

Key Priorities from 2020- 2025	Achievements to date
<p><i>Priority 1: Prevent and have Early Intervention of Homelessness Through working with partners and Stakeholders.</i></p>	<ul style="list-style-type: none"> ➤ Band 1 – 6 months mediation in the Allocation policy for parental eviction ➤ Revised the Allocations policy in 2021 to recognise the Domestic Abuse Act 2021, Social Housing White Paper and further guidance for Veterans. ➤ Band 2 award given for verified rough sleepers in the allocations policy. ➤ Specific bandings in the allocations policy reflecting the Homelessness Reduction Act (HRA) duties. ➤ Quarterly meetings with Through care to provide early intervention for care leavers. ➤ RSI project – Rough sleepers advertising campaign ➤ Links with the DWP armed forces champion for Veterans ➤ Currently finalising the 16- 17 Protocol with Children’s Services for those homeless or threatened with homelessness. ➤ Monthly meetings take place with probation, i.e planning for releases or those out in the community where it may break down. ➤ Commission the Tamworth Advice Centre (TAC) for additional sessions within the Community on a weekly basis in conjunction with the charitable sector ➤ Joint commission the TAC money advice service with Partnerships and landlord function which assists with eviction suspensions etc. ➤ Use the Housing Solutions fund for preventions e.g rent in advance, deposits. ➤ Trained accredited mediators in the team. ➤ Have recruited an outreach officer to work with local churches and partners for early intervention in case someone beds down. ➤ Duty to refer – the service receives wider agency referrals from RPs and Housing associations on their tenants threatened with homelessness.

	<ul style="list-style-type: none"> ➤ Established links with Job Centre and have a SPOC ➤ Established links with the discharge nurse at Good Hope hospital. ➤ Established links and good working practice with HumanKind and New Era and Better Way recovery ➤ Mental Health links have evolved, established worker from Midlands Partnership Trust (MPFT) now working alongside the team directly. ➤ Following County initiatives with regard to complex care pathways ➤ Collaborative working with the Ukraine resettlement team at County and partnerships team ➤ RSI team in place from 2021- 2022 providing housing first principles on sustaining tenancies. ➤ Interlinking work carried out with Council tax for success via the Household support fund and reduced client's liability for more affordability in the future. ➤ Duty to refer active referral early intervention pathway for partners. ➤ Interlink departments with joint commissioning between Income/ Council Tax/ Benefits and Housing Solutions ➤ Referrals to supported accommodation units. ➤ Personal Housing Plans (PHPs) ➤ Tamworth Vulnerability Partnership (TVP) supporting tenancy sustainment. ➤ Move on Protocol with supported accommodation providers.
<p><i>Priority 2: Develop Rapid Pathways for Rough Sleepers</i></p>	<ul style="list-style-type: none"> ➤ Completed successful advertising campaign and posters for those rough sleeping. ➤ Continuation of the free phone number ➤ Successfully completed RSI 4 from June 2021-July 2022. ➤ Submitted End Rough Sleeping to DLUHC ➤ Successful partnership working in place with local police teams, wardens, Heart of Tamworth and TCIC other charities.

	<ul style="list-style-type: none"> ➤ Full time dedicated outreach officer added to the service who works with local partners statutory and voluntary and other churches in Tamworth. ➤ Embedded partnership working with Humankind on Rough sleepers with multi-dual diagnosis, along with multi-disciplinary team meetings. ➤ Delivered winter relief projects with Heart of Tamworth, providing covid- secure wrap-around support. ➤ Delivered additional Housing Options surgeries at local churches. ➤ Supporting rough sleepers though joint visits with police and support services ➤ Assisted via “Everyone In” initiative rehoused multiple reoccurring rough sleepers and worked with them via Neighbourhood Coach and mental health worker to sustain tenancies longer term. ➤ Personalised Budgets for Rough Sleepers funded from Homeless Prevention Grant, e.g assistance with ID, white goods, essentials they may need to get back into employment.
<p><i>Priority 3: Improve the supply of and access to Affordable and Supported Housing</i></p>	<ul style="list-style-type: none"> ➤ s106 agreements- working closely with RPs the development of the housing strategy and planning. ➤ Acquisitions- expanding property types to meet housing need in the area.
	<ul style="list-style-type: none"> ➤ Working with key partners and RSLs via nominations ➤ Exploring commissioning options for support once in a home in-order to increase sustainment. ➤ Move on protocol for supported Housing providers. ➤ Have continued to build on links to supported accommodation for clients out of area.
<p><i>Priority 4: Offering a High Quality and innovative Service to homeless household and those threatened with homelessness.</i></p>	<ul style="list-style-type: none"> ➤ Training programme for staff for continued professional development in place. ➤ Personalised Housing Plans for all clients owed a duty under HRA. ➤ Continued to have single figures in Bed and Breakfast

	<ul style="list-style-type: none"> ➤ No Families kept in Bed and breakfast longer than 6 weeks. ➤ No 16–17-year-olds placed in Bed and breakfast ➤ Continued submissions Performance, DLUCH DELTA returns. ➤ Using the data to inform service delivery. ➤ DLUHC advisors via HAST visited the service in October 2022 “robust prevention toolkit” and continued low numbers in temporary accommodation. ➤ Tamworth commended further by DLUHC youth homelessness advisor. ➤ Excellent collaborative working with Statutory agencies and voluntary sector.
<p><i>Priority 5: Improve health and Wellbeing aspirations.</i></p>	<ul style="list-style-type: none"> ➤ Duty to refer- working directly with the hospital as a key point of contact and close work with discharge staff at hospitals. ➤ Working with MPFT and established links with Mental health hospitals. ➤ Trained staff that are mental health first aiders ➤ Suicide training for all staff ➤ Robust response to Covid-19 ➤ Working with New Era tackling Domestic Abuse Rapid referral channels via mental health and A&E ➤ Commissioning mental health worker 2021- 2022 ➤ Providing good quality TA for those who are homeless which meets individual needs including level access facilities, supported units and accommodation options centrally located to access town centre services. ➤ Embedded relationships with Humankind (Substance misuse) ➤ Collaborative work delivered with Heart of Tamworth register clients with GPs. ➤ Delivered Protect and Vaccinate e.g uptake with Covid Vaccinations

	<ul style="list-style-type: none">➤ Personalised budgets assisted to buy cookers and fridges to promote healthier eating.➤ Supported through revised Relief Duty Banding under Allocations Policy 2020➤ Delivered and recruited a ‘temporary accommodation coordinator’ role within the team to support those clients in TA.
--	---

This page is intentionally left blank