

PROGRAMME

13.15pm	Welcome – Simone Russell – Strategic Director
13.25pm	Presentations
14.40pm	Discussion Groups
15.30pm	Feedback session
15.50pm	Next Steps
16.00pm	Close

Achievements

Homelessness & Rough Sleeping Strategy 2020 - 2025



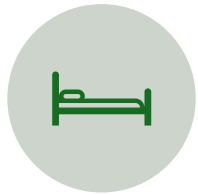
Developed an SOS Hub with partners to improve access to the service.



Brought in a temporary structure to improve service delivery.



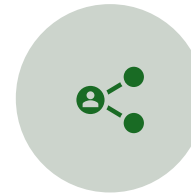
Developed closer working with customer services, benefits, etc.



Maintained a low level of rough sleeping in the district.



Updated the Allocation Policy to make it compliant with legislation.



Improved information/data sharing with partners.

Still to do – carry forward

- Develop good quality accessible housing advice materials and update the web pages.
- Review rent deposit offer in light of the Renters Rights Bill.
- Improve relationships with private landlords/letting agencies.
- Improve partnership working including with health partners.
- Full review of the Allocations Policy.
- Improved training opportunities for staff.



Homelessness in Uttlesford

New Homelessness & Rough Sleeping Strategy 2025-2030

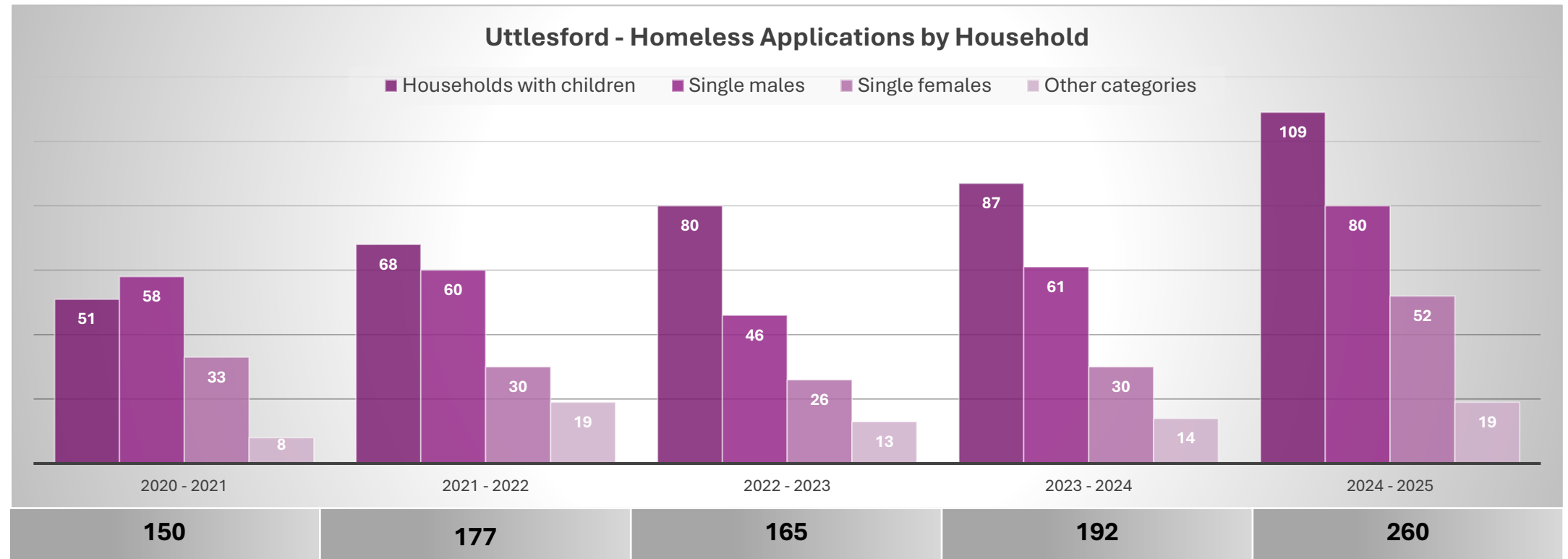
Review covers:

- ▶ Data analysis and trends
- ▶ Main causes of homelessness
- ▶ Support needs – provision and services
- ▶ Temporary accommodation
- ▶ Rough sleeping

Data analysis – Number of applications

Applications and duties			
Year	Prevention duty	Relief Duty	Total
2020/21	48	102	150
2021/22	65	112	177
2022/23	65	100	165
2023/24	63	129	192
2024/25	85	175	260

Data analysis – household type



Total households per year

Main duty decisions 2020/21 – 2024/25

Years	Total main duty decisions for eligible households	Homeless + priority need + unintentionally homeless (acceptance)	Homeless + priority need + intentionally homeless	Homeless + no priority need	Not homeless
2020/21	68	51	8	9	0
2021/22	52	44	3	5	0
2022/23	55	44	4	7	0
2023/24	41	34	1	6	0
2024/25	66	56	0	10	0

Causes of homelessness by application

Year	Total	End of PRS tenancy	Family or friend eviction	Domestic Abuse	Non-violent breakdown	Home Office Asylum Case	Other
2020/21	150	32	37	20	14	1	46
2021/22	177	56	33	25	9	0	63
2022/23	165	43	43	31	8	1	39
2023/24	192	50	36	30	16	11	49
2024/25	260	77	56	50	18	23	36

Three main causes of homelessness 2024/25

1. Loss of private sector tenancy:
77 (29.62%)
2. Family or friend eviction:
56 (21.54%)
3. Domestic Abuse:
50 (19.23%)

Other notable causes:

Home Office/Asylum cases increasing, relationship breakdown (non-violent)



Rough sleeping - trends

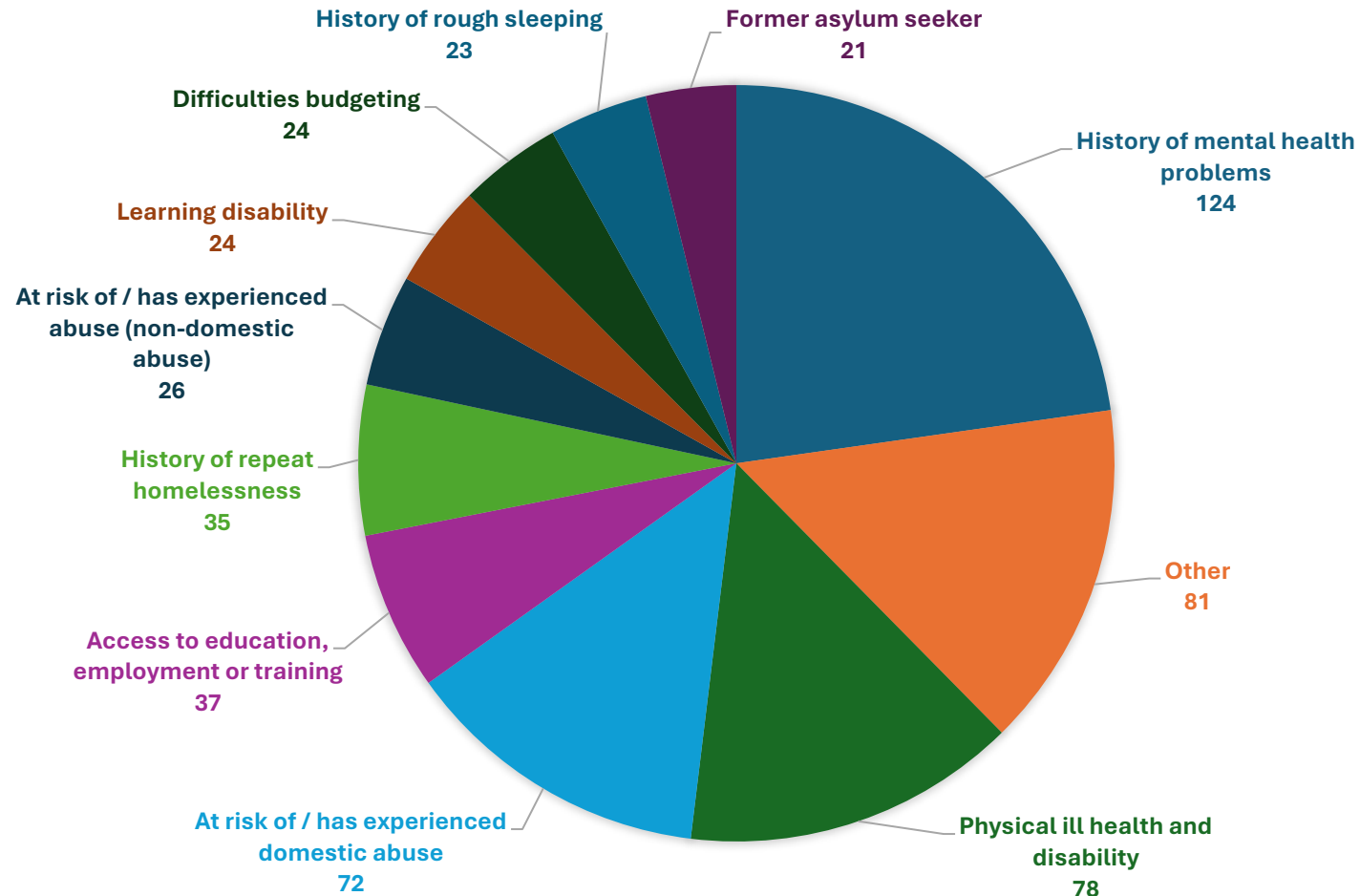
Year	April	November
2022	2	3
2023	2	1
2024	0	0
2025	0	?



Data analysis – support needs

Years	Households with no support needs owed duty	Households with one or more support needs owed duty				Total number of support needs
		Total households with support needs	1	2	3+	
2020/21	48	102	40	27	35	232
2021/22	42	133	47	31	55	349
2022/23	46	119	50	35	34	250
2023/24	61	131	55	32	44	295
2024/25	53	207	57	65	85	545

Support needs - 2024/25



Top three support needs

From **545** identified needs in 2024/25

1. History of mental health problems:
124 (22.75%)
2. Physical ill health or disability:
78 (14.31%)
3. Domestic abuse:
72 (13.21%)

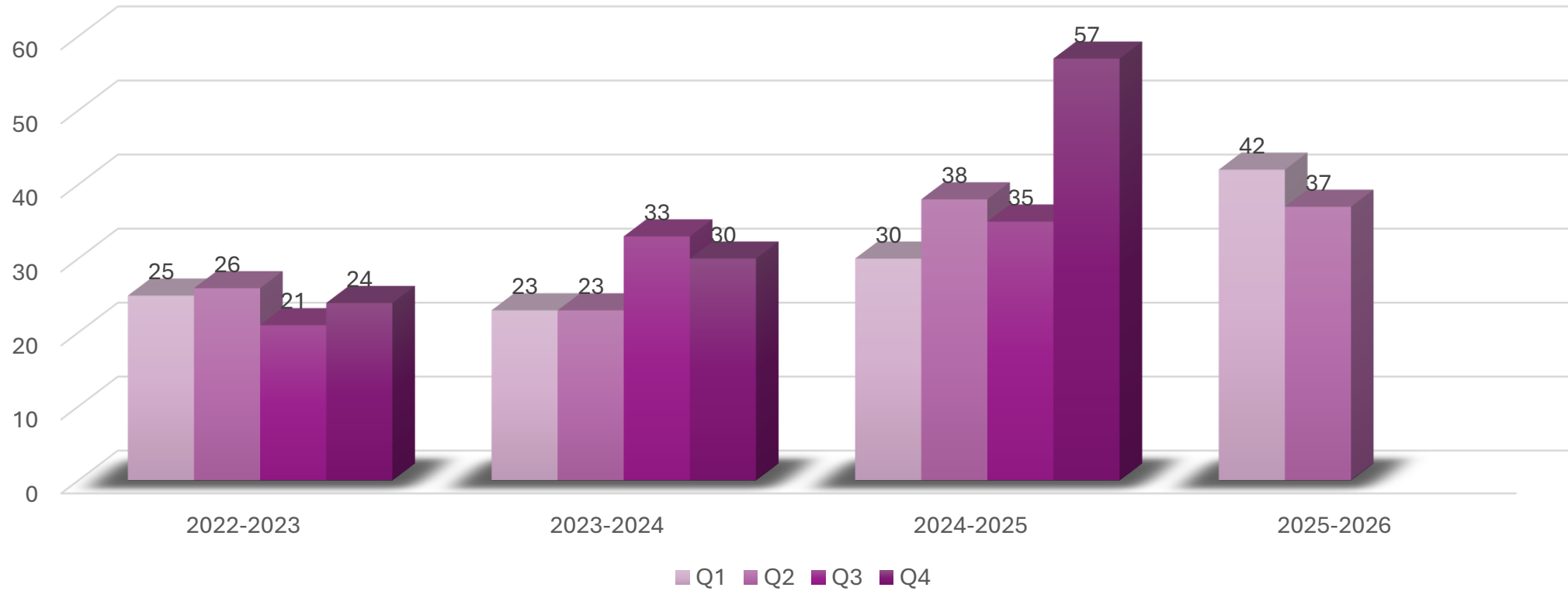
NB: Of **207** households with support needs, **85** were identified as having three or more support needs.



Temporary Accommodation



Households in temporary Accommodation



Snapshot – Temporary Accommodation as at 30th September 2025

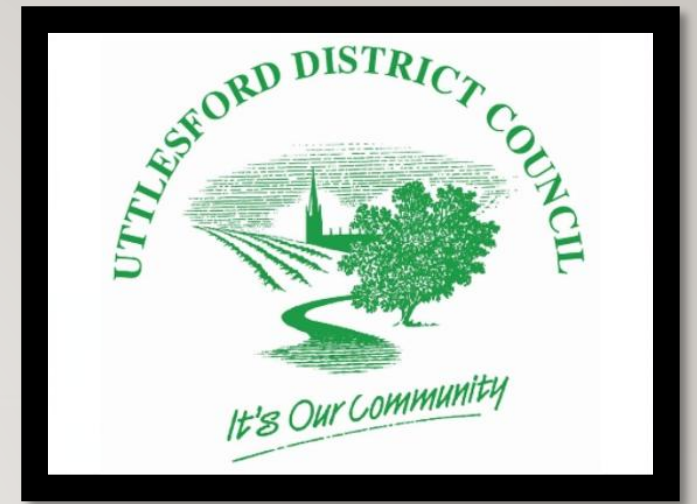
	Total households	Households with children	Singles (no dependants)	
			Single male	Single female
Accommodation within own stock	13	7	3	3
Hotels/nightly paid with shared facilities	16	2	10	4
Self contained nightly paid accommodation	8	5	2	1
Total	37	14	15	8



Thank You

UTTLESFORD SOS HUB

EVIE BURKE



Social Outreach Service



It's ok to ask for help!

 Benefits
  Cost of Living
  Mental Health
  Housing
  Employment

A collection of charities and organisations are working together in Uttlesford to help support people.

20 August	19 November
17 September	17 December
15 October	

9am to 1pm
Find us at: Takeley Old School Community Hub,
Dunmow Road, Takeley, CM22 6SB







It's ok to ask for help



SOS Space

Social Outreach Service

 Benefits
  Cost of Living
  Mental Health
  Housing
  Employment

A collection of charities and organisations are working together in Uttlesford to help support people.

28 August	27 November
25 September	18 December
30 October	

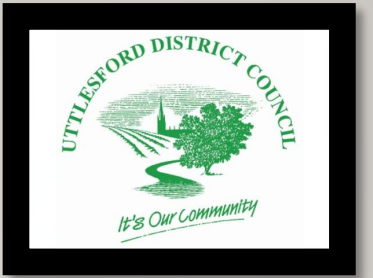
Find us From 10am to 2pm at Saffron Walden
Community Link, 1A Market Street, CB10 1HX








SOS Attendance Information:



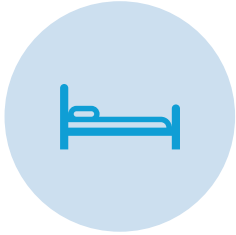
Month	July-25		August-25		September-25	
Office	Takeley	Saffron Waldon	Takeley	Saffron Waldon	Takeley	Saffron Waldon
Partners in attendance	<ul style="list-style-type: none"> • UDC Welfare • Employ-Ability • Tri-Services • UDC Housing 	<ul style="list-style-type: none"> • UDC Welfare • UDC Housing • Peabody • Employ-Ability • Uttlesford Foodbank • Mind 	<ul style="list-style-type: none"> • UDC Welfare • UDC Housing • Uttlesford Foodbank • Mind • St Clare Hospice • Barclays • Citizens Advice 	<ul style="list-style-type: none"> • UDC Welfare • Mind • Employ-Ability • Barclays • Peabody 	<ul style="list-style-type: none"> • UDC Welfare • Barclays • Employ-Ability • St Clare Hospice • UDC Housing • Mind 	<ul style="list-style-type: none"> • UDC Welfare • Uttlesford Foodbank • UDC Housing • Peabody
Partners not in attendance	<ul style="list-style-type: none"> • Citizens Advice • Mind • St Clare Hospice 			<ul style="list-style-type: none"> • Housing 	<ul style="list-style-type: none"> • Citizens Advice 	<ul style="list-style-type: none"> • Mind • Employability • Tri-Services • Barclays
Number of attendees	3	6	5	7	5	4

Supported Accommodation and Support Needs Review

AMANDA KING



Overview of services



Sanctuary
Supported
Living

BROMFIELD HOUSE

18 BED UNIT FOR SINGLE
PEOPLE WITH LOW TO
MEDIUM SUPPORT NEEDS



RAILWAY MEADOW,

13 BEDS SELF CONTAINED
FOR FAMILIES



CHES

OUTREACH SUPPORT
ROUGH SLEEPERS

Opening doors
to independence



Next chapter

NEXT CHAPTER

DOMESTIC ABUSE




Peabody


PEABODY


FLOATING SUPPORT

Wider support services: DWP, CAB, Early Help, Health services, Phoenix Futures, Western House

Current Pressures

 **Data Trends** show sustained pressure at the Relief stage and a rising number of complex cases

 **At risk groups** include young adults (25-35), families in the private rented sector, single working age clients with multiple support needs and victims of domestic abuse

 **Rural living** costs are higher, with residents travelling further to access shops and essential services

 **Rough sleeping** numbers remain low, but hidden homelessness is a growing concern

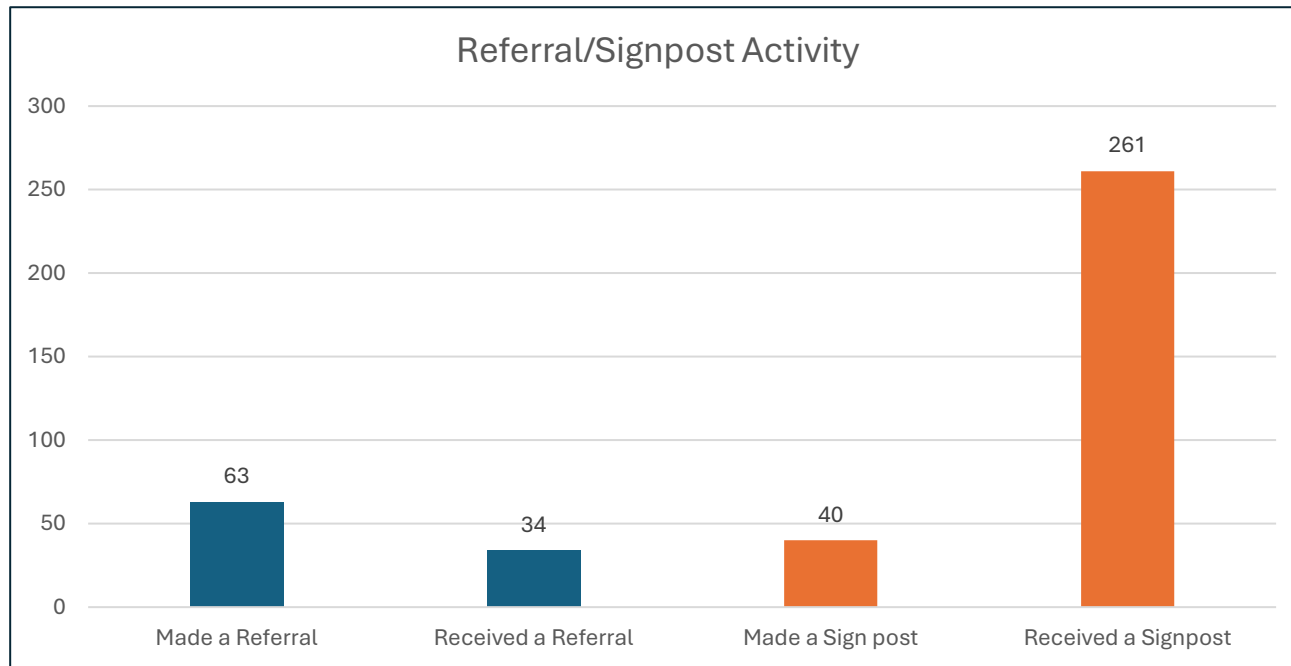
Referral Pathways

All referrals → Frontline triage → Specialist pathway (PRS / Supported Housing / DA / Floating Support)

Single people with low to medium needs	→	18 bed unit, full & waiting list
Families with support needs	→	1 bed available to Uttlesford, there has been 1 placement in the past year
Homeless Prevention (Floating Support)	→	Between April to June, 4% of the referrals received were from Uttlesford
Those who are rough sleeping	→	2 people were identified via street link during Aug/Sept, but not found
Those experiencing domestic abuse	→	Between April to June, 7% of the referrals received were from the Uttlesford area

Frontline

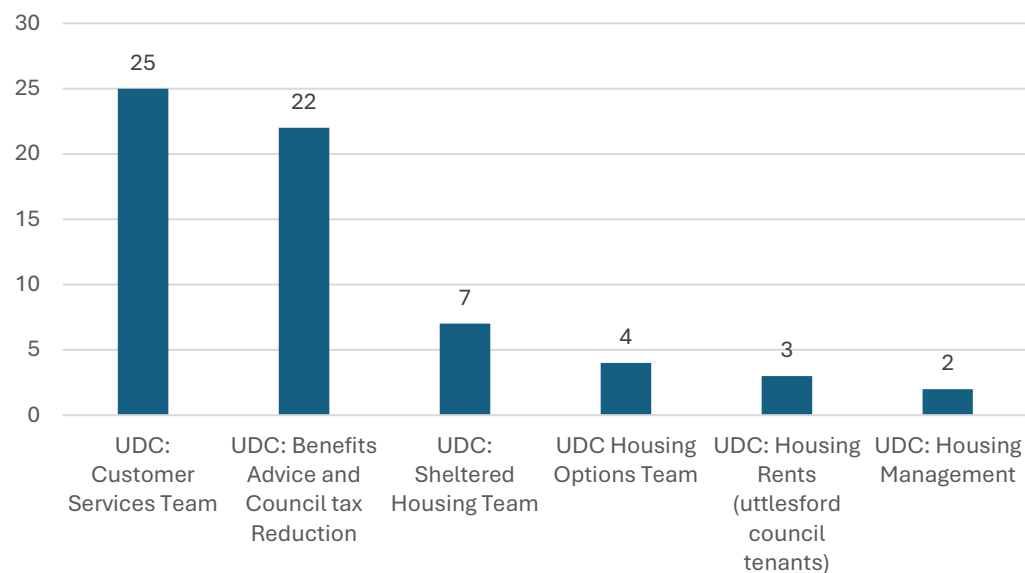
Below is an overview of Referrals/Signpost Activity during 1st July – 30th Sept 2025 in Uttlesford via Frontline



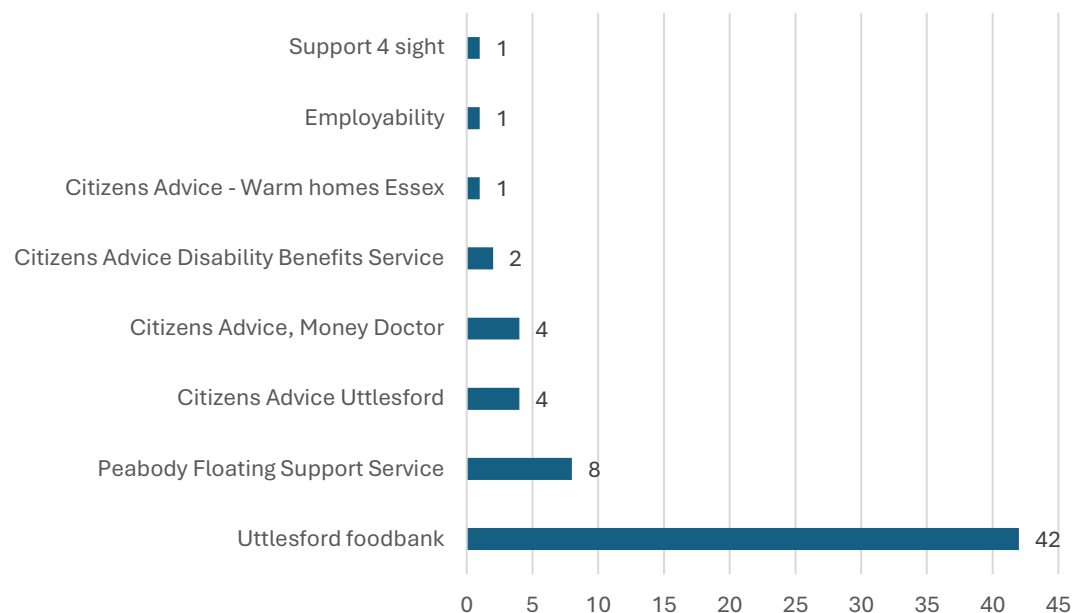
Frontline

For July – Sept 2025, the most referrals are being made from the customer service team within Uttlesford Council, with Food bank receiving the most referrals

Referrals Made Top 20 by generating service



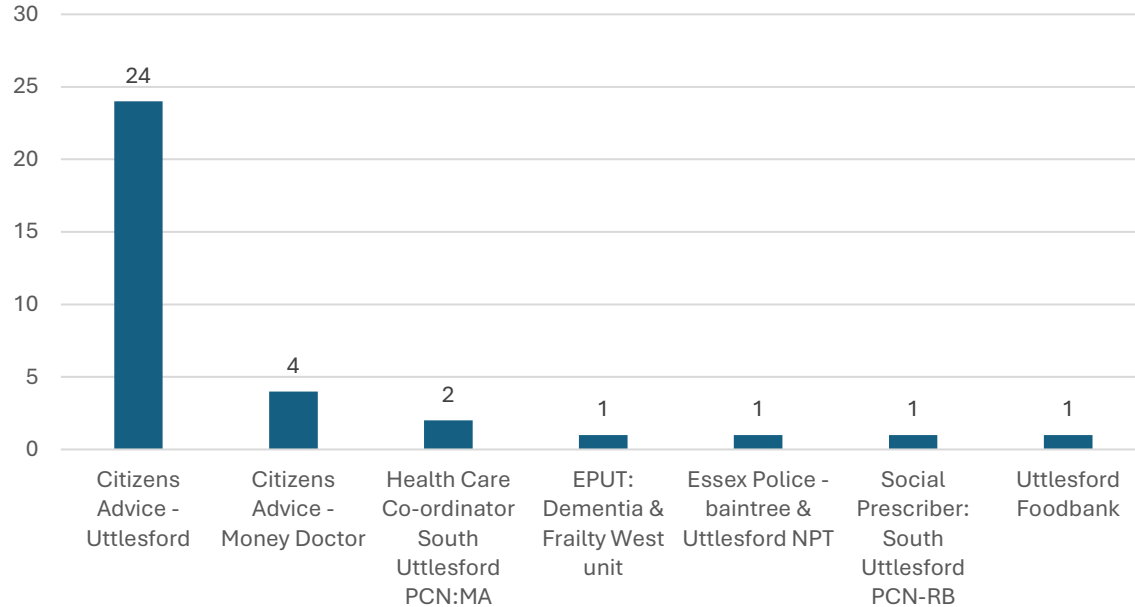
Referrals Made Top 20 by receiving service



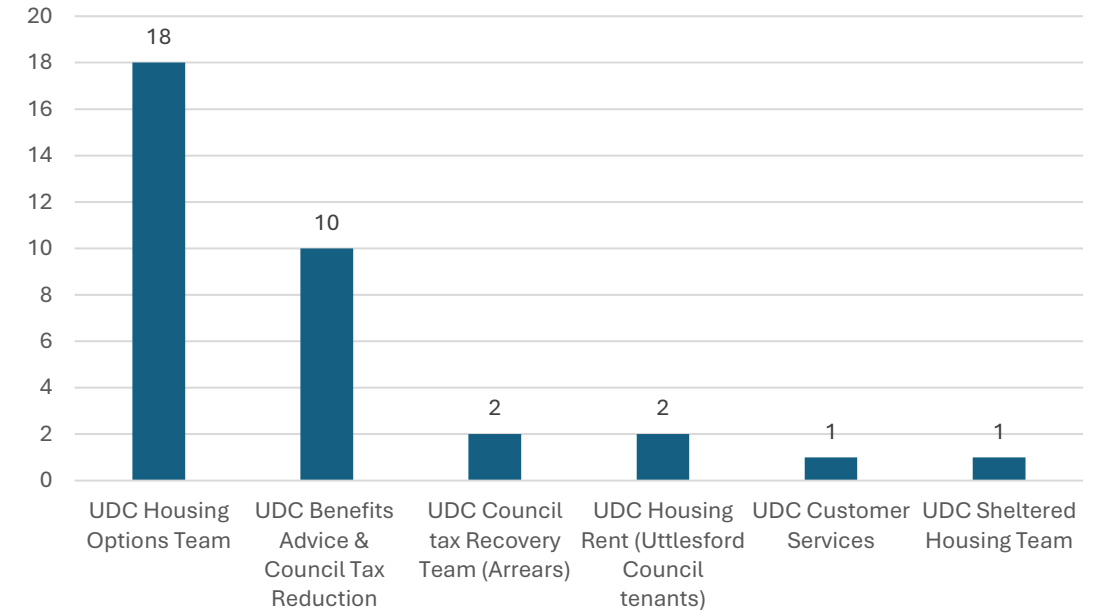
Frontline

Referral data shows that CAB generates the highest number of referrals, while the Housing Options team receives the most. This highlights CAB's key role as a first point of contact for residents and the continuing pressure on Housing Options as the main crisis response service

Referrals received top 20 by generating service



Referrals received top 20 by receiving service



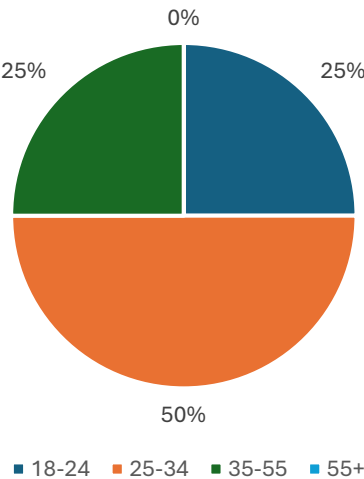
Service Users – Age & Gender

Below is an overview of age and gender of those accessing the services Peabody, Bromfield House and Next Chapter.

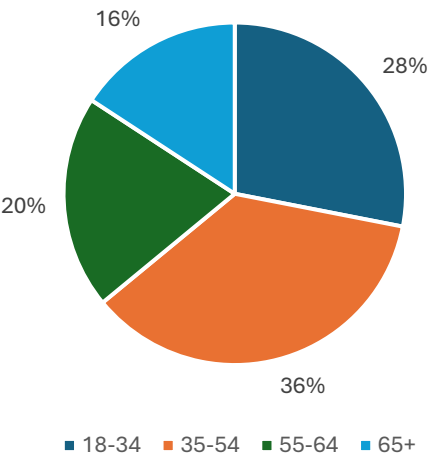
Support for domestic abuse is accessed predominantly by women, whereas floating support services have a more balanced gender profile.

Service users span ages 18 to 93, with working-age adults making up the majority.

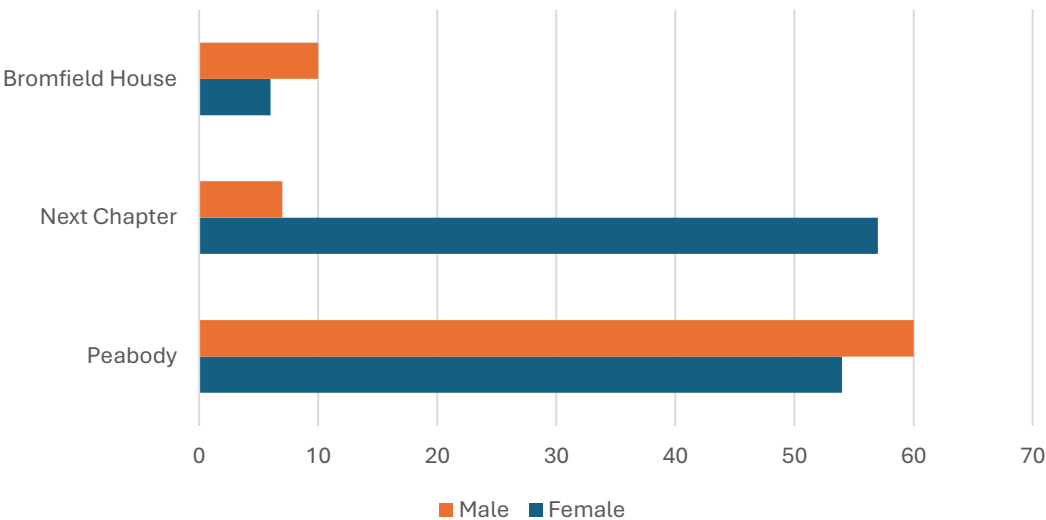
Age range of people in Bromfield House



Age range of people accessing Peabody



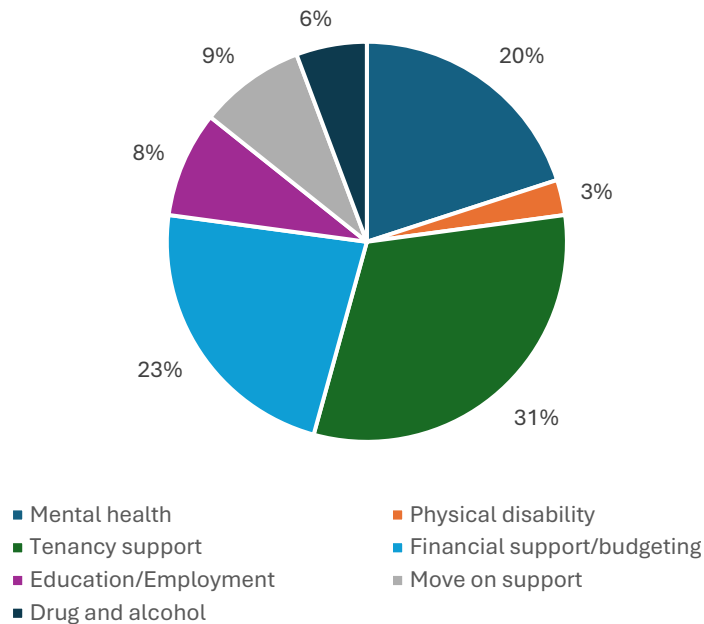
Q.1 No. of people who referrals received



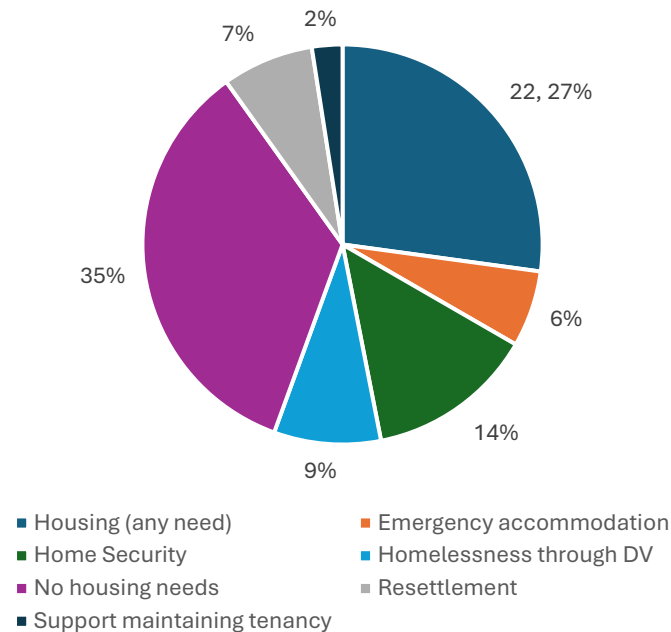
Service Users – Support Needs

Peabody supports a broad range of needs focused on tenancy sustainment, debt, and welfare; **Bromfield House** helps stabilise and prepare individuals for independent living with tenancy, mental health, and financial support as key drivers; **Next Chapter** focuses on crisis housing and safety for those escaping domestic abuse. **The three services form a continuum of support.**

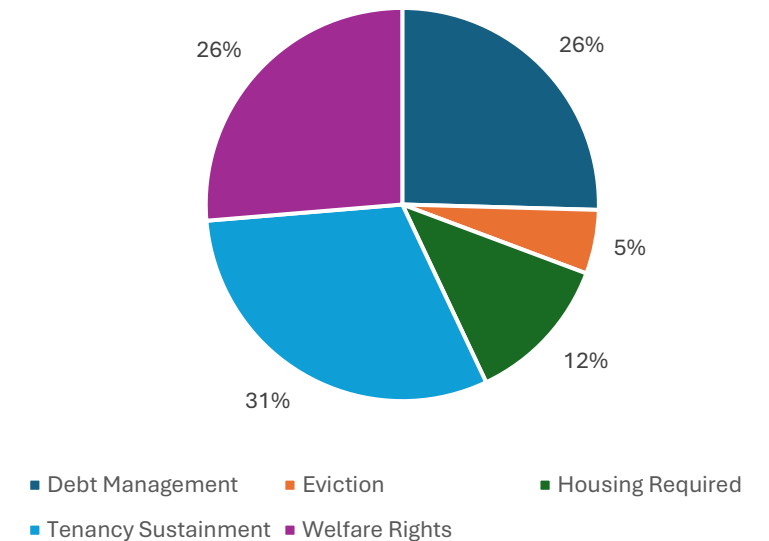
Support needs identified within Bromfield House



Housing need upon referral, Next Chapter



Support needs Peabody



Ryan's Story*

*I was made homeless when my landlord had the house repossessed due to not paying the mortgage. It was a **no-fault eviction** for me. I couldn't secure another private rent due to the **increase in private rents and being self-employed**. I was sleeping in my car and using local leisure facilities to wash.*

*I was suffering with **severe mental health** at this time and had no confidence. I had also had a long-term relationship breakup. I have dyslexia and find it hard to process paperwork.*

I have severe PTSD from being involved in the boxing day Tsunami 2004. This affects me daily and I can have good and bad days. It has been detrimental towards my mental health.

Ryan moved into Bromfield House and identified the following support:

- *I have been supported to apply for benefits, which helps pay for my portion of rent here*
- *I have had the time to work on my mental health, attending the doctors, taking medication and having trauma therapy.*
- *I have grown in confidence since living here and managed to maintain my job with the support of staff.*
- *I am now bidding on properties and ready to move on.*

If I hadn't lived here, I would have continued to be street homeless and sleeping in my car. I would have most probably suffered a full mental breakdown and would have consequently lost my job and then car, making me more vulnerable and having to sleep outside.

Multi Agency and Collaborative working

Key Observations

- 🔍 **Engagement is increasing**, but most referrals still come from outside the housing team.
- 🔍 **Collaboration and communication across the council and partner services** could be strengthened to improve referral pathways and ensure more coordinated support.
- 🔍 **Housing Options Team** is under pressure due to high demand and staff transitions.
- 🔍 **Customer Service Team** is dedicated; additional training or specialist guidance could reduce response times and enhance support.
- 🔍 **Case complexity is rising**, particularly among single-person households with multiple and complex needs.
- 🔍 **Local partners** provide experienced, person-centered, strength-based support; however, **rural geography can affect speed and reach**.
- 🔍 **Prevention outcomes are limited**, often dependent on housing list access; opportunities for **early intervention and mediation** could be explored.

Move on Pathways

High demand vs. limited supply: Shortage of one-bed social housing and affordable PRS restricts move-on options.

Complex needs: Many clients present with mental health, DV, and financial issues; coordination between housing, support, and social care is essential.

Partnerships critical: Effective move-on pathways rely on collaboration between local authority, Peabody, Next Chapter, CHESS, Bromfield House, and other support agencies.

Client-led & flexible support: Services prioritise safety, recovery, and empowerment, with pathways tailored to individual needs.

Data & oversight gaps: Limited data-sharing, unclear responsibilities, and fragmented referral processes can impede seamless move-on

Key Findings

Rising Demand

- Homelessness is increasing, driven by **single households, domestic abuse, and unaffordable rents**.
- **60%+ in temporary accommodation** are single people, despite an 18-bed local unit.

Limited Local Provision

- Bromfield House is the only provision in Uttlesford.
- **Shortage of one-bedroom homes** slows move-on, even for priority households.

Gaps & Complexity

- **Limited pathway** for non-priority but vulnerable individuals → hidden homelessness.
- Cases are **more complex**, with support focused mainly on crisis relief.

Partnerships & Coordination

- Strong frontline efforts but **limited joined-up referrals and data sharing**.



**BRIDGES
OUTCOMES
PARTNERSHIPS**

Thank you

DISCUSSION GROUP QUESTIONS



Does the information provided reflect the situation in Uttlesford accurately? If not, what is missing?



How can partnership working between the Council and agencies be improved?



What do you think should be the three key priorities for the new Homelessness & Rough Sleeping Strategy?