



Homelessness & young people

Homes and wellbeing promise
2022 - 2027

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Vision statement

NCHA will be a sector leader in our region for homelessness services, including homeless young people. Our supported housing services will feel like they are a welcoming home, though a temporary one.

Our homelessness approach will be effective; enabling people to achieve their life goals.

We aim to end homelessness through partnership working, particularly with our commitment to Homes for Cathy.

The BIG challenges

1. Black, Asian and minority ethnic customers are disproportionately affected by tenancy failures.
2. It can be challenging for applicants to meet the affordability threshold for renting an NCHA home, especially with the rising costs energy and food. This makes it difficult for people to move on from homelessness accommodation into a settled home.
3. There is not enough short term accommodation across the East Midlands, and NCHA doesn't have the properties available to tender for new homelessness and young people services.
4. There aren't enough one bed properties for single homeless people to move into across the East Midlands.
5. There are recruitment challenges across the sector, and it's also a challenge to retain colleagues who may move on when trained



Where are we now?

Homelessness is increasing. People who find themselves homeless often have traumatic and complex backgrounds.

- **60% of homeless people** have some sort of relationship breakdown or have experienced domestic abuse
- **20% of homeless people** are care leavers
- **30%** have needs around their mental health
- **Over the past 2 years** there has been an increase in pregnant homeless women
- In 20/21 in the UK **122,000 16-25 year** olds approached the council for help

*stats for Nottingham City

NCHA is a leading provider of good quality homelessness services and has a good reputation. We have contracts in Nottinghamshire, Nottingham, Leicester, Leicestershire and Derbyshire. We deliver floating support to prevent homeless prevention.

NCHA has signed up to the Homes for Cathy commitments and promotes this internally and externally.



Trauma informed practice has been rolled out across homelessness and young people services which will further improve the quality of support.

We have applied for planning permission to replace our properties in Newark and South Nottinghamshire, we want to ensure these are homely and fit for purpose.

We purchased a four bed property in Newark to expand our service to homeless young people. If this is viable we aim to do the same again for future tenders.

We support Nottingham City and Mansfield DC with properties for the 'Housing First' scheme to support homeless people with multiple complex needs.

Key objectives

Supported Housing

1. We'll create better quality homes for young people that are welcoming, calm and friendly. We will have fewer grumbles about our properties and the better surroundings will increase the effectiveness of our support. We'll replace the Newark Branching Out Properties and make an improvement plan for each building that promotes a psychologically informed environment. 2023/24
2. We'll deliver more homelessness services. We will work with local authorities to provide more short term accommodation and we'll bid for new contracts to deliver more great services to homeless people in the East Midlands. 2022-27
3. Measure the impact of our services on homeless people. Keep in touch with 20% of homeless people that have moved on after 12 months and measure how many are living in a settled home. Target >90%. 2023/24

Housing

4. Homes for Cathy commitment 2: "To operate flexible allocations and eligibility policies which allow individual applicants' unique sets of circumstances and housing histories to be considered".
 - a. We will build more affordable homes for singles, young people and families through our Homes England strategic partnership.
 - b. We will assess affordability of NCHA homes and review who is 'screened out' because of affordability and propose solutions, e.g. a lower rent in some cases.
 - c. We will ensure that all internal applications from people moving on from supported housing are reviewed

with input from the support worker before they are assessed.

- d. We'll make offers of housing alongside a referral to the Community Support Team to ensure successful tenancies for people moving on from supported housing or homelessness.
5. In 2021 23% of tenancy failures were among black, Asian and minority ethnic customers, which is disproportionate compared to our customers in general. Reduce this to <15% by 2027.
 6. More than 5% of general rented properties will be let to people moving on from Care & Support services, especially homelessness services, by 2024.
 7. Homes for Cathy Commitment Eight: "To contribute to ending migrant homelessness in the areas housing associations operate". We will work with local authorities to identify properties for migrant people. Five properties by 2027.

Financial Resilience

8. We will signpost young people living in Care and Support services to the Brighter Futures project to promote financial resilience, and encourage housing customers and their children to join too. Young people will be supported to become stable and have a safe place to live. 2022-23
9. We will promote energy saving initiatives to all of our customers. Using volunteer green leaders we will support our customers with a range of initiatives. For example we will share information about storage heaters with all customers so that they understand storage heaters and how they can be more efficient. 2023/24

Delivering the plan

Delivery will be partly through team plans, Homes for Cathy commitments and a thematic delivery plan by the Lead for Homelessness.

Monitoring and reporting

Annual team action plan and thematic plan to be developed each year and reviewed every six months by the Lead for Homelessness.



We'll create better quality homes for young people that are welcoming, calm and friendly.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit three new '**Business Delivery Strategies**', which are relevant to all departments. These are:

- **Environmental Sustainability Strategy**
- **Social Impact Strategy**
- **Value for Money Strategy.**

The **Environmental Sustainability Strategy** sets out ambitious targets that will enable NCHA to reach net zero carbon emissions, improve natural environments and reduce fuel poverty for our customers.

The **Social Impact Strategy** commits NCHA to getting better at measuring the positive impact we have on people's lives, and then using what we learn to focus our money and time on the things that have the biggest impact.

The **Value for Money Strategy** is arranged around three key concepts:

- Economy, which means buying things as cheaply as possible, which will mainly be achieved through improved corporate procurement practices and loan agreements.
- Efficiency, which means getting the most out of our resources, and
- Effectiveness, which means providing high quality services that meet people's needs and expectations.

Taken together, these new strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

This plan follows on from the strategies to describe how we will improve upon our homelessness and young people services over the next five years.