



Ministry of Housing,
Communities &
Local Government

OFFICIAL



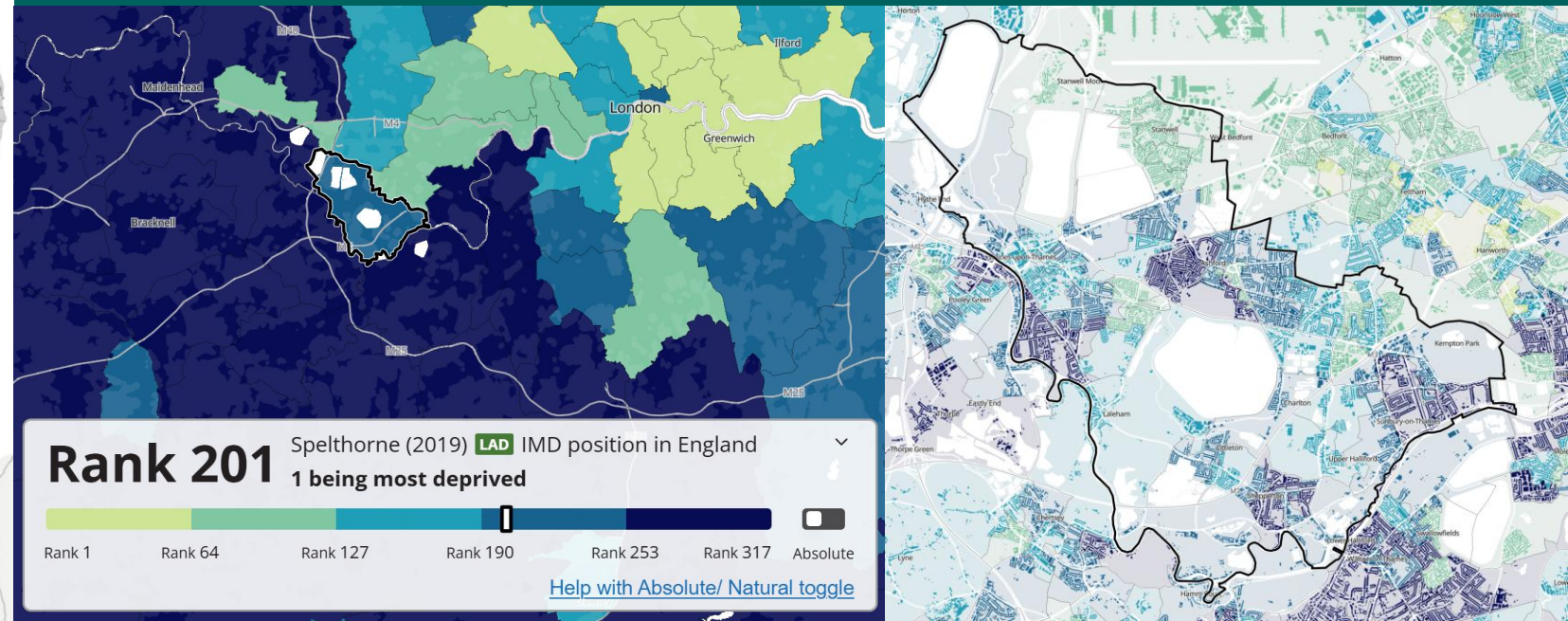
Spelthorne Borough Council

In depth diagnostic visit

Feedback pack

17 February 2026

Homelessness Advice & Support Team (HAST)





Ministry of Housing,
Communities &
Local Government

SUMMARY (INCLUDING RAG RATINGS)

Housing Advice & Homelessness Services (Housing Needs)

Strategic	Management	Front Door / Prevention	Relief	Move-On
Excellent member & senior leadership support with key understanding of risks & challenges	Close working relationship with all aspects of service delivery with open lines of communication	Accessible and effective front door offering face to face (however online access should be reviewed)	Good & effective single homeless service with good PRS offer	Spelthorne Rent Assure is a high financial risk product and we recommended review and look at other models
New homelessness strategy in place with smart objectives and clear action plan in place	Positive team cultures and commitment to deliver high performing services is excellent & clearly visible	Good & effective partnership arrangements and good use of non-stat duty to refer	Keep under review timescales from initial approach to assessment of circumstances of need (first HCIC trigger)	Limited use of out of borough PRS placements
Strong oversight through Strategic Housing Group	Good levels of professionalisation in the service with officers being supported through accredited qualifications	Potential under reporting of prevention activity with casework taking place outside of a statutory framework	Over-reliance on nightly paid TA with no contracts in place to be assured of quality	Could make better use of HA move-on in the medium term to reduce TA

Green

Amber

Red



Homelessness Demand

Summary of data review (also includes draft QTR 3 2024/25 data)

Draft TA – 218 as of 31 Dec 2025.
Small increase from previous QTR
but still below high of 223 (31 March
2025).

Slides 17, 31, 31

Continued high numbers of
applicants going into a Prevention
Duty in the first instance (draft 60%
of those applicants owed a duty).
National average 40%.

Slides 12, 22, 23, 43, 44

Initial assessments (regardless of
outcome) running at 1.6 applicants
per working day.

Data reviewed – QTR's 1,2,3
2024/25)

Potential under-reporting

Slides 12, 22, 23, 26, 27, 28

Continued increase in Prevention
duties ending in accommodation
secured 53% (55% nat) (with linked
drop to cases moving to a Relief duty
19%(24% nat))

Slides 13, 49 - 53

Slightly above average Relief duty
closures going into main duty 53%
(47% nat) and linked slightly below
average Relief duty closures going
into settled accommodation 33%
(35% nat) Slides 14, 49 - 53

Drop in main duty closures in draft
stats. Q3 -12, Q2 - 24 however high
use of PRS 58% (9% nat) and
historical low numbers of main duty
case closures

Slides 15,16, 55, 56

Use of night paid TA remains high at
87 placements out of 218 however
this is a good reduction from last
published stats – 135 placements out
of 206

Slides 17, 57

LGOFF – good decrease in long term
rough sleepers & single night figure
now below national & regional
averages

Slides 41, 42

53% of Prevention & Relief duties
ended in accommodation being
secured. 70th highest out 294 LA's. 5
highest in Surrey & 4 highest of 15
nearest neighbours.

Slides 50 ,51

High number of S188 cases in TA.
Draft stats 76 out of 218 (35%).
National average 23%.

Slides 18, 57

37 households have been in TA for
over 2 years.

Slides 18, 58

Close parity on new TA bookings to
those moved out of TA in the same
period. Draft stats show 36 entering
TA & 30 leaving TA Slide 18

Good use of duty to refer confirms
partnership arrangements in place –
17% (16% nat)

Slide 24

Increase in social housing waiting
list from 2048 in 2024 to 2584 in
2025.

Slide 59

Increase in CORE general needs
lettings in 2024/25 (137 up from 107)
however noms to LA show as level to
2023/24 levels* (148 up from 145).

*all lets not just GN

Slide 60,61, 62

Systems and structures - funding & strategic approach

Deep dive purpose



Data-driven

Making use of multiple data sources including Homelessness & Rough Sleeper Data, Benefits Data, Multiple Deprivation Data



Exploration

A process to look under the surface



Strengths

What is working well?



Opportunities

What are the challenges and blockages?



Structure

Structured around ten themes impacting homelessness and the four pillars of rough sleeping work



Feedback

Deliver a report with constructive feedback and recommend key actions for development



Working with local authorities on HAST 10 key themes

We use these 10 key themes to structure in-depth visits with LA, whilst allowing for focus on particular areas of interest or concern

1. Homelessness & Rough Sleeper Strategy

Aim: An up-to-date strategy and live delivery plan in place that reflects the local priorities identified through the homelessness review, developed and delivered with key partners, setting ambitious targets to reduce homelessness and end rough sleeping

2. Funding, Leadership and Corporate Support

Aim: Strong corporate leadership to reduce homelessness, and support for delivery of excellent homelessness services, including through effective use of homelessness funding.

3. Use of Homelessness Prevention Grant (HPG)

Aim: HPG is used effectively to deliver on key priorities for funding: to embed the HRA, prevent single homelessness and rough sleeping, reduce family homelessness and use of TA, and to eliminate use of B&B for families. Additional HPG is directed at vulnerable renters, and preventing evictions from the PRS

4. Embedding the Homelessness Reduction Act (HRA) and preventing Homelessness

Aim: Fully embedded legislation, with a strong prevention culture across homelessness services and partnerships. Customer experience informs development of the service

5. Staffing Structure and Service Delivery

Aim: Service structure and staff numbers are right for delivering accessible service, with manageable caseloads, well-trained and supported teams. Face to face vs remote service delivery structured to meet need and provide most positive customer experience

6. HCLIC and Performance Management

Aim: HCLIC data is accurately collected and reported to MHCLG, and is used locally to drive performance

7. Access to accommodation

Aim: Access to all accommodation options are well managed according to customer need and availability of stock: through (HRA compliant) Allocations Scheme, access to Private Rented Sector and supported housing as appropriate; including for single people. Customers are well informed of their options and supported to access and sustain suitable accommodation

8. Management of Temporary Accommodation

Aim: Suitable and appropriate TA options provided with strong focus on resettlement. Use of B&B is minimised, no unlawful use for families (6+ weeks). Households are not placed out of area where avoidable, and any out of area placements are in accordance with a published allocation policy

9. Preventing Single Homelessness and Ending Rough Sleeping

Aim: Strong understanding of rough sleeping in the area and a public commitment to prevent and end it, through multi-agency collaboration and offers of accommodation and support. Ensuring rough sleepers access the relief duty, have needs fully assessed and a PHP in place. Aware of local causes of single homelessness and rough sleeping and working to actively prevent it.

10. Partnership Arrangements To Deliver

Aim: Having strong partnerships and ownership of plans to prevent homelessness, including through effective delivery of the duty to refer



Ways to use legislation collectively

A reminder of key points from Housing Act 1996 Part VII and the Homelessness Reduction Act 2017

Free homelessness
advice and
information should
be available for all
(including people
not eligible)

Prevention is
universal
irrespective of
priority need and
intentionality so
make sure your
services are
accessible

We shouldn't refer
to 'statutory
homelessness' as
separate from
duties towards
people who do not
have priority need

Homelessness legislation already
provides a platform for delivering
homelessness and rough sleeping
services

Funding presents an opportunity to
work with single people more flexibly
and build on the work that the
Homelessness Reduction Act 2017
introduced to prevent or relieve
homelessness

Local connection is
discretionary – this
is particularly
important when
working with rough
sleepers

You can work
with single
households in
relief for beyond
56 days

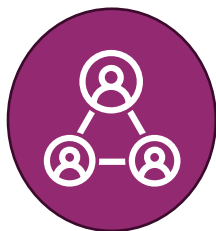
and
allocations
(Part VI) is
local policy



Ministry of Housing,
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Priority Impacts from the Homelessness Prevention Grant and Rough Sleeping Funding

Focusing your service to achieve outcomes



Services are designed to meet local need across family and single homelessness and rough sleeping. This includes provision targeted at people at highest risk of repeat and enduring homelessness, such as people leaving institutions and care, and the most vulnerable families.



Deliver a high-quality service that is accessible to all, delivering provision that includes face to face engagement for all, and is designed to meet needs of those with additional access or support needs in mind.



Homelessness and rough sleeping are prevented, increasing prevention activities that result in fewer placements in temporary accommodation and fewer people sleeping rough for the first time before accessing services.



Homelessness and rough sleeping are brief, delivering a reduction in the number of families in unsuitable temporary accommodation and B&B, long stays in temporary accommodation without plans to move on and the number of people sleeping rough in the long-term.



Returns to homelessness and rough sleeping are minimalised through delivering sustainable accommodation and support solutions.



You should consider how you might increase collaborative working practices across your broader networks, including the voluntary sector, health services, criminal justice services, housing sectors, faith groups and wider community networks to secure further support to deliver on the target outcomes of this funding.

This also includes social and private housing providers who are integral to preventing homelessness and rough sleeping.



Spelthorne funding breakdown & current strategies

Grant funding 2024/25 to 2028/29

	2024/25	2024/25 SUB REGION	2025/26	2025/26 SUB REGION	2026/27	2027/28	2028/29
Homelessness Prevention Grant (HPG)	£852,566		£1,249,101		£922,459	£961,644	£993,724
Rough Sleeping Initiative (RSI) 24/25	£173,175						
Rough Sleeping Accommodation Programme (RSAP) 24/25	£35,583		£35,583				
Rough Sleeping Prevention and Recovery Grant (RSPRG) 25/26			£173,175				
Changing Futures		£486,426		£128,609			
Renters Rights New Burdens					£54,899	£25,849	
Domestic Abuse Safe Accommodation Grant					£39,320	£39,491	£40,269
Supported Housing Strategy Grant					£54,355	£28,608	£38,608
Totals	£1,061,324	£486,426	£1,457,859	£128,609	£922,459	£961,644	£993,724
Temporary Accommodation Needs Share of Core Spending Power					£1.9m	£1.8m	£1.8m

Spelthorne's strategic approach

Homelessness and Rough Sleeping Strategy 2025-2030

- Partnership working: A multi-agency approach to tackling homelessness
- Identifying opportunities to address housing need
- Proactive homelessness prevention and an effective service response

Tenancy Strategy 2023

1. Promotes flexible tenancies*
2. Make best use of social housing stock
3. To meet local housing needs and prevent homelessness
4. To enable a range of tenure options

*will need reviewing due to RRA changes

Housing Allocations Policy 2022 (updated 2024)

- Local connection – residence (3 years) or previous residence (5 out of last 10) or family connection (with health/welfare) or work
- Income - £30k singles, £60k families (both net)
- Band A – Emergency / Priority
- Band B – Urgent need to move (includes Relief/Main duty applicants)
- Band C1 – Identified need to move
- Band C2 – Cases with a reasonable preference need but no local connection (includes homeless applicants placed in Spelthorne by other LA's)
- Band D – Low housing need and no 'deemed' housing need
- Preferential Advertising for Working Households/or households with community contributions (10%)
- Direct offers available for accepted homeless and automatic auto-bidding
- No yearly review

Other –

- Placement Policy - Emergency and Temporary Accommodation November 2024
- Acquisition of Registered Providers Street Properties Policy 2021



Performance Dashboard

HCLIC Data – April – June 2025 upload quality

H-CLIC Performance Dashboard

This dashboard is intended to provide a high level summary of homelessness figures for each local authority in England. It shows performance across a handful of key measures, allowing for comparison between authorities. The dashboard includes a RAG rating to give an indication of the quality of data provided by the local authority.

1) Please select a local authority

Spelthorne

LA Region

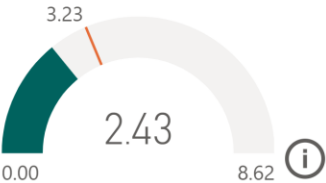
South East

Quality of data submission
RAG rating

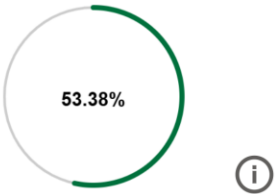
Green

This data relates to: April-June 2025

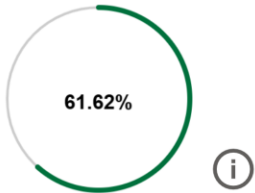
Households assessed as owed a prevention or relief duty (per 000s)



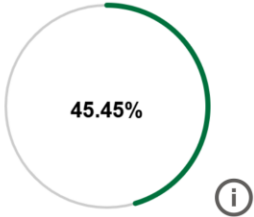
Percentage of prevention and relief duties owed that ended in accommodation secured



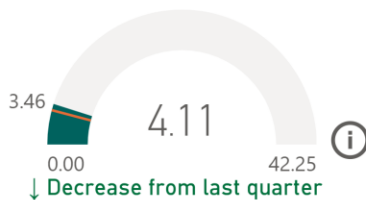
Percentage of those owed a duty being accepted at the prevention stage



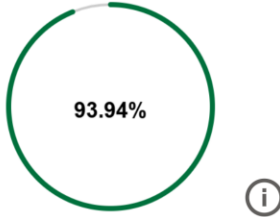
Percentage of duties owed that were prevented



Households with children in TA per (000)



Percentage of main duties that ended in accommodation secured



This LA doesn't have any households with children in B&B over 6 weeks

This LA doesn't have any 16-17 year olds in B&B

Overall Quality of Data Submission

Green

Upload Date

Green

This local authority uploaded data on time

Cases Submitted with Errors

Green

This local authority submitted all or more than 99% of their cases without errors

Duties Ending

Green

This local authority is submitting data which indicates that they are completing cases

Published data

Green

This local authority provided data which is accurate and has been fully published

What the data tells us



Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Initial Assessments & Prevention duties ended

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	111	104	109	7	6.7%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	70	73	74	-3	-4.1%

Total number of assessments made

● This quarter ● Last quarter ● Last year

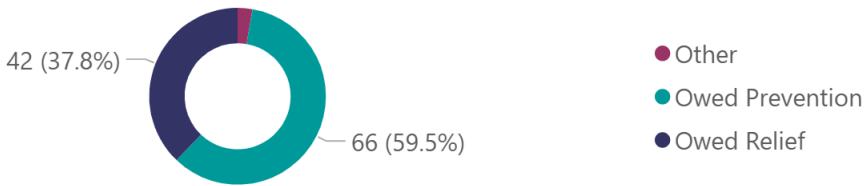


Total number of Prevention duties ended

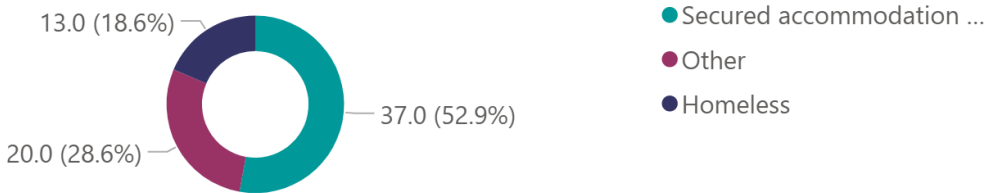
● This quarter ● Last quarter ● Last year



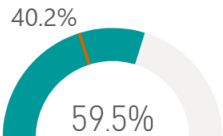
Assessments made and duty owed



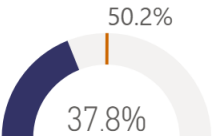
Prevention duties ended by reason



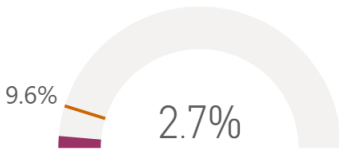
Prevention owed % vs national average



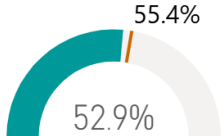
Relief owed % vs national average



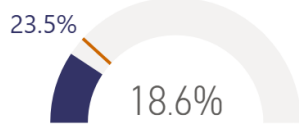
Other % vs the national average



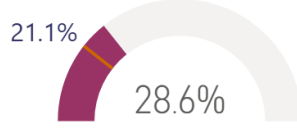
Secured accommodation % vs national average



Homeless % vs national average



Other % vs national average



Number of cases with a blank reason

(Blank)



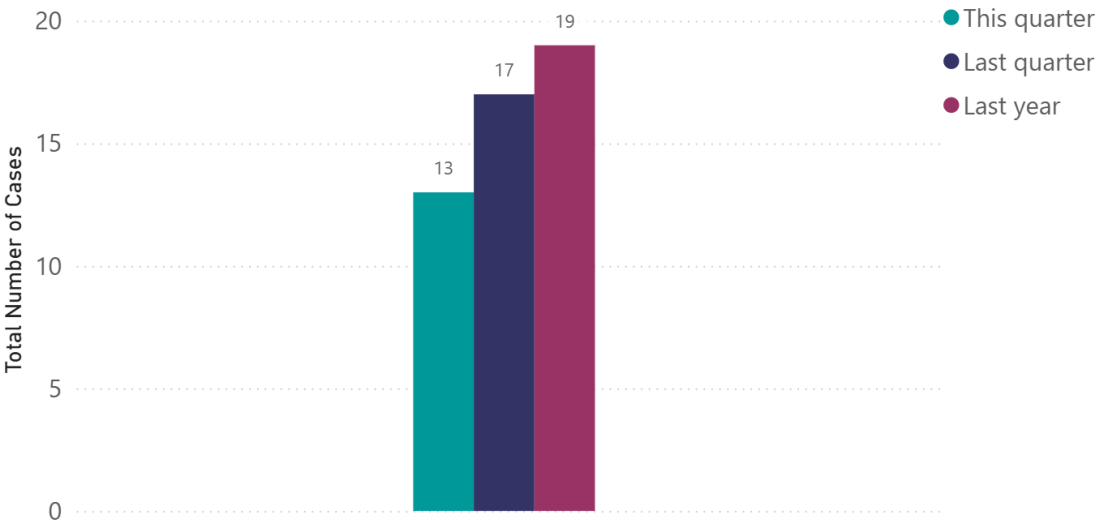
Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – End of Prevention Reasons

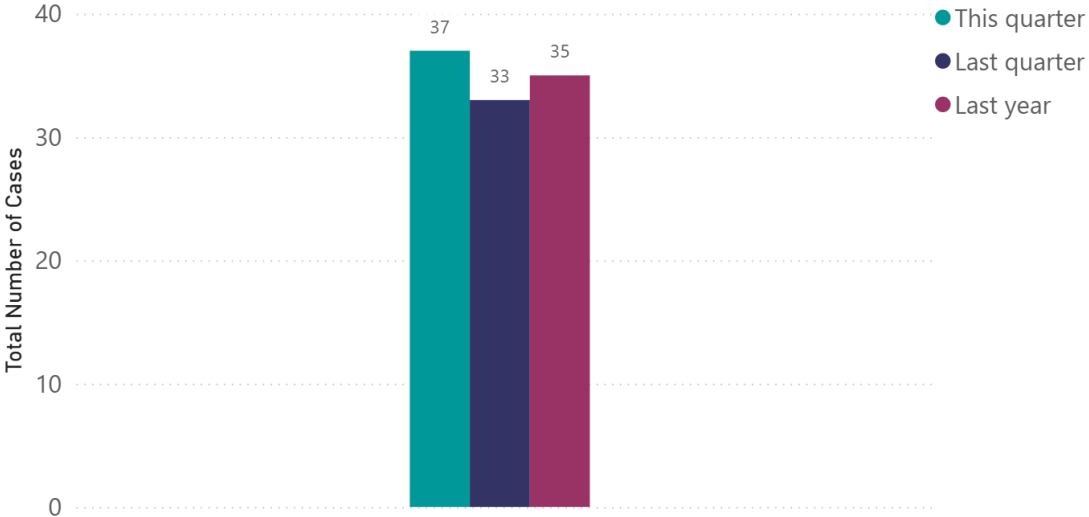
Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	13	17	19	-4	-23.5%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	37	33	35	4	12.1%

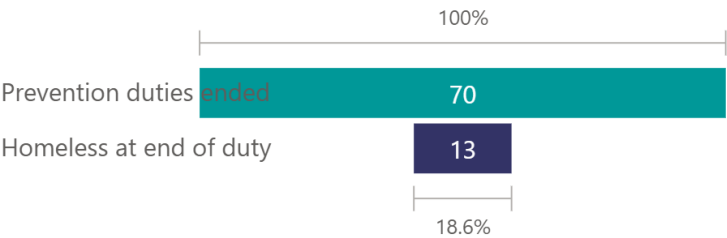
Prevention duties that ended in homelessness



Prevention duties ended with accommodation secured



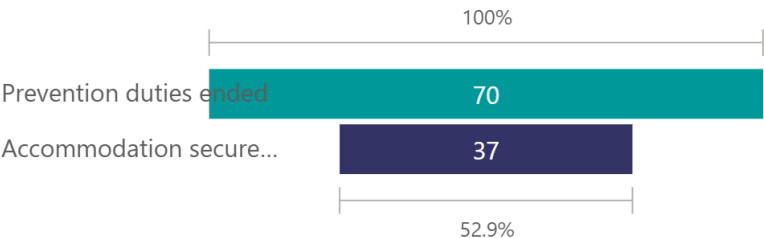
Cases homeless at end of Prevention



Homeless at end of duty:
national average

23.5%

Cases with accomodation secured at Prevention



Secured Accommodation
6+ Months: National
Average

55.4%

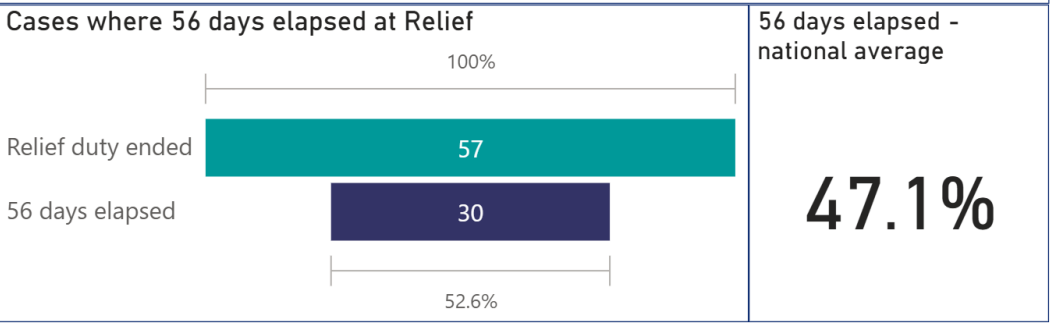
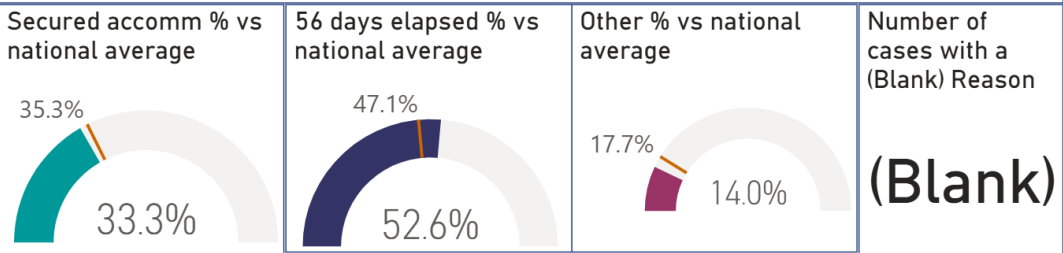
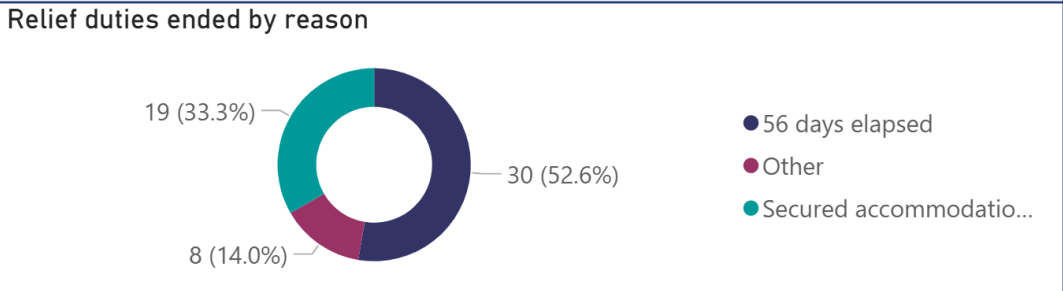
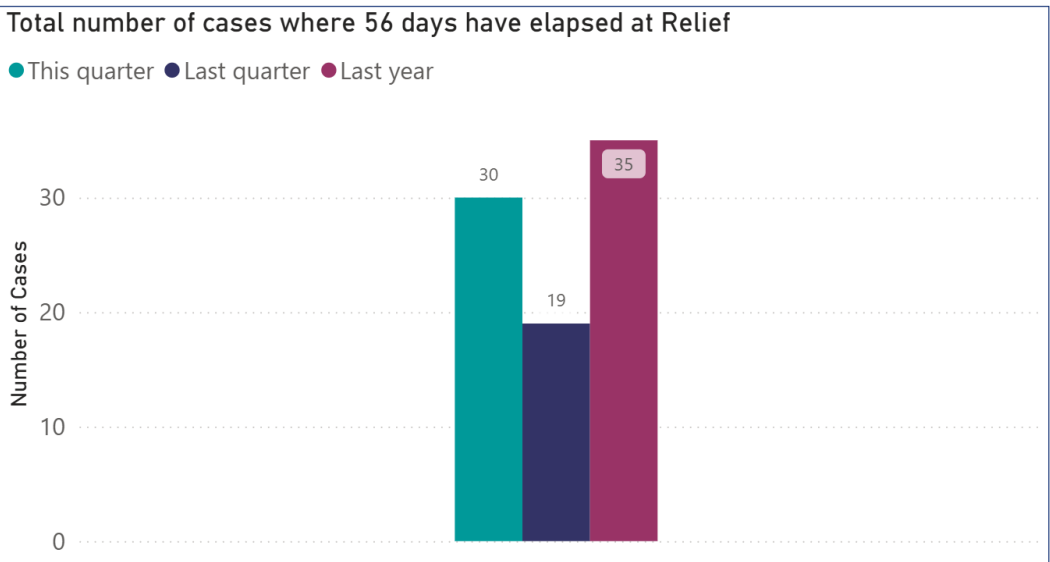
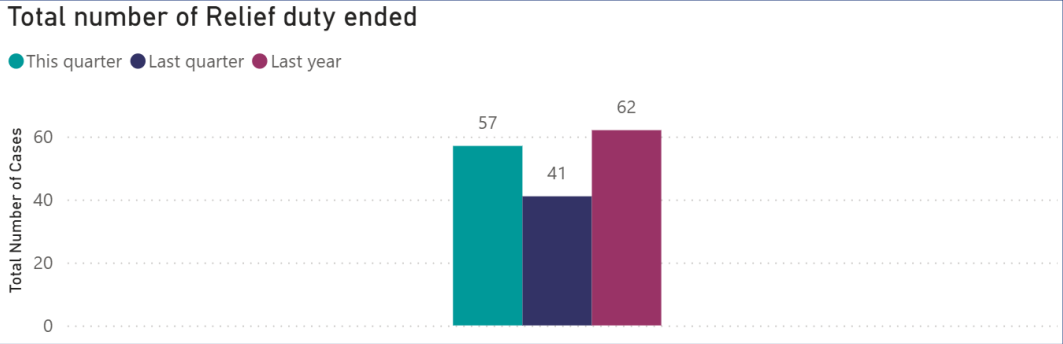


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – End of Relief Reasons

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	57	41	62	16	39.0%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	30	19	35	11	57.9%





Homelessness Demand

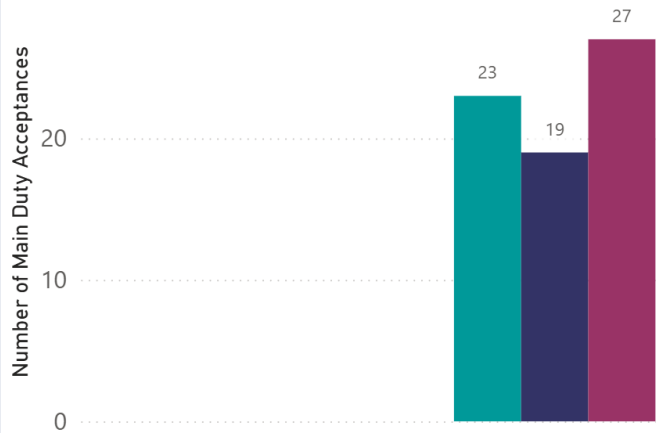
Unpublished HCLIC Oct – Dec 2025 – Main Duty

OrganisationName	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	23	19	27	4	21.1%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	12	24	13	-12	-50.0%

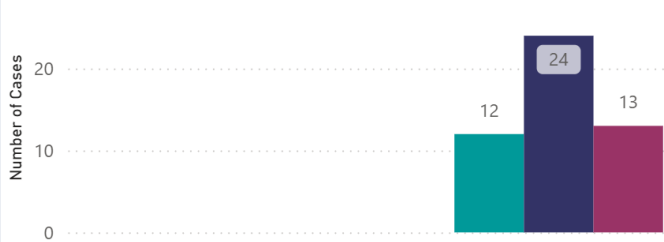
Total number of main duty acceptance

This quarter Last quarter Last year

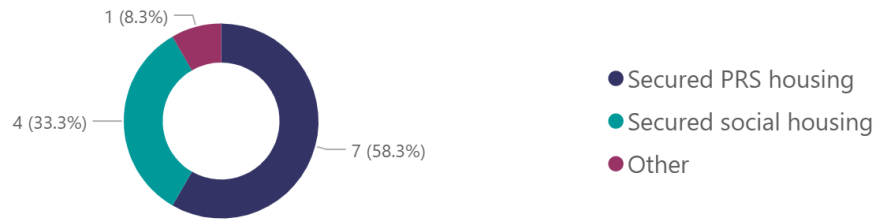


Total number of main duty cases ended

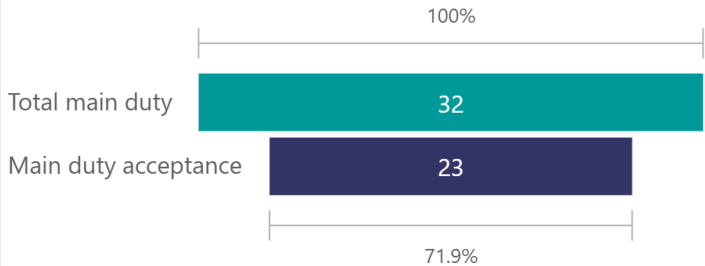
This quarter Last quarter Last year



Main duty cases ended - reasons



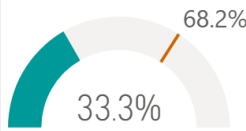
Total main duty and main duty acceptances



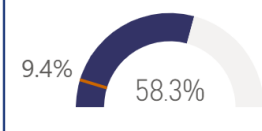
Main duty Acceptance - national average

67.1%

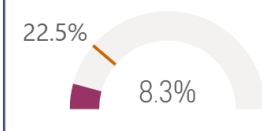
Social housing % vs national average



PRS % vs national average



Other % vs national average



Number of cases with a (Blank) Reason

(Blank)



Homelessness Demand

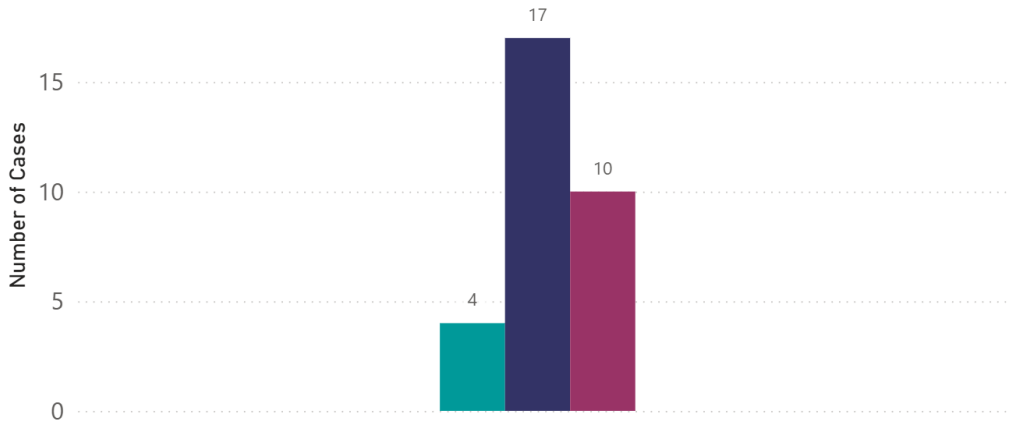
Unpublished HCLIC Oct – Dec 2025 – Main Duty

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	4	17	10	-13	-76.5%

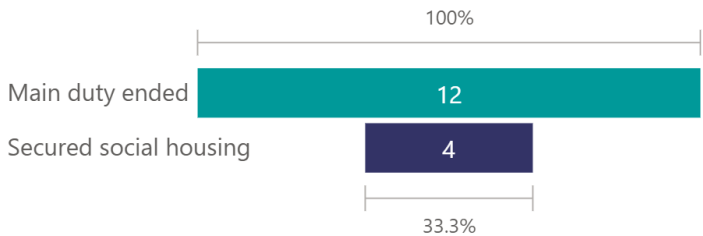
Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	7	3	3	4	133.3%

Total number of cases that secured social housing

● This quarter ● Last quarter ● Last year



Cases whose Main duty ended through securing social housing

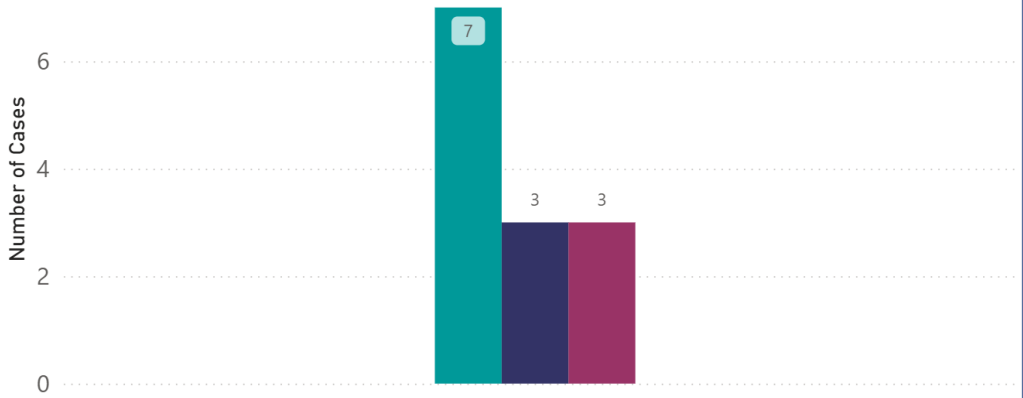


Social housing secured-national average

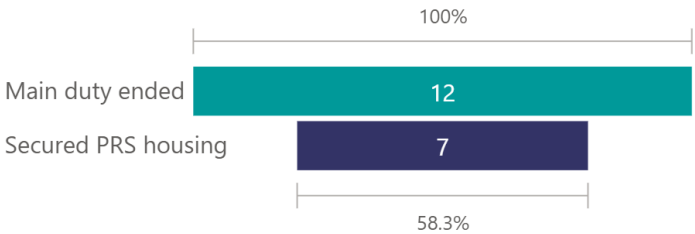
68.2%

Total number of cases that secured PRS housing

● This quarter ● Last quarter ● Last year



Cases whose Main duty ended through securing PRS housing



PRS housing secured-national average

9.4%

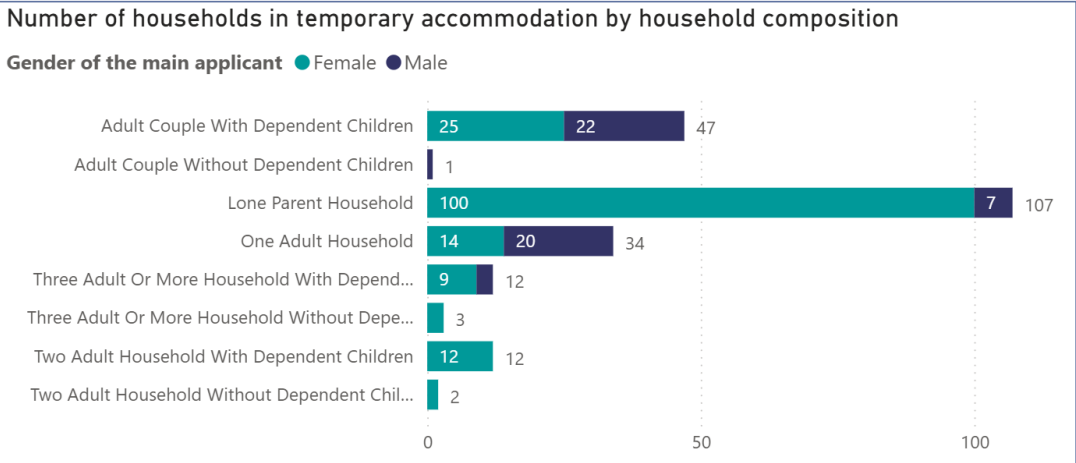
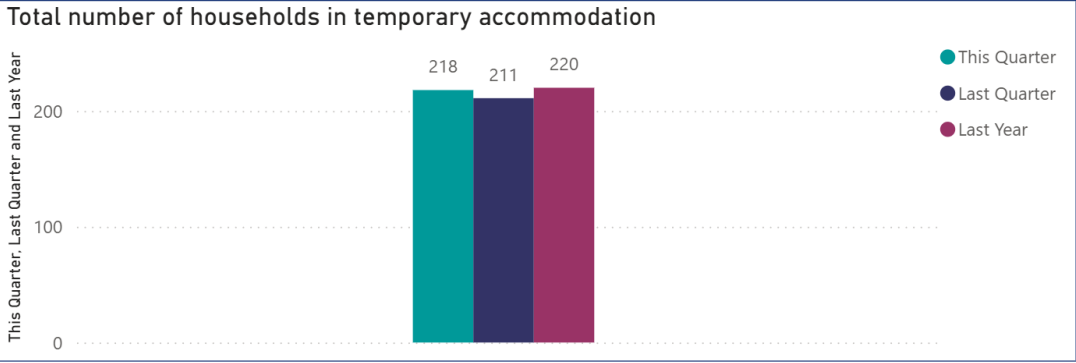


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Temporary Accommodation

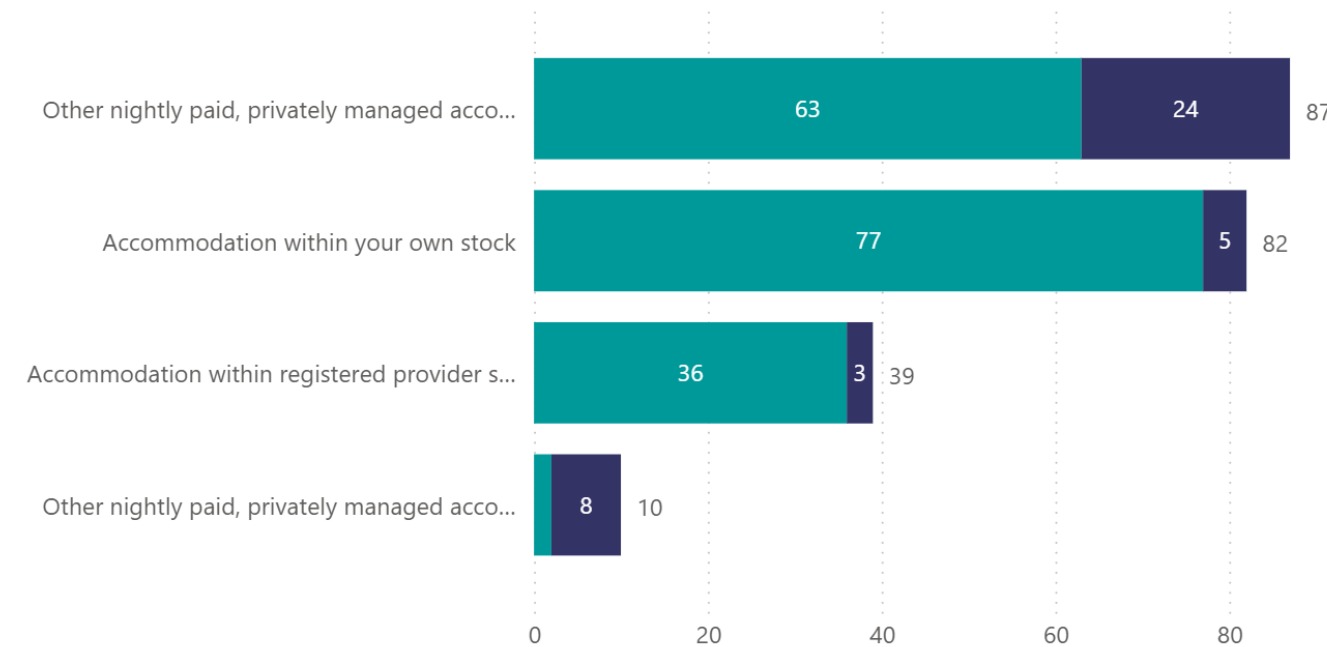
OrganisationName	TA Totals (This Quarter)	TA Total (Previous Quarter)	TA Total (Previous Year)	Q on Q Change	Q on Q % Change
Spelthorne	218	211	220	7	3.32%

OrganisationName	TA Totals (This Quarter)	Number of HH in TA with children	Number of children in TA
Spelthorne	218	178	334



Number of households by type of temporary accommodation provided

Household type ● Households with children ● Households without children





Homelessness Demand

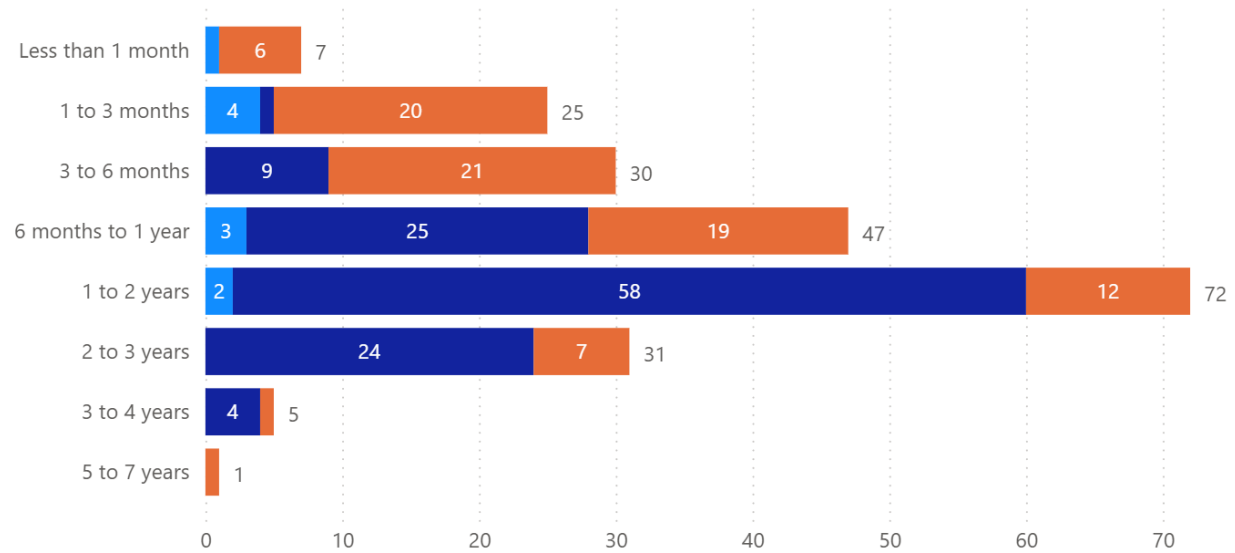
Unpublished HCLIC Oct – Dec 2025 – Temporary Accommodation

OrganisationName	TA Totals (This Quarter)	TA in another local district *
Spelthorne	218	23

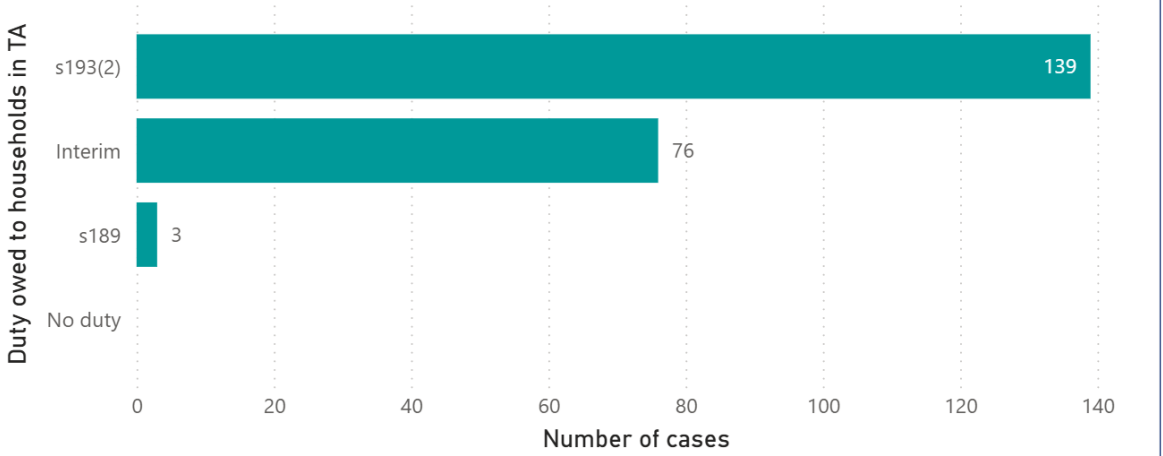
OrganisationName	TA Totals (This Quarter)	TA Totals (Previous Quarter)	HH entering TA this Q	HH leaving TA this Q
Spelthorne	218	211	36	30
Total	218	211	36	30

Number of households in temporary accommodation by TA type and length of time

TA type ● B&B or shared annex ● LA/HA stock ● Other nightly paid, privately managed accommodation, self-contain...



Duty owed to households in Temporary accommodations





Nearest Neighbour Analysis

Apr-Jun 2025: Homelessness Nearest Neighbour Analysis

Selected LA

Spelthorne

▼

Number of NN (including selected LA)

1

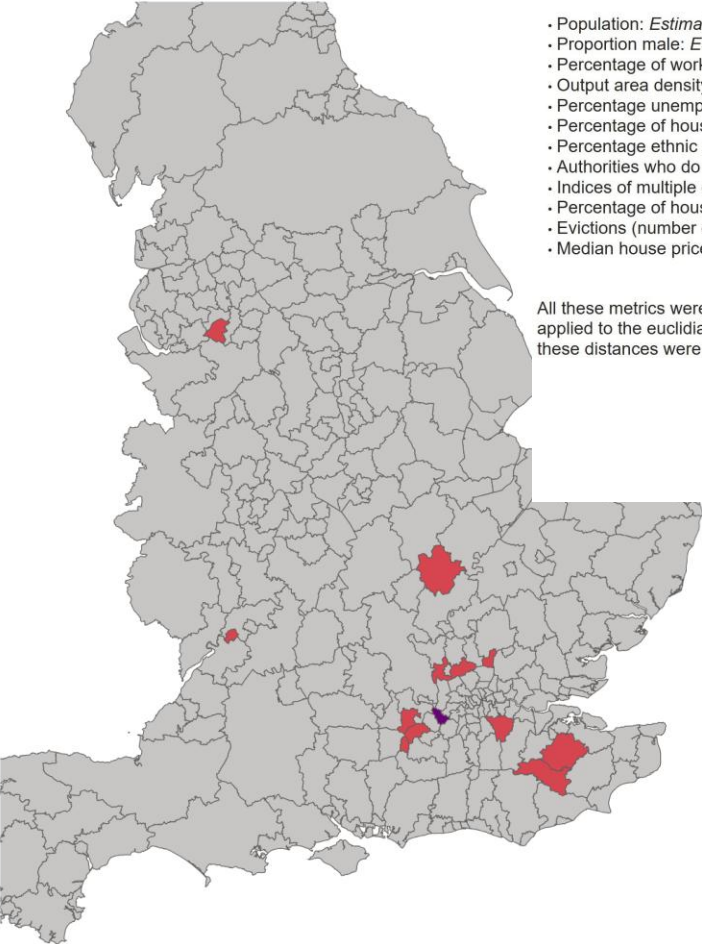
15



NN Rank
(1=most
similar)

NN Rank	LA
1	Spelthorne (selected authority)
2	Trafford
3	Broxbourne
4	Rushmoor
5	Tunbridge Wells
6	Windsor & Maidenhead
7	Surrey Heath
8	Hertsmere
9	Three Rivers
10	Maidstone
11	Gloucester
12	Bromley
13	Bracknell Forest
14	Reigate & Banstead
15	Bedford

● Nearest neighbours ● Selected authority



- Population: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Proportion male: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Percentage of working age: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Output area density: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Percentage unemployed: *Claimant count NOMIS (2022)*
- Percentage of households where overcrowding exists: *Census (2011)*
- Percentage ethnic minority: *Ethnic group, ONS (2021)*
- Authorities who do not own HRA dwellings: *CIPFA HRA Survey Statistics (2016)*
- Indices of multiple deprivation: *English indices of deprivation (2019)*
- Percentage of households in socially rented accommodation: *Household characteristics by tenure, England and Wales ONS (2019)*
- Evictions (number of court orders): *Mortgage and Landlord Possession Statistics MOJ (2023)*
- Median house prices: *Median house prices, ONS (2022)*

All these metrics were standardised and the Euclidian distance between all possible pairs of local authorities calculated. Then for each metric, the min-max normalisation was applied to the euclidian distances such that the furthest neighbour was 1 and the nearest 0. The overall distance was determined by the sum of these values for all the metrics and these distances were then used to rank the nearest neighbours of each local authority, with the lower scores indicating similar local authorities.

$$\sqrt{\sum_i (X_i - Y_i)^2}$$

Euclidian Distance Calculation
where (X, Y) are a pair of authorities



Spelthorne Social Housing Stock



Regulator of
Social Housing

[Return to Area Summary](#)

[To change area return to Area Summary](#)

Spelthorne

Number of social stock owning providers in area;
(LARPs and PRPs who do not own stock are excluded):

17

Social stock in Spelthorne by provider 2025

		Number of additional LAs PRP operates in	Total Social Stock (unweighted)	% Total Social Stock in area	% of LARP/PRPs total Social Stock	General needs self-contained units (unweighted)	% General needs self-contained units in area	% of LARP/PRPs total general needs self-contained stock	General needs bedspaces (unweighted)	% General needs bedspaces in area	% of LARP/PRPs total general needs bedspaces stock	Supported housing/ housing for older people units (unweighted)	% Supported housing/ housing for older people units in area	% of LARP/PRPs total supported housing/ housing for older people stock	Low cost home ownership (LARPs and large PRPs only - unweighted)
All units:			6,229	100%		4,986	100%		-	0%		476	100%		767
1 Spelthorne Borough Council	LARP	-	31	0.5%	100.0%	-	-	-	-	-	-	31	6.5%	100.0%	-
2 A2Dominion Housing Options Limited	Large	24	319	5.1%	27.2%	3	0.1%	5.1%	-	-	-	-	-	-	316
3 A2Dominion South Limited	Large	38	4,995	80.2%	41.7%	4,479	89.8%	44.0%	-	-	-	298	62.6%	35.3%	218
4 Ability Housing Association	Small	30	12	0.2%	1.8%	1	0.0%	1.0%	-	-	-	11	2.3%	2.0%	-
5 Clarion Housing Association Limited	Large	150	103	1.7%	0.1%	-	-	-	-	-	-	-	-	-	103
6 Golden Lane Housing Limited	Large	199	2	0.0%	0.1%	-	-	-	-	-	-	2	0.4%	0.1%	-
7 Housing 21	Large	210	39	0.6%	0.2%	-	-	-	-	-	-	37	7.8%	0.2%	2
8 London & Quadrant Housing Trust	Large	137	2	0.0%	0.0%	-	-	-	-	-	-	-	-	-	2
9 Metropolitan Housing Trust Limited	Large	114	311	5.0%	0.7%	247	5.0%	0.8%	-	-	-	4	0.8%	0.1%	60
10 Mount Green Housing Association Limited	Large	14	1	0.0%	0.1%	1	0.0%	0.1%	-	-	-	-	-	-	-
11 Notting Hill Genesis	Large	54	1	0.0%	0.0%	1	0.0%	0.0%	-	-	-	-	-	-	-
12 Notting Hill Home Ownership Limited	Large	67	1	0.0%	0.0%	-	-	-	-	-	-	-	-	-	1
13 Paragon Asra Housing Limited	Large	61	152	2.4%	0.7%	129	2.6%	0.8%	-	-	-	-	-	-	23
14 Peabody Trust	Large	80	59	0.9%	0.1%	34	0.7%	0.1%	-	-	-	-	-	-	25
15 Richmond Housing Partnership Limited	Large	4	104	1.7%	1.4%	91	1.8%	1.3%	-	-	-	-	-	-	13
16 Rowland Hill and Vaughan Almshouse Charity	Small	-	25	0.4%	100.0%	-	-	-	-	-	-	25	5.3%	100.0%	-
17 The Guinness Partnership Limited	Large	150	4	0.1%	0.0%	-	-	-	-	-	-	-	-	-	4
18 Transform Housing & Support	Small	12	68	1.1%	7.5%	-	-	-	-	-	-	68	14.3%	7.5%	-



Borough	Surrey County West	Surrey County East	COUNCIL TOTAL STOCK	COUNCIL GN STOCK (S/C)	TOTAL HA STOCK	TOTAL HA STOCK GN (S/C)	TOTAL SOCIAL STOCK	TOTAL SOCIAL STOCK GENERAL NEEDS	OWED A HOMELESSNESS DUTY 2022/23	OWED A HOMELESSNESS DUTY 2023/24	OWED A HOMELESSNESS DUTY 2024/25(EST)	OWED A HOMELESSNESS DUTY LAST 3 YEARS (EST)	ALL TA - 31 DEC 2024	TA WITH CHILDREN - 31 DEC 2024	TA - ALL NIGHTLY PAID - 31 DEC 2024	TA - NIGHTLY WITH CHILDREN - 31 DEC 2024
Elmbridge	NO	YES	0	0	6320	4664	6320	4664	359	371	345	1075	132	76	29	9
Epsom & Ewell	NO	YES	0	0	3224	2302	3224	2302	195	227	211	633	269	169	98	64
Guildford	YES	NO	5229	4990	3233	2110	8462	7100	427	451	409	1287	73	25	0	0
Mole Valley	NO	YES	1	1	4685	3500	4686	3501	283	285	284	852	41	32	8	5
Reigate&Banstead	NO	YES	61	47	8364	6263	8425	6310	495	595	541	1631	174	148	23	20
Runnymede	YES	NO	2876	2626	2546	1460	5422	4086	300	328	363	991	67	43	4	1
Spelthorne	YES	NO	31	0	6211	4962	6242	4962	384	488	439	1311	220	171	151	117
Surrey Heath	YES	NO	0	0	4201	3302	4201	3302	141	121	159	421	43	25	0	0
Tandridge	NO	YES	2601	2259	1855	1233	4456	3492	232	275	283	790	41	34	0	0
Waverley	YES	NO	4801	4746	2726	1646	7527	6392	251	291	304	846	8	0	4	0
Woking	YES	NO	3371	2940	1896	1122	5267	4062	300	394	299	993	149	100	9	4
			18971	17609	45261	32564	64232	50173	3367	3826	3636	10829	1217	823	326	220

			COUNCIL TOTAL STOCK	COUNCIL GN STOCK (S/C)	TOTAL HA STOCK	TOTAL HA STOCK GN (S/C)	TOTAL SOCIAL STOCK	TOTAL SOCIAL STOCK GENERAL NEEDS	OWED A HOMELESSNESS DUTY 2022/23	OWED A HOMELESSNESS DUTY 2023/24	OWED A HOMELESSNESS DUTY 2024/25(EST)	OWED A HOMELESSNESS DUTY LAST 3 YEARS (EST)	ALL TA - 31 DEC 2024	TA WITH CHILDREN - 31 DEC 2024	TA - ALL NIGHTLY PAID - 31 DEC 2024	TA - NIGHTLY WITH CHILDREN - 31 DEC 2024
Surrey County West			16308	15302	20813	14602	37121	29904	1803	2073	1972	5848	560	364	168	122
Surrey County East			2663	2307	24448	17962	27111	20269	1564	1753	1664	4981	657	459	158	98
			18971	17609	45261	32564	64232	50173	3367	3826	3636	10829	1217	823	326	220

	Council voids per year GN (5% of stock)	HA voids per year GN (3% of stock)	TOTAL
Surrey County West	765	438	1203
Surrey County East	115	539	654



Homelessness Demand

All year 2024/2025 – Approaches to duty’s owed

	Total Initial Assessments (IA)	IA per (000s) households	Total owed a Prevention or Relief Duty	Owed a duty per (000s) households	Prevention Duty Owed	Percentage of owed into Prevention	Of which valid S21	Relief Duty Owed	Percentage of owed into Relief	Not homeless- no duty owed	Withdrew - No duty owed	Not eligible - No duty owed	Number of households in area per (000s)
ENGLAND	354,260	14.63	324,880	13.42	145,320	44.73%	26,300	179,550	55.27%	13,930	12,850	2,620	24,209
London	76,120	20.80	69,410	18.97	27,530	39.66%	4,560	41,880	60.34%	2,440	3,680	600	3,659
Rest of England	278,140	13.54	255,480	12.43	117,800	46.11%	21,730	137,680	53.89%	11,490	9,150	2,020	20,550
South East	49,210	12.58	43,030	11.00	22,640	52.61%	5,220	20,390	47.39%	3,100	2,590	470	3,912
Elmbridge	354	6.32	347	6.19	222	63.98%	37	125	36.02%	4	2	1	56
Epsom & Ewell	214	6.68	206	6.43	95	46.12%	40	111	53.88%	2	4	2	32
Guildford	448	7.94	438	7.76	234	53.42%	45	204	46.58%	3	2	5	56
Mole Valley	295	7.81	280	7.42	210	75.00%	19	70	25.00%	4	8	3	38
Reigate & Banstead	627	10.24	591	9.65	357	60.41%	64	234	39.59%	20	15	1	61
Runnymede	381	10.82	367	10.42	89	24.25%	9	278	75.75%	12	2	0	35
Spelthorne	489	12.06	480	11.84	292	60.83%	69	188	39.17%	8	1	0	41
Surrey Heath	173	4.94	157	4.48	71	45.22%	16	86	54.78%	11	5	0	35
Tandridge	283	7.73	281	7.68	192	68.33%	27	89	31.67%	2	0	0	37
Waverley	322	6.23	292	5.65	129	44.18%	47	163	55.82%	20	4	6	52
Woking	321	8.11	305	7.70	179	58.69%	89	126	41.31%	13	1	2	40
Bedford	1,398	18.94	1,357	18.38	330	24.32%	111	1,027	75.68%	9	16	16	74
Bracknell Forest	927	17.91	427	8.25	298	69.79%	51	129	30.21%	417	75	8	52
Bromley	1,820	12.65	1,657	11.51	576	34.76%	223	1,081	65.24%	49	114	0	144
Broxbourne	642	16.23	564	14.25	239	42.38%	30	325	57.62%	49	27	2	40
Gloucester	1,293	23.34	1,282	23.14	608	47.43%	100	674	52.57%	7	4	0	55
Hertsmere	524	12.36	518	12.22	345	66.60%	25	173	33.40%	5	1	0	42
Maidstone	1,219	16.39	1,008	13.56	454	45.04%	177	554	54.96%	76	113	22	74
Reigate & Banstead	627	10.24	591	9.65	357	60.41%	64	234	39.59%	20	15	1	61
Rushmoor	436	11.58	431	11.45	283	65.66%	71	148	34.34%	1	3	1	38
Surrey Heath	173	4.94	157	4.48	71	45.22%	16	86	54.78%	11	5	0	35
Three Rivers	447	11.66	275	7.17	222	80.73%	58	53	19.27%	114	50	8	38
Trafford	928	9.26	926	9.24	383	41.36%	22	543	58.64%	2	0	0	100
Tunbridge Wells	541	10.54	408	7.95	283	69.36%	81	125	30.64%	63	62	8	51
Windsor & Maidenhead													63



Homelessness Demand

Apr – Jun 2025 – Approaches to duty's owed

	Total Initial Assessments (IA)	IA per (000s) households	IA's per working day	Total owed a Prevention or Relief Duty	Owed a duty per (000s) households	Prevention Duty Owed	Percentage of owed into Prevention	Of which valid S21	Relief Duty Owed	Percentage of owed into Relief	Not homeless- no duty owed	Withdrew - No duty owed	Not eligible - No duty owed	Number of households in area per (000s)
ENGLAND	86,370	3.54	1328.77	78,630	3.23	36,160	45.99%	6,530	42,470	54.01%	3,700	3,350	690	24,367
London	18,020	4.89	277.23	16,200	4.39	6,460	39.88%	1,060	9,740	60.12%	780	910	130	3,687
Rest of England	68,340	3.30	1051.38	62,430	3.02	29,700	47.57%	5,470	32,730	52.43%	2,920	2,440	560	20,680
South East	11,990	3.05	184.46	10,340	2.63	5,550	53.68%	1,330	4,790	46.32%	740	790	110	3,936
Elmbridge	87	1.55	1.34	87	1.55	58	66.67%	15	29	33.33%	0	0	0	56
Epsom & Ewell	57	1.77	0.88	52	1.62	23	44.23%	9	29	55.77%	1	3	1	32
Guildford	111	1.96	1.71	108	1.91	52	48.15%	12	56	51.85%	2	0	1	57
Mole Valley	65	1.72	1.00	62	1.64	48	77.42%	5	14	22.58%	0	0	3	38
Reigate & Banstead	164	2.66	2.52	156	2.53	101	64.74%	20	55	35.26%	6	1	1	62
Runnymede	94	2.66	1.45	91	2.58	18	19.78%	2	73	80.22%	3	0	0	35
Spelthorne	105	2.58	1.62	99	2.43	61	61.62%	9	38	38.38%	5	1	0	41
Surrey Heath	51	1.45	0.78	44	1.25	16	36.36%	5	28	63.64%	4	3	0	35
Tandridge	58	1.58	0.89	58	1.58	41	70.69%	7	17	29.31%	0	0	0	37
Waverley	82	1.58	1.26	74	1.43	38	51.35%	13	36	48.65%	5	2	1	52
Woking	71	1.79	1.09	68	1.71	35	51.47%	17	33	48.53%	3	0	0	40
Bedford	314	4.22	4.83	311	4.18	72	23.15%	27	239	76.85%	0	0	3	74
Bracknell Forest	239	4.59	3.68	110	2.11	72	65.45%	15	38	34.55%	113	15	1	52
Bromley	385	2.66	5.92	334	2.31	119	35.63%	39	215	64.37%	19	31	1	145
Broxbourne	106	2.67	1.63	106	2.67	61	57.55%	8	45	42.45%	0	0	0	40
Gloucester	309	5.54	4.75	309	5.54	162	52.43%	22	147	47.57%	0	0	0	56
Hertsmere	138	3.24	2.12	138	3.24	84	60.87%	11	54	39.13%	0	0	0	43
Maidstone	243	3.24	3.74	191	2.55	89	46.60%	29	102	53.40%	19	32	1	75
Reigate & Banstead	164	2.66	2.52	156	2.53	101	64.74%	20	55	35.26%	6	1	1	62
Rushmoor	109	2.89	1.68	108	2.87	83	76.85%	20	25	23.15%	0	0	1	38
Surrey Heath	51	1.45	0.78	44	1.25	16	36.36%	5	28	63.64%	4	3	0	35
Three Rivers	94	2.44	1.45	56	1.46	43	76.79%	14	13	23.21%	29	7	2	38
Trafford	233	2.31	3.58	231	2.29	117	50.65%	3	114	49.35%	0	1	1	101
Tunbridge Wells	115	2.23	1.77	101	1.96	70	69.31%	16	31	30.69%	12	0	2	52
Windsor & Maidenhead	111	1.76	1.71	111	1.76	26	23.42%	0	85	76.58%	0	0	0	63



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

All year 2024/2025 & QTR 1 2025/26– Referrals & Duty to Refer

	ENGLAND 2024/25		South East 2024/25		Spelthorne 2024/25		Spelthorne Apr/Jun 2025	
As % of all assessments	354260		49210		489		105	
Total households assessed as a result of a referral	57010	16.09%	7580	15.40%	80	16.36%	18	17.1%
Total households referred under the Duty to Refer	29720	8.39%	4270	8.68%	42	8.59%	13	12.4%
As % of all DTR Referrals resulting in assessment	0		0		0			
Adult Secure Estate (prison)	760	2.56%	100	2.34%	1	2.38%	0	0.0%
Youth Secure Estate	40	0.13%	0	0.00%	0	0.00%	0	0.0%
Probation Service	12200	41.05%	1570	36.77%	17	40.48%	1	7.7%
Hospital A&E, Urgent Treatment Centres or in-patient care	4050	13.63%	640	14.99%	4	9.52%	2	15.4%
Mental Health in-patient care	1460	4.91%	230	5.39%	3	7.14%	2	15.4%
Jobcentre Plus	3050	10.26%	500	11.71%	6	14.29%	1	7.7%
Adult Social Services	2960	9.96%	430	10.07%	1	2.38%	1	7.7%
Children's Social Services	4350	14.64%	720	16.86%	10	23.81%	5	38.5%
Children's Early Help Services / Children's Centres	440	1.48%	70	1.64%	0	0.00%	1	7.7%
Nil Recourse Team	170	0.57%	0	0.00%	0	0.00%	0	0.0%
Secretary of State for defence in relation to members of the armed forces	50	0.17%	0	0.00%	0	0.00%	0	0.0%
Other / not known	210	0.71%	20	0.47%	0	0.00%	0	0.0%
As % of All Referrals	0		0		0			
Households referred by an agency (not subject to the Duty to Refer)	26360	46.24%	3150	41.56%	36	45.00%	5	27.8%
Households referred by another local authority	940	1.65%	180	2.37%	2	2.50%	0	0.0%



Homelessness Demand

All year 2024/2025 & QTR 1 2025/26– Support Needs

HCLIC ALL YEAR 2024/25	Total owed a prevention or relief duty	Households with no support needs owed duty	Total households with support needs	% of households with a support need	1	2	3+
ENGLAND	330410	141620	188520	57%	83280	45350	59880
South East	44030	18570	25440	58%	11860	6210	7370
Elmbridge	357	229	128	36%	59	32	37
Epsom & Ewell	210	74	136	65%	65	49	22
Guildford	440	219	221	50%	143	39	39
Mole Valley	297	38	259	87%	102	69	88
Reigate & Banstead	601	84	517	86%	180	119	218
Runnymede	374	266	108	29%	51	30	27
Spelthorne	484	268	216	45%	96	54	66
Surrey Heath	168	45	123	73%	46	32	45
Tandridge	286	158	128	45%	90	30	8
Waverley	296	150	146	49%	58	40	48
Woking	326	179	147	45%	106	26	15
ENGLAND	78630	31640	46960	60%	20350	11460	15150
South East	10340	4210	6130	59%	2910	1470	1750
Elmbridge	87	57	30	34%	12	10	8
Epsom & Ewell	52	13	39	75%	25	10	4
Guildford	108	55	53	49%	26	13	14
Mole Valley	62	7	55	89%	27	13	15
Reigate & Banstead	156	14	142	91%	53	37	52
Runnymede	91	72	19	21%	6	6	7
Spelthorne	99	66	33	33%	15	6	12
Surrey Heath	44	16	28	64%	14	8	6
Tandridge	58	36	22	38%	19	2	1
Waverley	74	38	36	49%	12	11	13
Woking	68	40	28	41%	15	9	4



Homelessness Demand

What the data tells us – Initial Assessments actuals

Apr-Jun 2025 Metric Analysis (Actuals) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates



Number of nearest neighbours

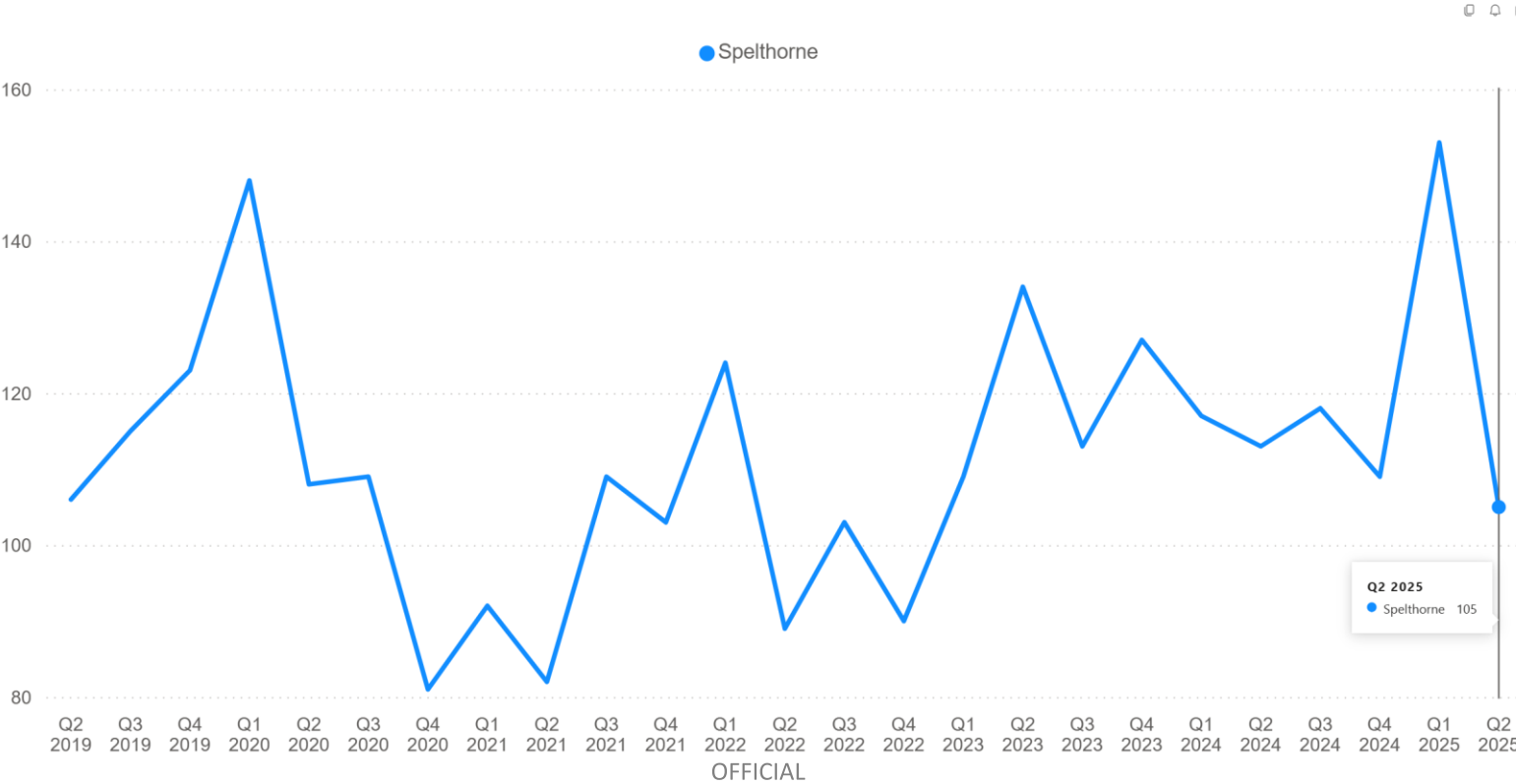
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1

Spelthorne has 105 total initial assessments, -31.4% from the previous quarter. This is the 230th highest out of 294 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA

Spelthorne (selected authority)





Homelessness Demand

What the data tells us – Initial Assessments – compared rates

Apr-Jun 2025 Metric Analysis (Actuals) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

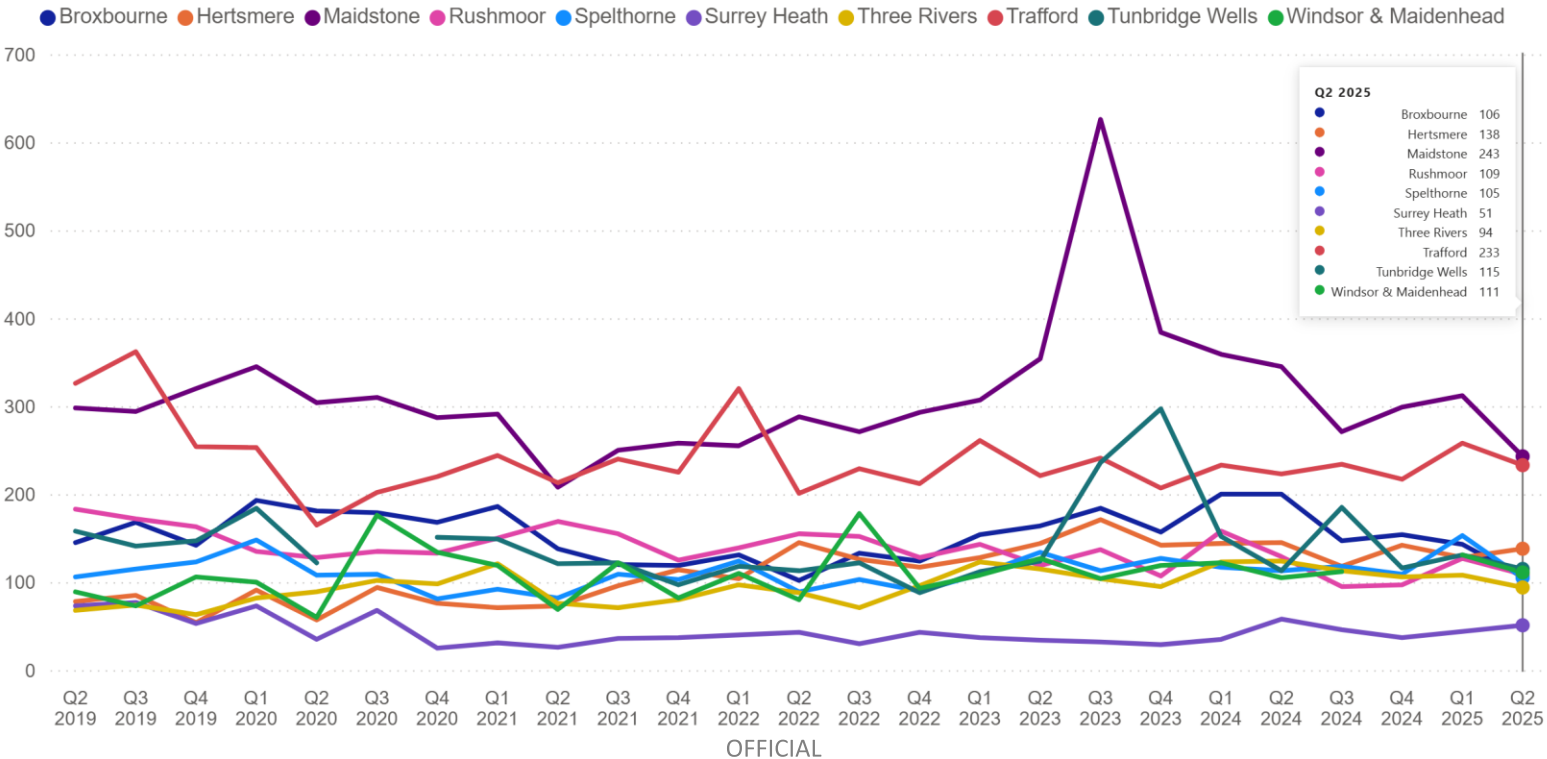
1 10



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

Spelthorne has 105 total initial assessments, -31.4% from the previous quarter. This is the 230th highest out of 294 local authorities in England and the 8th highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Initial Assessments – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

1 10



NN LA

Spelthorne (selected authority)

Trafford

Broxbourne

Rushmoor

Tunbridge Wells

Windsor & Maidenhead

Surrey Heath

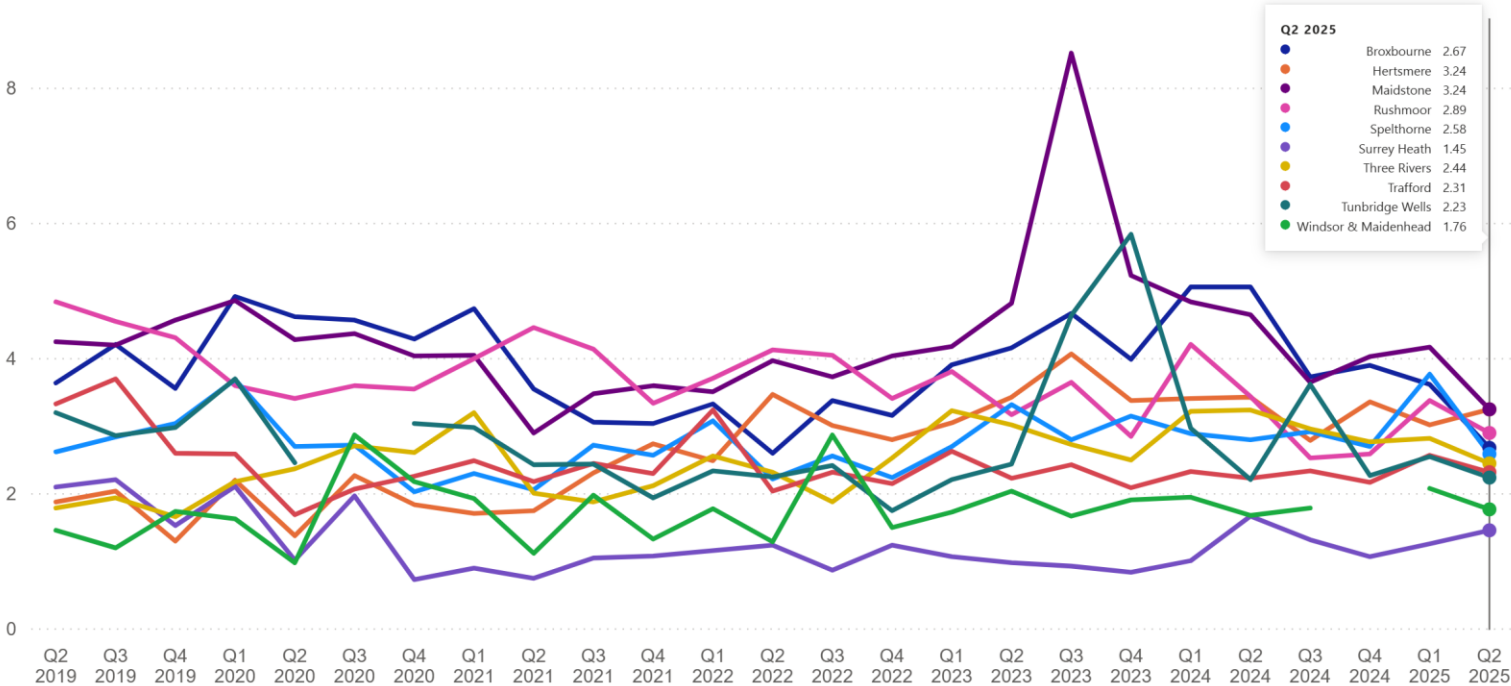
Hertsmere

Three Rivers

Maidstone

Spelthorne has 2.582 total initial assessments per thousand households, -31.4% from the previous quarter. This is the 172nd highest out of 294 local authorities in England and the 5th highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

● Broxbourne ● Hertsmere ● Maidstone ● Rushmoor ● Spelthorne ● Surrey Heath ● Three Rivers ● Trafford ● Tunbridge Wells ● Windsor & Maidenhead





Homelessness Demand

What the data tells us – Reasons for approach – April / June 2025 – compared rates

LA	ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead	Runnymede		Surrey Heath		Tandridge		Waverley		Woking		
Reason for loss of last settled home for those owed a Prevention Duty																										
Family or friends no longer willing or able to accommodate	8570	23.7%	1300	23.4%	12	19.7%	17	29.3%	4	17.4%	12	23.1%	8	16.7%	28	27.7%	2	11.1%	0	0.0%	15	36.6%	14	36.8%	9	25.7%
End of private rented tenancy - assured shorthold	13430	37.1%	2260	40.7%	26	42.6%	31	53.4%	13	56.5%	31	59.6%	21	43.8%	28	27.7%	15	83.3%	11	68.8%	18	43.9%	18	47.4%	20	57.1%
Domestic abuse	2500	6.9%	290	5.2%	3	4.9%	0	0.0%	0	0.0%	1	1.9%	4	8.3%	11	10.9%	0	0.0%	1	6.3%	1	2.4%	0	0.0%	0	0.0%
Non-violent relationship breakdown with partner	1440	4.0%	230	4.1%	1	1.6%	0	0.0%	1	4.3%	4	7.7%	3	6.3%	4	4.0%	1	5.6%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
Other violence or harrasment	430	1.2%	60	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	6.3%	1	1.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
End of social rented tenancy	1940	5.4%	220	4.0%	4	6.6%	2	3.4%	0	0.0%	1	1.9%	3	6.3%	2	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%
Eviction from supported housing	1340	3.7%	200	3.6%	2	3.3%	0	0.0%	1	4.3%	2	3.8%	0	0.0%	5	5.0%	0	0.0%	0	0.0%	2	4.9%	1	2.6%	0	0.0%
End of private rented tenancy - not assured shorthold	1460	4.0%	300	5.4%	3	4.9%	3	5.2%	0	0.0%	0	0.0%	3	6.3%	2	2.0%	0	0.0%	0	0.0%	3	7.3%	0	0.0%	0	0.0%
Departure from Institution	1190	3.3%	130	2.3%	1	1.6%	2	3.4%	2	8.7%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	1	6.3%	0	0.0%	3	7.9%	1	2.9%
Required to leave accommodation provided by Home Office as asylum support	1610	4.5%	170	3.1%	6	9.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	14.9%	0	0.0%	2	12.5%	0	0.0%	0	0.0%	0	0.0%
Home no longer suitable - disability / ill health	550	1.5%	80	1.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%	0	0.0%
Loss of placement or sponsorship provided through a resettlement scheme	160	0.4%	50	0.9%	0	0.0%	3	5.2%	2	8.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%
Other reasons / not known	1520	4.2%	260	4.7%	3	4.9%	0	0.0%	0	0.0%	1	1.9%	3	6.3%	2	2.0%	0	0.0%	1	6.3%	1	2.4%	1	2.6%	3	8.6%
Reason for loss of last settled home for those owed a Relief Duty																										
Family or friends no longer willing or able to accommodate	12340	29.1%	1370	28.6%	13	34.2%	11	37.9%	9	31.0%	15	26.8%	2	14.3%	14	25.5%	21	28.8%	8	28.6%	7	41.2%	13	36.1%	11	33.3%
End of private rented tenancy - assured shorthold	5020	11.8%	510	10.6%	5	13.2%	0	0.0%	4	13.8%	2	3.6%	2	14.3%	6	10.9%	16	21.9%	5	17.9%	1	5.9%	6	16.7%	2	6.1%
Domestic abuse	7000	16.5%	900	18.8%	1	2.6%	8	27.6%	6	20.7%	8	14.3%	2	14.3%	8	14.5%	8	11.0%	7	25.0%	2	11.8%	6	16.7%	9	27.3%
Non-violent relationship breakdown with partner	2740	6.5%	360	7.5%	2	5.3%	0	0.0%	0	0.0%	3	5.4%	2	14.3%	2	3.6%	4	5.5%	1	3.6%	2	11.8%	1	2.8%	4	12.1%
Other violence or harassment	1200	2.8%	150	3.1%	0	0.0%	1	3.4%	3	10.3%	4	7.1%	1	7.1%	1	1.8%	4	5.5%	1	3.6%	0	0.0%	0	0.0%	0	0.0%
End of social rented tenancy	1180	2.8%	100	2.1%	0	0.0%	1	3.4%	2	6.9%	0	0.0%	1	7.1%	2	3.6%	0	0.0%	0	0.0%	2	11.8%	0	0.0%	0	0.0%
Eviction from supported housing	2720	6.4%	250	5.2%	3	7.9%	2	6.9%	0	0.0%	10	17.9%	2	14.3%	3	5.5%	3	4.1%	1	3.6%	0	0.0%	1	2.8%	2	6.1%
End of private rented tenancy - not assured shorthold	1220	2.9%	170	3.5%	2	5.3%	1	3.4%	3	10.3%	2	3.6%	1	7.1%	1	1.8%	4	5.5%	0	0.0%	2	11.8%	1	2.8%	0	0.0%
Departure from Institution	2470	5.8%	260	5.4%	4	10.5%	3	10.3%	0	0.0%	4	7.1%	0	0.0%	4	7.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	9.1%
Required to leave accommodation provided by Home Office as asylum support	3350	7.9%	200	4.2%	5	13.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	20.0%	1	1.4%	4	14.3%	0	0.0%	0	0.0%	0	0.0%
Home no longer suitable - disability / ill health	530	1.2%	80	1.7%	1	2.6%	1	3.4%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	3	4.1%	0	0.0%	0	0.0%	1	2.8%	0	0.0%
Loss of placement or sponsorship provided through a resettlement scheme	90	0.2%	20	0.4%	0	0.0%	1	3.4%	0	0.0%	2	3.6%	0	0.0%	1	1.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	2610	6.1%	410	8.6%	2	5.3%	0	0.0%	2	6.9%	6	10.7%	1	7.1%	1	1.8%	9	12.3%	1	3.6%	1	5.9%	7	19.4%	2	6.1%
Accommodation at time of application for those owed a prevention duty:																										
Private rented sector	15880	43.9%	2650	47.7%	29	47.5%	34	58.6%	14	60.9%	31	59.6%	23	47.9%	40	39.6%	15	83.3%	11	68.8%	20	48.8%	18	47.4%	20	57.1%
Living with family	8600	23.8%	1280	23.1%	11	18.0%	13	22.4%	3	13.0%	11	21.2%	9	18.8%	25	24.8%	3	16.7%	2	12.5%	9	22.0%	13	34.2%	7	20.0%
No fixed abode	60	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Social rented sector	4230	11.7%	530	9.5%	6	9.8%	2	3.4%	1	4.3%	4	7.7%	6	12.5%	10	9.9%	0	0.0%	0	0.0%	3	7.3%	1	2.6%	1	2.9%
Living with friends	2630	7.3%	390	7.0%	2	3.3%	4	6.9%	0	0.0%	4	7.7%	2	4.2%	6	5.9%	0	0.0%	0	0.0%	5	12.2%	1	2.6%	2	5.7%
Homeless on departure from institution	1190	3.3%	150	2.7%	1	1.6%	2	3.4%	1	4.3%	0	0.0%	5	10.4%	1	1.0%	0	0.0%	1	6.3%	1	2.4%	3	7.9%	1	2.9%
Rough sleeping	40	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Owner-occupier / shared ownership	590	1.6%	80	1.4%	1	1.6%	0	0.0%	0	0.0%	0	0.0%	1	2.1%	2	2.0%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	2	5.7%
Temporary accommodation	240	0.7%	50	0.9%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
National Asylum Seeker Support (NASS) accommodation	1480	4.1%	190	3.4%	6	9.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	13.9%	0	0.0%	2	12.5%	0	0.0%	0	0.0%	0	0.0%
Refuge	190	0.5%	20	0.4%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other / not known	1010	2.8%	200	3.6%	1	1.6%	3	5.2%	4	17.4%	2	3.8%	2	4.2%	1	1.0%	0	0.0%	0	0.0%	1	2.4%	2	5.3%	2	5.7%
Accommodation at time of application for those owed a relief duty:																										
Private rented sector	6000	14.1%	620	12.9%	3	7.9%	3	10.3%	5	17.2%	5	8.9%	1	7.1%	5	9.1%	20	27.4%	5	17.9%	2	11.8%	6	16.7%	1	3.0%
Living with family	9680	22.8%	1010	21.1%	9	23.7%	9	31.0%	7	24.1%	14	25.0%	2	14.3%	12	21.8%	12	16.4%	5	17.9%	3	17.6%	8	22.2%	1	3.0%
No fixed abode	4970	11.7%	620	12.9%	5	13.2%	5	17.2%	1	3.4%	2	3.6%	0	0.0%	3	5.5%	16	21.9%	5	17.9%	1	5.9%	1	2.8%	4	12.1%
Social rented sector	3690	8.7%	400	8.4%	3	7.9%	4	13.8%	3	10.3%	12	21.4%	5	35.7%	2	3.6%	4	5.5%	1	3.6%	2	11.8%	2	5.6%	5	15.2%
Living with friends	4510	10.6%	520	10.9%	1	2.6%	1	3.4%	4	13.8%	7	12.5%	1	7.1%	2	3.6%	11	15.1%	3	10.7%	1	5.9%	7	19.4%	3	9.1%
Homeless on departure from institution	3180	7.5%	380	7.9%	7	18.4%	5	17.2%	2	6.9%	7	12.5%	0	0.0%	9	16.4%	2	2.7%	1	3.6%	2	11.8%	1	2.8%	4	12.1%
Rough sleeping	4180	9.8%	580	12.1%	3	7.9%	0	0.0%	3	10.3%	2	3.6%	3	21.4%	4	7.3%	1	1.4%	0	0.0%	4	23.5%	6	16.7%	2	6.1%
Owner-occupier / shared ownership	490	1.2%	60	1.3%	0	0.0%	0	0.0%	1	3.4%	0	0.0%	1	7.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.8%	0	0.0%
Temporary accommodation	1220	2.9%	160	3.3%	2	5.3%	0	0.0%	1	3.4%	0	0.0%	0	0.0%	3	5.5%	3	4.1%	1	3.6%	1	5.9%	0	0.0%	12	36.4%
National Asylum Seeker Support (NASS) accommodation	2680	6.3%	180	3.8%	3	7.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	16.4%	0	0.0%	4	14.3%	0	0.0%	0	0.0%	0	0.0%
Refuge	880	2.1%	120	2.5%	0	0.0%	1	3.4%	0	0.0%	4	7.1%	1	7.1%	4	7.3%	1	1.4%	3	10.7%	0	0.0%	2	5.6%	1	3.0%
Other / not known	980	2.3%	160	3.3%	2	5.3%	1	3.4%	2	6.9%	3	5.4%	0	0.0%	2	3.6%	3	4.1%	0	0.0%	1	5.9%	2	5.6%	0	0.0%



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – Reasons for approach – compared rates – April / June 2025

	ENGLAND		South East		Spelthorne		Trafford		Rushmoor		Tunbridge Wells		Windsor & Maidenhead		Surrey Heath		Hertsmere	
Reason for loss of last settled home for those owed a Prevention Duty																		
Family or friends no longer willing or able to accommodate	8570	23.7%	1300	23.4%	12	19.7%	39	33.3%	20	24.1%	16	22.9%	9	34.6%	0	0.0%	35	41.7%
End of private rented tenancy - assured shorthold	13430	37.1%	2260	40.7%	26	42.6%	25	21.4%	26	31.3%	13	18.6%	11	42.3%	11	68.8%	20	23.8%
Domestic abuse	2500	6.9%	290	5.2%	3	4.9%	4	3.4%	2	2.4%	8	11.4%	1	3.8%	1	6.3%	4	4.8%
Non-violent relationship breakdown with partner	1440	4.0%	230	4.1%	1	1.6%	2	1.7%	3	3.6%	9	12.9%	0	0.0%	0	0.0%	0	0.0%
Other violence or harassment	430	1.2%	60	1.1%	0	0.0%	0	0.0%	0	0.0%	2	2.9%	1	3.8%	0	0.0%	1	1.2%
End of social rented tenancy	1940	5.4%	220	4.0%	4	6.6%	4	3.4%	2	2.4%	3	4.3%	0	0.0%	0	0.0%	11	13.1%
Eviction from supported housing	1340	3.7%	200	3.6%	2	3.3%	6	5.1%	8	9.6%	2	2.9%	0	0.0%	0	0.0%	1	1.2%
End of private rented tenancy - not assured shorthold	1460	4.0%	300	5.4%	3	4.9%	7	6.0%	1	1.2%	10	14.3%	1	3.8%	0	0.0%	4	4.8%
Departure from Institution	1190	3.3%	130	2.3%	1	1.6%	10	8.5%	3	3.6%	3	4.3%	0	0.0%	1	6.3%	1	1.2%
Required to leave accommodation provided by Home Office as asylum support	1610	4.5%	170	3.1%	6	9.8%	18	15.4%	13	15.7%	0	0.0%	2	7.7%	2	12.5%	0	0.0%
Home no longer suitable - disability / ill health	550	1.5%	80	1.4%	0	0.0%	0	0.0%	1	1.2%	1	1.4%	0	0.0%	0	0.0%	5	6.0%
Loss of placement or sponsorship provided through a resettlement scheme	160	0.4%	50	0.9%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	1520	4.2%	260	4.7%	3	4.9%	2	1.7%	4	4.8%	2	2.9%	1	3.8%	1	6.3%	2	2.4%
Reason for loss of last settled home for those owed a Relief Duty																		
Family or friends no longer willing or able to accommodate	12340	29.1%	1370	28.6%	13	34.2%	41	36.0%	9	36.0%	8	25.8%	33	38.8%	8	28.6%	17	31.5%
End of private rented tenancy - assured shorthold	5020	11.8%	510	10.6%	5	13.2%	4	3.5%	6	24.0%	2	6.5%	11	12.9%	5	17.9%	6	11.1%
Domestic abuse	7000	16.5%	900	18.8%	1	2.6%	34	29.8%	2	8.0%	9	29.0%	12	14.1%	7	25.0%	7	13.0%
Non-violent relationship breakdown with partner	2740	6.5%	360	7.5%	2	5.3%	4	3.5%	0	0.0%	1	3.2%	3	3.5%	1	3.6%	4	7.4%
Other violence or harassment	1200	2.8%	150	3.1%	0	0.0%	2	1.8%	2	8.0%	1	3.2%	3	3.5%	1	3.6%	1	1.9%
End of social rented tenancy	1180	2.8%	100	2.1%	0	0.0%	2	1.8%	0	0.0%	0	0.0%	1	1.2%	0	0.0%	2	3.7%
Eviction from supported housing	2720	6.4%	250	5.2%	3	7.9%	3	2.6%	1	4.0%	1	3.2%	0	0.0%	1	3.6%	3	5.6%
End of private rented tenancy - not assured shorthold	1220	2.9%	170	3.5%	2	5.3%	1	0.9%	2	8.0%	0	0.0%	1	1.2%	0	0.0%	5	9.3%
Departure from Institution	2470	5.8%	260	5.4%	4	10.5%	15	13.2%	1	4.0%	2	6.5%	3	3.5%	0	0.0%	4	7.4%
Required to leave accommodation provided by Home Office as asylum support	3350	7.9%	200	4.2%	5	13.2%	4	3.5%	2	8.0%	0	0.0%	10	11.8%	4	14.3%	1	1.9%
Home no longer suitable - disability / ill health	530	1.2%	80	1.7%	1	2.6%	0	0.0%	0	0.0%	2	6.5%	1	1.2%	0	0.0%	2	3.7%
Loss of placement or sponsorship provided through a resettlement scheme	90	0.2%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	2610	6.1%	410	8.6%	2	5.3%	4	3.5%	0	0.0%	5	16.1%	7	8.2%	1	3.6%	2	3.7%
Accommodation at time of application for those owed a prevention duty:																		
Private rented sector	15880	43.9%	2650	47.7%	29	47.5%	32	27.4%	26	31.3%	23	32.9%	12	46.2%	11	68.8%	28	33.3%
Living with family	8600	23.8%	1280	23.1%	11	18.0%	35	29.9%	20	24.1%	16	22.9%	8	30.8%	2	12.5%	32	38.1%
No fixed abode	60	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Social rented sector	4230	11.7%	530	9.5%	6	9.8%	7	6.0%	8	9.6%	6	8.6%	2	7.7%	0	0.0%	16	19.0%
Living with friends	2630	7.3%	390	7.0%	2	3.3%	6	5.1%	5	6.0%	16	22.9%	1	3.8%	0	0.0%	5	6.0%
Homeless on departure from institution	1190	3.3%	150	2.7%	1	1.6%	14	12.0%	4	4.8%	2	2.9%	0	0.0%	1	6.3%	1	1.2%
Rough sleeping	40	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Owner-occupier / shared ownership	590	1.6%	80	1.4%	1	1.6%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	1	1.2%
Temporary accommodation	240	0.7%	50	0.9%	2	3.3%	1	0.9%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
National Asylum Seeker Support (NASS) accommodation	1480	4.1%	190	3.4%	6	9.8%	17	14.5%	14	16.9%	0	0.0%	2	7.7%	2	12.5%	0	0.0%
Refuge	190	0.5%	20	0.4%	2	3.3%	0	0.0%	1	1.2%	3	4.3%	0	0.0%	0	0.0%	1	1.2%
Other / not known	1010	2.8%	200	3.6%	1	1.6%	5	4.3%	5	6.0%	2	2.9%	1	3.8%	0	0.0%	0	0.0%
Accommodation at time of application for those owed a relief duty:																		
Private rented sector	6000	14.1%	620	12.9%	3	7.9%	9	7.9%	3	12.0%	1	3.2%	17	20.0%	5	17.9%	10	18.5%
Living with family	9680	22.8%	1010	21.1%	9	23.7%	46	40.4%	8	32.0%	5	16.1%	25	29.4%	5	17.9%	10	18.5%
No fixed abode	4970	11.7%	620	12.9%	5	13.2%	9	7.9%	5	20.0%	5	16.1%	3	3.5%	5	17.9%	13	24.1%
Social rented sector	3690	8.7%	400	8.4%	3	7.9%	5	4.4%	2	8.0%	3	9.7%	5	5.9%	1	3.6%	5	9.3%
Living with friends	4510	10.6%	520	10.9%	1	2.6%	12	10.5%	1	4.0%	4	12.9%	8	9.4%	3	10.7%	2	3.7%
Homeless on departure from institution	3180	7.5%	380	7.9%	7	18.4%	16	14.0%	0	0.0%	4	12.9%	3	3.5%	1	3.6%	4	7.4%
Rough sleeping	4180	9.8%	580	12.1%	3	7.9%	5	4.4%	3	12.0%	6	19.4%	3	3.5%	0	0.0%	2	3.7%
Owner-occupier / shared ownership	490	1.2%	60	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.4%	0	0.0%	2	3.7%
Temporary accommodation	1220	2.9%	160	3.3%	2	5.3%	1	0.9%	0	0.0%	1	3.2%	0	0.0%	1	3.6%	2	3.7%
National Asylum Seeker Support (NASS) accommodation	2680	6.3%	180	3.8%	3	7.9%	4	3.5%	2	8.0%	0	0.0%	11	12.9%	4	14.3%	1	1.9%
Refuge	880	2.1%	120	2.5%	0	0.0%	6	5.3%	1	4.0%	2	6.5%	2	2.4%	3	10.7%	2	3.7%
Other / not known	980	2.3%	160	3.3%	2	5.3%	1	0.9%	0	0.0%	0	0.0%	6	7.1%	0	0.0%	1	1.9%



Homelessness Demand

What the data tells us – temporary accommodation – actuals

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (families & singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

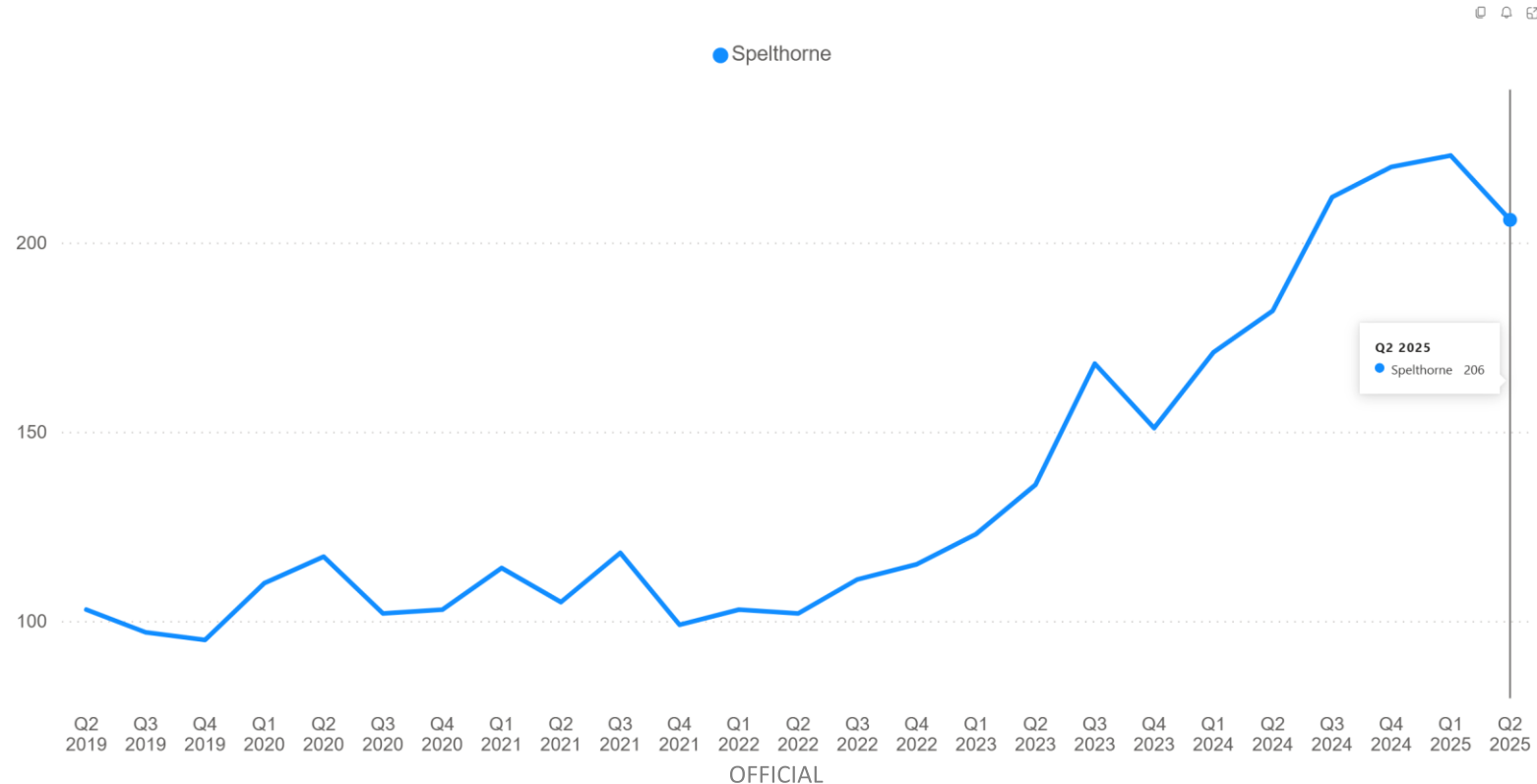
1 1



NN LA

Spelthorne (selected authority)

Spelthorne has 206 households in temporary accommodation (families & singles), -7.6% from the previous quarter. This is the 100th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Temporary Accommodation – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : Households in temporary accommodation (families & singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals

Rates



Number of nearest neighbours

1 10



NN LA

Spelthorne (selected authority)

Trafford

Broxbourne

Rushmoor

Tunbridge Wells

Windsor & Maidenhead

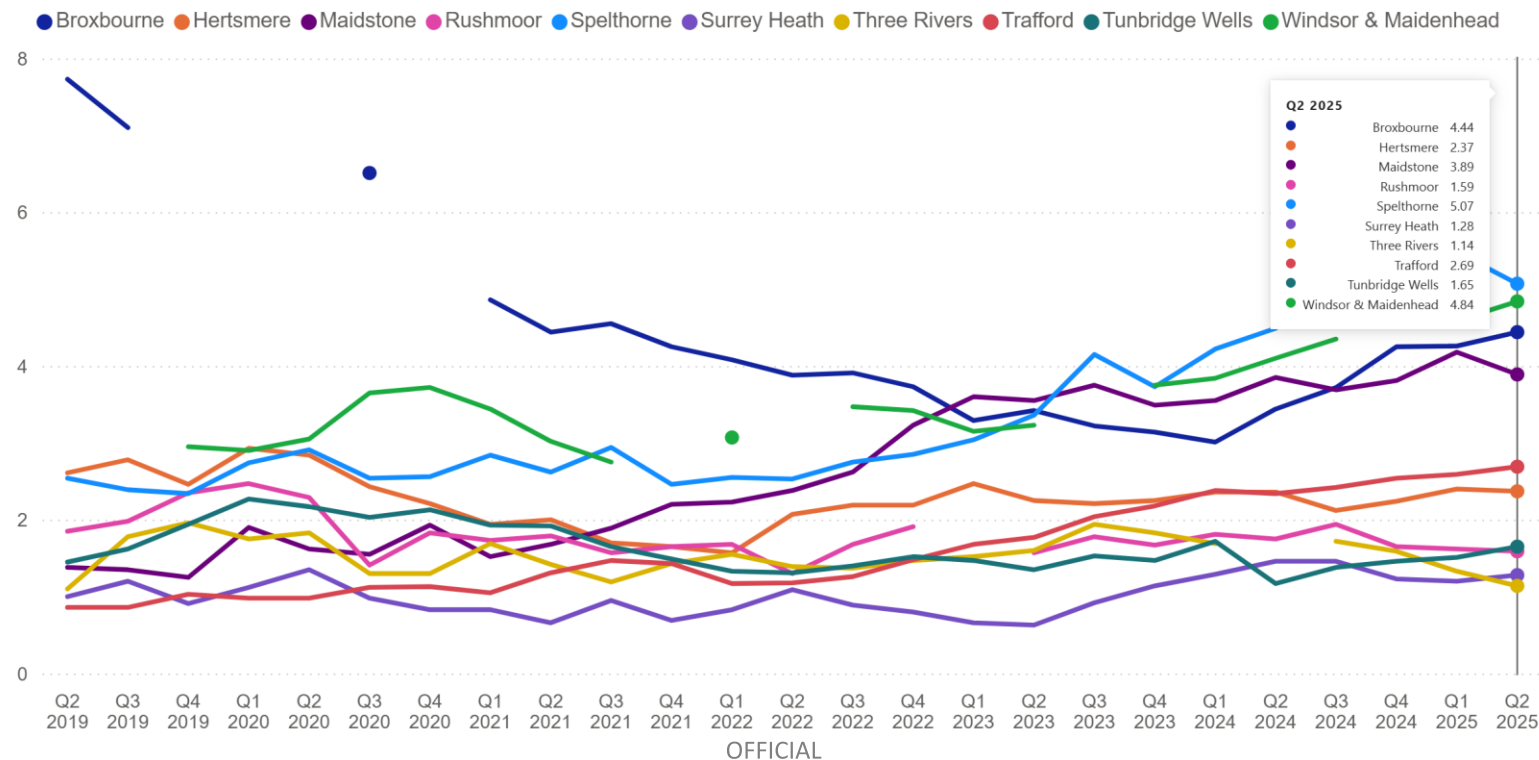
Surrey Heath

Hertsmere

Three Rivers

Maidstone

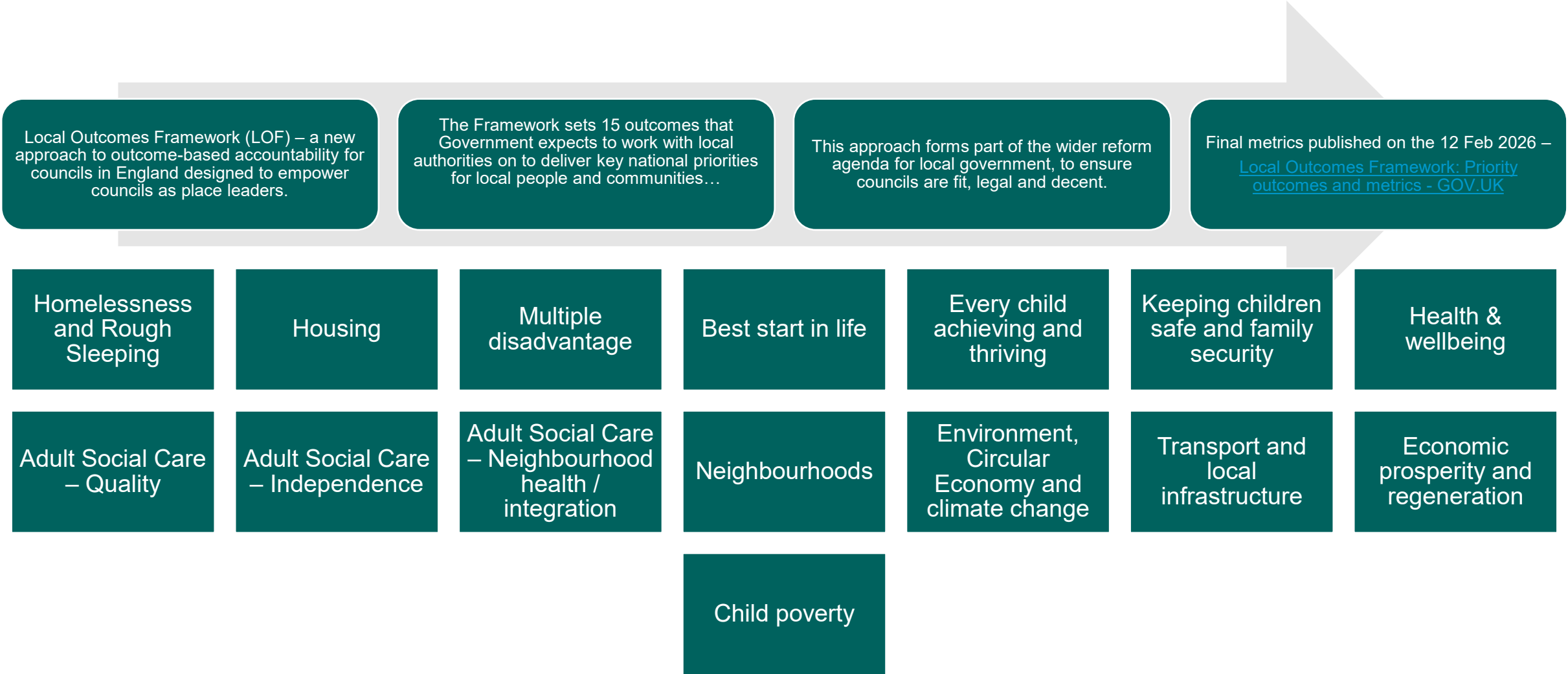
Spelthorne has 5.066 households in temporary accommodation (families & singles) per thousand households, -7.6% from the previous quarter. This is the 60th highest out of 284 local authorities in England and the 1st highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Government Outcomes Framework

Background & Headline priority outcomes





Local Outcomes Framework

Background & Headline priority outcomes

Homelessness and Rough Sleeping

Prevent and reduce homelessness and rough sleeping

Number of households with children in temporary accommodation

Number of families in B&B over 6 weeks

Percentage of duties owed where homelessness was prevented **and** **relieved**

Number of people sleeping rough on a single night

Number of people sleeping rough over the month who are long term

Housing

Build the homes the country needs so that everyone has access to a home they can afford

Metrics to capture LA contribution to housing supply are being considered and will be confirmed publicly no later than the publication of the digital tool.

Housing

Everyone has access to a decent, safe, secure, and affordable home

Percentage of rental housing in the local authority area deemed decent

Percentage of homes rated energy performance certificate (EPC) C and above

Percentage of completed remediation for unique buildings

Percentage of local authority-owned social housing deemed decent

Private Rented Sector enforcement [placeholder]

Linked

Multiple disadvantage - Percentage of duties owed where homelessness was prevented or relieved for households experiencing multiple disadvantage [placeholder]

Multiple disadvantage – Number of households referred to domestic abuse safe accommodation services that could not be supported due to unmet needs

Keeping children safe (children's social care) - Percentage of care leavers in suitable accommodation

Keeping children safe (children's social care) - Distance of placements from home: percentage of looked after children placed more than 20 miles from home

Keeping children safe (children's social care) - Percentage of care leavers in suitable accommodation 17-18 and 19 – 21 age groups



Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (families)(LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

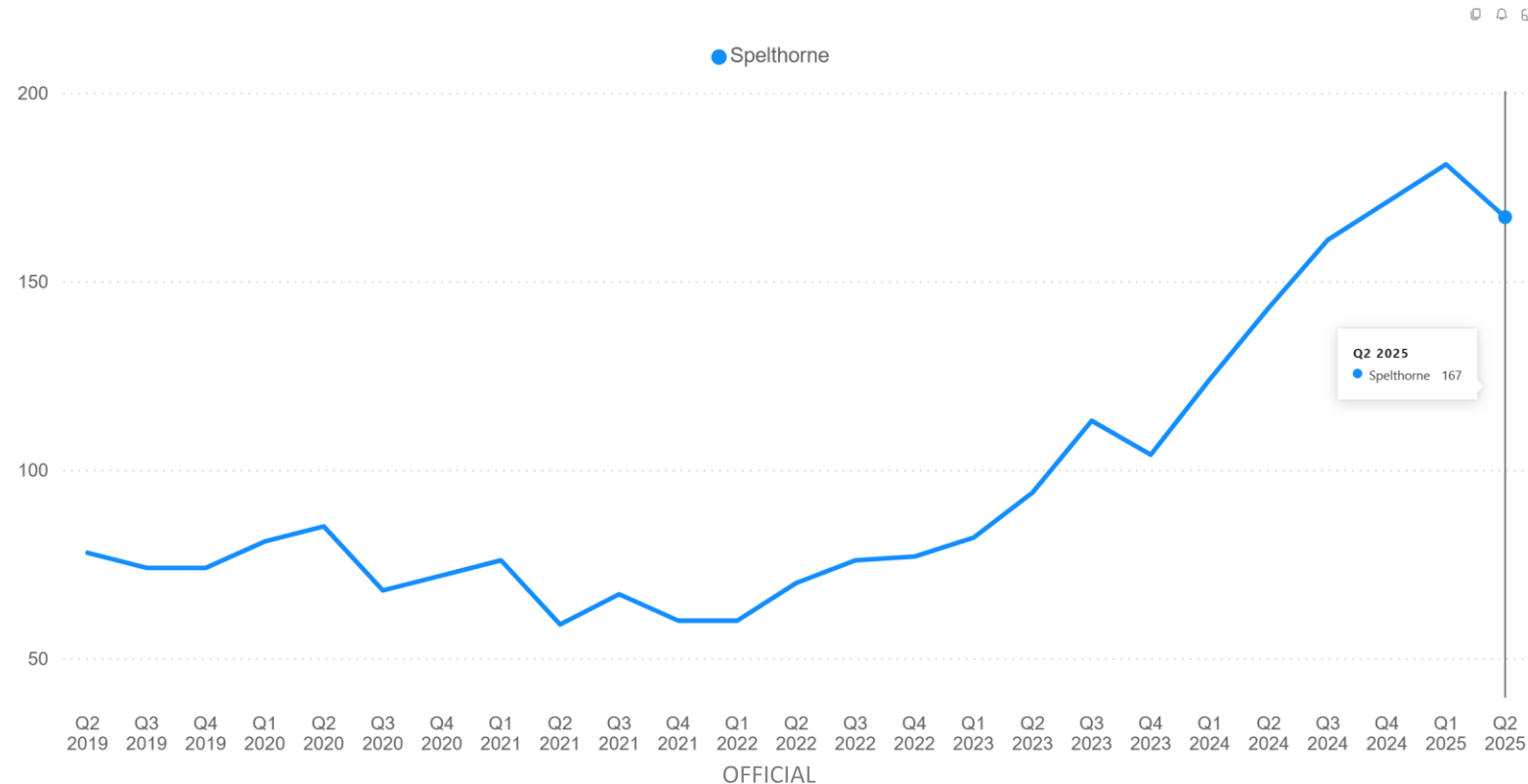
1 1



NN LA

Spelthorne (selected authority)

Spelthorne has 167 households in temporary accommodation (families)(lof), -7.7% from the previous quarter. This is the 75th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : Households in temporary accommodation (families)(LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours



NN LA

Spelthorne (selected authority)

Trafford

Broxbourne

Rushmoor

Tunbridge Wells

Windsor & Maidenhead

Surrey Heath

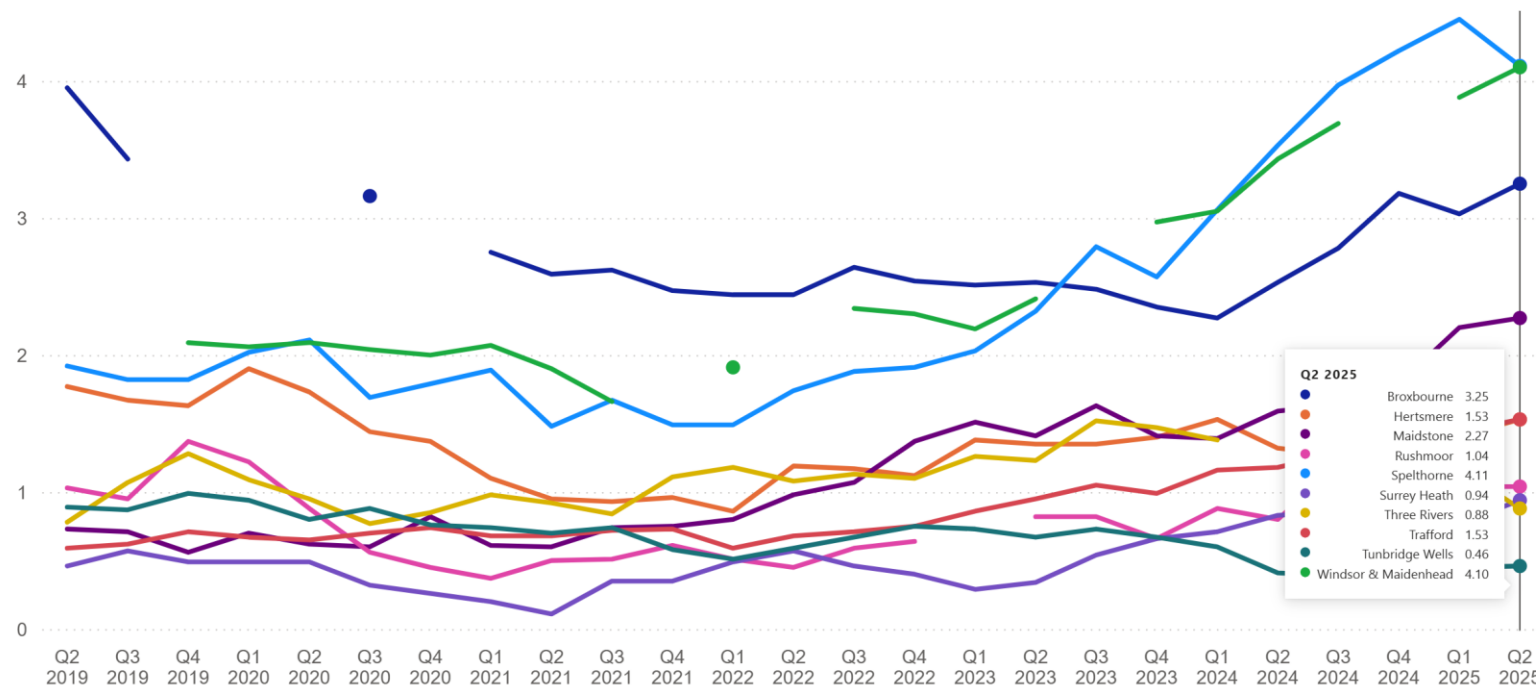
Hertsmere

Three Rivers

Maidstone

Spelthorne has 4.107 households in temporary accommodation (families)(lof) per thousand households, -7.7% from the previous quarter. This is the 47th highest out of 284 local authorities in England and the 1st highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

● Broxbourne ● Hertsmere ● Maidstone ● Rushmoor ● Spelthorne ● Surrey Heath ● Three Rivers ● Trafford ● Tunbridge Wells ● Windsor & Maidenhead





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in B&B accommodation over 6 weeks (families) (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates

Number of nearest neighbours

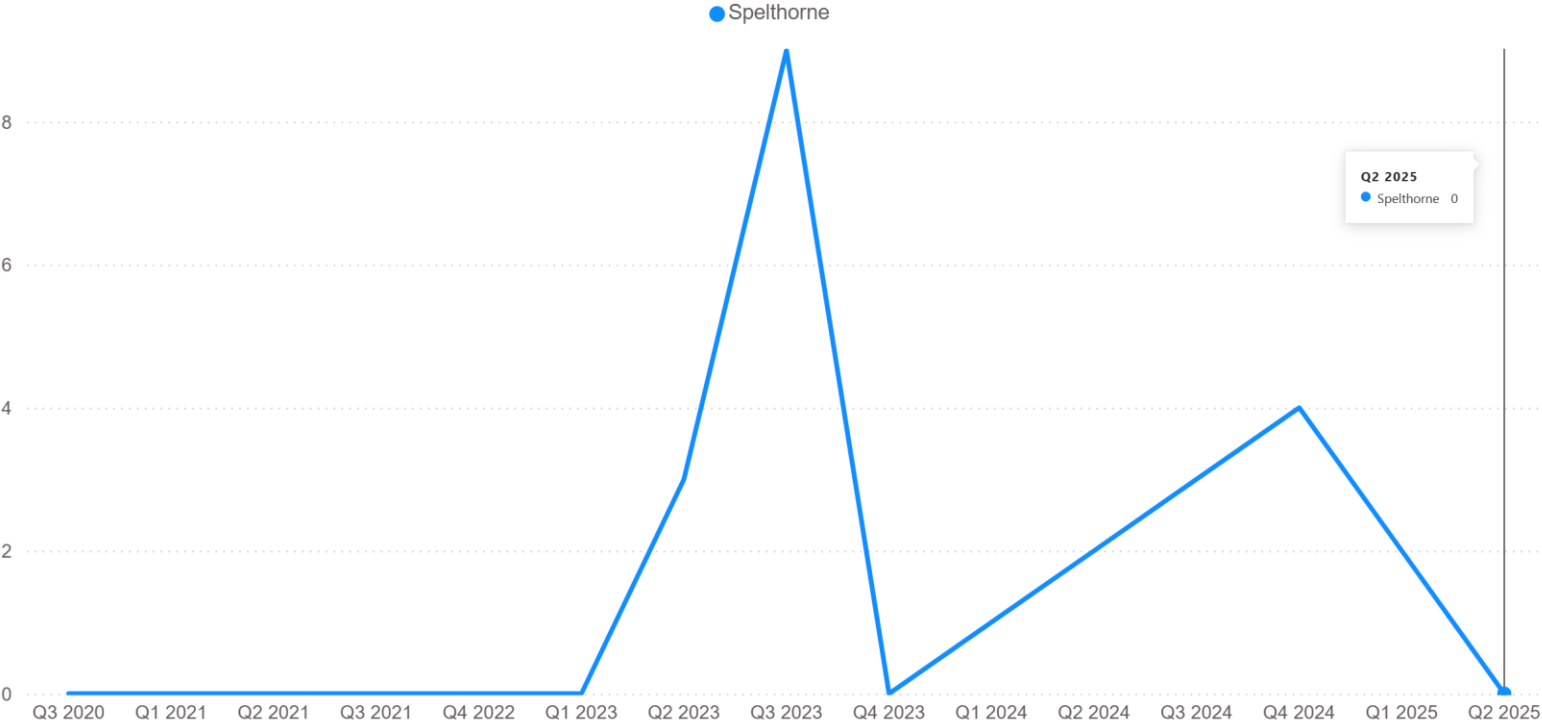
1

1

NN LA

Spelthorne (selected authority)

Spelthorne has 0 households in b&b accommodation over 6 weeks (families) (lof), -100.0% from the previous quarter. This is the 97th highest out of 217 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in B&B accommodation over 6 weeks (families) (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



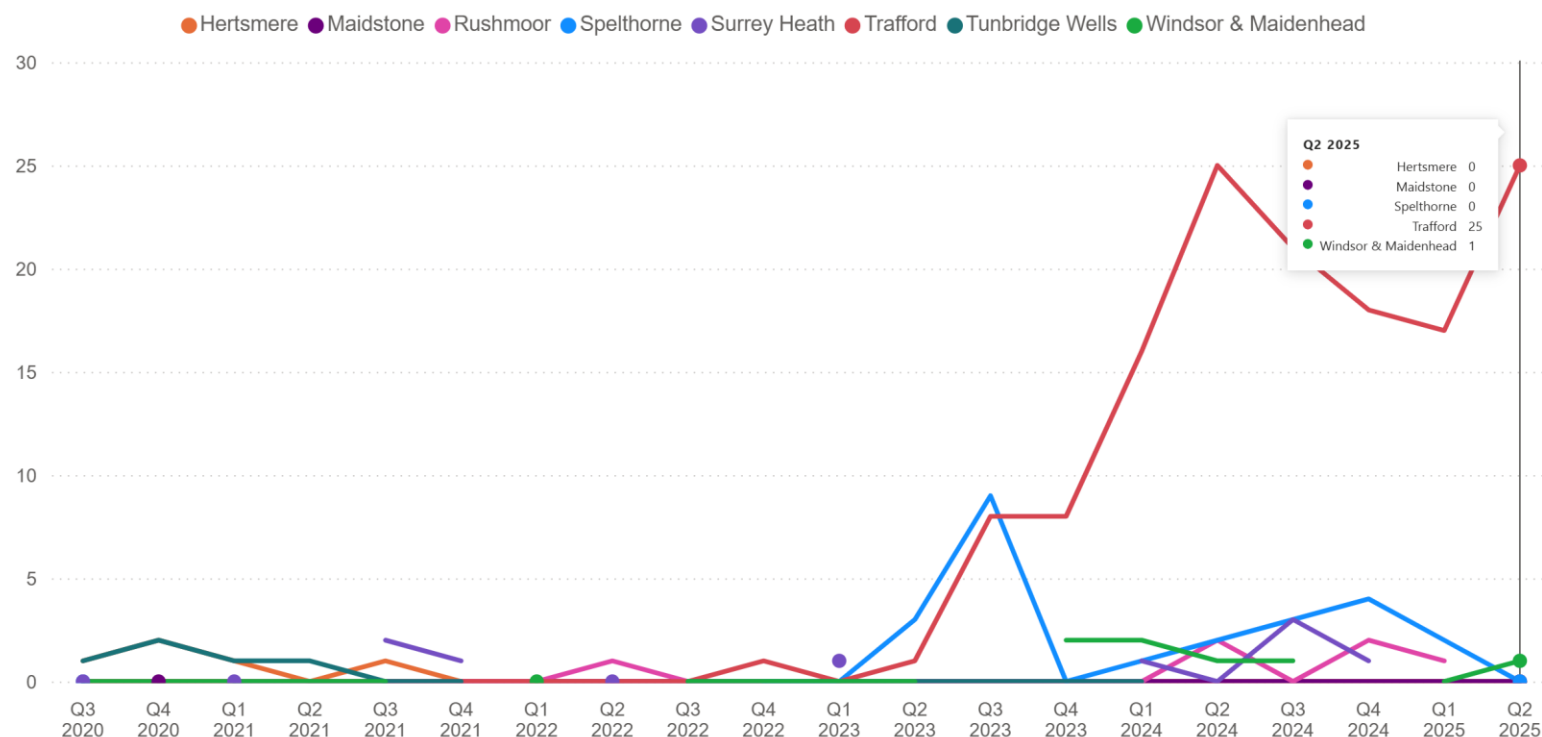
Number of nearest neighbours



NN LA

Spelthorne (selected authority)
Trafford
Broxbourne
Rushmoor
Tunbridge Wells
Windsor & Maidenhead
Surrey Heath
Hertsmere
Three Rivers
Maidstone

Spelthorne has 0 households in b&b accommodation over 6 weeks (families) (lof), -100.0% from the previous quarter. This is the 97th highest out of 217 local authorities in England and the 3rd highest out of 5 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : % of duties owed that were prevented (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

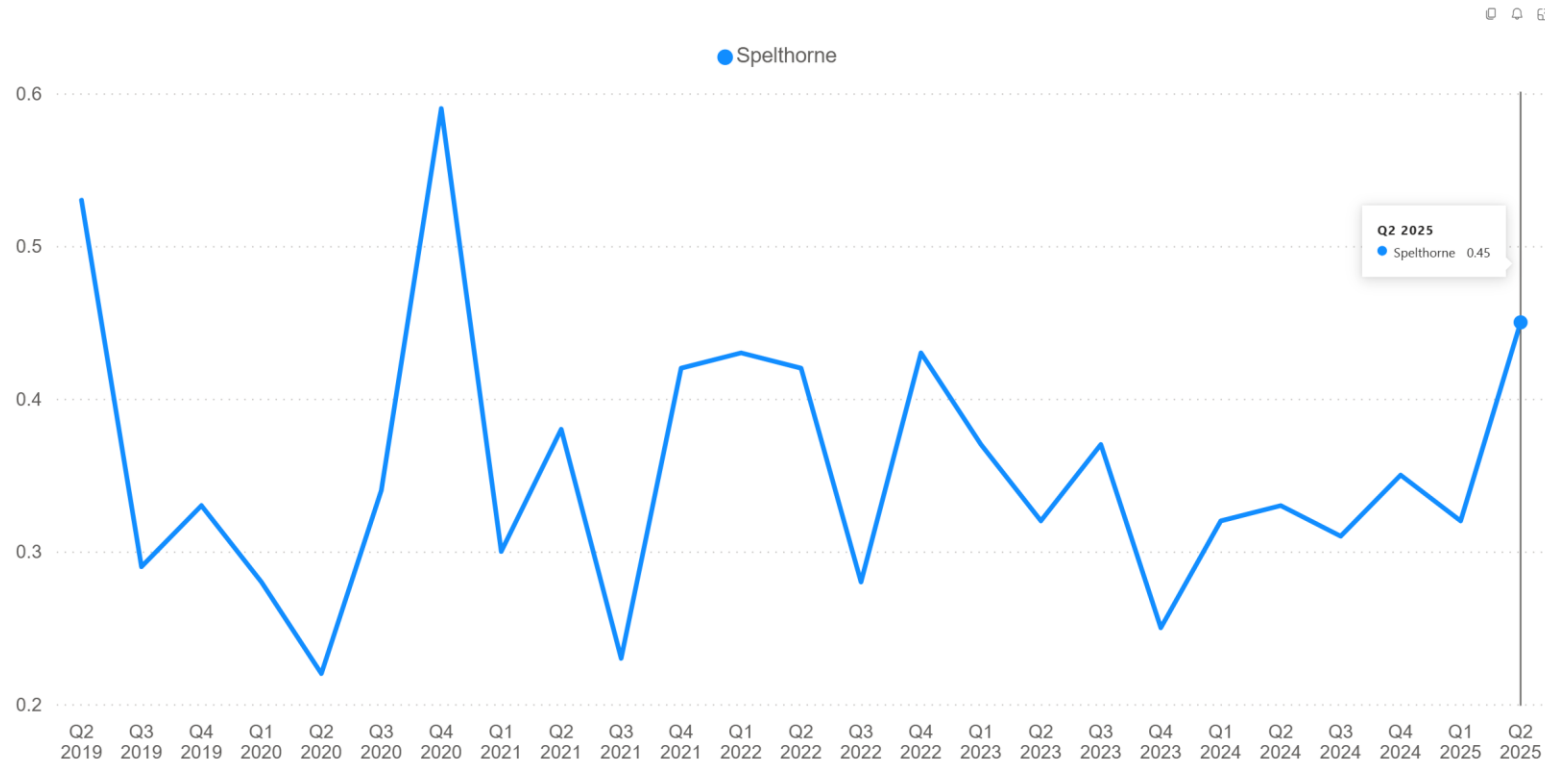
1 1



NN LA

Spelthorne (selected authority)

In Spelthorne the % of duties owed that were prevented (lof) was 45.5%, +40.1% from the previous quarter. This is the 29th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : % of duties owed that were prevented (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

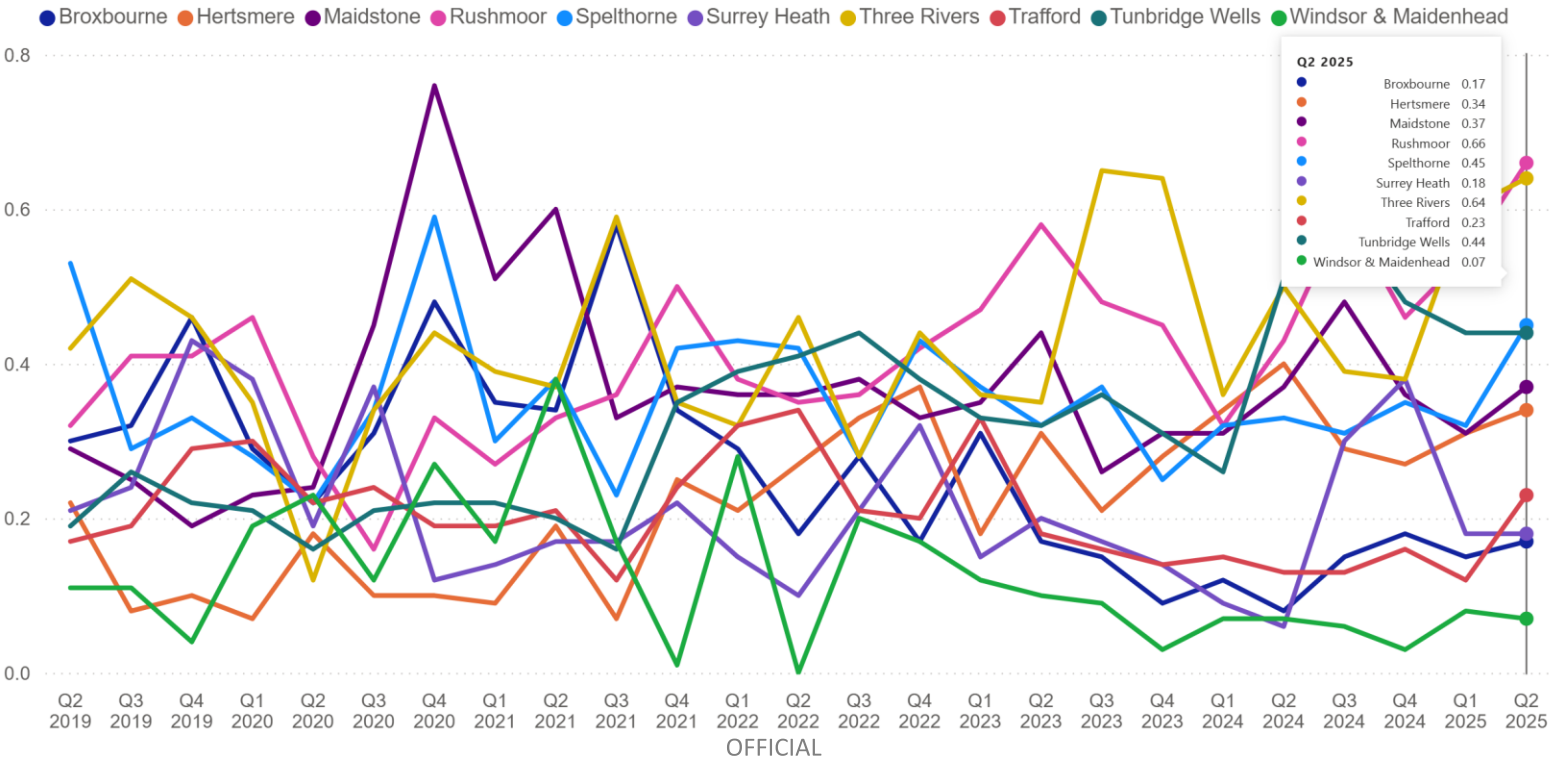
1 10



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

In Spelthorne the % of duties owed that were prevented (lof) was 45.5%, +40.1% from the previous quarter. This is the 29th highest out of 293 local authorities in England and the 3rd highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

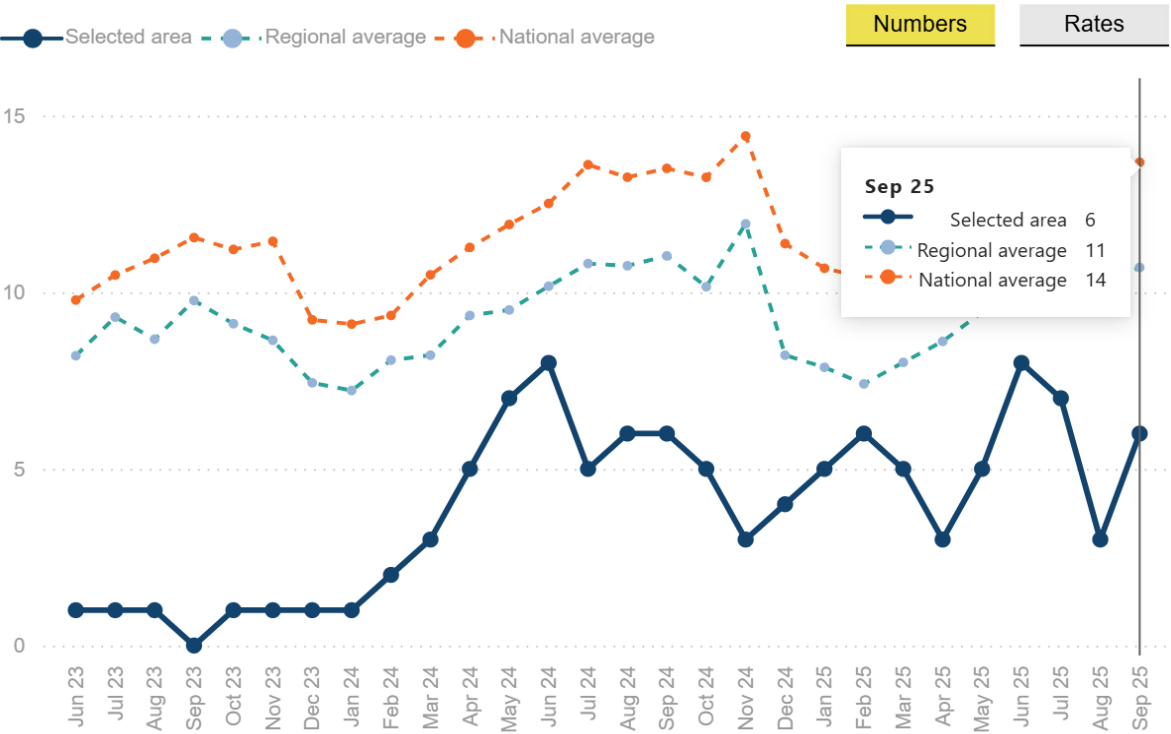




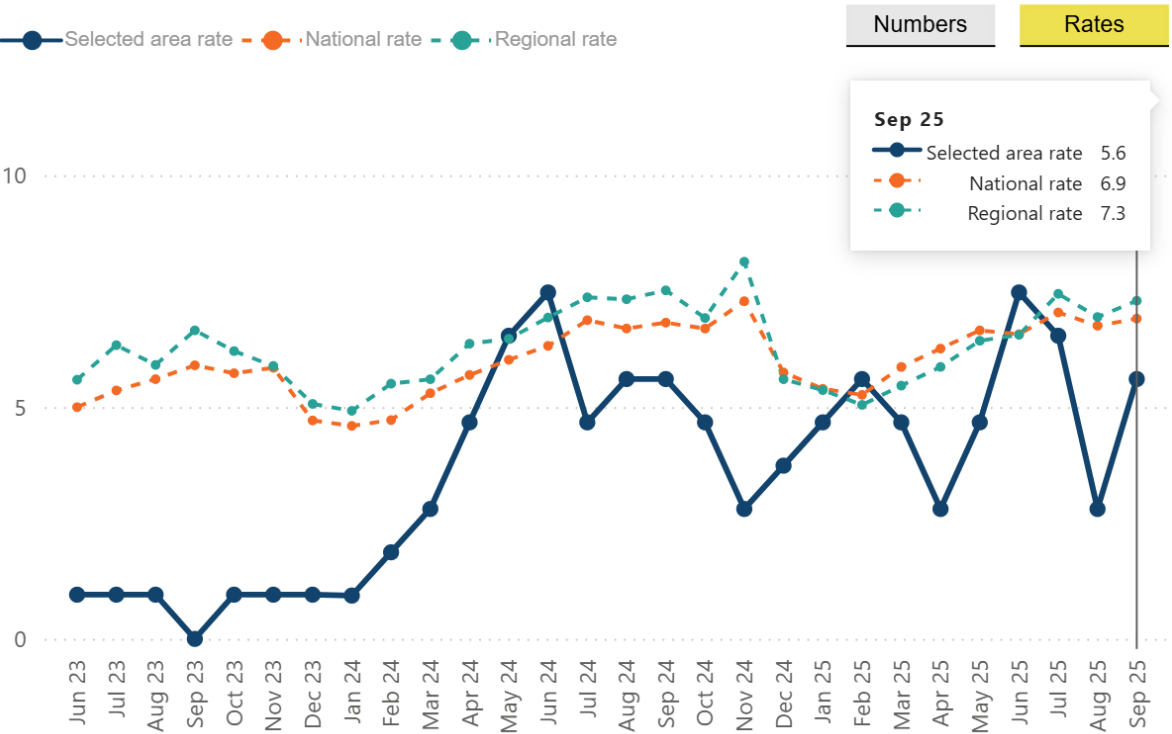
Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

People estimated to be sleeping rough on single night



People estimated to be sleeping rough on single night

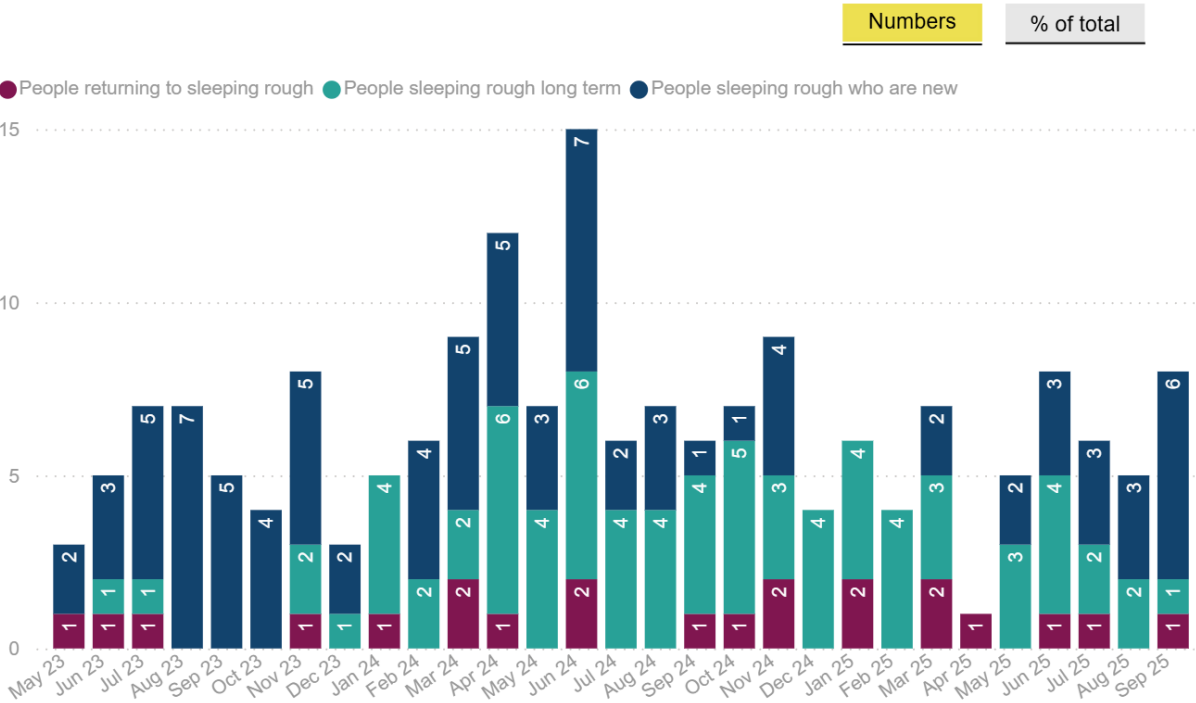




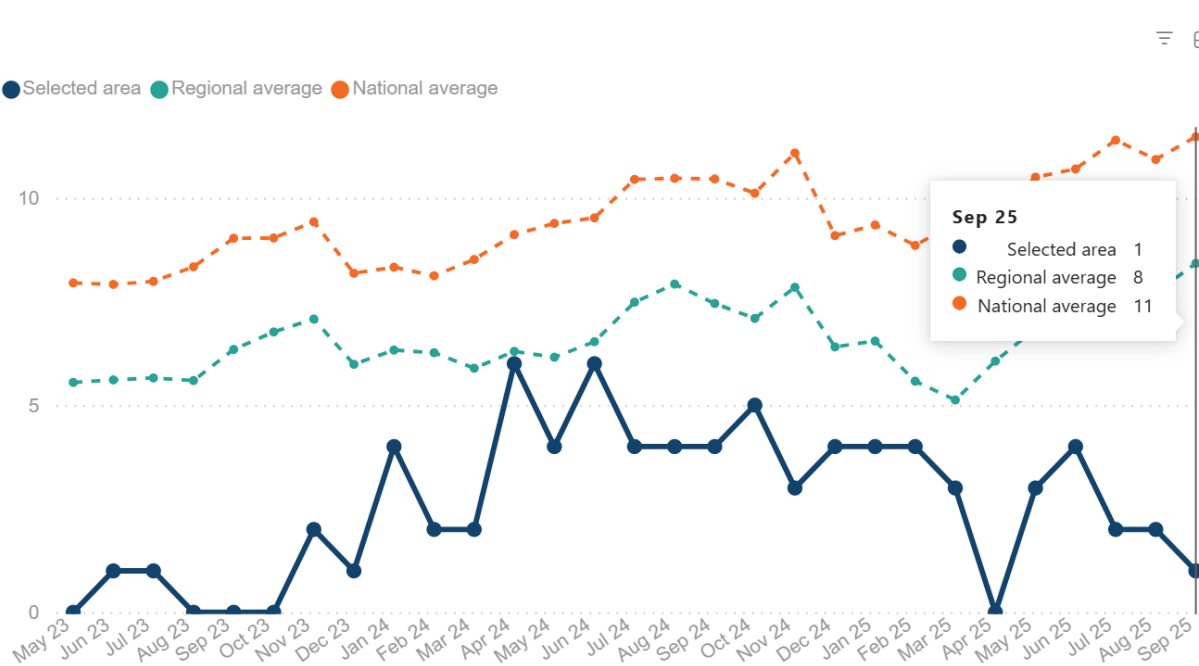
Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

People estimated to be sleeping rough over the month who are new, long term or returning



People estimated to be sleeping rough over the month who have been sleeping rough long term





Homelessness Demand

What the data tells us – Accepting duties at Prevention stage

Apr-Jun 2025 Metric Analysis (Rates) : % of those owed a duty being accepted at the prevention stage [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals Rates

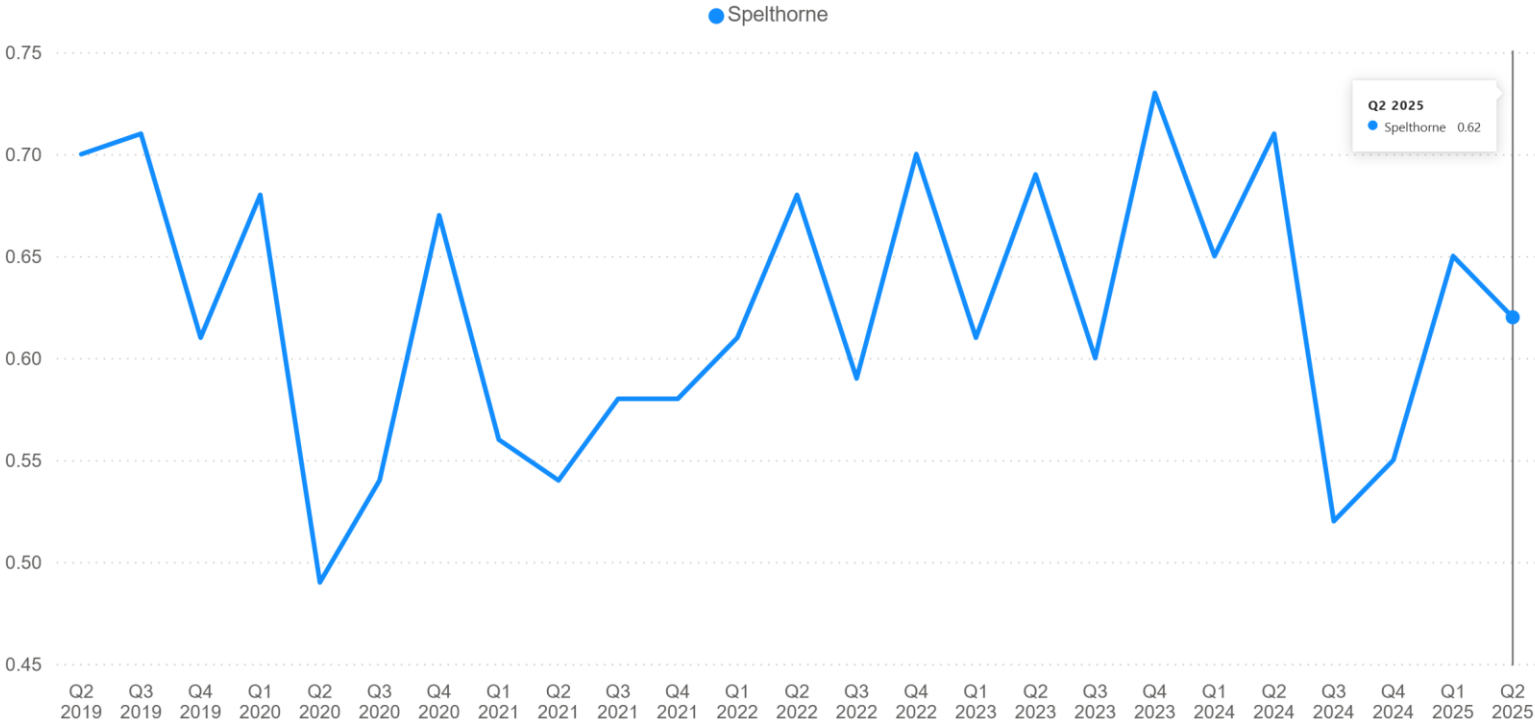
Number of nearest neighbours

1 1

NN LA

Spelthorne (selected authority)

In Spelthorne the % of those owed a duty being accepted at the prevention stage was 61.6%, -5.1% from the previous quarter. This is the 56th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Accepting duties at Prevention stage – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : % of those owed a duty being accepted at the prevention stage [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

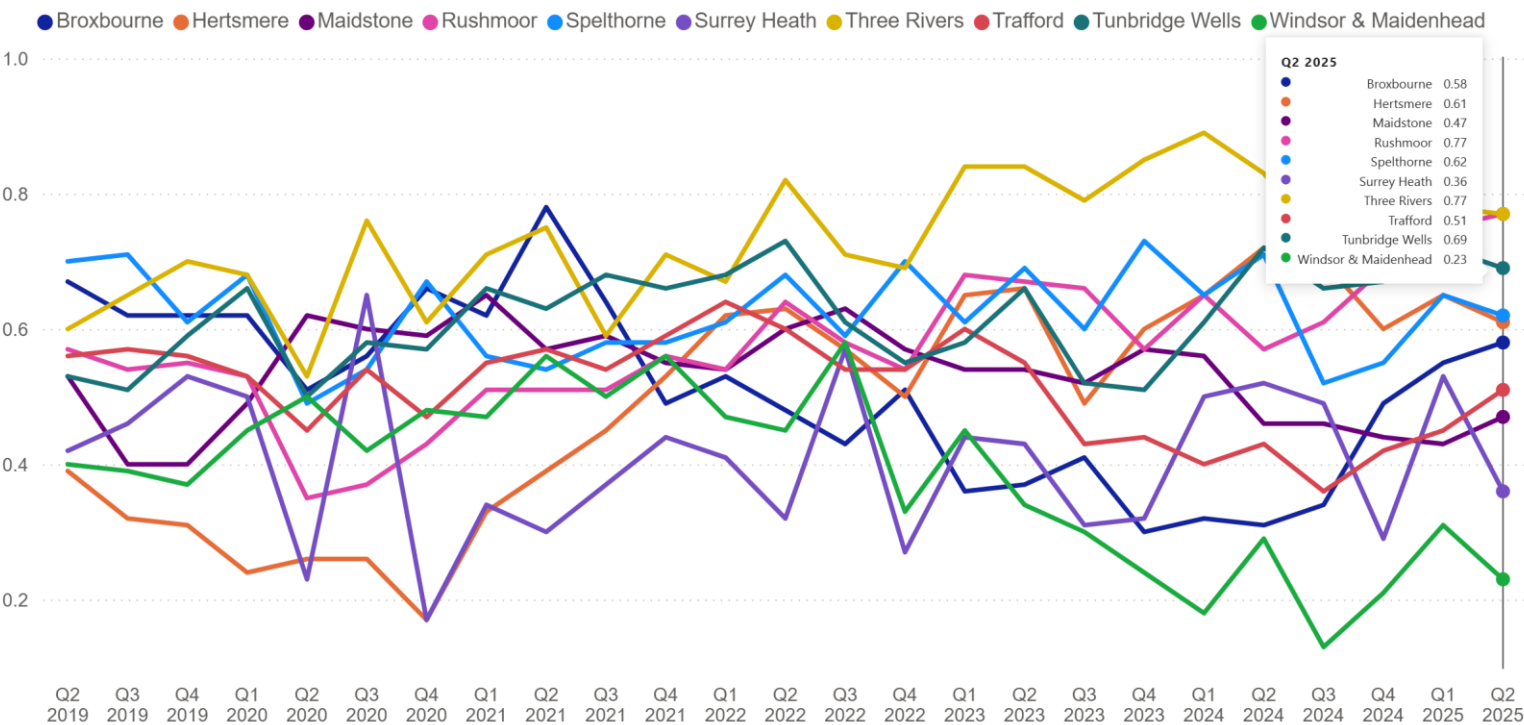
Actuals Rates

Number of nearest neighbours

1 10

In Spelthorne the % of those owed a duty being accepted at the prevention stage was 61.6%, -5.1% from the previous quarter. This is the 56th highest out of 293 local authorities in England and the 4th highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

- NN LA
- Spelthorne (selected authority)
 - Trafford
 - Broxbourne
 - Rushmoor
 - Tunbridge Wells
 - Windsor & Maidenhead
 - Surrey Heath
 - Hertsmere
 - Three Rivers
 - Maidstone





Homelessness Demand

Singles – Temporary Accommodation

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates

Number of nearest neighbours

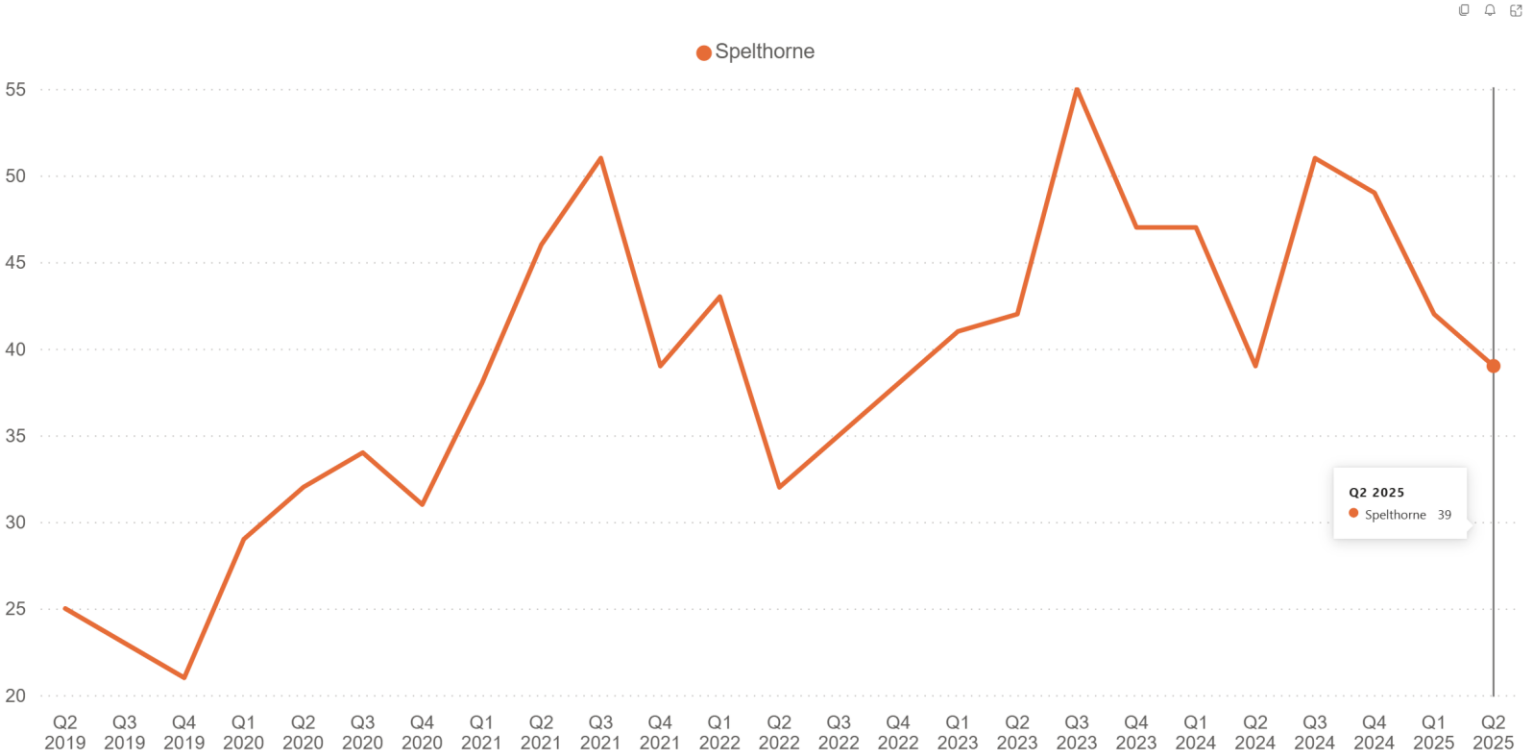
1

1

NN LA

Spelthorne (selected authority)

Spelthorne has 39 households in temporary accommodation (singles), -7.1% from the previous quarter. This is the 174th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

Singles – Prevention Duty flow

Apr-Jun 2025 Metric Analysis (Actuals) : Households owed a prevention duty (singles) [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals Rates

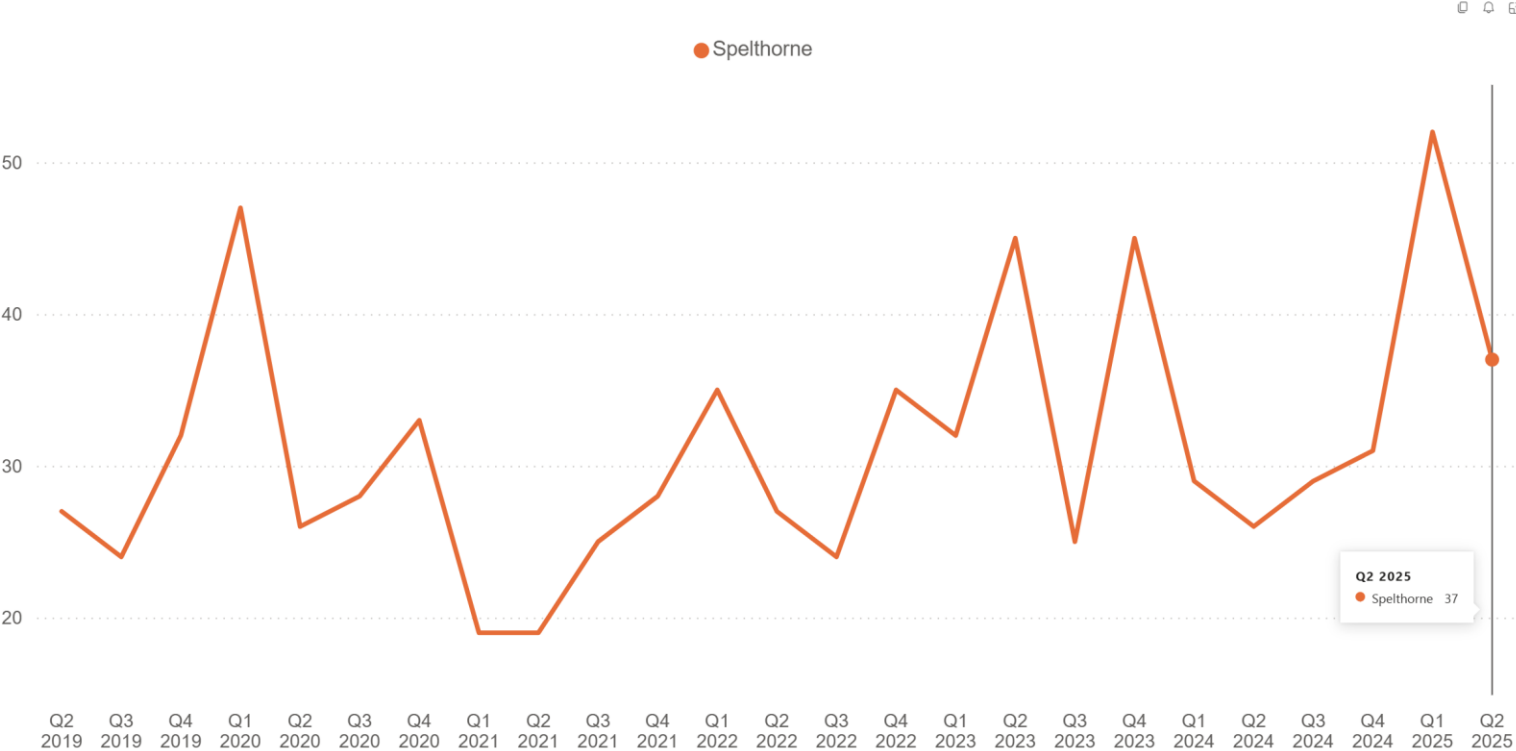
Number of nearest neighbours

1 1

NN LA

Spelthorne (selected authority)

Spelthorne has 37 households owed a prevention duty (singles), -28.8% from the previous quarter. This is the 177th highest out of 292 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

Singles – Relief Duty flow

Apr-Jun 2025 Metric Analysis (Actuals) : Households owed a relief duty (singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates

Number of nearest neighbours

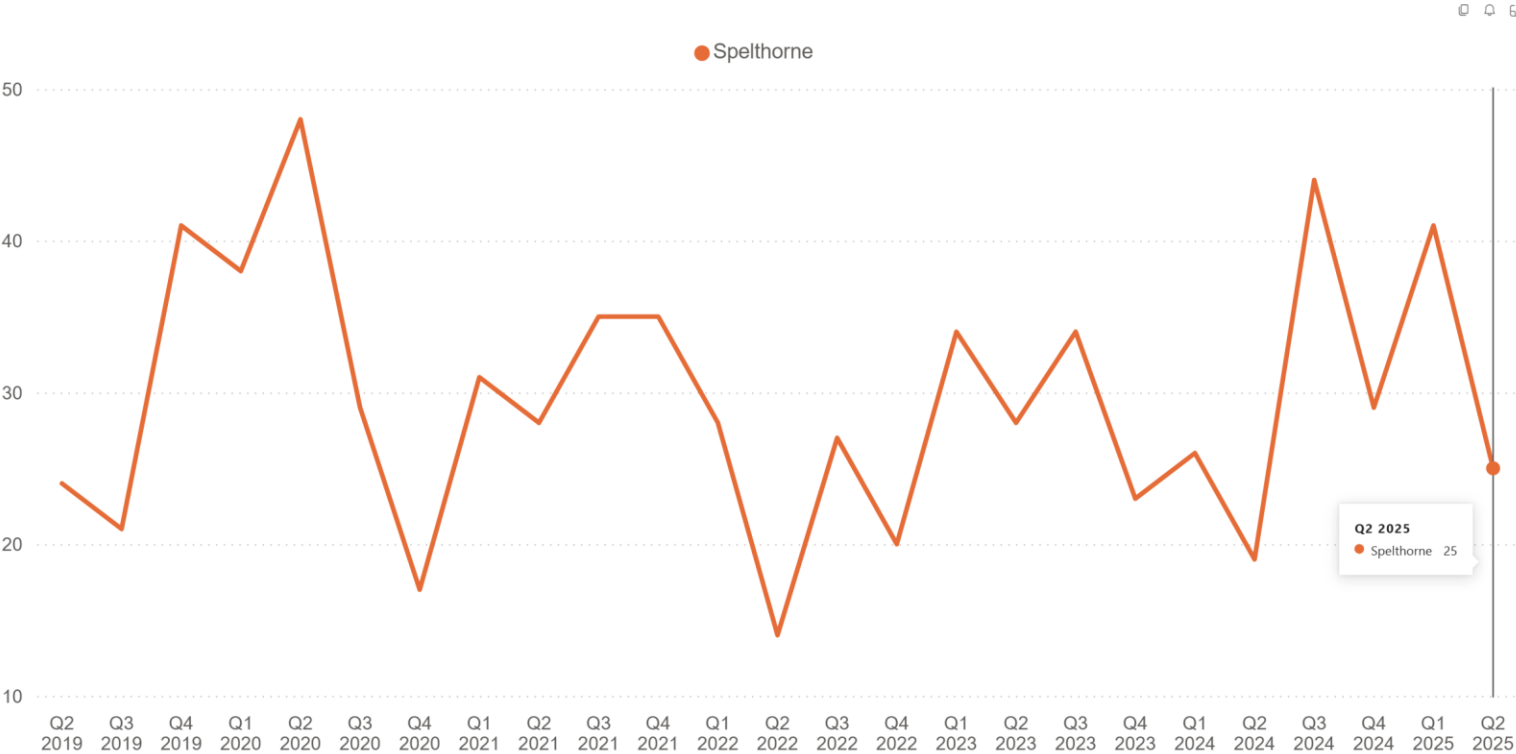
1 1



NN LA

Spelthorne (selected authority)

Spelthorne has 25 households owed a relief duty (singles), -39.0% from the previous quarter. This is the 252nd highest out of 291 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





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Communities &
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Outcomes & access to Accommodation

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Homelessness Demand

What the data tells us – Securing accommodation in Prevention & Relief

Apr-Jun 2025 Metric Analysis (Rates) : % of prevention or relief duties owed that ended in accommodation secured [Click here to view charts](#)

Selected LA
Spelthorne

Reset visuals

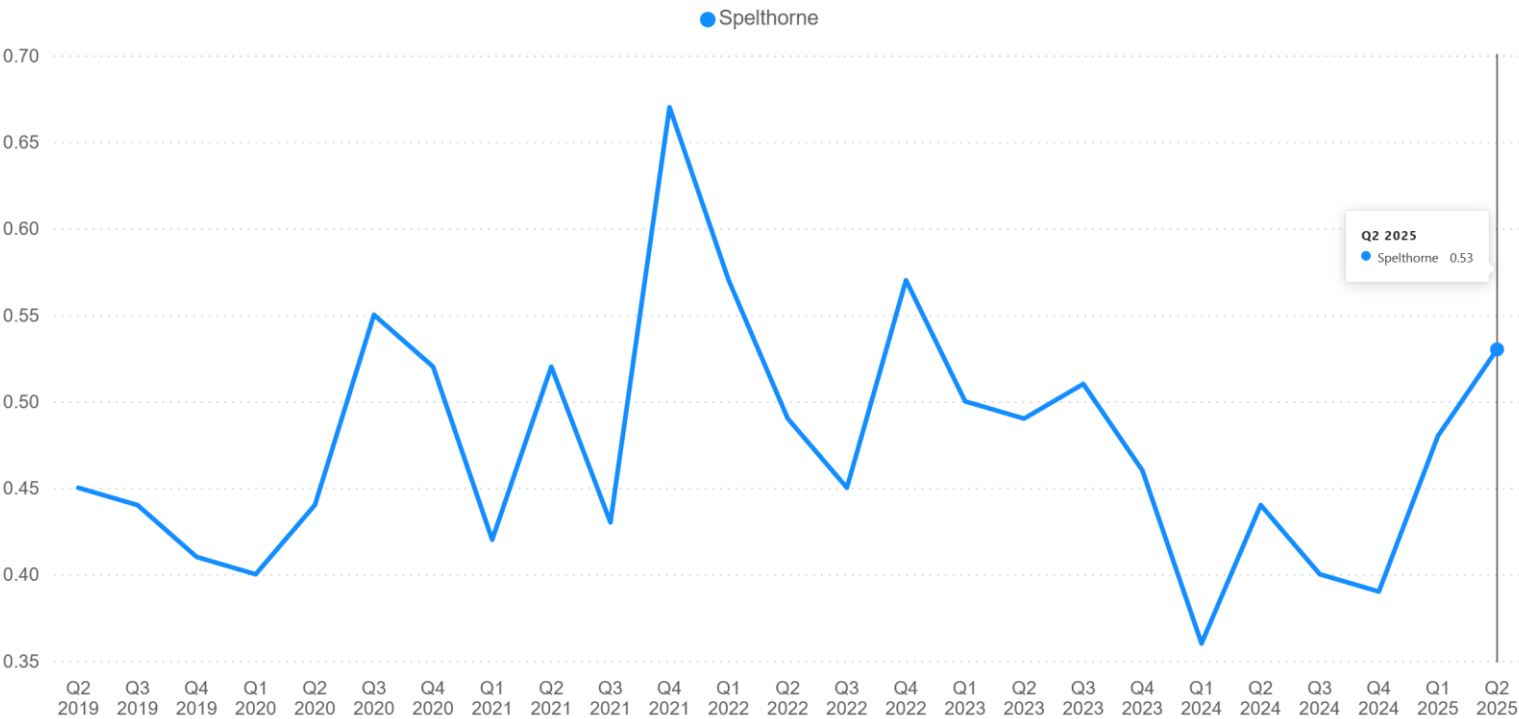
Actuals Rates

Number of nearest neighbours

1 1

NN LA
Spelthorne (selected authority)

In Spelthorne the % of prevention or relief duties owed that ended in accommodation secured was 53.4%, +11.8% from the previous quarter. This is the 69th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Securing accommodation in Prevention & Relief – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : % of prevention or relief duties owed that ended in accommodation secured [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals Rates



Number of nearest neighbours

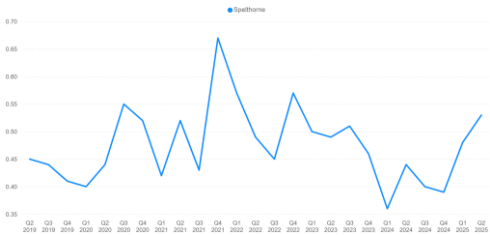
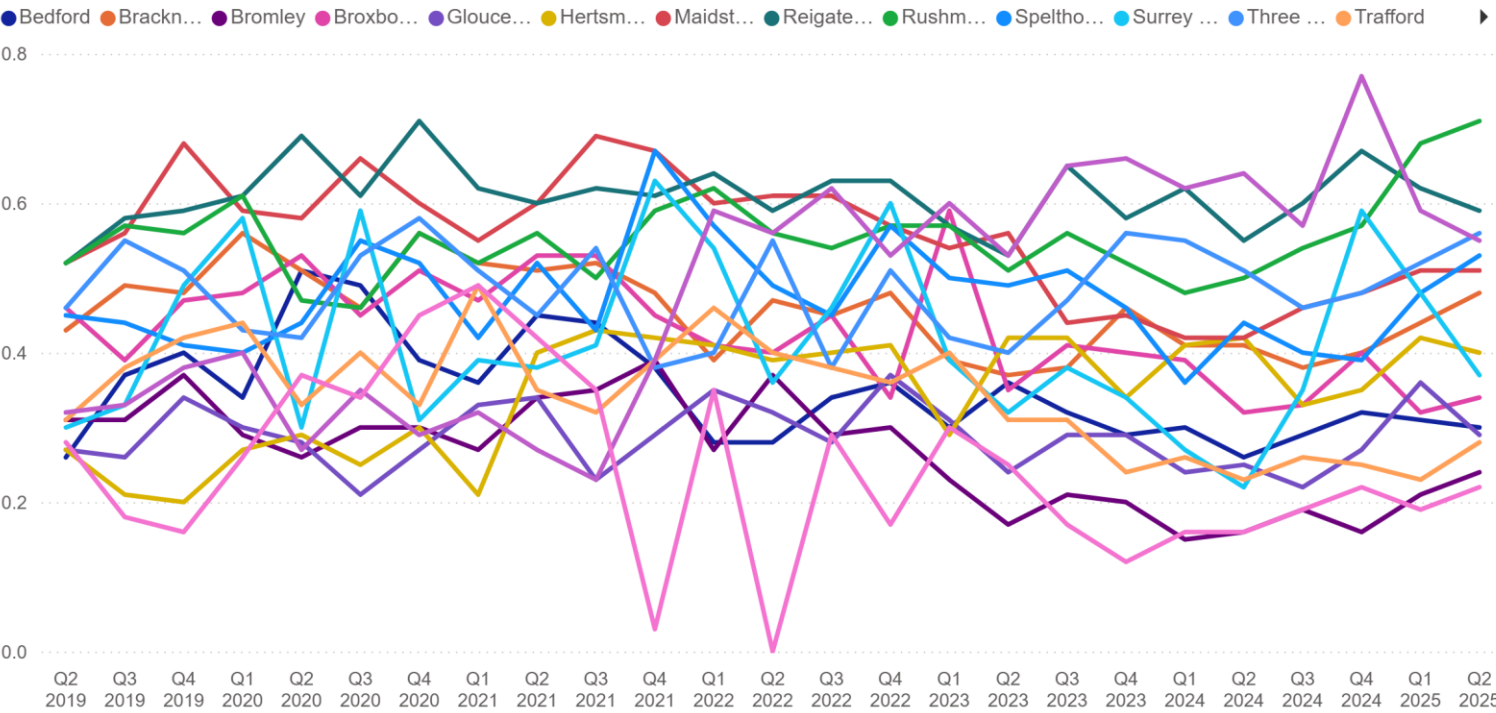
1 15



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone
- Gloucester
- Bromley
- Bracknell Forest
- Reigate & Banstead
- Bedford

In Spelthorne the % of prevention or relief duties owed that ended in accommodation secured was 53.4%, +11.8% from the previous quarter. This is the 70th highest out of 294 local authorities in England and the 5th highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)



Q2 2025

Bedford	0.30
Bracknell Forest	0.48
Bromley	0.24
Broxbourne	0.34
Gloucester	0.29
Hertsmere	0.40
Maidstone	0.51
Reigate & Banstead	0.59
Rushmoor	0.71
Spelthorne	0.53
Surrey Heath	0.37
Three Rivers	0.56
Trafford	0.28
Tunbridge Wells	0.55
Windsor & Maidenhead	0.22



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC APR/JUN 2025	ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead		Runnymede		Surrey Heath		Tandridge		Waverley		Woking		
	88020		12060		133		105		73		126		77		172		78		43		82		86		88		
Reason for households' prevention duty ending:																											
Secured accommodation for 6+ months	19070	53.90%	2880	52.2%	45	61.6%	35	60.3%	2	8.7%	45	77.6%	39	73.6%	68	68.0%	12	63.2%	8	50.0%	14	31.1%	26	65.0%	35	71.4%	
Stayed in existing accommodation	6570	18.60%	770	13.9%	6	8.2%	9	15.5%	0	0.0%	17	29.3%	8	15.1%	12	12.0%	3	15.8%	2	12.5%	1	2.2%	10	25.0%	4	8.2%	
Moved to alternative accommodation	12500	35.30%	2110	38.2%	39	53.4%	26	44.8%	2	8.7%	28	48.3%	31	58.5%	56	56.0%	9	47.4%	6	37.5%	13	28.9%	16	40.0%	31	63.3%	
Homeless (including intentionally homeless)	9280	26.20%	1410	25.5%	15	20.5%	16	27.6%	6	26.1%	6	10.3%	7	13.2%	16	16.0%	4	21.1%	7	43.8%	13	28.9%	8	20.0%	13	26.5%	
Contact lost	2710	7.70%	430	7.8%	3	4.1%	3	5.2%	13	56.5%	2	3.4%	2	3.8%	4	4.0%	2	10.5%	1	6.3%	1	2.2%	0	0.0%	0	0.0%	
56 days elapsed and no further action	2710	7.70%	540	9.8%	7	9.6%	2	3.4%	1	4.3%	1	1.7%	4	7.5%	8	8.0%	1	5.3%	0	0.0%	12	26.7%	1	2.5%	0	0.0%	
Withdrew application / applicant deceased	1110	3.10%	200	3.6%	3	4.1%	2	3.4%	1	4.3%	2	3.4%	1	1.9%	2	2.0%	0	0.0%	0	0.0%	3	6.7%	1	2.5%	0	0.0%	
No longer eligible	140	0.40%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Refused suitable accommodation offer	280	0.80%	30	0.5%	0	0.0%	0	0.0%	0	0.0%	2	3.4%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.2%	4	10.0%	1	2.0%	
Refused to cooperate	120	0.30%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	
Not known	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	16350	46.20%	2650	48.0%	28	38.4%	23	39.7%	21	91.3%	13	22.4%	14	26.4%	32	32.0%	7	36.8%	8	50.0%	31	68.9%	14	35.0%	14	28.6%	
Type of accommodation secured for households at end of Prevention duty:																											
Social rented sector	6670	35.00%	730	25.3%	2	4.4%	3	8.6%	0	0.0%	11	24.4%	20	51.3%	5	7.4%	0	0.0%	0	0.0%	6	42.9%	8	30.8%	4	11.4%	
Private rented sector	8010	42.00%	1440	50.0%	10	22.2%	5	14.3%	2	100.0%	33	73.3%	17	43.6%	21	30.9%	1	8.3%	2	25.0%	8	57.1%	16	61.5%	28	80.0%	
Staying with family	1490	7.80%	210	7.3%	2	4.4%	2	5.7%	0	0.0%	1	2.2%	1	2.6%	2	2.9%	2	16.7%	0	0.0%	0	0.0%	2	7.7%	1	2.9%	
Staying with friends	340	1.80%	40	1.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%	
Owner-occupier	140	0.70%	10	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	290	1.50%	50	1.7%	2	4.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%	
Not known	2140	11.20%	390	13.5%	29	64.4%	25	71.4%	0	0.0%	0	0.0%	0	0.0%	40	58.8%	9	75.0%	6	75.0%	0	0.0%	0	0.0%	0	0.0%	
Reason for households' relief duty ending:																											
Secured accommodation for 6+ months	17460	33.20%	1950	29.8%	26	43.3%	14	29.8%	5	10.0%	38	55.9%	12	50.0%	34	47.2%	30	50.8%	8	29.6%	17	45.9%	34	73.9%	15	38.5%	
56 days elapsed	26220	49.80%	3420	52.3%	28	46.7%	28	59.6%	42	84.0%	17	25.0%	7	29.2%	22	30.6%	11	18.6%	14	51.9%	10	27.0%	4	8.7%	19	48.7%	
Contact lost	4450	8.50%	530	8.1%	2	3.3%	4	8.5%	0	0.0%	5	7.4%	0	0.0%	7	9.7%	10	16.9%	1	3.7%	1	2.7%	2	4.3%	1	2.6%	
Withdrew application / applicant deceased	2560	4.90%	380	5.8%	2	3.3%	1	2.1%	1	2.0%	4	5.9%	5	20.8%	4	5.6%	3	5.1%	1	3.7%	5	13.5%	3	6.5%	1	2.6%	
Refused final accommodation	900	1.70%	90	1.4%	1	1.7%	0	0.0%	0	0.0%	4	5.9%	0	0.0%	5	6.9%	4	6.8%	2	7.4%	3	8.1%	3	6.5%	3	7.7%	
Intentionally homeless from accommodation provided	280	0.50%	40	0.6%	0	0.0%	0	0.0%	1	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Local connection referral accepted by other LA	320	0.60%	80	1.2%	1	1.7%	0	0.0%	1	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	3.7%	1	2.7%	0	0.0%	0	0.0%	
No longer eligible	300	0.60%	50	0.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Notice served due to refusal to cooperate	100	0.20%	10	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Not known	10	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	35140	66.80%	4600	70.3%	34	56.7%	33	70.2%	45	90.0%	30	44.1%	12	50.0%	38	52.8%	29	49.2%	19	70.4%	20	54.1%	12	26.1%	24	61.5%	
Type of accommodation secured for households at end of relief duty:																											
Social rented sector	8930	51.15%	800	41.03%	12	46.15%	4	28.57%	0	0.00%	25	65.79%	8	66.67%	2	5.88%	7	23.33%	5	62.50%	7	41.18%	17	50.00%	7	46.67%	
Private rented sector	6240	35.74%	940	48.21%	11	42.31%	6	42.86%	5	100.00%	9	23.68%	3	25.00%	26	76.47%	23	76.67%	3	37.50%	9	52.94%	11	32.35%	8	53.33%	
Staying with family	650	3.72%	80	4.10%	0	0.00%	1	7.14%	0	0.00%	3	7.89%	0	0.00%	4	11.76%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	
Staying with friends	280	1.60%	30	1.54%	1	3.85%	0	0.00%	0	0.00%	1	2.63%	1	8.33%	1	2.94%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	
Owner-occupier	50	0.29%	10	0.51%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Other	810	4.64%	80	4.10%	1	3.85%	3	21.43%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	0	0.00%	1	5.88%	4	11.76%	0	0.00%	
Not known	490	2.81%	20	1.03%	1	3.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC APR/JUN 2025	ENGLAND		South East		Spelthorne		Trafford		Broxbourne		Rushmoor		Tunbridge Wells		Windsor & Maidenhead	
Reason for households' prevention duty ending:	88020		12060		133		302		124		133		115		130	
Secured accommodation for 6+ months	19070	53.90%	2880	52.2%	45	61.6%	52	39.1%	18	35.3%	71	78.0%	44	66.7%	8	22.2%
Stayed in existing accommodation	6570	18.60%	770	13.9%	6	8.2%	9	6.8%	9	17.6%	18	19.8%	12	18.2%	2	5.6%
Moved to alternative accommodation	12500	35.30%	2110	38.2%	39	53.4%	43	32.3%	9	17.6%	53	58.2%	32	48.5%	6	16.7%
Homeless (including intentionally homeless)	9280	26.20%	1410	25.5%	15	20.5%	50	37.6%	15	29.4%	14	15.4%	9	13.6%	23	63.9%
Contact lost	2710	7.70%	430	7.8%	3	4.1%	8	6.0%	3	5.9%	5	5.5%	9	13.6%	0	0.0%
56 days elapsed and no further action	2710	7.70%	540	9.8%	7	9.6%	14	10.5%	12	23.5%	0	0.0%	0	0.0%	5	13.9%
Withdrew application / applicant deceased	1110	3.10%	200	3.6%	3	4.1%	7	5.3%	3	5.9%	1	1.1%	2	3.0%	0	0.0%
No longer eligible	140	0.40%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Refused suitable accommodation offer	280	0.80%	30	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Refused to cooperate	120	0.30%	20	0.4%	0	0.0%	2	1.5%	0	0.0%	0	0.0%	2	3.0%	0	0.0%
Not known	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	16350	46.20%	2650	48.0%	28	38.4%	81	60.9%	33	64.7%	20	22.0%	22	33.3%	28	77.8%
Type of accommodation secured for households at end of Prevention duty:																
Social rented sector	6670	35.00%	730	25.3%	2	4.4%	6	11.5%	6	33.3%	14	19.7%	17	38.6%	2	25.0%
Private rented sector	8010	42.00%	1440	50.0%	10	22.2%	12	23.1%	11	61.1%	31	43.7%	20	45.5%	6	75.0%
Staying with family	1490	7.80%	210	7.3%	2	4.4%	3	5.8%	1	5.6%	16	22.5%	5	11.4%	0	0.0%
Staying with friends	340	1.80%	40	1.4%	0	0.0%	0	0.0%	0	0.0%	5	7.0%	0	0.0%	0	0.0%
Owner-occupier	140	0.70%	10	0.3%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%
Other	290	1.50%	50	1.7%	2	4.4%	2	3.8%	0	0.0%	2	2.8%	1	2.3%	0	0.0%
Not known	2140	11.20%	390	13.5%	29	64.4%	29	55.8%	0	0.0%	2	2.8%	1	2.3%	0	0.0%
Reason for households' relief duty ending:																
Secured accommodation for 6+ months	17460	33.20%	1950	29.8%	26	43.3%	34	20.1%	24	32.9%	23	54.8%	19	38.8%	20	21.3%
56 days elapsed	26220	49.80%	3420	52.3%	28	46.7%	109	64.5%	32	43.8%	12	28.6%	20	40.8%	65	69.1%
Contact lost	4450	8.50%	530	8.1%	2	3.3%	10	5.9%	4	5.5%	4	9.5%	6	12.2%	4	4.3%
Withdrew application / applicant deceased	2560	4.90%	380	5.8%	2	3.3%	5	3.0%	4	5.5%	2	4.8%	4	8.2%	4	4.3%
Refused final accommodation	900	1.70%	90	1.4%	1	1.7%	9	5.3%	6	8.2%	1	2.4%	0	0.0%	1	1.1%
Intentionally homeless from accommodation provided	280	0.50%	40	0.6%	0	0.0%	1	0.6%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Local connection referral accepted by other LA	320	0.60%	80	1.2%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No longer eligible	300	0.60%	50	0.8%	0	0.0%	1	0.6%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Notice served due to refusal to cooperate	100	0.20%	10	0.2%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Not known	10	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	35140	66.80%	4600	70.3%	34	56.7%	135	79.9%	49	67.1%	19	45.2%	30	61.2%	74	78.7%
Type of accommodation secured for households at end of relief duty:																
Social rented sector	8930	51.15%	800	41.03%	12	46.15%	9	26.47%	6	25.00%	9	39.13%	10	52.63%	8	40.00%
Private rented sector	6240	35.74%	940	48.21%	11	42.31%	20	58.82%	16	66.67%	11	47.83%	4	21.05%	9	45.00%
Staying with family	650	3.72%	80	4.10%	0	0.00%	1	2.94%	1	4.17%	1	4.35%	1	5.26%	0	0.00%
Staying with friends	280	1.60%	30	1.54%	1	3.85%	0	0.00%	0	0.00%	1	4.35%	1	5.26%	0	0.00%
Owner-occupier	50	0.29%	10	0.51%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other	810	4.64%	80	4.10%	1	3.85%	3	8.82%	1	4.17%	1	4.35%	3	15.79%	3	15.00%
Not known	490	2.81%	20	1.03%	1	3.85%	1	2.94%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC Apr/Jun 2025/26	Total with accommodation secured at end of prevention duty		Single parent Male		Single parent Female		Single parent Other / gender not known		Single Male		Single Female		Single Other / gender not known		Couple / two adults with depend ent children		Couple / two adults without depend ent children		Three or more adults with depend ent children		Three or more adults without depend ent children		Not known	
Elmbridge	35	100%	0	0%	15	43%	0	0%	5	14%	10	29%	0	0%	3	9%	1	3%	1	3%	0	0%	0	0%
Epsom & Ewell	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guildford	45	100%	1	2%	17	38%	0	0%	7	16%	9	20%	0	0%	7	16%	2	4%	1	2%	1	2%	0	0%
Mole Valley	39	100%	1	3%	9	23%	0	0%	15	38%	8	21%	0	0%	3	8%	3	8%	0	0%	0	0%	0	0%
Reigate & Banstead	68	100%	4	6%	16	24%	0	0%	25	37%	11	16%	0	0%	9	13%	2	3%	1	1%	0	0%	0	0%
Runnymede	12	100%	0	0%	6	50%	0	0%	3	25%	2	17%	0	0%	0	0%	1	8%	0	0%	0	0%	0	0%
Spelthorne	45	100%	0	0%	9	20%	0	0%	17	38%	10	22%	0	0%	4	9%	3	7%	0	0%	2	4%	0	0%
Surrey Heath	8	100%	1	12%	1	12%	0	0%	3	38%	3	38%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Tandridge	14	100%	0	0%	3	21%	0	0%	3	21%	3	21%	0	0%	2	14%	2	14%	0	0%	1	7%	0	0%
Waverley	26	100%	0	0%	5	19%	0	0%	9	35%	6	23%	0	0%	2	8%	3	12%	0	0%	1	4%	0	0%
Woking	35	100%	2	6%	9	26%	0	0%	7	20%	8	23%	0	0%	8	23%	1	3%	0	0%	0	0%	0	0%
	Total with accommodation secured at end of Relief duty																							
Elmbridge	14	100%	1	7%	2	14%	0	0%	5	36%	3	21%	0	0%	0	0%	2	14%	1	7%	0	0%	0	0%
Epsom & Ewell	5	100%	0	0%	1	20%	0	0%	3	60%	0	0%	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%
Guildford	38	100%	0	0%	5	13%	0	0%	21	55%	10	26%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%
Mole Valley	12	100%	0	0%	0	0%	0	0%	6	50%	4	33%	0	0%	1	8%	1	8%	0	0%	0	0%	0	0%
Reigate & Banstead	34	100%	0	0%	3	9%	0	0%	22	65%	5	15%	1	3%	3	9%	0	0%	0	0%	0	0%	0	0%
Runnymede	30	100%	0	0%	2	7%	0	0%	22	73%	6	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Spelthorne	26	100%	0	0%	3	12%	0	0%	15	58%	4	15%	1	4%	1	4%	1	4%	0	0%	1	4%	0	0%
Surrey Heath	8	100%	1	12%	1	12%	0	0%	5	62%	0	0%	0	0%	0	0%	1	12%	0	0%	0	0%	0	0%
Tandridge	17	100%	1	6%	6	35%	0	0%	5	29%	4	24%	0	0%	0	0%	0	0%	0	0%	1	6%	0	0%
Waverley	34	100%	2	6%	3	9%	0	0%	21	62%	6	18%	0	0%	0	0%	2	6%	0	0%	0	0%	0	0%
Woking	15	100%	0	0%	1	7%	0	0%	7	47%	4	27%	0	0%	2	13%	0	0%	0	0%	1	7%	0	0%



Homelessness Demand

What the data tells us – Main duty decisions – compared rates

HCLIC APR/JUN 2025	Total main duty decisions for eligible households	Homeless + priority need + unintentionally homeless (acceptance)	Percentage accepted	Homeless + priority need + intentionally homeless	Homeless + no priority need	Not homeless
ENGLAND	25,090	16,440	66%	1,080	7,350	220
SOUTH EAST	3,160	2,230	71%	160	730	40
Elmbridge	27	26	96%	0	1	0
Epsom & Ewell	41	36	88%	2	3	0
Guildford	17	15	88%	2	0	0
Mole Valley	7	6	86%	0	1	0
Reigate & Banstead	21	18	86%	1	2	0
Runnymede	12	9	75%	0	2	1
Spelthorne	29	20	69%	1	8	0
Surrey Heath	14	10	71%	0	4	0
Tandridge	10	7	70%	3	0	0
Waverley	2	0	0%	1	1	0
Woking	18	18	100%	0	0	0
Bedford	143	94	66%	6	41	2
Bracknell Forest	34	16	47%	2	15	1
Bromley	216	174	81%	4	31	7
Broxbourne	25	25	100%	0	0	0
Gloucester	123	74	60%	4	45	0
Hertsmere	45	19	42%	6	18	2
Maidstone	64	61	95%	1	2	0
Reigate & Banstead	21	18	86%	1	2	0
Rushmoor	12	10	83%	0	2	0
Spelthorne	29	20	69%	1	8	0
Surrey Heath	14	10	71%	0	4	0
Three Rivers	16	12	75%	0	3	1
Trafford	96	78	81%	1	16	1
Tunbridge Wells	16	16	100%	0	0	0
Windsor & Maidenhead	61	30	49%	2	29	0



Homelessness Demand

What the data tells us – Main duty closures

Apr-Jun 2025 Metric Analysis (Rates) : % of main duties that ended in accommodation secured [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals Rates



Number of nearest neighbours

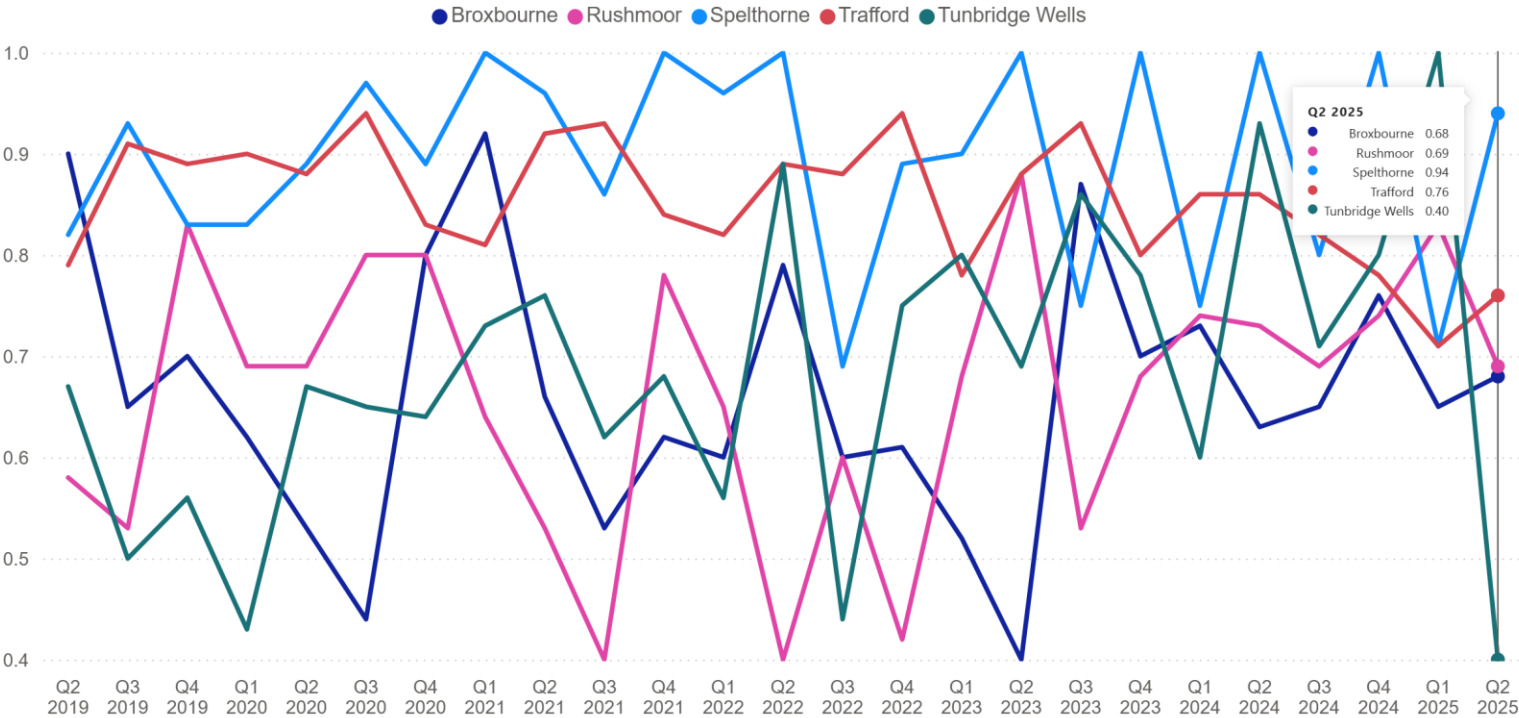
1 5



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells

In Spelthorne the % of main duties that ended in accommodation secured was 93.9%, +33.1% from the previous quarter. This is the 39th highest out of 288 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Main duty closures – compared rates

	MAIN DUTY - CLOSED						ACCEPTED - PART 6						ACCEPTED PRS						REFUSED TA, WITHDREW, LOST CONTACT						VOLUNTARY CEASED TO OCCUPY TA						
	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JUN 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	
Elmbridge	15	36	14	17	22	104	12	29	9	11	17	78	2	1	3	3	3	12	1	5	1	3	0	10	0	0	1	0	1	2	
Epsom & Ewell	14	8	5	10	4	41	10	5	5	5	4	29	0	1	0	0	0	1	0	0	0	0	0	0	2	1	0	5	0	8	
Guildford	1	4	1	1	4	11	0	3	1	0	2	6	0	0	0	0	2	2	1	1	0	0	0	2	0	0	0	0	0	0	
Mole Valley	9	3	10	5	6	33	3	1	4	1	5	14	6	1	3	2	1	13	0	1	2	1	0	4	0	0	1	1	0	2	
Reigate & Banstead	26	20	16	8	11	81	12	8	5	5	10	40	6	2	6	1	1	16	0	0	0	1	0	1	6	5	4	1	0	16	
Runnymede	15	4	2	10	8	39	8	1	1	6	5	21	2	0	1	3	1	7	1	2	0	0	0	3	1	0	0	0	2	3	
Spelthorne	8	5	13	17	33	76	5	3	10	12	29	59	3	1	3	0	2	9	0	0	0	2	0	2	0	0	0	0	1	1	
Surrey Heath	7	6	11	8	4	36	5	2	9	4	1	21	1	2	1	2	0	6	0	0	0	1	0	1	0	1	0	1	3	5	
Tandridge	6	2	8	3	5	24	6	0	8	2	2	18	0	2	0	0	1	3	0	0	0	0	1	1	0	0	0	1	0	1	
Waverley	1	1	2	1	0	5	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	2	
Woking	11	17	10	26	18	82	5	10	6	12	9	42	2	1	0	11	8	22	1	1	0	2	1	5	2	4	3	1	0	10	
Bedford	80	63	91	83	86	403	52	53	65	57	71	298	4	1	8	9	8	30	4	3	7	5	4	23	4	3	5	5	2	19	
Bracknell Forest	26	18	25	14	26	109	22	17	21	9	15	84	0	0	2	0	7	9	2	0	1	1	1	5	0	0	0	1	2	3	
Bromley	0	0	4	0	135	139	0	0	0	0	53	53	0	0	3	0	33	36	0	0	1	0	2	3	0	0	0	0	36	36	
Broxbourne	19	23	37	31	28	138	7	12	19	13	14	65	5	3	9	7	5	29	1	0	1	3	1	6	2	3	4	1	4	14	
Gloucester	72	65	78	62	55	332	56	51	66	50	44	267	1	0	2	3	3	9	4	4	4	4	4	20	4	3	3	3	2	15	
Hertsmere	30	24	18	9	19	100	21	16	11	6	17	71	3	1	1	0	1	6	2	3	0	0	0	5	4	1	3	0	0	8	
Maidstone	40	81	46	53	64	284	21	51	23	34	44	173	1	5	3	8	10	27	3	5	2	6	4	20	6	8	13	3	2	32	
Reigate & Banstead	26	20	16	8	11	81	12	8	5	5	10	40	6	2	6	1	1	16	0	0	0	1	0	1	6	5	4	1	0	16	
Rushmoor	15	13	19	12	13	72	8	8	12	7	9	44	3	1	2	3	0	9	0	0	2	2	1	5	3	4	1	0	0	8	
Spelthorne	8	5	13	17	33	76	5	3	10	12	29	59	3	1	3	0	2	9	0	0	0	2	0	2	0	0	0	0	0	1	1
Surrey Heath	7	6	11	8	4	36	5	2	9	4	1	21	1	2	1	2	0	6	0	0	0	1	0	1	0	1	0	1	3	5	
Three Rivers	6	6	7	17	19	55	5	6	7	13	15	46	0	0	0	2	0	2	0	0	0	1	0	1	0	0	0	0	1	1	
Trafford	69	50	78	75	59	331	59	35	60	47	41	242	0	6	1	6	4	17	2	2	6	15	9	34	1	1	2	1	1	6	
Tunbridge Wells	13	7	10	4	5	39	9	4	5	4	2	24	3	1	3	0	0	7	0	1	1	0	0	2	1	1	1	0	1	4	
Windsor & Maidenhead	25	39		32	35	131	20	30		20	25	95	1	1		2	1	5	1	8		3	2	14	2	0		4	5	11	



Ministry of Housing,
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Local Government

Homelessness Demand

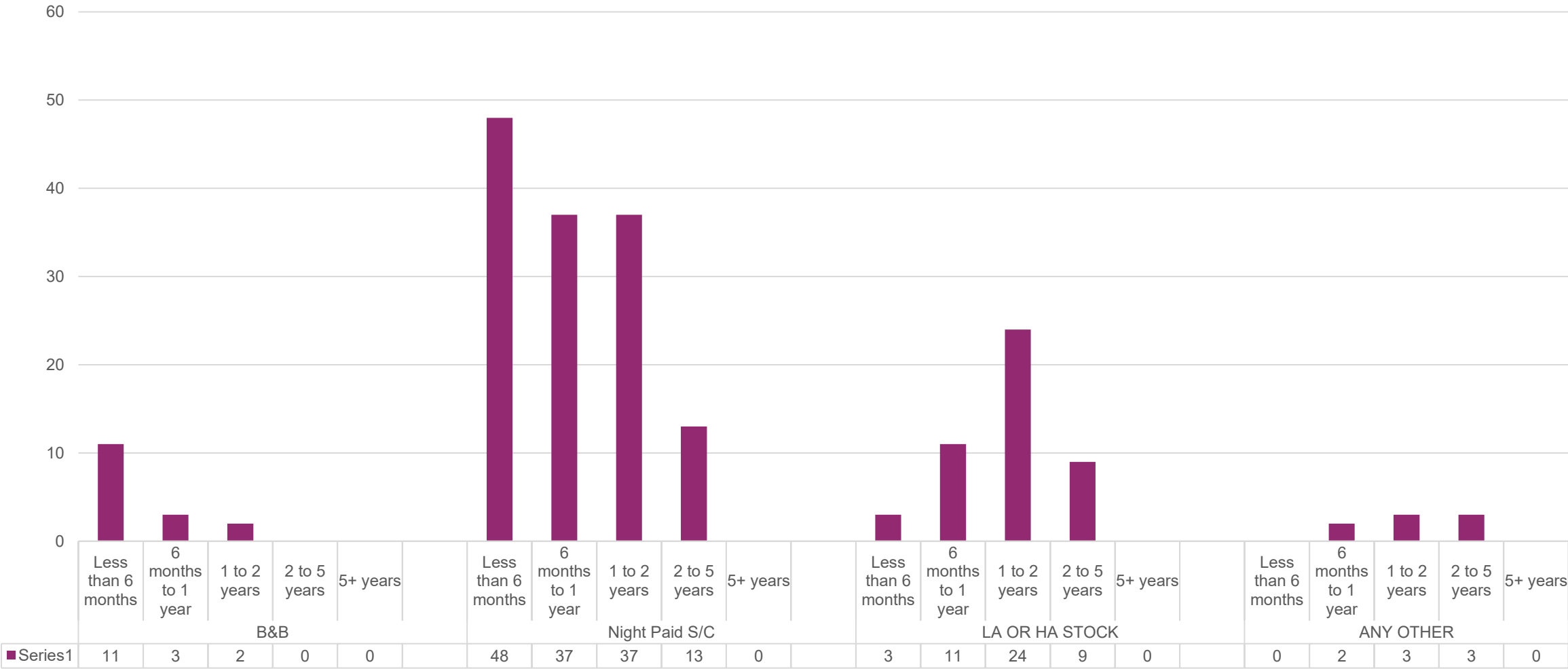
Temporary Accommodation use – comparator

HCLIC APRIL – JUNE 2025/26				ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead		Runnymede		Surrey Heath		Tandridge		Waverley		Woking	
Households in temporary accommodation at end of quarter				132410		15900		206		145		292		90		49		180		77		45		50		9		128	
With Children				84240	63.60%	9440	59.4%	167	81.1%	88	60.7%	186	63.7%	33	36.7%	37	75.5%	147	81.7%	48	62.3%	33	73.3%	43	86.0%	1	11.1%	82	64.1%
Type of temporary accommodation provided:																													
PSL				25730	19.40%	1870	11.8%	0	0.0%	0	0.0%	16	5.5%	0	0.0%	1	2.0%	0	0.0%	4	5.2%	0	0.0%	0	0.0%	0	0.0%	52	40.6%
w/ Children				18830	14.20%	1280	8.1%	0	0.0%	0	0.0%	14	4.8%	0	0.0%	1	2.0%	0	0.0%	4	5.2%	0	0.0%	0	0.0%	0	0.0%	41	32.0%
Nightly paid s/c				48930	37.00%	6320	39.7%	135	65.5%	58	40.0%	125	42.8%	0	0.0%	15	30.6%	41	22.8%	1	1.3%	2	4.4%	5	10.0%	4	44.4%	4	3.1%
w/ Children				33530	25.30%	4240	26.7%	113	54.9%	31	21.4%	82	28.1%	0	0.0%	9	18.4%	31	17.2%	0	0.0%	2	4.4%	3	6.0%	1	11.1%	1	0.8%
LA/HA stock				31750	24.00%	4720	29.7%	47	22.8%	79	54.5%	140	47.9%	77	85.6%	30	61.2%	124	68.9%	45	58.4%	39	86.7%	30	60.0%	0	0.0%	12	9.4%
w/ Children				21540	16.30%	3200	20.1%	42	20.4%	57	39.3%	88	30.1%	30	33.3%	26	53.1%	111	61.7%	32	41.6%	29	64.4%	27	54.0%	0	0.0%	5	3.9%
B&B				14250	10.80%	1850	11.6%	16	7.8%	8	5.5%	10	3.4%	3	3.3%	3	6.1%	11	6.1%	1	1.3%	4	8.9%	2	4.0%	4	44.4%	10	7.8%
w/ Children				3340	2.50%	120	0.8%	4	1.9%	0	0.0%	1	0.3%					1	0.6%								0	0.0%	
& Resident > 6 Weeks				2070	1.60%	60	0.4%	0	0.0%	0	0.0%	1	0.3%					0	0.0%								0	0.0%	
Hostels and refuges				6830	5.20%	260	1.6%	0	0.0%	0	0.0%	0	0.0%	7	7.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	22.0%	0	0.0%	3	2.3%
w/ Children				3590	2.70%	140	0.9%	0	0.0%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	22.0%	0	0.0%	1	0.8%
Any other				4920	3.70%	880	5.5%	8	3.9%	0	0.0%	1	0.3%	3	3.3%	0	0.0%	4	2.2%	26	33.8%	0	0.0%	2	4.0%	1	11.1%	47	36.7%
w/ Children				3410	2.60%	460	2.9%	8	3.9%	0	0.0%	1	0.3%	1	1.1%	0	0.0%	4	2.2%	12	15.6%	0	0.0%	2	4.0%	0	0.0%	34	26.6%
In TA out of area				42080	31.80%	2890	18.2%	30	14.6%	47	32.4%	116	39.7%			10	20.4%	30	16.7%	7	9.1%					8	88.9%		
Duty owed, no accommodation secured				2700	2.00%	160	1.0%	2	1.0%	1	0.7%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	6	4.7%
w/ Children				1450	1.10%	80	0.5%	0	0.0%	1	0.7%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	3.9%
Household composition:																													
Single Adults				38750	29.30%	5510	34.7%	26	12.6%	52	35.9%	81	27.7%	51	56.7%	11	22.4%	28	15.6%	25	32.5%	10	22.2%	6	12.0%	8	88.9%	39	30.5%
Families				75440	57.00%	8800	55.3%	158	76.7%	80	55.2%	171	58.6%	31	34.4%	36	73.5%	138	76.7%	46	59.7%	31	68.9%	41	82.0%	1	11.1%	75	58.6%
All other household types				18220	13.80%	1590	10.0%	22	10.7%	13	9.0%	40	13.7%	8	8.9%	2	4.1%	14	7.8%	6	7.8%	4	8.9%	3	6.0%	0	0.0%	14	10.9%
Single parent with dependent children																													
Male				4080	3.10%	540	3.4%	7	3.4%	4	2.8%	9	3.1%	4	4.4%	4	8.2%	6	3.3%	3	3.9%	3	6.7%	3	6.0%	0	0.0%	7	5.5%
Female				43300	32.70%	4730	29.7%	95	46.1%	55	37.9%	112	38.4%	21	23.3%	20	40.8%	88	48.9%	31	40.3%	18	40.0%	25	50.0%	1	11.1%	35	27.3%
Other / gender not known				630	0.50%	520	3.3%	1	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Single adult																													
Male				22390	16.90%	3230	20.3%	17	8.3%	39	26.9%	49	16.8%	27	30.0%	7	14.3%	15	8.3%	14	18.2%	5	11.1%	3	6.0%	5	55.6%	26	20.3%
Female				15830	12.00%	2010	12.6%	9	4.4%	13	9.0%	32	11.0%	24	26.7%	4	8.2%	13	7.2%	11	14.3%	4	8.9%	3	6.0%	3	33.3%	13	10.2%
Other / gender not known				530	0.40%	270	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	0	0.0%
Couple with dependent children				27430	20.70%	3010	18.9%	55	26.7%	21	14.5%	50	17.1%	6	6.7%	12	24.5%	43	23.9%	12	15.6%	10	22.2%	13	26.0%	0	0.0%	33	25.8%
Duty under which temporary accommodation provided																													
Section 193 duty: priority need and unintentionally homeless				86650	65.40%	9070	57.0%	130	63.1%	94	64.8%	237	81.2%	82	91.1%	35	71.4%	153	85.0%	31	40.3%	30	66.7%	35	70.0%	0	0.0%	100	78.1%
Interim: pending enquiries, intentionally homeless, review appeal, awaiting referral				30580	23.10%	4810	30.3%	74	35.9%	47	32.4%	45	15.4%	7	7.8%	10	20.4%	26	14.4%	40	51.9%	14	31.1%	15	30.0%	6	66.7%	26	20.3%
Section 189B power: emergency accommodation				640	0.50%	170	1.1%	1	0.5%	0	0.0%	1	0.3%	1	1.1%	2	4.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	11.1%	0	0.0%
Duty ended, remains accommodated at end of quarter				3330	2.50%	210	1.3%	1	0.5%	4	2.8%	9	3.1%	0	0.0%	2	4.1%	1	0.6%	6	7.8%	1	2.2%	0	0.0%	2	22.2%	2	1.6%
Duty not classifiable				11210	8.50%	1640	10.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%



Homelessness Demand

Temporary Accommodation – length of stay – 31 June 2025





Homelessness Demand

Housing Register – LAHS 23/24 & 24/25

	Total	1 bed	2 bed	3 bed	More than 3 beds	Includes a residency test and/or local connection test	Years required in local authority to pass residency test	Number of households on the housing register (or waiting list) in a reasonable preference category	People who are homeless within the meaning given in Part VII of the Act, regardless of whether there is a statutory duty to house them	Owed a duty by any local housing authority or are occupying accommodation secured by any such authority under the Act	People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions	People who need to move on medical or welfare grounds, including grounds relating to a disability	People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)
Housing register - 31 March 2024													
Elmbridge	2,459	1,309	774	326	50	Both residency and local connection test	3	1,880	387	376	657	250	210
Epsom and Ewell	1,324	553	414	287	70	Both residency and local connection test	2	667	24	168	643	34	22
Guildford	2,266	1,194	599	398	75	Both residency and local connection test	1	1,860	0	0	0	0	0
Mole Valley	680	299	228	133	20	Only a local connection test	[x]	472	32	103	424	118	0
Reigate and Banstead	1,074	440	432	171	31	Only a local connection test	[x]	373	186	162	0	211	14
Runnymede	1,152	682	280	144	46	Both residency and local connection test	3	168	13	10	94	51	0
Spelthorne	2,048	831	762	382	72	Only a local connection test	[x]	790	0	135	403	274	20
Surrey Heath	432	219	122	77	14	Both residency and local connection test	3	166	151	76	65	9	0
Tandridge	1,835	879	600	311	45	Neither residency nor local connection test	[x]	1,388	83	52	1,156	98	21
Waverley	850	584	173	93	0	Both residency and local connection test	3	220	21	5	171	23	0
Woking	1,165	507	322	260	76	Both residency and local connection test	2	478	0	243	272	151	0
Housing register - 31 March 2025													
Elmbridge	2,395	1,187	739	411	58	Both residency and local connection test	3	1,439	44	220	711	332	207
Epsom and Ewell	1,456	601	476	305	74	Both residency and local connection test	2	737	18	203	719	28	23
Guildford	2,268	1,201	592	387	88	Both residency and local connection test	1	1,860	[x]	[x]	[x]	[x]	[x]
Mole Valley	653	300	186	142	25	Only a local connection test	[x]	453	22	67	453	143	0
Reigate and Banstead	1,062	451	412	171	28	Both residency and local connection test	3	494	187	161	0	135	11
Runnymede	1,122	646	268	163	45	Both residency and local connection test	3	178	19	14	96	49	0
Spelthorne	2,584	1,099	890	500	93	Only a local connection test	[x]	1,151	0	228	624	343	25
Surrey Heath	499	266	132	85	16	Both residency and local connection test	3	179	143	51	82	14	0
Tandridge	1,956	920	625	359	52	Neither residency nor local connection test	[x]	1,733	97	61	1,456	92	27
Waverley	751	538	143	70	0	Both residency and local connection test	3	191	19	15	142	15	0
Woking	1,196	490	363	265	78	Both residency and local connection test	2	456	277	278	290	154	0



Ministry of Housing,
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CORE - COntinuous REcording of Lettings and Sales

New social housing lettings by local authority area of property 2023/24 (nom from LA data – LAHS)

	Elmbridge	Nom from LA	% of overall lets	Epsom and Ewell	Nom from LA	% of overall lets	Guildford	Mole Valley	Nom from LA	% of overall lets	Reigate and Banstead	Nom from LA	% of overall lets	Runnymede	Nom from LA	% of overall lets	Spelthorne	Nom from LA	% of overall lets	Surrey Heath	Nom from LA	% of overall lets	Tandridge	Waverley	Woking
2009/10	348			77			778	345			623			302			337			183			112	365	393
2010/11	417			149			697	377			680			232			434			187			126	288	383
2011/12	410			127			623	336			600			208			419			255			166	375	370
2012/13	319			185			579	358			628			318			337			174			196	367	386
2013/14	351			202			612	345			574			212			390			220			234	357	389
2014/15	329			129			652	380			639			320			346			284			251	298	326
2015/16	310			129			632	362			557			369			373			228			218	391	362
2016/17	266			170			497	273			578			257			283			242			283	353	392
2017/18	263			121			450	300			452			300			274			248			169	213	195
2018/19	327			197			461	322			416			265			268			274			120	167	209
2019/20	195			146			506	297			499			234			264			200			127	145	109
2020/21	279			133			404	201			266			177			199			134			78	138	106
2021/22	317	210	66%	172	89	52%	479	229	148	65%	397	196		278	228	82%	237	172	73%	235	233	99%	225	270	312
2022/23	263	197	75%	152	141	93%	564	222	184	83%	331	277		331	125	38%	308	193	63%	155	146	94%	202	526	216
2023/24	292	0	0%	160	80	50%	531	296	162	55%	376	206	55%	245	66	27%	268	145	54%	184	144	78%	207	412	266
2024/25																	255	148	58%						
Total	4686			2249			8465	4643			7616			4048						3203			2714	4665	4414



Ministry of Housing,
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CORE - COntinuous REcording of Lettings and Sales

New Lettings – Spelthorne 2009 to 2025

Financial year	Total	SR General Needs LA	SR General Needs PRP	SR Supported Housing LA	SR Supported Housing PRP	AR General Needs LA	AR General Needs PRP	AR Supported Housing LA	AR Supported Housing PRP	IR General Needs LA	IR General Needs PRP	IR Supported Housing LA	IR Supported Housing PRP
2024/25	255	-	137	33	67	0	10	0	8	0	0	0	0
2023/24	268	-	107	41	57	-	49	-	12	-	1	-	1
2022/23	308	-	166	47	83	-	10	-	2	-	-	-	-
2021/22	237	-	164	-	70	-	2	-	-	-	1	-	-
2020/21	199	-	147	-	22	-	29	-	-	-	1	-	-
2019/20	264	-	190	-	66	-	8	-	-	-	-	-	-
2018/19	268	-	191	-	54	-	22	-	1	-	-	-	-
2017/18	274	-	177	-	57	-	40	-	-	-	-	-	-
2016/17	283	-	177	-	70	-	35	-	1	-	-	-	-
2015/16	373	-	224	-	89	-	60	-	-	-	-	-	-
2014/15	346	-	254	-	88	-	2	-	2	-	-	-	-
2013/14	390	-	253	-	128	-	5	-	4	-	-	-	-
2012/13	337	-	241	-	93	-	3	-	-	-	-	-	-
2011/12	419	-	324	-	87	-	8	-	-	-	-	-	-
2010/11	434	-	336	-	98	-	-	-	-	-	-	-	-
2009/10	337	-	277	-	60	-	-	-	-	-	-	-	-



Ministry of Housing,
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CORE - COntinuous REcording of Lettings and Sales

New Lettings – 2023/24 & 2024/25– New Lettings by HA

Total	AR General Needs LA	AR General Needs PRP	AR Supported Housing LA	AR Supported Housing PRP	IR General Needs LA	IR General Needs PRP	IR Supported Housing LA	IR Supported Housing PRP	SR General Needs LA	SR General Needs PRP	SR Supported Housing LA	SR Supported Housing PRP	All households
Spelthorne													
A2DOMINION SOUTH HA Ltd						1			98			42	141
Housing and Care 21												5	5
LONDON AND QUADRANT (L&Q) HOUSING TRUST									2				2
METROPOLITAN HOUSING TRUST LTD.		2							6				8
PA Housing Limited		47							1				48
Spelthorne Borough Council											41		41
TRANSFORM HOUSING AND SUPPORT				12				1				10	23
Spelthorne													
A2DOMINION SOUTH HA Ltd									128			33	161
Ability Housing Association												2	2
DIMENSIONS (UK) LTD												1	1
Housing and Care 21												6	6
METROPOLITAN HOUSING TRUST LTD.		1							6				7
PA Housing Limited		5							1				6
PEABODY TRUST									2				2
Spelthorne Borough Council											33		33
TRANSFORM HOUSING AND SUPPORT		4		8								25	37



Ministry of Housing,
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Recommendations

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SYSTEMS SUPPORT - LEADERSHIP

Identified strengths

- Portfolio holder & senior leadership team are committed to improving service delivery and reducing numbers in temporary accommodation
- Demands on the LA and the service have been clearly identified
 - Urgency of maximising government funding and rapidly addressing rough sleeping
 - Challenged by unanticipated demands such as Covid and refugee influxes
 - Need for joint working due to pressures on statutory services and the importance of increasing supply and resource efficiency
 - Political resistance to development and local plan delays were noted as significant barriers
 - Temporary accommodation (TA) costs have risen substantially, with block booking and new TA buildings being part of the response
 - Issues with the main stockholder, A2 Dominion, including voids management and damp/mould problems, were identified as major concerns impeding move-on
 - Sensitivities around local connection and placements made into the area
- Shorter & simpler Housing, Homelessness and Rough Sleeper Strategy with identified link to the Council's Corporate Plan and Prof Morphet recommendations
- Clear action plan that sets out goals & aspirations over the life of the strategy
- Good & effective links with other council services (specifically ASC) in regard to a whole council approach to providing accommodation to vulnerable residents
- Recognised need to invest in owned & leased temporary accommodation stock to reduce use of high cost TA
- All housing policies have recently been updated however the Tenancy Strategy will need reviewing in lieu of changes being made by the RRA.

Next steps

- The new strategy sets out a positive vision of an effective & customer centred service.
- The action plan is clear however it does not set itself targets and this should now be added as a part of local ambitions ahead of LGR.
- Although just released there is an opportunity to set targets with the requirement to publish an updated action plan by Autumn 2026 that links with the new Outcome Framework for Local Government
- A range of ambitious targets should be set that seek to reduce the use of high-cost temporary accommodation and enable further homelessness prevention upstream. Targets should include for example -
 - TA reduction broken down by type & cost
 - Use of PRS for move-on in Prevention, Relief & Main Duties
 - Case assessment times from initial approach to duty acceptances and final outcomes
- Continued engagement with A2 at a strategic level with a request for all void information to allow for pre-let noms
 - consider using HPG to incentive downsizing in HA stock
 - Seek to identify all A2 stock that could be made larger on void (or whilst in occupation) to increase bedrooms
- LGR - Do not wait to meet as a group of West Surrey districts and start now to align priorities and customer demand
 - Use the new the Outcome Framework and Support Housing Strategy requirements as a springboard for this
- Keep all front-line officers up to date of all strategic actions and ensure officers are involved in both setting local targets and also deciding how they can be achieved



SYSTEMS SUPPORT - LEADERSHIP

Recommendations

Recommendations - Strategic: Local Outcomes Framework (formerly Local Government Outcomes Framework)

- The full set of metrics have now been published - [Local Outcomes Framework - GOV.UK](#)
- The first three metrics relate to housing
 - **Housing Supply**
 - **Housing quality & safety**
 - **Homelessness & rough sleeping**
 - Rate of households with children in temporary accommodation per 1,000 households
 - Number of families in B&B over 6 weeks
 - Percentage of duties owed where homelessness was prevented or relieved – broken down by a cohort: households experiencing multiple disadvantage (This metric is also reflected in the multiple disadvantage outcome)
 - Number of people sleeping rough on a single night
 - Number of people sleeping rough over the month who are long term
- As a condition of HPG funding, local authorities must have an action plan in line with paragraph 2.11 of the Homelessness Code of Guidance which must be published by Autumn 2026, and regularly updated
- The action plan must include
 - Targets against each metric with the Homelessness & rough sleeping category and a description of how the local authority, working with partners, will achieve these targets
 - local governance structures that hold authorities and partners accountable for delivering the plan
 - how they will work in partnership across their local areas to manage homelessness and rough sleeping pressures to shift from crisis response to a culture rooted in prevention
- **West Surrey Districts may collaborate on a joint action plan setting out ambitions across the new unitary or can publish separately with shorter timeframes.**

Supported Housing Strategy

- Develop and publish a Local Supported Housing Strategy that sets out the strategic direction and delivery plan.
- Produce needs assessments by assessing the current availability of all types of supported housing within each district, and project the likely need for supported housing during the five years from the date the strategy is published.
- Publish first strategy by the date set in regulation – the plan is for this date to be the 31 March 2027



ACCESS, PREVENTION & RELIEF

Identified strengths

- Good website includes direction to out of hours provision
- Notwithstanding that there is no direct online access the service operates an effective face to face and phone/email triage service.
- Waiting times for appointments are manageable although internal targets should be set from initial contact to HCLIC triggers
- All partners both internal & external commented on ease of access and positive working relationships
- Clear understanding by officers of the challenges faced and their role in solving it
- High number of officers going through formal qualification training
- Officers commented on the positive experience for customers being by having an open front door
- Golden thread in place with officers understanding the role of the homelessness strategy and their personal responsibility in delivering it
- Identified good buddy & mentoring system
- Holistic service offer to single homeless applicants with a clear understanding of multiple needs
- To highlight –
 - Strong links with the DWP, NHS, CAB
 - Excellent community partners specifically Rent Start
 - Internally ASC, CSC, PH, EH, HB, Community Safety Team all confirm that work in partnership and understand the requirements to deliver services together
- Temporary accommodation sign off is already at Head of Service level and we recommend that this continue whilst TA pressures remain.
- Use of home visits recognised as a good prevention tool
- Homelessness Strategy Action plan in place that can guide & set the Service Plan and officer appraisals/work plan for 2026/27
- Service already progressing recommendations from Janice Morphet

Next steps

- Identified under-reporting from reported stats to Government to prevention activity at the LA.
- Manager & Officer feedback indicates prevention activity is not being logged
- Published stats show very low numbers of applicants going through a formal homeless assessment and this is not representative of the excellent work that the team carries out.
 - The trigger point for an assessment of circumstances & needs is low and even if cases do not progress onto a duty these numbers needs to be collated to understand true demand.
 - There is hidden prevention work being carried out
- We recommend that the trigger point for the initial assessment is carried out at the triage stage and that timescales are reduced to get cases to officers as quickly as possible.
- The requirement for documents should not delay this where the LA has reason to believe that an applicant may be threatened with homelessness.
- Linked to this is the potential to use all the functions on Locata including the customer document upload facility.
- There were some identified delays in the service offered to rough sleepers due to consent and local connection issues – we recommended setting up a formal process set up to refer rough sleepers back to home areas under a formal homelessness application using S198.
- Support needs are under-logged and by being so you lose the ability to strategically look at the needs of your customers. We recommend that this is monitored through cases sign off processes
- Build on positive relationships with partners to encourage colocation of services and the streamlining of referral processes
- Ensure no single point of failure -
 - A number of critical tasks, knowledge and decision-making is concentrated in one officer
 - Partnership arrangements are built around familiarity
 - Recommend that all partnerships, internal & external working relationships are shared openly with officers and responsibilities for updates shared
 - LGR provides a foundation to formalise arrangements but the key at this stage is a service knowledge share (teach-ins).



TEMPORARY ACCOMMODATION & MOVE-ON ACCOMMODATION

Identified strengths

- Council owned company with good use of LAHF funding
- TA provided directly by the LA & HA has increased from 47 at the end of June 2025 to 121 at the end of December 2025. With a drop in nightly paid use
- Comprehensive TA sign up process with HB in place
- Good tenancy sustainment offer with contacts made to all new placements
- Programme in place to inspect nightly paid accommodation
- There is a PRS offer in place although this is not generating the properties that are necessary specifically for family sized properties
- Excellent single homeless offer through Rent Start although identified risk with RRA
- Good operational link with key HA's however issues with void turnaround times remain
- Annual lettings review carried out
- Good oversight of whether homeless cases are bidding and/or have auto bidding in place

Next steps

- Whilst no contracts are in place for nightly paid accommodation we recommend visits/inspections of nightly paid as a matter of course (business as usual activity). A formal contract system for nightly suppliers is probably something that has to wait for LGR due to procurement timelines.
- Spelthorne Rent Assure is a high financial risk product and we recommended review and look at other models
 - Significant potential financial risk to the LA if tenancies fail
 - Ongoing management responsibility sits with the LA even though no legal duty to do so
 - Limited use of out of borough placements
- Other models to review include initial using higher initial incentive payments (linked with DHP use where possible) where the landlord then takes responsibilities to manage tenancies
- We recommend you update your Placement Policy - Emergency and Temporary Accommodation to include PRS offers and then as part of ongoing PHP reviews identify if a out of borough PRS offer would be suitable for the household
- In the medium term we recommend significantly increasing the lets to homeless households in TA as a way of reducing TA demand.
- We recommend drafting an annual lettings plan for 2026/27 that will set quotas for applicant groups. (balance housing demand, reduce temporary accommodation costs, and meet statutory obligations by determining priority for letting). This could be as much as 60%+ of all lettings going to homeless households. This is a medium term strategy only and we recommend identifying longer term residents in TA in the first instance.
- Direct an improved relationship with A2
 - Promote under occupancy scheme and offer financial support
 - Review local TSM's & HA knowledge to identify potential homelessness demand
- Opportunity for leases for TA stock should remain open and LGR should not stop this work however it is recognised that this may not be attractive at this stage



TEMPORARY ACCOMMODATION & MOVE-ON ACCOMMODATION

HA partnerships & data

Promoting and directing partnerships - Housing Associations

- We recommend directed partnerships with the all 17 HA's in the district.
- Obligations under RSH Tenancy Standard require all HA's to co-operate with LA's and this linked to your Tenancy Strategy provide a platform for engagement
- It is reasonable to expect HA's to consider the best use of their stock based on your strategic demand. This includes but is not limited to under-occupation, disrepair, disposals, extension projects, re-purposing age restricted & supported stock, reciprocals within the district & outside and community investment opportunities. This also includes the possibility of creating more single homeless options with supported HMO's in HA stock
- It is also not unreasonable to expect all HA's operating in the district to provide flow information in addition to their CORE return obligations. This should include all movement not just true voids. It is key that understand management transfers for ASB, disrepair etc..
- This data is key to understanding your strategic position and should be a key part of your homelessness strategy action plan



Ministry of Housing,
Communities &
Local Government

OFFICIAL

Next steps

OFFICIAL



MEASURING SUCCESS

Next Steps

Element	What we're looking for	How we'll measure this
Implementation of recommendations from visit	- Recommendations are incorporated into an action plan and longer term strategic plans - Rationale given for any recommendations not incorporated into strategic plans	Officer engagement / visits
Progress against 'building blocks'	Evidence that progress has been made towards a "green" in all building block elements.	Officer engagement / visits
TA reduction programme	We recommend that you draft & implement a TA reduction plan with milestones setting out reduction targets	Officer engagement / visits

