



Homelessness and Housing Solutions Service
Directorate Neighbourhoods

Homelessness & Rough Sleeping Strategy 2020 - 2025

SMART Delivery Action Plan- Appendix 1

Homelessness & RS Strategy

Action Plan 2020-2025

Specific Action	Measurable (outcome)	Achievable	Resources	Time	Lead Officer	RAG rating for review 2023
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) Allocations policy permits band 1 for 6 months mediation programme (links to priority 1&3)	2 X Officers trained mediators £3K per course- Staff training £5K p/a Allocations policy is 2020 and will be reviewed	2021- ongoing 2021-2022	Head of Service Homes Manager	
	Move on pathways.	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. If rough sleepers are verified obtain a band 2 status on the Council's housing register.	2021- ongoing	Homeless Prevention Manager	

	Pre-action protocols with Registered Providers, Housing Associations 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 DLUHC	Allocations policy 2020 gives all confirmed care leavers, ready for move on Band 1 status. Eviction prevention panel with RPs/HAs	2021 – on going	Homes Manager	Pre-action youth protocol with County and DLUHC in progress.
	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 homelessness and stop the revolving door Assist with rent arrears if facing financial; hardship and	Team training and mediators in the team, look to increase. Housing Solutions Fund £50K P/A	2021 – ongoing 2021	Homeless Prevention Manager Head of Service & (All managers)	

		<p>difficulties</p> <p>Referrals to Tamworth Advice Centre for debt and money advice</p> <p>Helping households in the owner-occupied sector with financial problems</p>	<p>Housing Solutions part Commission TAC £20K PA</p> <p>Team members assisting and trained, Mortgage rescue schemes in-light of covid tba</p>	<p>2021</p> <p>2021- ongoing</p>	<p>Head of Service, Referral & Compliance manager</p> <p>Head of Service & Homeless Prevention Manager</p>	
	<p>Opening up the Homeless (HRA)Jigsaw Software to third parties</p>	<p>To enable partners and third sector who engage with clients to obtain and assist clients with their cases. To prevent gaps in service provision for the clients. Also will aid the duty to refer under the HRA 2017</p> <p>Deliver staff training on prevention tools (to both internal and external colleagues who may be able to signpost)</p>	<p>£9K p/a</p> <p>Staff training on new legislation and case law £5K</p>	<p>2021- ongoing</p>	<p>Homeless prevention Manager & Compliance and Referral Manager.</p>	

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2. Develop rapid pathways for rough sleepers	Commissioning a 'Housing First' service for those with multiple high needs	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	Completed RSI 4 for 1 year from June 21- July 22.
	Provision of emergency accommodation	<ul style="list-style-type: none"> -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 	<p>B&B Budget p/a now reduced to £100K reduced from £250K p/a</p> <p>TA pays for itself creating revenue.</p> <p>Allocations policy fast tracks RS. RSs receive band 2.</p>	2021- ongoing	Head of Service & All Managers	

		<p>accommodation and that of registered providers</p> <p>-Continue to support the provision of appropriate emergency accommodation during winter periods / severe weather</p>	<p>SWEP budget £6K p/a</p>			
	<p>Advice & Support / Outreach service & 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 1 to 1 support.</p> <p>Work with Public Health and the Clinical Commissioning</p>	<p>Partners and Third sector</p> <p>£20K Outreach service p/a</p>	<p>2022- 2025</p>	<p>Head of Service & All Managers</p> <p>Public Health England & CCG.</p>	<p>Request for sign off progression in Cabinet report 23'.</p>

		Group to explore links between poor health 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	Housing Solutions fund £50K p/a	2021- ongoing	Head of Service & All Managers	

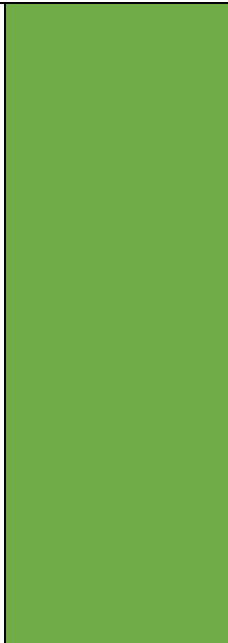
		<p>specific actions:</p> <ul style="list-style-type: none"> -Use our landlords' forum to highlight our offer -Operate a tenancy-ready scheme for households willing to consider the private rented sector -Enhance the role of our temporary accommodation service to include joint working with tenants and landlords 	<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	Ensuring appropriate access to services (including advice and support) depends on having robust mechanisms for checking quality.	Staff training £5K for relevant case law and legislation updates.	2021- ongoing	Head of Service & All Managers	

		<p>Our specific actions include:</p> <ul style="list-style-type: none"> -Staff training (including updates) on issues such as trauma management and conflict resolution -Use of a customer steering group to oversee quality issues <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>I.T software,</p> <p>Staff training</p> <p>KPIs</p>	2021 on going	Head of Service & Compliance & Referral Manager	On track and working well with MPFT

	Addressing mental health issues- data shows highest issue	<p>As part of our response to covid-19, we have flagged up to customers mental health support services such as South Staffordshire Network for Mental Health.</p> <p>We will enhance our joint working with partners on addressing this issue.</p> <p>Targeted mental health resource into the team.</p>	<p>Use of Human Kind/New Era SCC</p> <p>£30K p/a</p>			
	<p>Helping vulnerable customers access emergency services</p> <p>Tackling domestic</p>	<p>Vulnerable households often require the assurance of being able to contact organisations in times of crisis via our Out-of-hours service (OOH)</p> <p>Working with our community safety partnership, we will promote the Staffordshire Smart Alert service to vulnerable customers. (links to priority 4)</p>	<p>Staff costs in OOH claims per year £6600 per year 19/20</p>		Head of Service & All Managers	<p>Working well, options considered for OOH, internal discussions underway on feasibility.</p>

	<p>abuse</p>	<p>Domestic abuse is both one of the immediate reasons for homelessness as well as one of the support needs for those 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>Part of DV forum in Staffordshire</p> <p>Previously made successful bids for Pathways to continue its service.</p>	<p>Predicted £196K spent of £264,250.00</p>	<p>Head of Service & All Managers</p> <p>Partnerships Team</p>	
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