



Homelessness and Housing Solutions Service

Directorate Neighbourhoods

Homelessness Prevention and Rough Sleeping Strategy 2020 - 2025

SMART Delivery Action Plan

## Homelessness Prevention and Rough Sleeping Strategy

### Action Plan 2020-2025

Specific Action	Measurable (outcome)	Achievable	Resources	Time	Lead Officer
1.Prevent and have early intervention of homelessness through working with partners and stakeholders	Assist those at risk of Friends and Family asking them to leave which is one of our highest reasons for approach	Trained mediators in the team (links to Priority 1 &4)	Officers X2 trained mediators £3K per course- Staff training £5K p/a	2021- ongoing	Head of Service
		Allocations policy permits band 1 for 6 months mediation programme ( links to priority 1&3)	Allocations policy is 2020 and will be reviewed	2021-2022	Homes Manager
	Move on pathways	In order to continue to prevent repeat homelessness and rough sleeping, we will develop move on pathways for sustainable accommodation and support needs	Partner joint working and third sector connections  Housing Solutions fund £50K to support cases for rent in advance	2021- ongoing	Homeless Prevention Manager

			RS's if verified obtain a band 2 status on the Council's housing register.		
	Pre-action protocols with Registered Provider's, Housing Association's and other statutory services	Work with our partners to create and implement a local pre-action protocol on possession claims by social landlords  Current work on going with SCC social services on 16/17 yr old protocol and assistance from MHCLG	Allocations policy 2020 gives all confirmed care leavers, ready for move on Band 1 status.  Eviction prevention panel with RP's/HA's	2021 – on going	Homes Manager
	Focus on Prevention of Evictions	We will work with landlords and tenants to resolve difficulties through, for example, dispute resolution mechanisms, mediation. Agreements between tenant and Landlords.(behavioural etc) Re-design	Team training and mediators in the team, look to increase	2021 – ongoing	Homeless Prevention Manager  Head of Service &

Opening up the Homeless (HRA) Jigsaw Software to third parties	homelessness and stop the revolving door	Housing Solutions Fund £50K P/A	2021	(All managers)
	Assist with rent arrears if facing financial; hardship and difficulties	Housing Solutions part Commission TAC	2021	Head of Service, Referral & Compliance manager
	Referrals to Tamworth Advice Centre for debt and money advice	£20K PA		Head of Service & Homeless Prevention Manager
	Helping households in the owner-occupied sector with financial problems	Team members assisting and trained, Mortgage rescue schemes in-light of covid tba	2021- ongoing	
	To enable partners and Third sector who engage with clients to obtain and assist client's with their cases. To prevent gap's in service provision for the clients. Also will aid the duty to refer under the HRA 2017	£9K p/a	2021- ongoing	Homeless prevention Manager & Compliance and Referral Manager.
	Deliver staff training on prevention tools (to			

		both internal and external colleagues who may be able to signpost)	Staff training on new legislation and case law £5K		
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2. Develop rapid pathways for rough sleepers	Commissioning a 'Housing First' service for those with multiple high needs  Provision of emergency accommodation	Working with partners and stakeholders, we will explore the relevance of 'housing first' as a potential pathway for rough sleepers with complex needs and chaotic lifestyles. Soft test Marketing will be done	£50K for 1 year, using FSHG.	2022-2025	Head of Homelessness & HS & All Managers
		-Reduce even further the use of bed and breakfast accommodation,  -Use of Council Stock  -Ensure that our allocations and lettings policy fast tracks rough sleepers into our accommodation	B&B Budget p/a now reduced to £100K reduced from £250K p/a  TA pays for itself creating revenue	2021- ongoing	Head of Service & All Managers

		<p>and that of registered providers</p> <p>-Continue to support the provision of appropriate emergency accommodation during winter periods / severe weather</p>	<p>Allocations policy fast tracks RS. RS's receive band 2.</p> <p>SWEP budget £6K p/a</p>		
	<p>Advice &amp; Support / Outreach service &amp; Homeless Hub</p>	<p>Help and assistance to rough sleepers and vulnerable households to access accommodation and support is fundamental, Staff complete out-reach services and aspiration of a homeless hub within the community. Build on 121 support.</p> <p>Work with Public Health and the Clinical Commissioning Group to explore links between poor health</p>	<p>Partners and Third sector</p> <p>£20K Outreach service p/a</p>	<p>2022- 2025</p>	<p>Head of Service &amp; All Managers</p>

		and homelessness and identify ways of tackling these			
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3. Improve the supply of and access to affordable and supported housing	Planning agreements (national levy)	Availability of new affordable rented housing for homeless households could be enhanced by incorporating a nomination provision into planning agreements	Government's Planning White Paper proposes replacing planning agreements with a national levy	2022- 2025	Head of service & all Managers
	Private renting	Improving our offer to landlords opens up opportunities of accessing a wider range of accommodation  We have three specific actions:	Housing Solutions fund £50K p/a	2021- ongoing	Head of Service & All Managers

		<ul style="list-style-type: none"> <li>-Use our landlords forum to highlight our offer</li> <li>-Operate a tenancy-ready scheme for households willing to consider the private rented sector</li> <li>-Enhance the role of our temporary accommodation service to include joint working with tenants and landlords</li> </ul>	<p>Our local housing strategy includes a number of additional relevant proposals on addressing issues in the private rented sector</p> <p>Preventing evictions is highlighted under priority one</p>		
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4. Offer a high quality and innovative service to homeless households and those threatened with homelessness	Quality assurances	<p>Ensuring appropriate access to services (including advice and support) depends on having robust mechanisms for checking quality</p> <p>Our specific actions include:</p>	Staff training £5K for relevant case law and legislation updates.	2021- ongoing	Head of Service & All Managers



		<p>-Staff training (including updates) on issues such as trauma management and conflict resolution</p> <p>-Use of a customer steering group to oversee quality issues</p> <p>External reviews eg Government's homelessness and support advisers (HAST)</p>	New corporate portal		
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5. Improve health and well-being aspirations.	Support needs of people presenting themselves as homeless highlights the significance of (i) mental health and (ii) physical ill-health and disability	<p>Using Data and information also linked to priority 2</p> <p>We will continuously analyse data from sources such as the annual rough sleeper count and the severe weather emergency protocol (SWEP)</p> <p>As part of our response to covid-19, we have flagged up to customers mental health support services such as South</p>	<p>I.T software,</p> <p>Staff training</p> <p>KPI's</p>	2021 on going	Head of Service & Compliance & Referral Manager

	Addressing mental health issues- data shows highest issue	Staffordshire Network for Mental Health.  We will enhance our joint working with partners on addressing this issue  Targeted mental health resource into the team	Use of human Kind/New Era SCC  £30K p/a		
	Helping vulnerable customers access emergency services	Vulnerable households often require the assurance of being able to contact organisations in times of crisis via our Out of Hours Service (OOH)  Working with our community safety partnership, we will promote the Staffordshire Smart Alert service to vulnerable customers (links to priority 4)	Staff costs in OOH claims per year £6600 per year 19/20		Head of Service & All Managers
		Domestic abuse is both one of the immediate reasons for homelessness as well as one of the support needs for those	Part of DV forum in Staffordshire	Predicted £196K spent of £264,250.00	Head of Service & All Managers

	Tackling domestic abuse	<p>presenting themselves as homeless (see evidence base)</p> <p>We will work with our partners in developing and implementing policies to address this issue</p>	<p>Previously made successful bids for Pathways to continue its service.</p>		Partnerships Team
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