/3/2009	92	PE	5
44316	GREAT BRIT	19	22	12/8/2008	12/22/2008	14	PE	7
44394	GREAT BRIT	42	21	12/18/2008	1/20/2009	33	PE	1
44397	GREAT BRIT	18	22	12/15/2008	3/4/2009	79	AI	3
44423	GREAT BRIT	48	22	12/23/2008	1/12/2009	20	PE	1
44451	GREAT BRIT	48	22	2/2/2009	3/6/2009	32	PE	
44460	NON EEA	25	21	1/5/2009	3/4/2009	58	AI	3
44530	GREAT BRIT	46	12	1/21/2009	5/19/2009	118	PE	5
44540	GREAT BRIT	26	21	1/20/2009	3/4/2009	43	PE	3
44546	GREAT BRIT	35	21	1/19/2009	3/9/2009	49	PE	7
44606	GREAT BRIT	47	10	1/16/2009	1/26/2009	10	PE	
44643	GREAT BRIT	24	21	3/9/2009	3/30/2009	21	AI	
44747	GREAT BRIT	35	20	1/26/2009	3/17/2009	50	PE	7
44755	GREAT BRIT	21	21	1/30/2009	2/5/2009	6	PE	3
44829	NON EEA	25	23	2/12/2009	4/24/2009	71	PE	
44898	GREAT BRIT	33	22	1/22/2009	4/21/2009	89	PE	1
44924	GREAT BRIT	42	21	4/6/2009	7/8/2009	93	PE	1
44987	GREAT BRIT	28	21	2/6/2009	3/4/2009	26	PE	2
45182	GREAT BRIT	18	23	2/17/2009	3/31/2009	42	PE	7

45185	GREAT BRIT	79	10	2/26/2009	3/24/2009	26	PE	
45189	OTHER EEA	30	22	2/25/2009	5/7/2009	71	PE	3
45333	GREAT BRIT	44	22	2/13/2009	3/30/2009	45	PE	
45336	GREAT BRIT	25	10	2/18/2009	5/18/2009	89	AI	
45340	GREAT BRIT	17	22	2/27/2009	4/24/2009	56	PE	
45351	GREAT BRIT	0	23	2/23/2009	3/24/2009	29	PE	
45368	GREAT BRIT	48	22	3/2/2009	6/3/2009	93	AI	
45548	GREAT BRIT	61	22	3/11/2009	3/23/2009	12	PE	5
45596	OTHER EEA	50	22	3/16/2009	5/18/2009	63	PE	7
45676	GREAT BRIT	43	21	3/18/2009	7/30/2009	134	AI	
45719	GREAT BRIT	42	10	3/19/2009	4/9/2009	21	PE	1
9941	GREAT BRIT	33	22	3/26/2009	4/29/2009	34	PE	3

**Headline Statistics:**

Total No. of days of EA purchased	12,223
Average No. of days spent in EA/client	56
Total No. of Clients Assessed as Homeless for the Year	219



**Total Number of Clients Who Accepted EA Following Initial Homeless Assessment in 2009/10.**

<b>Nationality</b>	<b>Age</b>	<b>Household type code</b>	<b>Date Placed in EA</b>	<b>Date Moved out of EA</b>	<b>No. of Days in EA</b>	<b>Accommodation refusal reason</b>	<b>Final category code</b>
--------------------	------------	----------------------------	--------------------------	-----------------------------	--------------------------	-------------------------------------	----------------------------

GREAT BRIT	25	21	10/05/09	10/20/09	15	PE	1
GREAT BRIT	39	10	01/12/10	02/22/10	41	PE	
GREAT BRIT	39	22	09/07/09	09/17/09	10	AI	
GREAT BRIT	38	21	08/07/09	08/10/09	3	PE	7
GREAT BRIT	41	22	08/20/09	10/24/09	65	PE	7
GREAT BRIT	26	23	10/16/09	11/17/09	32	PE	1
GREAT BRIT	41	21	08/12/09	10/15/09	64	PE	3
GREAT BRIT	29	11	09/28/09	11/11/09	44	PE	5
GREAT BRIT	38	12	11/25/09	12/22/09	27	PE	5
GREAT BRIT	45	12	11/25/09	12/22/09	27	PE	5
GREAT BRIT	23	21	03/02/10	04/17/10	46	PE	
GREAT BRIT	24	21	01/15/10	02/24/10	40	PE	
GREAT BRIT	42	21	02/08/10	02/23/10	15	PE	
GREAT BRIT	29	11	04/03/09	06/02/09	60	PE	
GREAT BRIT	26	11	03/08/10	03/22/10	14	PE	5
GREAT BRIT	23	11	10/15/09	11/11/09	27	PE	
GREAT BRIT	24	21	08/31/09	10/30/09	60	PE	3
GREAT BRIT	20	1	08/17/09	10/20/09	64	PE	
GREAT BRIT	38	1	02/25/10	04/26/10	60	PE	
GREAT BRIT	44	20	04/21/09	06/24/09	64	PE	3
GREAT BRIT	21	11	04/30/09	06/25/09	56	PE	5

GREAT BRIT	19	22	04/29/09	05/18/09	19	PE	
GREAT BRIT	38	21	09/21/09	11/06/09	46	PE	
GREAT BRIT	19	1	06/09/09	06/25/09	16	PE	7
GREAT BRIT	19	22	01/11/10	02/09/10	29	PE	
GREAT BRIT	27	1	09/14/09	10/20/09	36	PE	
GREAT BRIT	19	1	09/14/09	10/20/09	36	PE	
GREAT BRIT	43	21	06/15/09	07/01/09	16	PE	7
GREAT BRIT	29	21	11/19/09	12/01/09	12	PE	7
GREAT BRIT	43	10	07/23/09	10/20/09	89	PE	5
GREAT BRIT	26	21	07/06/09	08/27/09	52	PE	1
GREAT BRIT	33	21	10/26/09	11/12/09	17	PE	
GREAT BRIT	33	21	10/26/09	11/12/09	17	PE	
GREAT BRIT	45	21	10/26/09	11/12/09	17	PE	
GREAT BRIT	37	23	07/13/09	09/28/09	77	PE	
GREAT BRIT	47	10	03/19/10	04/01/10	13	PE	6
GREAT BRIT	21	21	04/14/09	06/08/09	55	PE	
GREAT BRIT	21	21	10/05/09	10/07/09	2	PE	
GREAT BRIT	18	22	04/15/09	04/16/09	1	PE	7
GREAT BRIT	18	1	05/07/09	09/03/09	119	PE	6
GREAT BRIT	17	23	06/17/09	08/13/09	57	PE	1
GREAT BRIT	21	23	09/28/09	10/20/09	22	PE	3
NON EEA	45	20	05/04/09	06/30/09	57	AI	
GREAT BRIT	19	23	01/14/10	02/16/10	33	PE	
GREAT BRIT	53	1	07/14/09	09/03/09	51	PE	3
GREAT BRIT	20	21	06/19/09	06/25/09	6	PE	3
GREAT BRIT	32	22	02/05/10	03/06/10	29	AI	
GREAT BRIT	18	22	07/20/09	07/29/09	9	PE	1
	34	22	03/22/10	05/08/10	47	AI	
GREAT BRIT	29	22	05/19/09	09/10/09	114	PE	
GREAT BRIT	20	22	11/10/09	12/22/09	42	PE	5
GREAT BRIT	35	22	09/02/09	10/01/09	29	AI	

GREAT BRIT	20	21	06/15/09	07/28/09	43	PE	
GREAT BRIT	27	22	09/04/09	10/09/09	35	AI	
GREAT BRIT	39	20	03/03/10	04/19/10	47	PE	
GREAT BRIT	43	23	05/29/09	07/06/09	38	PE	5
GREAT BRIT	38	1	06/04/09	08/07/09	64	PE	
GREAT BRIT	20	1	09/16/09	11/06/09	51	PE	
GREAT BRIT	23	1	03/11/10	03/27/10	16	PE	
GREAT BRIT	19	21	09/24/09	10/20/09	26	PE	
GREAT BRIT	34	11	10/05/09	11/12/09	38	PE	5
GREAT BRIT	43	11	12/07/09	12/10/09	3	PE	5
GREAT BRIT	36	21	08/10/09	11/06/09	88	PE	7
GREAT BRIT	17	1	11/24/09	11/28/09	4	AI	5
GREAT BRIT	21	21	12/02/09	12/09/09	7	AI	2
GREAT BRIT	28	21	12/02/09	12/09/09	7	AI	2
GREAT BRIT	21	11	01/27/10	02/23/10	27	PE	3
GREAT BRIT	29	11	01/27/10	02/23/10	27	PE	3
GREAT BRIT	20	1	04/06/09	04/28/09	22	PE	
GREAT BRIT	22	11	03/03/10	04/16/10	44	PE	
GREAT BRIT	27	21	07/22/09	11/18/09	119	PE	
GREAT BRIT	27	21	07/06/09	07/13/09	7	AI	3
GREAT BRIT	18	22	11/23/09	01/04/10	42	PE	
GREAT BRIT	19	21	01/14/10	02/11/10	28	PE	
GREAT BRIT	38	21	06/29/09	08/11/09	43	PE	
GREAT BRIT	50	21	05/26/09	07/06/09	41	PE	5
GREAT BRIT	21	21	05/15/09	08/17/09	94	PE	2
GREAT BRIT	46	23	01/21/10	03/02/10	40	PE	
GREAT BRIT	60	10	07/15/09	09/28/09	75	PE	3
GREAT BRIT	35	21	07/27/09	10/30/09	95	PE	7
GREAT BRIT	27	21	05/28/09	07/13/09	46	PE	
GREAT BRIT	22	21	10/19/09	11/24/09	36	PE	
GREAT BRIT	17	22	11/25/09	12/16/09	21	PE	7

GREAT BRIT	19	22	02/19/10	03/30/10	39	AI	
GREAT BRIT	18	23	03/22/10	05/08/10	47	PE	
GREAT BRIT	17	22	11/02/09	12/07/09	35	PE	
GREAT BRIT	17	1	06/19/09	06/26/09	7	PE	3
GREAT BRIT	22	1	06/19/09	06/26/09	7	PE	3
GREAT BRIT	22	1	06/19/09	06/26/09	7	PE	3
GREAT BRIT	19	10	08/03/09	09/28/09	56	PE	7
GREAT BRIT	18	23	10/21/09	11/14/09	24	PE	
NON EEA	40	21	04/09/09	06/29/09	81	AI	3
GREAT BRIT	21	21	03/08/10	04/16/10	39	PE	
OTHER EEA	45	1	04/11/09	08/18/09	129	PE	3
GREAT BRIT	19	1	05/11/09	05/19/09	8	PE	
GREAT BRIT	29	1	05/11/09	05/19/09	8	PE	
GREAT BRIT	32	21	06/22/09	09/28/09	98	PE	
GREAT BRIT	42	21	11/10/09	11/30/09	20	PE	7
GREAT BRIT	29	23	04/14/09	06/26/09	73	PE	
GREAT BRIT	45	23	04/22/09	06/20/09	59	PE	5
GREAT BRIT	17	23	11/06/09	11/23/09	17	PE	1
GREAT BRIT	33	21	05/11/09	10/30/09	172	PE	6
GREAT BRIT	49	11	08/06/09	09/28/09	53	PE	
GREAT BRIT	25	21	11/23/09	11/27/09	4	PE	
GREAT BRIT	17	21	05/14/09	06/09/09	26	PE	3
GREAT BRIT	29	22	06/08/09	06/20/09	12	PE	3
GREAT BRIT	18	22	09/16/09	10/21/09	35	PE	5
GREAT BRIT	56	10	05/05/09	07/20/09	76	AI	
GREAT BRIT	37	10	09/14/09	09/19/09	5	PE	
NON EEA	36	21	05/19/09	07/23/09	65	PE	
GREAT BRIT	20	22	05/13/09	06/03/09	21	PE	
GREAT BRIT	21	22	12/10/09	01/19/10	40	AI	
GREAT BRIT	17	23	05/19/09	06/22/09	34	PE	5
GREAT BRIT	34	23	05/19/09	06/11/09	23	PE	5

GREAT BRIT	17	23	05/22/09	06/09/09	18	PE	5
GREAT BRIT	21	23	05/28/09	06/03/09	6	PE	
GREAT BRIT	37	23	09/28/09	10/20/09	22	PE	7
GREAT BRIT	70	22	05/26/09	06/17/09	22	PE	
GREAT BRIT	21	1	01/29/10	03/06/10	36	PE	6
GREAT BRIT	26	21	07/17/09	09/07/09	52	PE	3
GREAT BRIT	18	23	06/09/09	06/26/09	17	PE	1
GREAT BRIT	30	21	06/09/09	07/03/09	24	PE	5
GREAT BRIT	18	22	06/11/09	07/13/09	32	PE	
GREAT BRIT	22	23	06/16/09	07/01/09	15	PE	5
GREAT BRIT	21	1	06/30/09	07/21/09	21	PE	1
GREAT BRIT	20	21	07/27/09	08/11/09	15	PE	3
GREAT BRIT	51	10	03/11/10	04/23/10	43	PE	
GREAT BRIT	31	21	07/13/09	08/03/09	21	PE	
GREAT BRIT	24	22	11/06/09	12/17/09	41	PE	
GREAT BRIT	33	22	06/25/09	07/29/09	34	PE	
GREAT BRIT	46	21	07/03/09	08/14/09	42	AI	5
GREAT BRIT	32	12	08/03/09	10/20/09	78	PE	
GREAT BRIT	43	10	07/06/09	07/29/09	23	PE	
GREAT BRIT	58	22	08/19/09	09/03/09	15	PE	3
	16	22	07/22/09	08/11/09	20	PE	5
GREAT BRIT	16	22	11/02/09	11/13/09	11	PE	1
GREAT BRIT	28	22	08/21/09	09/23/09	33	AI	3
GREAT BRIT	37	21	10/05/09	10/20/09	15	PE	
GREAT BRIT	41	1	07/22/09	09/03/09	43	PE	5
GREAT BRIT	48	11	09/07/09	11/02/09	56	PE	
GREAT BRIT	20	10	08/28/09	10/24/09	57	PE	3
GREAT BRIT	26	22	07/17/09	09/03/09	48	PE	
GREAT BRIT	27	23	11/24/09	11/25/09	1	PE	5
GREAT BRIT	17	22	07/23/09	08/12/09	20	PE	1
GREAT BRIT	17	23	07/23/09	08/13/09	21	PE	1

GREAT BRIT	48	23	07/23/09	09/15/09	54	PE	
GREAT BRIT	48	23	01/25/10	02/12/10	18	PE	
GREAT BRIT	35	12	07/14/09	07/17/09	3	PE	5
GREAT BRIT	30	11	09/04/09	11/13/09	70	PE	
GREAT BRIT	58	22	07/23/09	08/20/09	28	PE	
GREAT BRIT	49	22	08/04/09	08/20/09	16	PE	3
GREAT BRIT	23	1	01/07/10	02/08/10	32	PE	
GREAT BRIT	47	22	02/03/10	02/05/10	2	PE	3
GREAT BRIT	57	22	08/17/09	09/09/09	23	PE	
GREAT BRIT	47	22	11/27/09	12/01/09	4	AI	3
GREAT BRIT	31	1	03/01/10	04/07/10	37	PE	3
GREAT BRIT	32	12	02/15/10	03/16/10	29	PE	
GREAT BRIT	57	10	10/14/09	10/20/09	6	PE	3
GREAT BRIT	33	22	10/19/09	10/24/09	5	PE	
GREAT BRIT	17	22	08/24/09	11/27/09	95	AI	
GREAT BRIT	45	10	10/05/09	10/20/09	15	PE	
GREAT BRIT	32	22	11/13/09	11/28/09	15	PE	3
GREAT BRIT	17	23	10/15/09	10/28/09	13	AI	5
GREAT BRIT	27	1	01/29/10	02/22/10	24	PE	
GREAT BRIT	21	21	10/05/09	10/24/09	19	AI	
GREAT BRIT	18	22	10/26/09	11/27/09	32	PE	
GREAT BRIT	17	10	09/28/09	10/20/09	22	PE	7
GREAT BRIT	30	22	10/02/09	10/24/09	22	PE	
GREAT BRIT	21	22	09/28/09	10/23/09	25	PE	3
GREAT BRIT	17	21	10/13/09	10/23/09	10	PE	6
GREAT BRIT	22	21	11/13/09	11/27/09	14	PE	
GREAT BRIT	48	21	10/16/09	10/24/09	8	PE	5
GREAT BRIT	49	11	10/15/09	11/09/09	25	PE	3
GREAT BRIT	43	21	10/14/09	11/12/09	29	PE	
GREAT BRIT	33	12	10/16/09	11/14/09	29	PE	
GREAT BRIT	48	22	12/03/09	01/11/10	39	PE	

GREAT BRIT	28	21	02/11/10	03/20/10	37	PE	3
	31	23	03/30/10	05/10/10	41	PE	5
GREAT BRIT	31	22	01/14/10	02/19/10	36	PE	
GREAT BRIT	35	22	03/23/10	04/19/10	27	PE	
GREAT BRIT	53	22	03/23/10	04/19/10	27	PE	
GREAT BRIT	25	21	03/05/10	04/17/10	43	PE	
GREAT BRIT	18	22	11/12/09	11/26/09	14	PE	5
GREAT BRIT	41	12	11/06/09	11/23/09	17	PE	3
GREAT BRIT	17	22	11/02/09	12/01/09	29	PE	1
GREAT BRIT	18	21	03/11/10	04/20/10	40	PE	
GREAT BRIT	20	22	11/09/09	12/15/09	36	PE	
GREAT BRIT	19	23	11/16/09	11/21/09	5	PE	5
GREAT BRIT	43	22	11/13/09	11/28/09	15	PE	
GREAT BRIT	17	22	11/19/09	12/15/09	26	AI	5
GREAT BRIT	38	12	03/15/10	04/09/10	25	PE	
GREAT BRIT	34	21	12/08/09	01/12/10	35	PE	
GREAT BRIT	23	11	12/07/09	12/08/09	1	AI	
GREAT BRIT	37	22	12/04/09	12/07/09	3	PE	
GREAT BRIT	45	21	03/01/10	04/16/10	46	PE	
GREAT BRIT	61	23	12/07/09	01/06/10	30	PE	
NON EEA	20	21	02/08/10	03/11/10	31	AI	
LITHUANIA	35	23	12/15/09	01/04/10	20	PE	5
GREAT BRIT	31	22	12/23/09	01/26/10	34	PE	7
GREAT BRIT	29	21	01/13/10	02/08/10	26	PE	
OTHER EEA	44	21	01/14/10	01/18/10	4	PE	
GREAT BRIT	30	12	03/15/10	04/01/10	17	AI	
GREAT BRIT	38	22	01/18/10	02/22/10	35	PE	
GREAT BRIT	35	22	02/17/10	03/09/10	20	PE	
OTHER EEA	42	10	03/22/10	03/25/10	3	PE	
GREAT BRIT	34	22	01/22/10	03/08/10	45	PE	
GREAT BRIT	28	21	02/16/10	03/27/10	39	PE	

GREAT BRIT	18	22	03/02/10	04/17/10	46	AI	
	65	10	02/11/10	03/15/10	32	PE	1
GREAT BRIT	33	22	02/03/10	03/08/10	33	PE	7
GREAT BRIT	37	23	03/01/10	03/29/10	28	PE	6
GREAT BRIT	17	22	02/18/10	03/26/10	36	HR	
GREAT BRIT	18	23	02/16/10	03/11/10	23	AI	
GREAT BRIT	24	21	02/09/10	03/11/10	30	PE	
CZECH REP	38	20	02/10/10	03/27/10	45	PE	7
GREAT BRIT	58	22	02/09/10	03/23/10	42	PE	
	26	12	03/02/10	04/17/10	46	AI	
GREAT BRIT	37	23	02/22/10	04/06/10	43	PE	
GREAT BRIT	47	21	03/24/10	05/07/10	44	PE	5
GREAT BRIT	17	22	03/05/10	04/21/10	47	PE	
GREAT BRIT	21	23	03/08/10	04/07/10	30	PE	
GREAT BRIT	34	22	03/10/10	04/26/10	47	PE	
GREAT BRIT	28	23	03/11/10	04/27/10	47	PE	
GREAT BRIT	19	23	03/26/10	04/13/10	18	PE	
GREAT BRIT	17	23	04/12/10	05/07/10	25	PE	

### Headline Statistics:

Total No. of days of EA purchased	7,727
Average No. of days spent in EA/client	34
Total No. of Clients Assessed as Homeless for the Year	225



**Household Type Codes for both 2008/9 & 2009/10:**

<b>Code:</b>	<b>Description:</b>
01	Couple with 1 dependant child
11	Couple with 2 dependant children
12	Couple with 3 dependant children
20	Lone Male Parent
21	Lone Female Parent
22	Single Male
23	Single Female
10	Other Household Group





## **APPENDIX 'C'**

**Tables Of Results & Graphs  
Taken from Homeless Data  
Supplied By The Homeless  
Solutions Team**

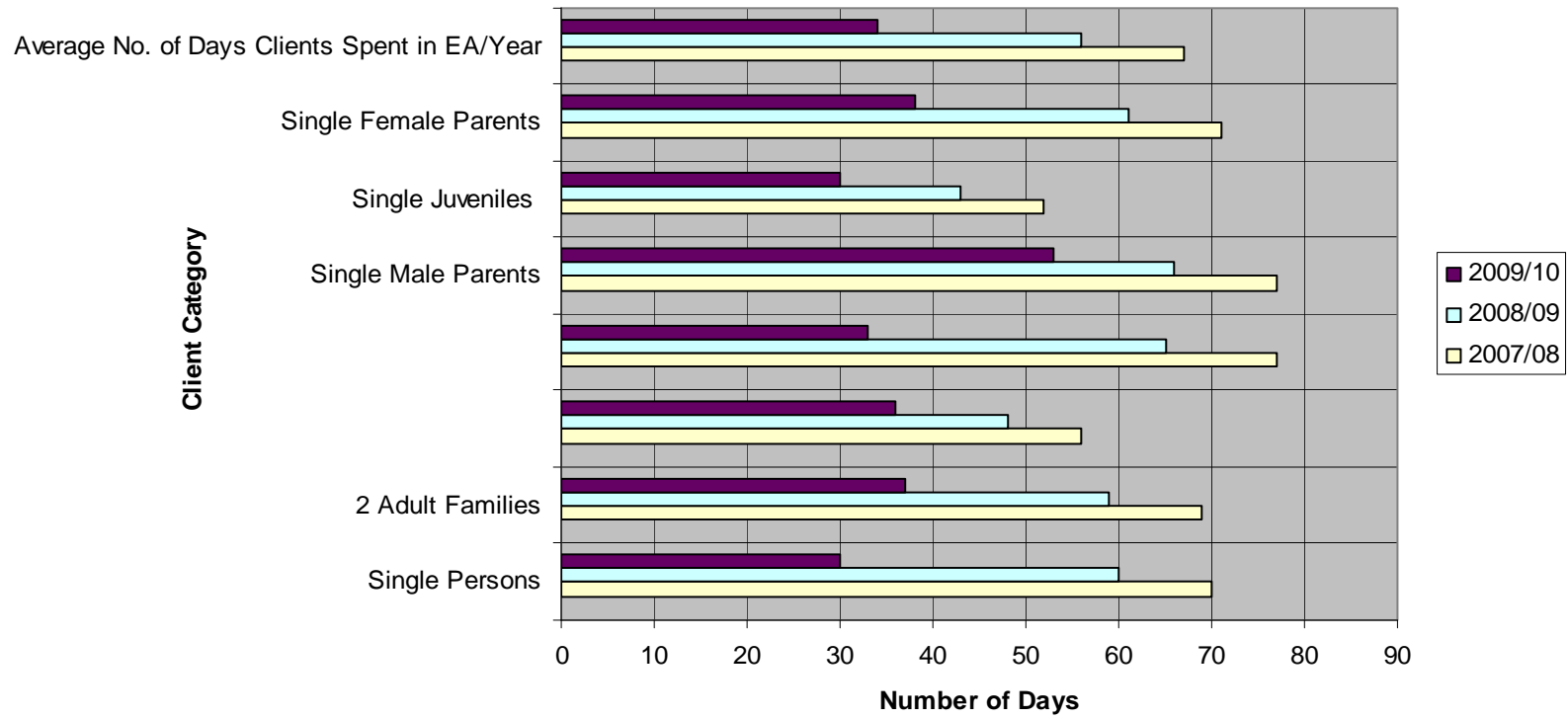
NUMBER of HOMELESS APPLICATIONS PROCESSED														
Year	Total No. of Homeless Cases Processed	Total No. of Cases Placed in EA	No. of Couples	No. of Single Persons				No. of 2 Adult Families			No. of Single Male Parents	No. of Single Female Parents	No. of Single Juveniles (<18)	
				Male		Female		No. of Children in the family					Male	Female
				18-59	>60	18-59	>60	1	2	≥3				
2007/08	434	239	20	42*	4*	24*	1*	7	29	24	10*	63*	9*	6*
2008/09	423	219	21	42	2	21	1	24	13	14	8	54	11	8
2009/10	282	225	13	50	1	27	1	24	15	9	4	61	10	7

\* Available data not broken down by gender for these categories which was therefore assessed on a pro rata basis against 2008/09.

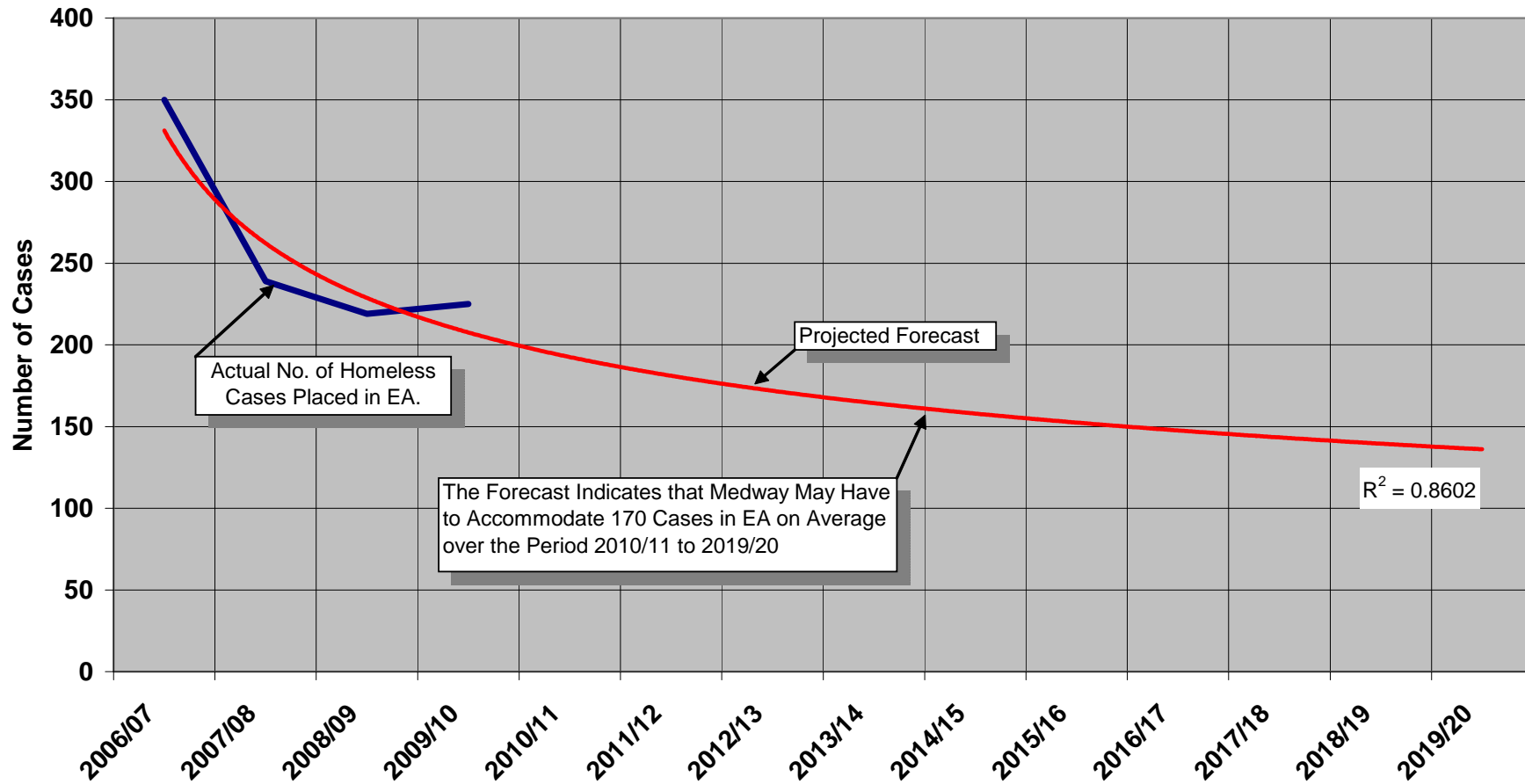
<b>AVERAGE LENGTH of STAY in EMERGENCY ACCOMMODATION (Days)</b>									
<b>Year</b>	<b>Total No. of EA Nights Purchased for the Year</b>	<b>Average No. of Nights Clients Spent in EA/Year</b>	<b>Single Persons</b>	<b>2 Adult Families</b>			<b>Single Male Parents</b>	<b>Single Juveniles (<math>\leq 18</math>)</b>	<b>Single Female Parents</b>
				<b>No. of Children in the family</b>					
				<b>1</b>	<b>2</b>	<b><math>\geq 3</math></b>			
2007/08	15,980	67	70	69*	56*	77*	77*	52	71*
2008/09	12,223	56	60	59	48	65	66	43	61
2009/10	7,721	34	30	37	36	33	53	30	38

*\*\* Insufficient data available to indicate actual number of days spent for these categories which have therefore been based on the following years performance.*

**GRAPH SHOWING AVERAGE DAYS SPENT IN 'EA' BY CATEGORY & YEAR**



**Graph 2: Mathematical Forecast of the Number of Homeless Cases that may have to be Placed in E.A. in the Future in Medway**









## **APPENDIX 'D'**

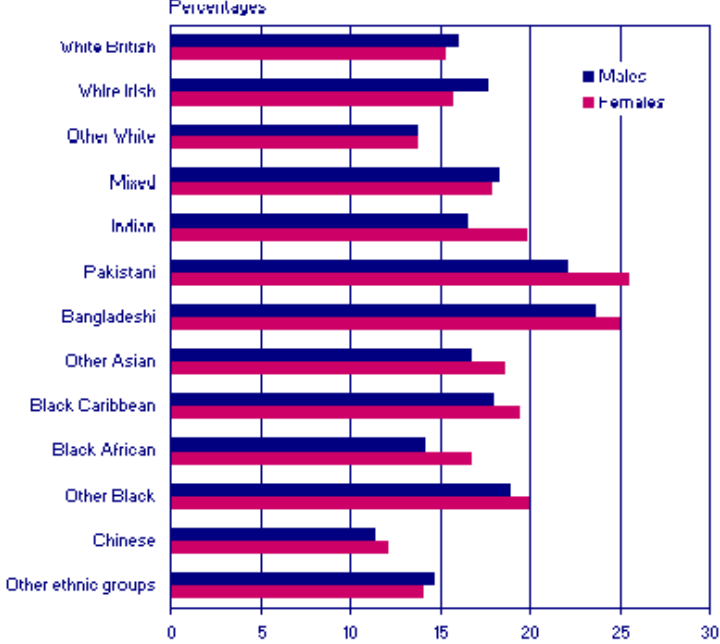
### **The Empirical Factors Likely to Affect Homelessness in Medway**

**Table Indicating a Range of Factors Which Are Likely to Impact on the Level of Potential Homelessness in Medway**

Level of Impact	Factor	Trend	Source of Information	Impact on Homelessness	Significance
Nationally	Employment & the Economy	<p>In spite of media claims that the UK is coming out of recession the following report makes for gloomy reading.</p> <p><i>'The employment rate for the three months to March 2010 was down again and it has not been lower since September 1996. The number of people in employment fell by 76,000 to reach 28.83 million. The number of full-time workers fell by 103,000 but the number of part-time workers increased by 27,000. The number of employees and self-employed people working part-time because they could not find a full-time job increased by 25,000 to reach 1.07 million, the highest figure since comparable records began in 1992.'</i></p> <p>Longer term projections remain mixed with some suggesting the economy will continue to decline whilst others predict a modest increase in GDP. This suggests that any change in the economy is likely to be modest.</p> <p>However, latest results indicate that inflation is rising at an alarming rate. In the year to April, RPI annual inflation was 5.3 per cent (the highest since</p>	<ul style="list-style-type: none"> <li>• Office of National Statistics.</li>   <li>• British Chamber of Commerce.</li> <li>• IMF</li> </ul>		

		<p>July 1991), up from 4.4 per cent in March. This was driven by mortgage interest payments which rose by 0.6 per cent this year but fell by 7.7 per cent a year ago. Rising inflation could have as profound effect on employment and the affordability of private housing for many as the economic outlook itself.</p> <p>The emergence of a new Government will impact upon this significantly. Early predictions indicate that the coalition are planning significant cuts in public spending with large tax increases.</p> <p>It is therefore also worth noting that employment growth during the early part of this decade arose in industries such as public administration, education &amp; health and distribution, hotels and restaurants since the millennium.</p> <p>These areas of employment are likely to suffer the most from Government measures. Taken overall many leading pundits forecast the longer term economic outlook to be one of austerity and high unemployment.</p>	<ul style="list-style-type: none"> <li>Office of National Statistics</li> </ul>	<p>Any significant downturn in the economy coupled with rising inflation can only increase unemployment and with it a rise in homelessness.</p>	<p>Very significant</p>
	<p>Population Growth &amp; Immigration</p>	<p>Oxford University demographics professor David Coleman disclosed in evidence he submitted to the House of Lords Economic Affairs Committee in 2007 that the UK's population is growing significantly faster than previously estimated and will exceed 75 million by 2051. This represents a rise of 15m by the middle of the century and is 6m higher than current projections. Rising immigration, increased longevity and higher birth rates among</p>	<p>Report by the Office for National Statistics</p>	<p>High population growth, immigration combined with poor economic performance and reduced employment opportunity can</p>	<p>Very significant when taken together with the economic and employment prospects in</p>

		<p>migrant families are key factors.</p> <p>The current UK population is 60m and the increase would be equivalent to two new London-sized cities. The proportion of the UK population classed as non-white is also estimated to grow from 9% at the last census in 2001 to 29% in 2051.</p>		only combine to generate an increase in the level of homelessness.	the area
	Health	<p>It is difficult to measure the efficiency of healthcare systems. The NHS, like other healthcare systems, has never consistently and systematically measured changes in its patients' health. As a result, it's impossible to say exactly how much the nation's health is improving.</p> <p>In the UK life expectancy has been rising and infant mortality has been falling since the NHS was established. Life expectancy at age 65 has reached its highest level ever for both men and women.</p> <p>However, there remain substantial social and geographical variations in health status, with people who are disadvantaged in terms of their educational, employment and socio-economic background having higher rates of reported poor health and limitations in daily activities.</p> <p>The following graph sets out how long-term illness or disability is restricting the daily activities measured in terms of their ethnic group and sex as recorded in 2001</p>	<ul style="list-style-type: none"> <li>• NHS</li> <li>• Office for National Statistics.</li> </ul>		

		 <p>These statistics indicate that White Irish and Pakistani women had high GP contact rates and that Bangladeshi men were three times as likely to visit their GP than men in the general population</p> <p>Trends in behaviour such as smoking and heavy drinking and increases in obesity and sexually transmitted diseases, which are known risk factors for disease and poor outcomes, are not improving, particularly among young people..</p>		<p>These factors indicate that higher levels of homelessness can be anticipated amongst young people living in deprived areas and from Bangladeshi or Pakistani men suffering from ill health compared with any other group.</p>	<p>Not significant</p>
<p>Regional</p>	<p>Employment &amp; the Economy</p>	<p>The employment rate in the South East has remained the highest of any region throughout the recession so far and the pace of decline in the South East is slowing. Over 60% of businesses are confident that the climate will improve or remain</p>		<p>This optimistic report from SEEDA suggests that the SE may be cushioned from</p>	

		<p>stable over the next 12 months.</p> <p>The SE is one of Britains largest exporters with a manufacturing sector employing 320,000 people in such progressive industries as climate change, security, assisted living and healthcare.</p> <p>Household disposable income in the SE region is 9% above the national average.</p>	The South East England Development Agency 's (SEEDA) economic report	the full effects of the economic forecast for the rest of the country creating less of an impact on homelessness in the area.	Positive
	Repatriation from Prison	<p>Repatriation from prison statistically creates one of the largest sources of homelessness. In England about 147 people per 100,000 are in prison.</p> <p>Although statistics on crime levels recorded by the Police and the British Crime Survey differ , they both indicate that levels are generally stable compatible with 2003/4 levels except for drug offences and theft</p> <p>In Medway, the prison at Rochester supports a population of 620 of which 300 are Young Offenders. Although it contains its own Rehabilitation Unit, there must be a reasonable probability that ex offenders seek assistance locally. This may include homeless applications.</p>	<ul style="list-style-type: none"> <li>• BBC News</li> <li>• Home Office</li> <li>• Rochester Prison</li> </ul>	If crime levels remain stable Medway is unlikely to witness any further increase in Homelessness arising from repatriation. However, this could be significantly affected by the economic situation as crime is directly related to hardship.	Not significant
	Repatriation from the Armed Forces	The armed forces have traditionally been well represented in the SE and in the Medway area in particular. This continues to stimulate many applications to join up although the number of vacancies itself has been in decline over the past 5 years.	Armed Forces Careers Office	Numbers of homeless applicants arising from this category is unlikely to change, unless Government policy changes.	Not significant.

	Population	<p>Following a period of growth estimated to be 8.3%, the estimated population of the North Kent was 567,600 living in 235,000 households by 2006 . This compares with a rise in population of over 9% for England and 14.7% for the South East region.</p> <p>This rise in population is expected to continue in the future and the Office of National Statistics estimates that the population of the whole of the North Kent sub-region will rise to 665,800 by 2031. This would represent an 17.3% rise in the period 2006-2031. The number of people aged 60 years and above is expected to grow considerably.</p> <p>In contrast, Medway has a young population and there are significantly larger proportions of children and young adults than the average for England. This situation will continue for some years.</p>	<p>North Kent Strategic Housing Market Assessment 2009</p> <p>The Medway NHS Trust Business Plan - 2007</p>	<p>Past statistics indicate that Medway only considers very few homeless applications from people over 60. However, with a higher than normal young population and high unemployment, applications from that group could increase above current levels.</p>	Significant
Local	Employment & the Economy	<p>Unemployment declined steadily in all local authorities in North Kent until 2006/07 but has been rising since then at around 3.5%. This is in step with the downturn in the economy.</p> <p>The proportion of unemployed claimants in North Kent is similar to that of England as a whole, but higher than for the South East region. This may not entirely reflect the strength of the regional economy where working age persons not in jobs are not eligible, or do not claim, unemployment benefit.</p> <p>Incapacity benefit is more generous than unemployment benefit and also places less onus on the individual to seek a job. In North Kent the</p>	<p>North Kent Strategic Housing Market Assessment 2009</p>		

		<p>number of working age residents claiming incapacity benefit has risen by over 10% since 2000. This growth in incapacity benefit claimants may therefore distort the true unemployment rate locally.</p> <p>To stimulate the local economy and as part of the Thames Gateway, a national priority area for regeneration and growth, Medway is targeting development in certain sectors, including high technology manufacturing, creative industries and environment technologies. It has been estimated that this could create 26,500 new jobs by 2016.</p> <p>However, with only 8.6% of people in Medway educated to degree level or higher, compared to 14.4% nationally, many of these jobs could attract applicants from beyond Medway. Indeed, in 2004, it is believed that 20% of local vacancies were due to skill shortages.</p>	Thames Gateway Plan	Local initiatives may not entirely produce jobs for local people and Medway may not therefore be able to avoid the full impact of the downturn in the economy and employment forecast to affect the country as a whole.	Potentially significant
	Domestic Violence	<p>There were 20,710 incidents of domestic abuse reported to Kent Police in 2008/09 up by 569 incidents compared to the previous year. The Council's own web site acknowledges that domestic violence is an issue locally, stating that:</p> <ul style="list-style-type: none"> <li>▪ Domestic violence accounts for 16 per cent of violent incidents in the UK.</li> <li>▪ One in four women and one in six men have been a victim of domestic violence since the age of 16.</li> <li>▪ Domestic violence has more repeat victims than</li> </ul>	<ul style="list-style-type: none"> <li>• Medway Council</li> <li>• Kent Police</li> <li>• Medway Community Safety Partnership Plan 2009-2012</li> </ul>	More recent results indicate a reduction in this level of crime, but many cases of domestic violence are not reported and the true extent of the problem is therefore difficult to assess. However, it appears the levels	



		<p>any other crime (on average there will have been 35 assaults before a victim calls the police).</p> <ul style="list-style-type: none"> <li>▪ 89 per cent of those suffering four or more attacks of domestic violence are women.</li> <li>▪ On average, domestic violence claims the lives of two women each week and 30 men each year.</li> <li>▪ 75 per cent of children on the child protection register are living with domestic violence.</li> </ul>		<p>of such abuse in Medway remain the same or are reducing with a possible corresponding reduction in homelessness</p>	<p>Positive</p>
	<p>Health &amp; Deprivation</p>	<p>Medway has a younger population than average for England and its more elderly residents are living longer. This means there will be an increasing demand for health and social care for older people in the next 10 years and at the same time high demand for services for children and young people compared with other areas.</p> <p>Medway has some affluent areas alongside some others of high social deprivation. This is typical of the national average. Medway lies 172nd out of 354 (where 354 is the least deprived). However, health needs are higher here than in other parts of Kent.</p> <p>The worst pockets of deprivation include the areas of All Saints and Brook Lines in Chatham and Twydall in Gillingham. The lowest life expectancy occurs in River ward at only just over 70 years for males compared to the national average of 78.</p>	<ul style="list-style-type: none"> <li>• The Medway NHS Trust</li> <li>• Office for National Statistics.</li> </ul>	<p>From a homeless perspective these factors are, if anything likely to improve over time given the Council's</p>	

		<p>Infant mortality is higher in Medway than the national average. Using 2001 data, the estimated number of children living in poverty was more than 11,000 equivalent to 20% of those under the age of 16. Nine of the wards in Medway were amongst the top 20 % in England in terms of child poverty.</p>		<p>regeneration plans and the Government's commitment to maintain spending levels in the NHS.</p>	<p>Not significant</p>
	<p>Mortgage Foreclosures</p>	<p>The number of people who had their homes repossessed fell to a two-year low during the first quarter of 2010, 8% fewer than during the previous quarter and 26% below the figure for the same period of 2009.</p> <p>There was also a fall in the number of people in mortgage arrears, as low interest rates helped homeowners keep up with repayments.</p> <p>Provided current levels of government support continue, interest rates do not rise and there are no new economic shocks, the long term view is that this position could be maintained or improve. However, the CML states that a large number of households are only just coping and remain vulnerable.</p>	<p>Council of Mortgage Lenders (CML).</p>	<p>This is a positive development that should have an equally positive impact upon the numbers of persons likely to fall into a potentially homeless situation.</p>	<p>Positive</p>
	<p>Affordable Housing</p>	<p>The Medway community plan states that house prices in Medway have doubled since 1999, while earnings have increased by a third. This has had a profound affect on a persons ability to independently house themselves and their families.</p> <p>The demand for social and subsidised housing has increased therefore significantly.</p>	<p>North Kent Strategic Housing Market Assessment 2009 (NKSHMA)</p>		

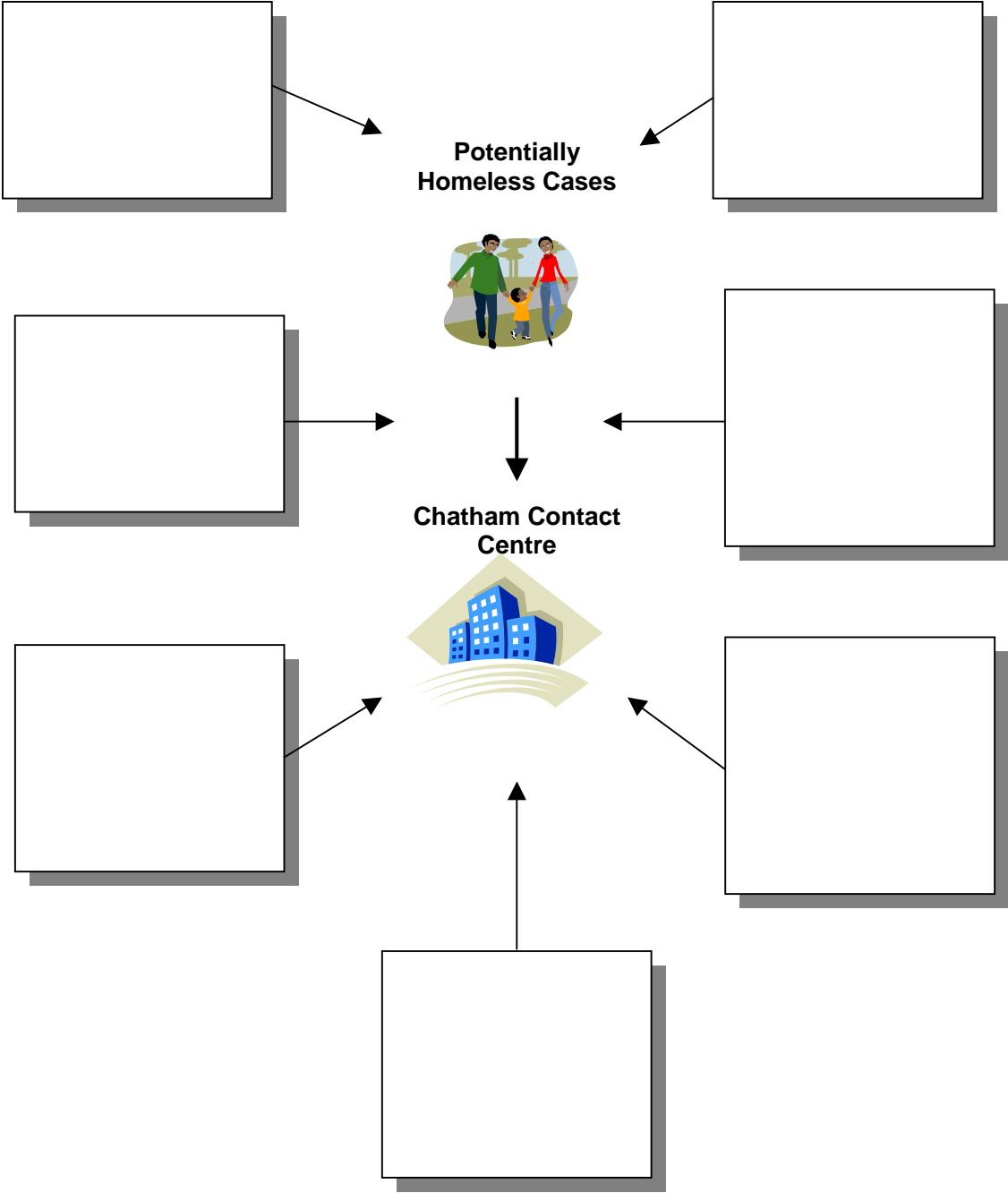
		<p>This problem has been worsened by the recent economic downturn and is forecast to continue in the short to medium term.</p> <p>The NKSHMA provides an excellent insight on what this could mean for the area. The overriding conclusion is that there is a significant demand for social and affordable housing and that the cost of privately rented and purchased housing is increasingly difficult for a considerable number of the areas residents.</p>		<p>It is unlikely in the short to medium term that the current position will change. As a consequence it will have no real direct impact on the level of homelessness.</p>	<p>Not significant</p>
	<p>Teenage Pregnancies</p>	<p>Medway has a consistently high rate of teenage pregnancies. 315 girls aged between 15 and 17 conceived in 2006 equivalent to 46.2 conceptions per 1,000 of the female population between these ages – significantly higher than the nationwide figure of 40.4. In 2008, 256 babies were born to Medway women younger than 20.</p> <p>The Council has introduced a strategy to arrest this area of concern but the high level of young people, deprivation and other social issues suggest it will be a difficult task.</p>	<p>Kent News</p>	<p>The impact of the Council's strategy may have a positive effect and help reduce the incidence of teenage pregnancy.</p>	<p>Potentially positive</p>
	<p>Single Parents</p>	<p>The numbers of single parents assessed as homeless by the Council have remained broadly the same over the past 3 years according to the statistics used in this study</p>	<p>Appendices 'B' &amp; 'C' of this report.</p>	<p>No change anticipated</p>	<p>Neutral impact</p>
	<p>Substance Abuse</p>	<p>Substance Misuse affects 1 in 3 people at some point in their lives can lead to major health concerns and criminal activity later in life.</p>	<p>Medway Community Safety Partnership</p>	<p>Making substance abuse the number one priority in the Crime and</p>	

		<p>The largest substance misused in Medway is Heroin followed closely by Alcohol, and more people are receiving treatment year on year. Nearly a quarter of local respondents to a consultation exercise said that 'People using or dealing drugs within their neighbourhood' and 'People being drunk and rowdy in public' were their greatest concern.</p> <p>It appears to have been identified as such an issue that it is being treated as the top priority for attention in the Crime and Reduction Strategy for the area.</p>	<p>Plan 2009 - 2012</p>	<p>Reduction Strategy serves to illustrate the seriousness of the problem. However, the measures being introduced can only serve to reduce the problem and with it the instances of homelessness it can create.</p>	<p>Positive.</p>
--	--	---	-------------------------	---	------------------

**APPENDIX 'E'**

**THE CURRENT PROCESSES USED  
WHEN ASSESSING A HOMELESS  
APPLICATION**

**ASSESSING HOMELESSNESS - THE MAIN PROCESS**  
**COMPONENTS**



### **triggers:**

- Application in Person to Chatham Contact Centre
- A referral from one of 2 Housing Surgeries
- Referral from an outside Agency, e.g. Citizens Advice Bureau, Shelter etc.
- Referral from one of 4 Specialist Advice Surgeries
- Telephone call/email enquiry

### **Inputs:**

- Quick Query Counter Action Plan Form
- Housing Advice Request Form
- Homechoice Form
- Medical Form
- Supported Housing Assessment Form
- Referral Form for Assessment and Support Services
- Temporary Accommodation Sign Up and First Contact Form
- Residency Visit Form
- Homeless Application Form
- Authority to Place in B&B Form
- Temporary Accommodation Follow-Up Survey
- Tenancy Termination Form
- Homebond Referral Form
- Furniture Removal & Storage Form
- Referral To Homeless Persons Unit Form
- Referral To Options Appointment Form
- Referral To Children's Service Form
- Cover Sheets of Various Dividers of the File
- Multi-Agency Referral Form
- DV – CAADA Risk Assessment
- Income & Expenditure Form
- Property Form
- Mediation Referral Form

### **Measures:**

- Average Number of calendar days spent in B&B
- Number of households that have been in B&B more than 6 weeks
- Homeless decision cases decided within 33 working days
- Average time all spent in temporary accommodation
- Percentage of cases dealt with on 'one and done' basis
- Average waiting times
- Percentage of customers seen within 3 working days of an appointment being made
- Number of households living in temporary accommodation
- Percentage of temporary accommodation visited within 2 weeks
- Percentage of referrals to mediation that have prevented homelessness
- Number of households and length of time in TA
- Number of homelessness decisions taken during period by ethnic origin

- Clients age when accepted as eligible, unintentionally homeless and in priority need
- Client households eligible by priority need
- Reason for homelessness
- Customers in TA who are not owed a homelessness duty.

### **Resources:**

#### **Financial:**

- Revenue budget allocated annually by the Council.
- Income derived from rents charged to homeless persons when appropriate
- Other income from Government grants and third parties.

#### **Staff:**

- Managerial input from the Head of Housing Solutions
- Financial Support from the Management Accountant for the Housing Service
- Housing Solutions Team Leader
- 10.5 x FTE Housing Information Officers
- 4 x FTE Accommodation Officers

#### **Assets:**

- Office accommodation at the Council's Civic Offices, Gun Wharf
- The Chatham Contact Centre.
- Corporate support

### **Controls:**

- Housing Act 1996 Part vii
- Children's Act
- Immigration Act
- Case Law when applicable
- Council Policies & Procedures
- Financial monitoring

### **Outputs:**

- Clients placed in Emergency Accommodation whilst awaiting assessment
- Information Pack provided to Clients
- Letter to Client when assessment outcome determined.

### **Outcomes:**

- Completed assessment
- Client assisted to find alternative accommodation
- Special attention given to support Juveniles, expectant mothers and other especially vulnerable people in conjunction with the appropriate support service department, agency or other provider