

Colchester's Housing and Homelessness Strategy Evidence Base update 2016

This is an update of the key data which provides the Evidence base for Colchester's Housing and Homelessness Strategies. The data used is the most up to date available at the time of collation.

The key information from the evidence base has been used to support the continued development of both strategies.

Background - Demographics

In mid-2015 Colchester's population was estimated to stand at 183,939. There has been an increase of 1.9% (approximately 3,519 people) between mid-2014 and mid-2015.

Colchester is now the largest district in Essex, and accounts for 12.7% of the county population, a slight increase of 0.1% from mid-2014.

These figures indicate an average population density of 559 people per square kilometre (km²). This is an increase of 1.9% from 2014 when there were 548 people per square kilometre (km²).

An estimated 41,281 young people (0-19 years) were living in the borough in mid-2015, which accounts for approximately 22% of the total population. This is a slight decrease from mid-2014 when young people accounted for 24% of the Colchester population.

In mid-2015 approximately 118,000 individuals were aged 16-64, equating to approximately 64% of the total population.

An estimated 31,500 people in Colchester were 65+ in mid-2015 accounting for an estimated 17% of the population.

According to the 2014-based Subnational Population Projections, Colchester's population is estimated to grow to approximately 199,900 people in 2024, an increase of 19,500 people over a ten year period. This is the highest population growth in Essex County, the second highest estimated to be in Basildon, with an increase of 15,282 people over a ten year period.

Dwellings in Colchester

The table below shows the number of dwellings in Colchester by tenure as at 1st April 2015. There has been an increase in the total number of dwellings from 1st April 2014 when there were 76,940. However there has been a decrease in the number of dwellings owned by the Local Authority from 6130 in 2014 to 6070 in 2015.

Table 1: Dwellings in Colchester by tenure

Local Authority (incl. owned by other LAs)	Private Registered Provider	Other public sector	Private sector	Total
6,070	4,890	960	65,750	77,670

Source: DCLG live tables

Housing Development

Number of homes delivered

Between April 2014 and March 2015 a total of **943** new homes were built in Colchester. (Source: *Annual Monitoring Report, 2015*).

Number of affordable homes delivered

During the year April 2015 to March 2016 a total of **106** new affordable homes were completed in Colchester as shown below.. Areas where these homes were built included; The Garrison, Betts Hill, Brook Street, Severalls Hospital site, Stanway, Monkwick Avenue, Windsor Close and Rosabelle Avenue.

Table 2: Affordable Homes completed

Type of affordable housing	Number of homes completed
Registered Provider for renting	106
Shared ownership	0
Total	106

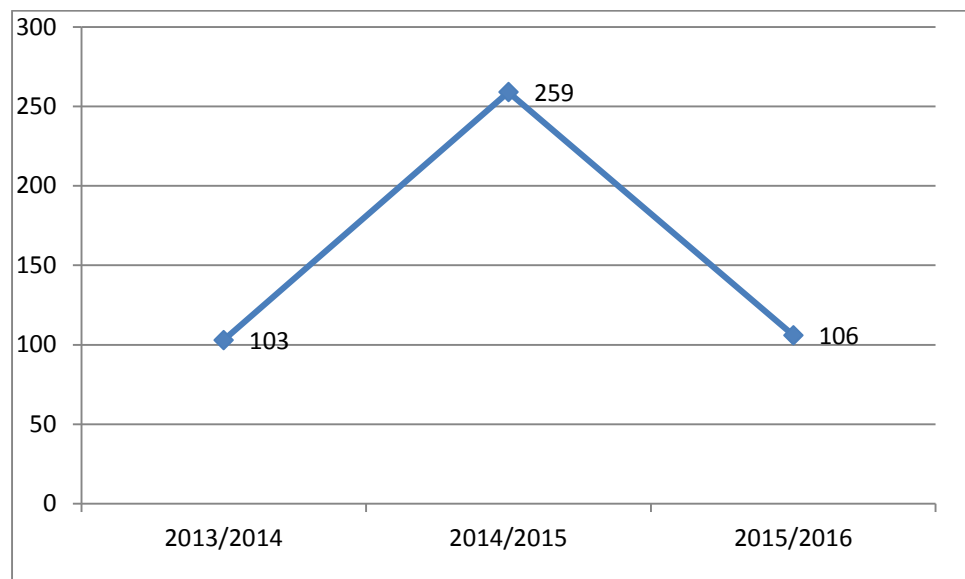
Source: *Registered Provider returns*

The graph below shows the total number of new affordable homes completed in each year since 2013.

The increase in the delivery of affordable housing during 2014-15 was due to the completion of several key sites under the Homes and Communities Agency Affordable Homes Programme 2011-15.

The target for affordable housing delivery for 2015-20 is 426 units and the Council has completed 25% of this during 2015-16 so is on track to meet the target.

Figure 1: Affordable Housing Completions



Source: Registered Provider returns

House prices in Colchester

The table below compares the changes in both the overall average house price and the average lower quartile house price from the previous year. The lower quartile house price is the bottom of the market - usually smaller homes and flats.

Table 3: House prices

Date	March 2015	March 2016
Average price of home	£229,566	£254,339
Lower quartile price	£154,000	£165,000

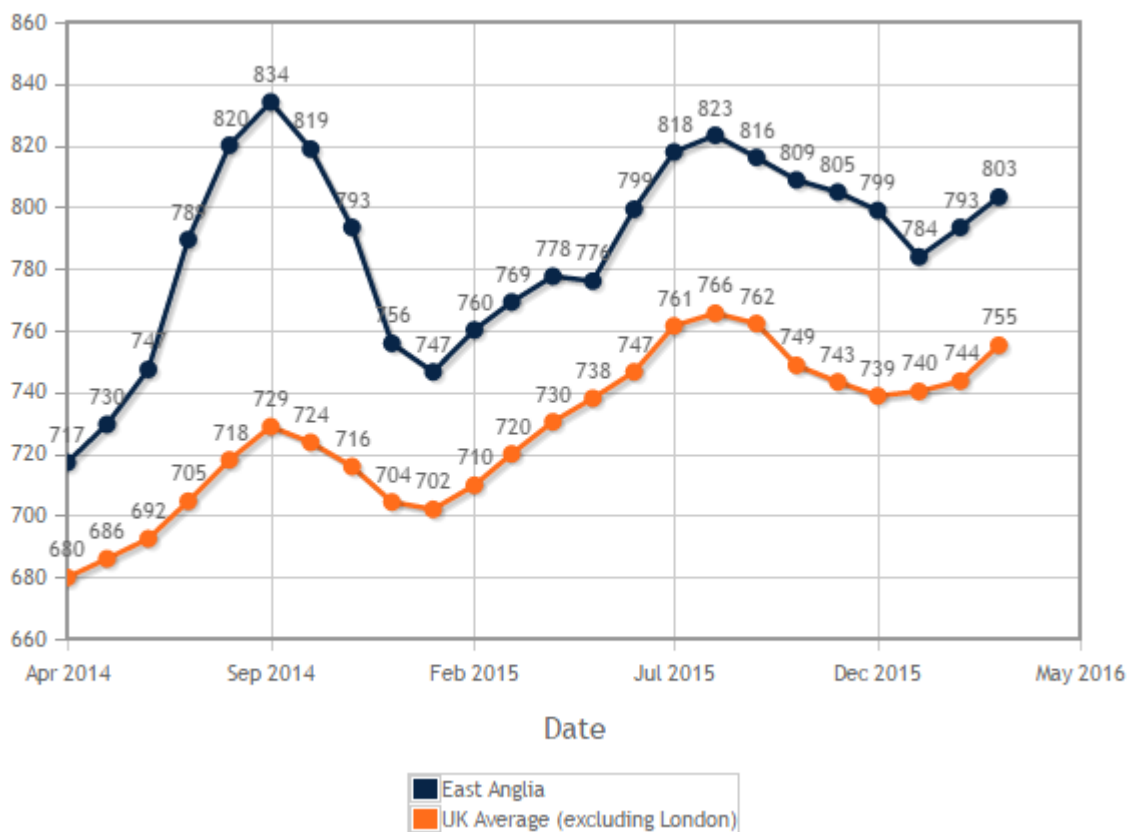
Source: *Hometrack*

The Private Sector

The figure below shows the average cost of renting in the private sector per calendar month in the UK and East Anglia since April 2014. The cost of renting in the private sector is higher in East Anglia than the average in the UK.

In Colchester the demand for private rented accommodation is high and rents continue to rise.

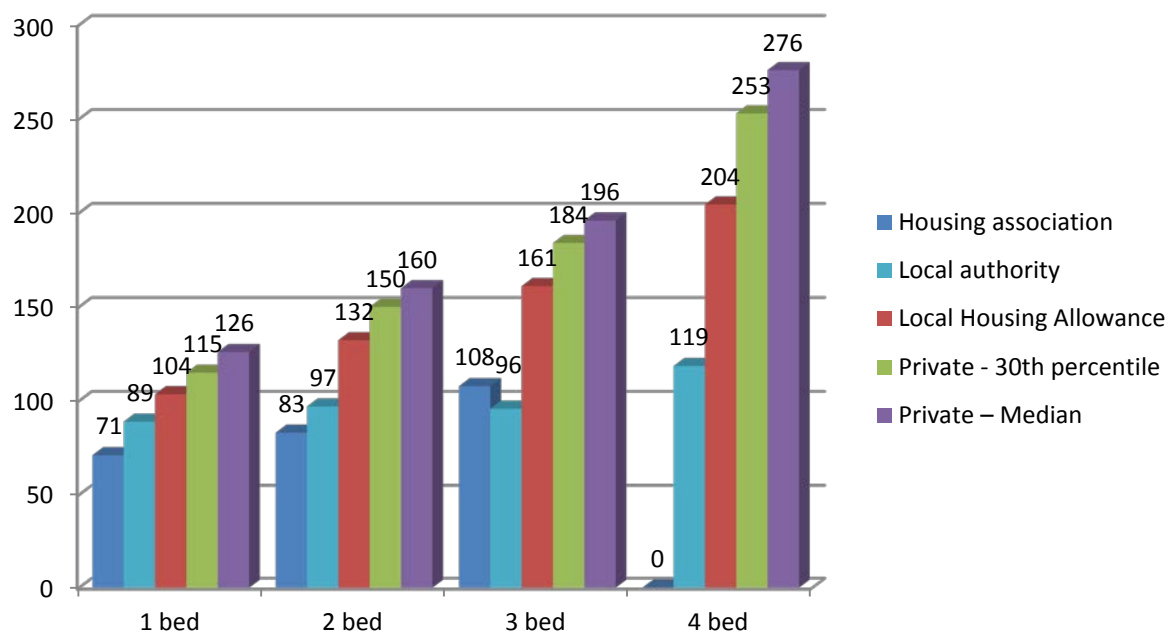
Figure 2: Average cost of Private Sector rents



Source: Hometrack

Figure 3 below compares the weekly rents in the private and public sectors against the Local Housing Allowance rates in Colchester.

Figure 3: Public and Private Sector rent comparison (weekly)



Source: Hometrack

This indicates that renting in the private sector is becoming increasingly unaffordable for those on benefits as Local Housing Allowance (Housing Benefit in the private sector) is no longer linked to the bottom 30% of rents.

Figure 4 below shows the significant difference between the weekly cost of renting a one and three bedroom property in the private sector in Colchester compared to the Local Housing Allowance rate.

Figure 4: Local Housing Allowance vs Private Sector rents



Source: Hometrack

The Housing Register

Colchester holds a housing register of people interested in Council or Registered Provider homes. Households eligible to join the register are assessed according to need and 'banded' as to their priority for rehousing. There are five bands (Bands A - E), depending on the assessed level of housing need.

The table below shows the number of households on the Housing register according to band as at 31st March 2016.

Table 4: Households on the register according to band

Banding	Number of households on register
A	155
B	628
C	1142
D	315
E	2508
Total	4748

Gateway to Homechoice, 31 March 2016

The table below shows the number of households on the register by the number of bedrooms required. The highest demand as at 31st March 2016 was for two bedroom accommodation.

Table 5: Households on the register according to number of bedrooms required

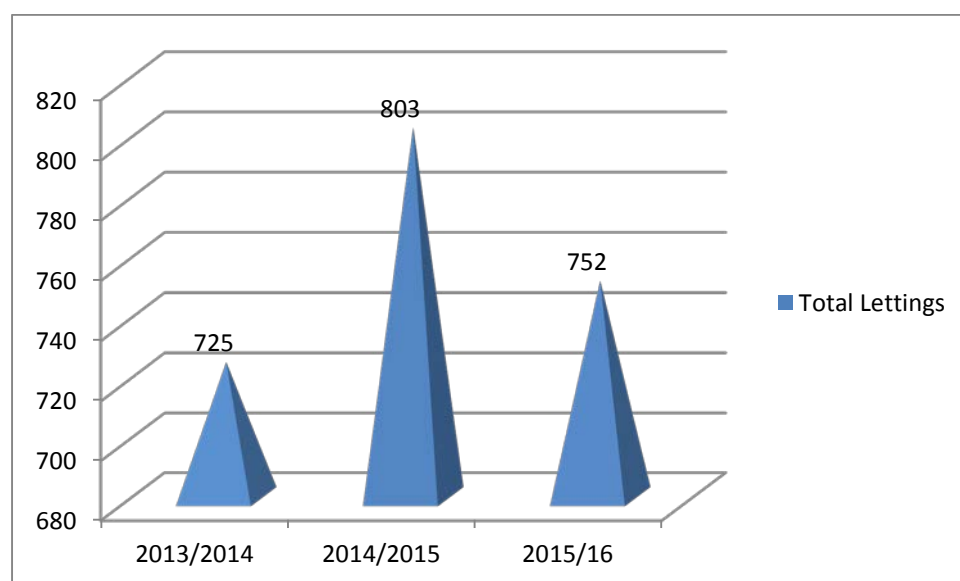
Number of bedrooms required	Number of households on the register
One	1376
Two	1779
Three	1255
Four or more	338
Total	4748

Gateway to Homechoice, 31 March 2016

Social Housing Allocations and Nominations

Figure 5 below shows the total number of lettings to Council and Registered Provider properties in Colchester in the last 3 years. (This figure includes lettings to transfer applicants but does not include applicants that have moved via mutual exchange).

Figure 5: Lettings to Council and Registered Provider Properties



Source: Abritas

The number of lettings has risen each year since 2012 with an 11% increase from 2013/14 to 2014/15; this was due to an increase in new affordable housing properties being completed during the year.

The percentage of lettings by type of applicant has remained consistent over the 3 year period as shown in the table below.

Table 6: Percentage of applicants housed through Gateway to Homechoice

Type of applicant	2013/14	2014/15	2015/16
Direct	41	45	41
Homeless	24	25	31
Transfer	35	30	27

Source: Abritas

Right to buy

Table 7 below shows the number of Council homes sold to tenants under the national Right to Buy scheme for the last 3 years. The scheme has now also been made available to Housing Association tenants.

Table 7: Homes sold under RTB

Year	Total homes
2013/2014	28
2014/2015	39
2015/2016	34

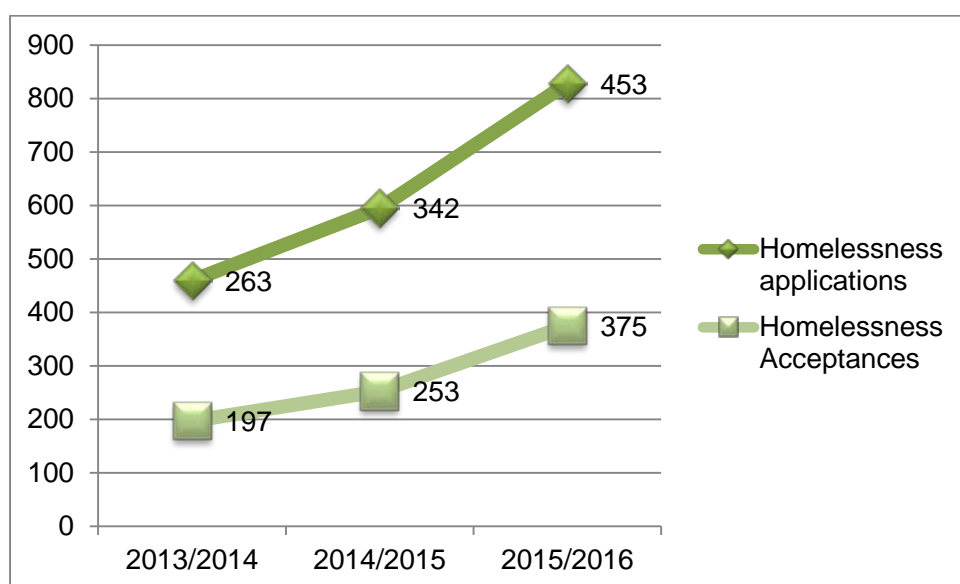
Source: CBC data

Homelessness in Colchester

Detailed information on people that have made a homelessness application to Colchester Borough Council is recorded on the P1E returns that are sent to the Department of Communities and Local Government (DCLG) quarterly.

The P1E provides data on households who have presented themselves as homeless to the Local Authority, and those who have been accepted as unintentionally homeless and in priority need. Although information from the P1E provides an indicator of homelessness in Colchester it does not represent the whole picture. The graph below shows the total number of Homelessness applications and acceptances for the last 3 years.

Figure 6: Applications and Acceptances



Source: DCLG P1E

During 2015/16 the number of homelessness applications in Colchester increased by 32%. This follows the national trend as between 1 January and 31 March 2016, local housing authorities in England received 29,120 applications; this is 5 per cent higher than in the corresponding quarter in 2015.

The number of homelessness acceptances has also increased in 2015/16 by 48% from the previous year. Nationally there were 57,750 acceptances during 2015-16, up 6% from 54,430 in 2014-15.

The following table provides information on homelessness acceptances broken down by age category. Over the past 3 years the highest number of acceptances is consistently in the 16-24 and 25-44 age groups.

Table 8: Acceptances by age category

Age Groups	2013/14	2014/15	2015/16
16-24	70	74	123
25-44	103	147	197
45-59	18	29	45
60-64	2	2	5
65-74	4	0	3
75 and over	0	1	2
Total	197	253	375

Source: DCLG P1E

The table below shows accepted homeless households by priority need category. The presence of dependent children in the household was the primary reason for

priority need over the last 3 years and in 2015/16 this represented over half (54%) of all acceptances.

Over the last year there has been a significant increase (100%) in the number of households accepted due to mental illness and disability and in those households accepted due to a physical disability (86%).

Table 9: Acceptances by Priority need category

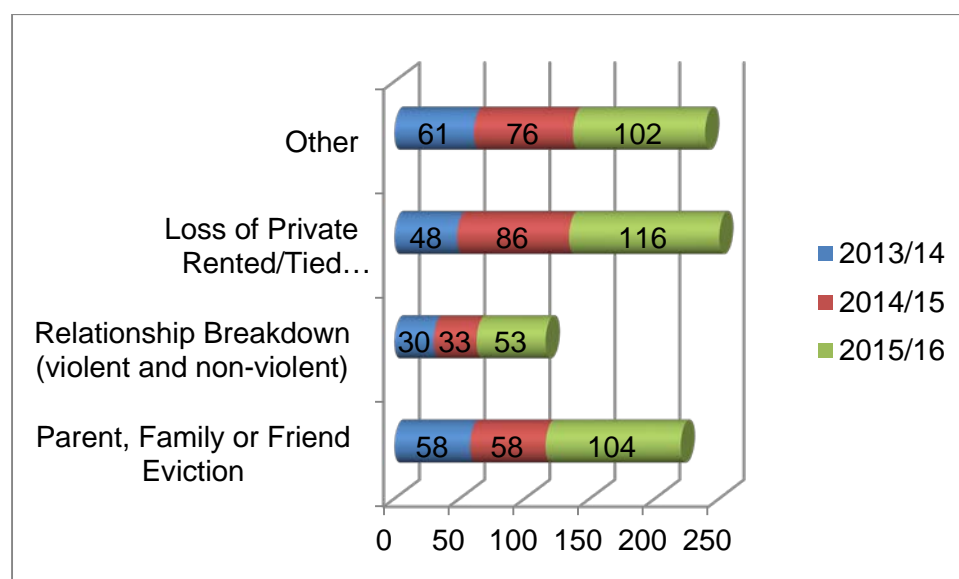
Priority need category	2013/14	2014/15	2015/16
Emergency(fire, flood, storms, disaster, etc.)	2	0	0
Families with dependent Children	99	142	203
Pregnant Woman with no other dependent children	30	36	42
16 or 17 year old	16	8	12
Formerly "in care" and aged 18 to 20 years old	6	5	11
Old age	4	3	3
Physical disability	10	14	26
Mental illness or disability	28	32	64
Drug dependency	0	1	1
Alcohol dependency	1	1	2
Former asylum seeker	0	1	0
Other	0	7	5
Been in care	0	0	0
Served in HM Forces	0	0	0
Been in custody/on remand	0	0	1
Fled their home because of violence/threat of violence	1	3	5
<i>of which Domestic violence</i>	1	2	5
TOTAL	197	253	375

Source: DCLG P1E

The graph below indicates the 3 main reasons for households being accepted as homeless. In the last year there has been a 35% increase in the number of households being accepted due to loss of private rented or tied accommodation, and

a 79% increase due to family/friend eviction. Households accepted as homeless due to relationship breakdown has also increased significantly since 2014/15 by 61%.

Figure 7: Main reasons for Homelessness



Source: DCLG P1E

('Other' category includes harassment/violence, rent arrears, left institution/care, sleeping rough or in a hostel and emergency).

Households in temporary accommodation

The table below shows the total number of households in temporary accommodation as at 31st March in the last 3 years. From 31st March 2015 to 31st March 2016 there has been an increase of 25% in the number of households accommodated.

Table 10: Households in Temporary accommodation (TA)

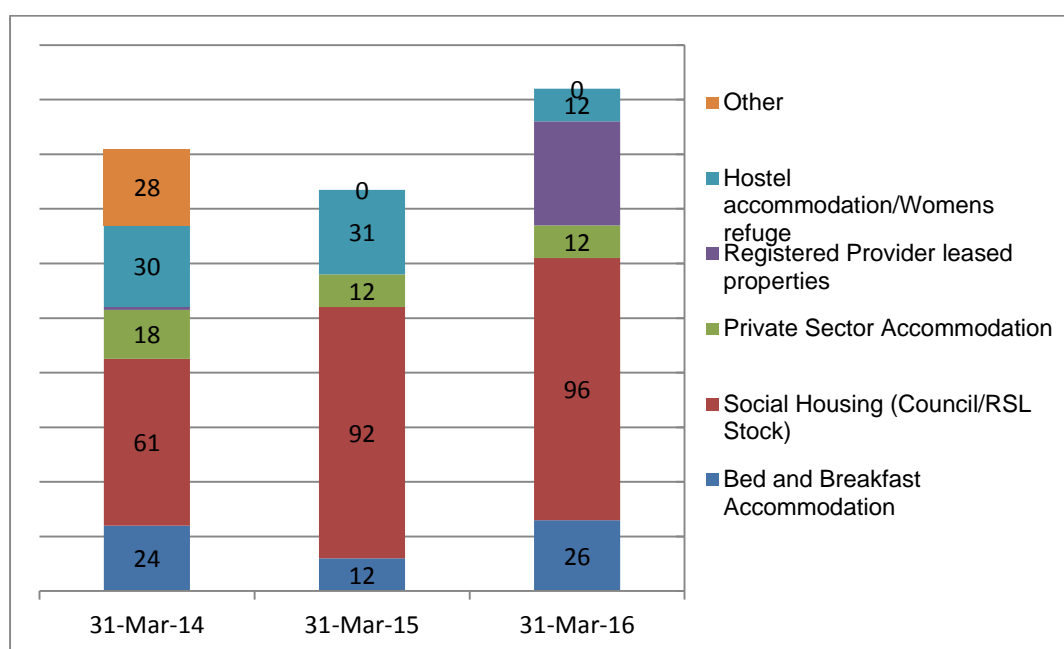
TA snap shot as at:	31-Mar-14	31-Mar-15	31-Mar-16
Total	162	147	184

Source: DCLG P1E

In England the number of households in temporary accommodation arranged by local authorities on 31 March 2016 was 71,540, up 11 per cent on a year earlier.

The following graph shows the number of households in temporary accommodation by type of accommodation as at 31st March for the last 3 years. There has been a significant increase in the use of bed and breakfast accommodation in the last year. Properties leased by Registered Providers are now being used as temporary accommodation.

Figure 8: Households in temporary accommodation by type of accommodation.



Source: DCLG P1E

Homelessness Prevention

The table below shows the total number of cases where homelessness was prevented by the Housing Options Team and partner organisations in Colchester, for the last 3 years.

Table 11: Homelessness Prevention cases

Homelessness Prevention	2013/14	2014/15	2015/16
Total cases	616	498	572

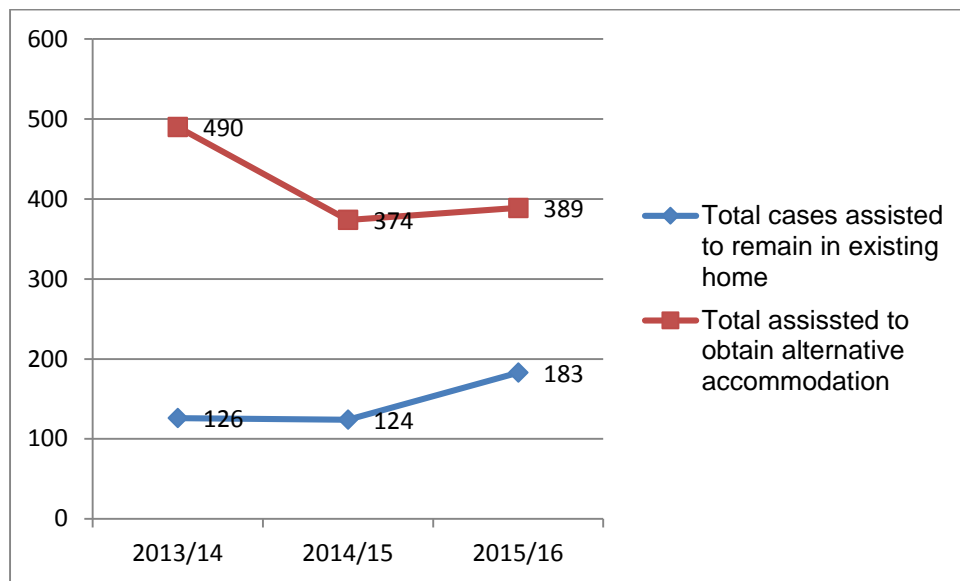
Source: DCLG P1E

In the last year there has been a 15% increase in the number of homelessness prevention cases from the previous year. Nationally the number of homelessness prevention cases has decreased by 4% in the last year from 220,700 in 2014/15 to 212,500 in 2015/16.

The following graph indicates that there has been a significant increase in the last year of 48% in the number of cases being assisted to remain in their existing home.

The majority of homelessness prevention continues to be where cases have been assisted to obtain alternative accommodation in the private rented sector, supported housing schemes and social housing via the Council's Housing Register. This has also increased slightly (4%) over the last year.

Figure 9: Homelessness Prevention cases by Prevention type



Source: DCLG P1E

Single Homeless and Rough Sleepers

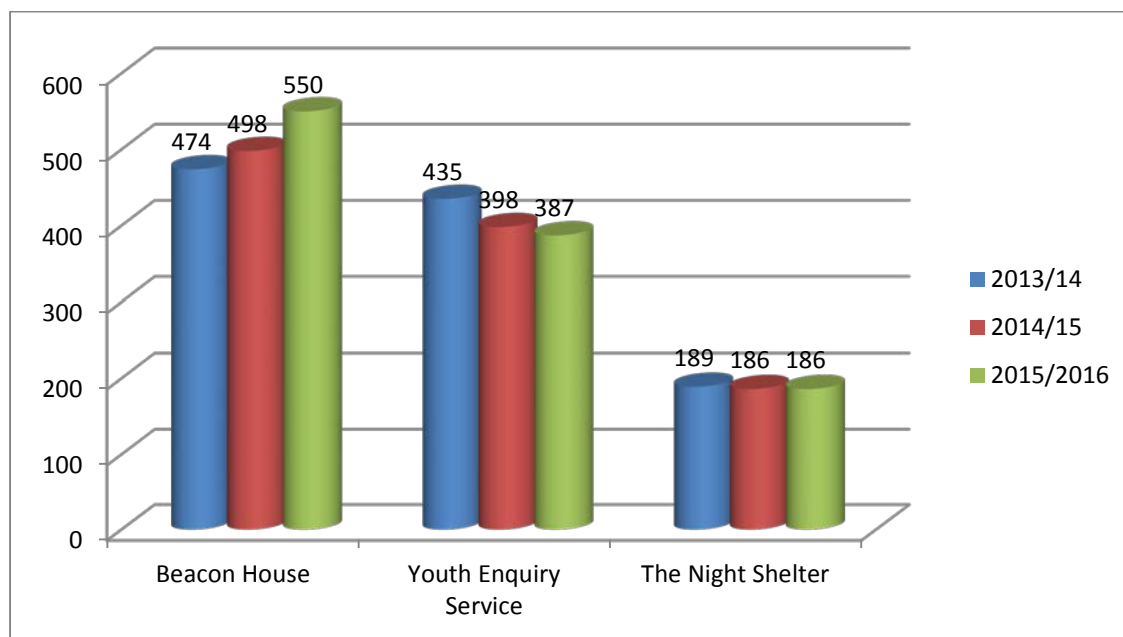
There are a significant number of single homeless people in Colchester that the Council does not owe a duty to house because they are not in priority need as set out by Homelessness legislation.

A number of voluntary sector organisations in Colchester provide valuable advice, support and accommodation for the growing number of single homeless people.

The following graph shows the number of clients that have used the voluntary sector services over the last 3 years.

The clients using Beacon House for help and support has increased by 10% over the last year. The number of under 25's that have received services to prevent homelessness at the Youth Enquiry Service has decreased slightly (3%) on the previous year. The number of clients that have stayed at Colchester Night Shelter has remained consistent over the 3 year period.

Figure 10: Clients that have used the voluntary sector services



Source: Voluntary sector organisations

Rough Sleepers

Local Authorities are required to provide a figure for the number of people rough sleeping in the area to the DCLG on an Annual basis; this can either be by way of a count or by providing an estimate from information gathered from local organisations.

Since 2010 the estimated figure for rough sleeping in Colchester has significantly risen from 10 people in 2010 to 35 in 2013.

Due to the significant rise in rough sleepers a count took place in November 2014 conducted by a mix of Volunteers from CBH, CBC and partner agencies that work in housing. Only two rough sleepers were found.

Last year on Thursday 26th November a further Rough Sleepers count was conducted and 9 were counted. Although this was an increase from the previous year it is a significant reduction compared to the estimate of 35 in 2013.

CHASUP (Colchester Homelessness Agencies Service Users Panel), the multi-agency group was set up in 2013 to help entrenched rough sleepers and has been partly responsible for the reduction.

CHASUP, an action based task group has helped to co-ordinate an approach across local statutory and voluntary agencies for individual rough sleepers which includes reconnecting clients with substance abuse services, family members or back to their own home area as well as helping them to obtain accommodation.

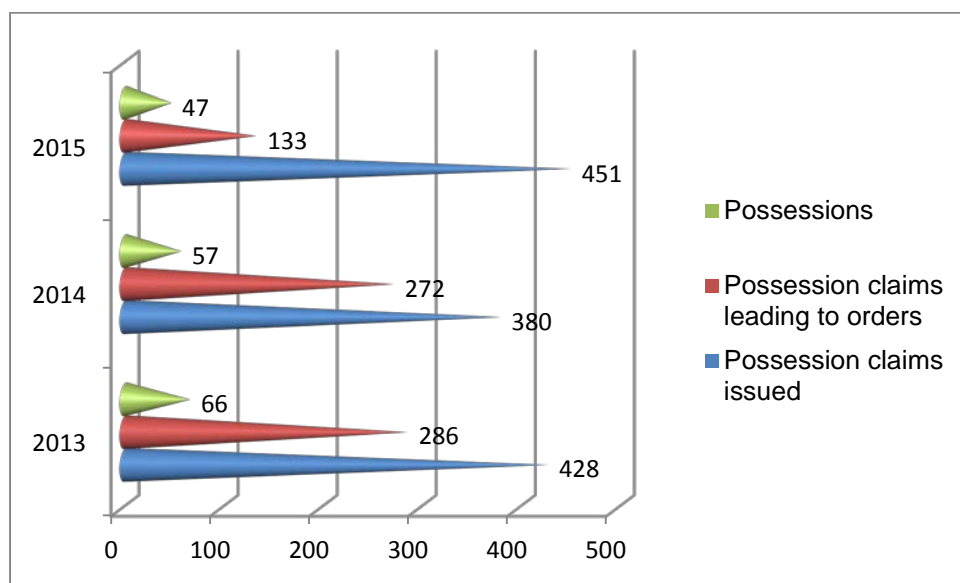
Since July 2015 CHASUP has worked with 65 clients of which 25 have been rehoused.

Possession actions in the private and public sector

Landlord possession actions

As shown in the graph below, there has been a sharp increase of 19% in the number of Landlord possession claims issued in the social and private sectors in Colchester, over the last year. This follows an 11% decrease in possession claims from 2013 to 2014. However the number of possession claims that lead to an order being granted for possession has significantly decreased by 51%.

Figure 11: Landlord Possession claims



Source: Ministry of Justice statistics

Nationally the annual total of claims issued in 2015 was 153,694, down 7% on the previous year. The number of possession claims leading to orders also declined by 7%.

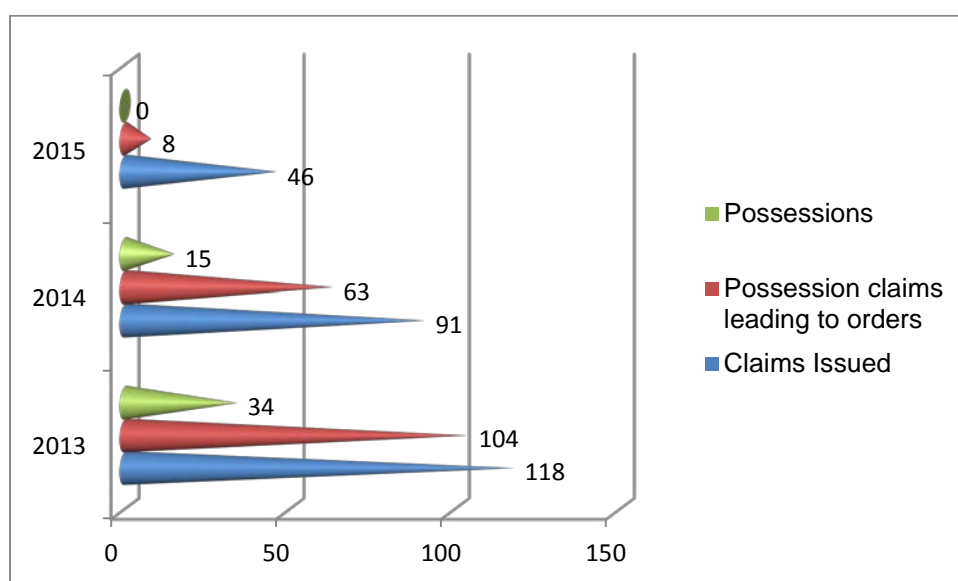
There was also a significant reduction in the number of Landlord possessions in Colchester over the last year with a decrease of 29%. Nationally there were 42,728 repossessions by county court bailiffs in 2015, an increase of 2% compared to 2014.

Mortgage Possession actions

The graph below shows that there has been a significant decrease in the number of mortgage possession claims and claims leading to orders since 2013. In the last year the number of claims has almost halved (49%)

This reflects the national trend as the total claims issued in 2015 was 19,853, reflecting a 52% decline in number of claims since 2014. The number of orders and repossessions in 2015 has also declined since 2014 by 53% and 53% respectively.

Figure 12: Mortgage Possession claims



Source: Ministry of Justice statistics

The decrease in the number of mortgage possession actions could be attributed to lower interest rates, lenders taking a more proactive approach in managing customers in financial difficulties and other interventions from the government.

Another factor that may have contributed to the downward trend in the number of mortgage possession claims and orders include the introduction of the Mortgage Pre-Action Protocol and also coincides with a decrease in the number of owner-occupiers.

Social Housing Evictions

The table below shows the number of evictions due to rent arrears and anti social behaviour made by Colchester Borough Homes over the last 3 years. Since 2013/14 evictions for rent arrears has remained consistent whilst evictions for anti-social behaviour have significantly reduced.

Tenancy Sustainment Officers continue to help tenants sustain their tenancies and reduce the number of those losing their properties through eviction.

Table 12: Evictions – CBC properties

	2013/14	2014/15	2015/16
For Rent Arrears	20	19	20
For ASB	11	1	2
For Both	3	5	1
For Other Reason	0	3	0

Source: Local Authority Housing Statistics

Housing Standards – Private Sector dwellings

The Private Sector Housing (PSH) team is responsible for ensuring that all properties not owned by CBC are safe and do not present unacceptable hazards to occupiers. This includes the Private Rented sector, properties owned by registered providers and owner occupied properties.

The number of service requests from tenants complaining about disrepair in their privately rented property, over the last 3 years is as follows:

Table 13: Service requests from tenants

2013-14	2014-15	2015-16
108	326	249

Source: PSH data

Since 2014 the PSH Team has introduced a robust method of monitoring of hazards removed and homes improved. The following table shows the total number of serious hazards removed by the PSH team for the last 2 years.

Table 14: Serious hazards removed

2014-15	2015-16
470	474

Source: PSH data

The table below shows the number of homes that have been improved in the private sector over the last 2 years. There has been an increase of 56% in the last year from 2014-15.

Table 15: Homes improved

2014-15	2015-16
123	192

Source: PSH data

The following table shows the number of Improvement Notices served for Category 1 and 2 hazards on non-compliant landlords to secure compliance with housing standards, over the last 3 years. There has been a significant reduction of 79% in notices served from 2013-14 to last year 2015-16

Table 16: Improvement Notices served

2013-14	2014-15	2015-16
19	10	4

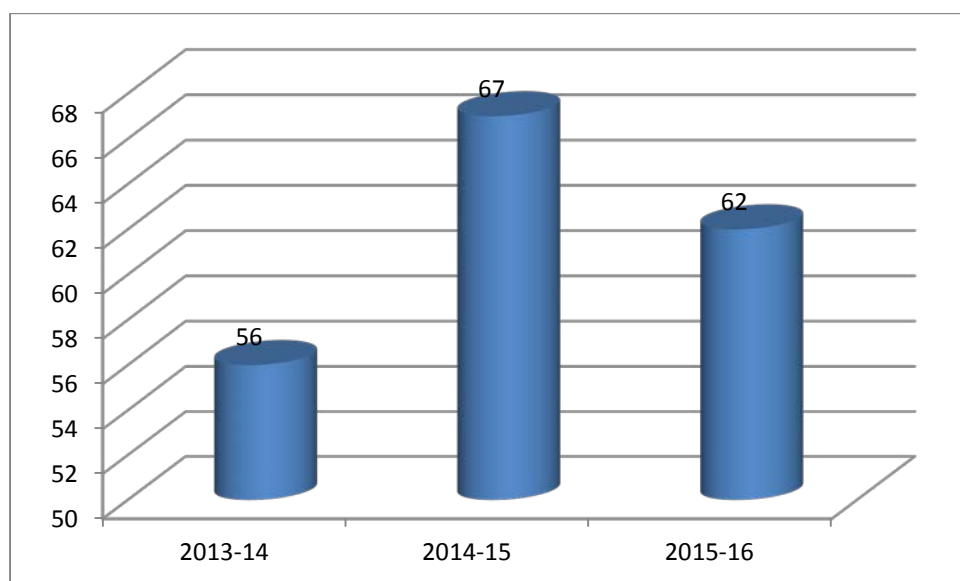
Source: PSH data

Disabled Facilities Grants

Colchester Borough Council administers Disabled Facilities Grants (DFGs) to criteria set out by the Government. The grants are paid after completion of works to adapt properties to enable people with disabilities to continue to live in them.

The graph below shows the number of DFG's completed over the last 3 years.

Figure 13: DFG's completed



Source: PSH data

Colchester Borough Council awards Home Repair Loans which is an income based, 'means tested' loan, secured on the property, and is available to home owners and leaseholders to repair and maintain their property.

The table below shows the number of home repair loans awarded over the last 3 years.

Table 17: Home repair loans awarded

2013-14	2014-15	2015-16
9	8	6

Welfare Reform

From 2012, Colchester Borough Council (CBC) developed a strategic response to welfare reform. A welfare reform group was formed bringing together all relevant service areas.

It was recognised that the Council would have to apply the changes, and that services would need to work together even more effectively to mitigate the impact on residents.

The removal of the spare room subsidy in the social rented sector (RSRS)

Since April 2013 there have been new rules in Housing Benefit for working-age people living in social housing. This is referred to as the removal of the spare room subsidy.

From 1st April 2013 Housing Benefit was based on the number of people in the household and the size of the accommodation. This applies to all working-age tenants renting from a local authority, housing association or other registered social landlord. The rules were announced in the Welfare Reform Act 2012.

This means those tenants whose accommodation is larger than they need may lose part of their Housing Benefit. Those with 1 spare bedroom will lose 14% of their eligible rent and those with 2 or more spare bedrooms will lose 25%.

Due to proactive support, early intervention and partnership working the number of residents affected have reduced significantly since the implementation of RSRS as shown in the table below.

Table 18: Removal of the Spare Room Subsidy – Colchester

Date	Number of Residents affected (14% or 25%)
1 st April 2013	1043
1 st April 2014	713
1 st April 2015	664
1 st April 2016	614

The Benefit Cap

The Benefit Cap, another key feature of the Welfare Reform Act 2012, was introduced in Colchester from 15th July 2013.

The Benefit Cap limits the total amount of benefit working age residents can receive as follows:

- £500 per week for couples with or without children
- £500 per week for lone parents
- £350 per week for single customers

Income above the cap levels will be deducted from Housing Benefit initially. Then in the longer term will form part of Universal Credit. Some households will be excluded from the Benefit Cap.

Although the numbers potentially affected by this reform were much lower than the RSRs case load it was recognised that it presented clear challenges relating to the general profile of those affected; namely large lone parent families with on average 4 or more dependent children. The reform was also accompanied by the working tax credit exclusion which provided a focus on work support and training to be offered as a primary solution.

From 2012 -2014 Colchester Borough Council, Colchester Borough Homes and Colchester Job Centre Plus worked in partnership to provide early intervention to each resident potentially affected. The support and assistance continued post implementation and has led to mitigation of the impacts of this reform as shown in the table below.

Table 19: The Benefit Cap – Colchester

Date	Number of Households affected
Pre reform data 2012	~200
Implementation 15 th July 2013	98
1 st April 2015	54
1 st April 2016	52

Benefit Cap levels are reducing further from 7th November 2016 as shown in the table below.

Table 20: Benefit cap levels from November 2016

	Current cap	New cap
Couple with or without children	£26,000 (£500 a week)	£20,000 (£384.62 a week)
Single and living with children	£26,000 (£500 a week)	£20,000 (£384.62 a week)
Single with no children or children living elsewhere	£18,200 (£350 a week)	£13,400 (£257.69 a week)

This reduction in Benefit Cap levels will therefore affect more residents and families. It is estimated that 300 residents will be affected.

Local Council Tax Support

The Welfare Reform Act 2012 ended Council Tax Benefit. Provisions for the localisation of Council Tax Support were included in the Local Government Finance Act 2012.

Since 1st April 2013 Local Authorities have been responsible for administering their own Council Tax Reduction Schemes. As such Colchester Borough Council implemented a Local Council Tax Support scheme from 1st April 2013.

In Colchester, Local Council Tax Support currently helps 10,100 residents reduce their Council Tax bill.

All working age recipients of Local Council Tax Support have to pay a minimum contribution of 20% towards their Council Tax bill. National regulations still require local schemes to 'protect' those residents of state pension credit age from any reduction to their level of support as a result of the localisation of the scheme.

Alongside the introduction of Local Council Tax Support the Customer Support Team work proactively providing a range of services including flexible payment plans, debt and back to work advice. The work of this team helps to protect the interests of our more vulnerable residents.

Universal Credit (UC)

UC is a new single payment for people who are looking for work or on a low income. It will replace income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Child Tax Credits, Working Tax Credits and Housing Benefit.

Since April 2013, UC has been tested in path finder sites, mainly in the North West of England and gradually rolled out to other areas using 'test and learn' principles.

From 2015 a national roll out of UC commenced with a four tranche approach. Colchester Borough Council was included in tranche one with an UC implementation date of 16th March 2015.

Initial Claims to UC in Colchester

UC is being introduced gradually using a phased approach. It is only accessible to certain residents, these being new claims from single people, who would otherwise have been eligible for Jobseeker's Allowance (JSA) including those with existing Housing Benefit claims.

Claims to UC will be administered and awarded by the Department for Work and Pensions (DWP). Access to UC is digital by default. Residents then attend an interview at their local Job Centre Plus with their claim for UC assessed within DWP support centres. Residents with housing costs, in most circumstances, claim such costs as part of UC rather than claim Housing Benefit.

It is indicated by the DWP that a further expansion of UC, to a wider customer base, is to be expected with final migration of all legacy benefits to be completed by 2019.

The introduction of UC fundamentally changes how residents access benefits in the future including:

- Most claims linked to 'claimant commitment' with the JCP where residents agree to actions
- Payments will be made monthly in arrears
- Payments will be made directly to the resident

To accommodate tranche one implementation, and to ensure local foundations of support are established for expansion, the DWP have put in place Delivery Partnership Agreements. These agreements are between DWP and Local Authorities to make available support to those who need extra help with Universal Credit. The DWP intended this support to be delivered by Local Authorities and to cover the following areas:

- Support for residents claiming UC to get online and stay online
- Provision of personal budgeting support for those with complex needs
- Provision of a LA point of contact for the UC service centre in respect of Housing Cost issues
- Receiving and processing Local Council Tax Support notifications
- Signposting landlords to DWP contact points
- Provision of management information
- Expectation to contribute to 'test and learn' framework

Discretionary Housing Payments – (DHP)

Each year Local Authorities receive a government contribution, and an overall expenditure limit, to support those receiving Housing Benefit who need extra help

with their housing costs. The funding level is determined by the DWP. Between 2013/14 – 2014/15 funding for DHP was increased significantly in the context of the Welfare Reform agenda.

Table 21: DHP Funding

Year	Government DHP funding to Colchester Borough Council
2012/13	£264,881
2013/14	£448,524
2014/15	£423,918
2015/16	£239,924
2016/17	£292,170

The Council's preparation for Welfare Reform was multifaceted and a key stream of work was the development of a new Discretionary Housing Payment (DHP) framework. The provision of DHP was completely refocused in all areas in line with new pressures and goals, greatly increased funding and increased demand; all with a view of making the customer journey more holistic whilst efficient.

DHP decision making is an additional task within the Customer Support Team and by ring fencing the assessment process within this specialist team more support can be given to each applicant. Therefore greater consistency of decision making can be achieved both for those affected by reform and those seeking help who are not.

The team foster and develop a network of contacts nationally and locally, fitting the support needs of the resident to the agency or partner that can help to deliver longer term solutions.

Further Changes to Welfare Benefits Announced in 2015

A key component of The Summer Budget of 8th July 2015 was to introduce the next stage of Welfare Reform. The Summer Budget preceded the Welfare Reform and Work Bill 2015-2016. Further adjustments to Welfare Benefits are also being introduced through other legislative instruments.

To assess the impacts of the Welfare Benefit announcements a cross service project group was formed including representation from Customer Services, Housing Options and Strategic Housing. The group identified the proposed Welfare Reform agenda will affect the income of Colchester's residents and has potential to increase pressure on front facing services, Housing Options advice and Council Tax / rent collection.

The unprecedented range of reform proposed over the next four years does change the context of intervention and an authority's ability to successfully remove all burdens. Yet the proactive mitigation of earlier reforms places the authority in a good position to assimilate, plan and respond to the new programme of reforms.

Furthermore by taking a vanguard approach Colchester Borough Council could influence wider support locally and nationally.

Colchester Borough Council has now formed a specialist team to provide incisive intervention and support to its residents affected by this new wave of reform.

Officers have been recruited with a range of skills to best support our residents and to preserve services by providing intervention and bolstering support for pressured areas resulting from the reforms.

The team will collaborate with an extensive range of internal services and tap into and enhance community capacity, bringing together our partners - Colchester responds.