



**Beacon  
Council**

**2005-2006**

*Promoting Racial Equality  
Getting Closer to Communities*

**2004-2005**

*Supporting Social Care Workers*

**2003-2004**

*Community Connections*



# Getting out of B&B and Staying out

**Lorraine Douglas**  
**Service Manager, Housing**  
**Management & Procurement**

# History of a crisis

- 2010 - cap on TA subsidy
- 2011 - link between LHA & PRS rents severed
- 2012 start of decline in PLA supply, start of growth in unlawful B&B placements
- Largest supplier tendered for work in other boroughs - who then gazumped us
- 3 Dec 2012 - 31 families in B&B, 16 >6 weeks
- 24 Dec 2012 - 85 families in B&B; 35 >6 weeks
- Oct 2013 - LBTH enters nightly paid market
- 2 Dec 2013 - 153 families in B&B; 103 >6 weeks
- 23 Dec 2013 - 120 Families in B&B, 77 >6 weeks

# History of a crisis Part II

- Nov 2014 - Pan-London Nightly lets project starts; 127 families in B&B; 59 > 6 weeks
- June 2015 - 243 families in B&B; 168 > 6 weeks
- Sept 2015 - lease taken on large block; rapid expansion of provider base - NPA replace PLA; Reviewed management & priorities of allocations process
- 28 Dec 2015 - 69 families in B&B; 26 > 6 weeks

# Corner turned

- Legal compliance achieved September 2016 & sustained ever since
- 7/8/17 - no families in B&B
- Family placements normally moved within a week

# Key to success

- Consistent approach with a clear objective  
- achieve legal compliance
- Close weekly monitoring with senior management oversight
- Introduce quota for Part VI offers to homeless - increased rate of offers
- Diversifying supply base & tenure type
- Increased use of Council & RP properties
- Rent increases - less than most, but enough

# Managing Expectations and demand

- Applications more or less flatlined - customers know they are likely to be placed out of borough if they apply as homeless
- Reduced choice on Part VI offers
- Ben capped most likely to be outside London

## The downside

- Landlords waiting longer for return of properties on notice - legal threats
- Increased cost - £5-£7m TA subsidy shortfall
- Establishing new ways of working - involving Asset Management, Legal, Planning
- Very dispersed TA stock - with attendant management problems, inefficiencies and costs
- More S202 Suitability Reviews

# Staying out of B&B

- Not rocket science - but needs nerve & cash
- Close monitoring and quickly responding to shifting trends
- Legal compliance trumps local placement - subject to Wednesbury & Nzolameso principles
- Bespoke procurement
- Diversifying & Growing your own supply