

Homelessness Strategy 2019-23 Action Plan

Last review: May 2019

Preventing homelessness against its main causes

<i>Priority area</i>	<i>Action</i>	<i>Outcomes</i>	<i>Lead</i>	<i>Comments / review</i>
<i>Relationship and family breakdown</i>	Review The Allocation Policy to ensure it does not incentivise homelessness	An Allocation Policy that supports those residents in greatest housing need in a timely way that prevents homelessness and promotes a variety of housing solutions	Housing Services Manager	<i>Allocation Policy review to Executive 18.6.19.</i> <i>Proposed implementation 1.9.19</i>
	Complete housing options home visits to all young families living in their parents' home	Early identification of issues that unresolved could lead to homelessness Timely delivery of housing options advice	Housing Solutions Team Manager	
	Referring applicants who are looking to their first independent home to Renting Ready training	Ensuring that young and vulnerable residents are informed consumers as they move to their first independent home and have the skills and access the support needed to make that transition successful	Accent/ The Hope Hub/ Housing Services Manager	<i>Ready Renting development meeting 30.5.19</i>
	Continue to mediate to resolve potential conflict that leads to family breakdown	Case Officers to include mediation as part of Personal Housing Plans	Housing Solutions Team Manager	
	Continue to work collaboratively with other agencies and other Council's to support victims of domestic abuse	A consistent and proactive presence at MARAC supporting multiagency interventions Joint work with other Surrey authorities to provide a range of housing and support options for residents fleeing domestic violence including participation in the Surry Mobility Scheme	Housing Solutions Team Manager Housing Services Manager	<i>MARAC attendance currently 100%</i>
	Continue to provide floating support to residents who need help to secure or maintain accommodation	With Surrey County Council jointly fund floating support to help residents who need help to secure and maintain	Housing Services Manager/ Surrey County	<i>Funding agreed for 2019/20</i> <i>Initial planning meeting for</i>

The end of an Assured Shorthold Tenancy

	accommodation in 2019/20	Council Commissioning Manager	<i>commissioning for 2020 onwards set for 13.6.19</i>
	During 2019/20 work with Surrey County Council Commissioning Manager to identify funding and a delivery model for a service beyond the existing contract		
	Work with Accent and the Hope Hub to develop a local Renting Ready model that include securing and maintaining accommodation in the private rented sector	Residents in the private rented sector have access to training to understand both their rights and their responsibilities as tenants	Accent/The Hope Hub/Housing Services Manager
	Campaign to promote landlord accreditation	Increase the number of local landlords who are accredited and therefore have been trained on their rights and responsibilities, have access to support and are committed to providing good quality accommodation	Home Solutions Team Manager
	Targeted campaign for landlords to access advice and support from the Council	Send a bi-annual newsletter to landlords on the help we can offer them and their tenants to make tenancies successful and reduce the number of notices served.	Housing Services Manager/Media and Marketing
	Targeted campaign to get tenants to talk to Council at an early stage if they are having problems in their tenancy	Provide information to advice and support agencies to ensure they are referring tenants at risk of homelessness to the Housing Solutions Team to facilitate early interventions.	Housing Services Manager/Media and Marketing
		Send biannual information to all private sector tenants who are on the Housing Register, have been assisted with Rent Choice or have made an application for a Discretionary Housing Payment reminding them of the assistance	

	available to encourage early engagement.	
Investigate the benefits and local support for a landlords forum locally	Improved relationship with landlords, increased access to private sector tenancies and better communication when tenancies are at risk of failing	Housing Services Manager
Improve information for landlords on the website	Improved relationship with landlords, increased access to private sector tenancies and better communication when tenancies are at risk of failing	Housing Services Manager/ Media and Marketing

Finding Pathways for At Risk Groups

Rough Sleepers	Continue to build support pathways with the Hope Hub for single homeless residents and rough sleepers ensuring they can navigate	A holistic and personalised approach to support rough sleepers into settled accommodation and settled lives in the community, accessing a range of services that are provided in a co-ordinated way	Housing Services Manager/ Hope Hub	<i>Funding committed for 2019/20: £30,000 core funding + £10,000 for a Case Worker</i> <i>Funding committed for 2020/21: £20,000 core funding</i>
	Develop an agreed rough sleeper outreach protocol	No rough sleeper is known to services but does not know what help is available	Housing Services Manager/ Hope Hub/ Surrey Police/	
	Deliver an annual Severe Weather Emergency Protocol provision	No-one has to sleep out in periods of severe weather	Housing Services Manager	
	Develop local data collection systems	A clear understanding of the single homeless cohort to support local commissioning in the design and develop effective services Quality data for the Council and partners to support bids for funding	Housing Services Manager	
	Develop wider data collection systems with Surrey authorities and neighbouring Councils	Ability to feed quality data into Surrey Adult Safeguarding Board and the Health and Wellbeing	Housing Services Manager/ Surrey	

	Board to support wider commissioning. Quality data to support regional and sub-regional bids for funding	Housing Needs Managers Group	
Provide the Hope Hub with a recyclable fund that can be used to access housing for their clients	Allow the Hope Hub to build relationships with local landlords and people letting rooms to support clients in to accommodation	Housing Services Manager/ Hope Hub	
Renting Ready training delivered regularly	Multi-agency training is available to single homeless residents to give them the skills to secure and maintain a home and know how to access support	Accent/ The Hope Hub/ Housing Services Manager	<i>Ready Renting development meeting 30.5.19</i>
Set up a local single homeless panel to improve co-ordination of services, identify gaps in provision and commission new work. Share information on rough sleepers to ensure a co-ordinated response	Local networks strengthened, ensuing easier navigation through services. Joined up approach to individual need.	Housing Services Manager	
Collect qualitative data from service users to inform service development	Single homeless people's voices are heard in service delivery and development	Housing Services Manager/ Hope Hub	
Work proactively with the Ministry of Housing, Communities and Local Government	Service delivery and development is aligned with best practice and benefits from national learning. Opportunities for funding are maximised.	Housing Services Manager	
Support the specialist homeless work coach role within Job Centre Plus and participate in DWP partners meetings	Strong relationship with a partner agency based at Surrey Heath House ensures clients do not fall between services and effective information sharing helps the client navigate services	Housing Services Manager	
Ensure Case Officers training is up to date and	Single homeless residents receive a best practice and effective service and Case	Housing Services Manager/ Housing	

	where possible jointly train with partner organisations	Officers have the skills to support clients and are themselves supported in delivering an often challenging service	Solutions Team Manager
	Continue to provide clinical supervision to Case Officers		
Young people and care leavers	With Surrey County Council and Surrey Boroughs and Districts renew the Young Persons and Care Leavers Protocol	Young people and Care Leavers do not have to be placed into bed and breakfast and have a clear accommodation and support pathway to independence	Housing Services Manager
	Work with Surrey County Council to ensure the MHCLG funded Personal Advisor for homeless care leavers is integrated into local housing and support pathways	Care Leavers do not experience rough sleeping and are not placed in bed and breakfast	Housing Services Manager/ Surrey Housing Needs Managers Group
	Renting Ready training delivered regularly	Multi-agency training is available to young people to give them the skills to secure and maintain a home and know how to access support	Accent/ The Hope Hub/ Housing Services Manager
Residents affected by welfare reform	Work through the DWP Partners Group to co-ordinate support to affected residents	Ensure homeless work seekers attending Surrey Heath House receive a joined up service	Housing Services Manager
	Identify residents whose housing is at risk due to money issues as part of the homelessness assessment process and make referrals to money advice	Personal Housing Plans include referrals to be made by Case Officers and place a responsibility on residents to engage with money advice, which are reviewed to ensure residents adhere to the Plan	Case Officers
	Collect data on referrals and outcomes to money advice, including specific issues related to Universal Credit, and data from housing associations on the impact of Universal Credit on tenancies	Identify common issues and service gaps to better plan delivery Highlight issues to politicians and policy makers	Housing Services Manager/ Hope Hub/ Accent/ Frontline/ Citizens Advice Surrey Heath

	Revenues and Benefits and Housing Solutions continue to jointly assess Discretionary Housing Payments, targeting residents at risk of losing their homes	Homelessness prevented or relived through the use of Discretionary Housing Payments	Housing Solutions Team Manager/ Benefits Team Leader	
Residents whose housing is affected by their mental health	Review the Allocation Policy to give priority to tenants needing to downsize due to benefit reductions brought in by the social size criteria ('bedroom tax')	There is a housing option for tenants in accommodation they cannot afford	Housing Services Manager	<i>Allocation Policy review to Executive 18.6.19.</i> <i>Proposed implementation 1.9.19</i>
	Ensure that professionals in mental health services now how to access advice and support for their clients, including providing training	Mental health staff in hospitals and community treatment can support clients to navigate housing and support services and assist them in making informed decisions about their housing options	Housing Solutions Team Manager	<i>Training arranged to be delivered in June 2019</i>
	Refresh Case Officer training on working with people with mental health issues	Ensure case Officers have the skills and technical knowledge to support residents with mental health issues with their housing, recognise safeguarding issues and work safely	Housing Solutions Team Manager	
	Review the Allocation Policy to ensure that people ready to move on from supported have sufficient priority	Residents move from supported housing in a timely way that supports their independence Supported housing placements are appropriately used and 'bed blocking' avoided	Housing Services Manager	

Increasing the supply of accommodation

Commission a Housing Needs Study	Evidence base for future housing delivery	Planning Policy Manager	<i>Commissioned May 2019</i>
Develop a Housing Strategy	Set out the Council's approach for housing delivery to meet the needs of the Borough, including for this who are or have been homeless and those at risk of	Executive Head of Regulatory	

	homelessness in the future	
Take forward the LGA Housing Advisor recommendations and, using Rough Sleeper Initiative funding, deliver 8-10 units of accommodation for single homeless residents	Accommodation provided for single homeless residents	Housing Services Manager
Investigate the provision of 'night stop' accommodation to provide immediate accommodation for residents sleeping rough	Produce an options appraisal for this service	Housing Services Manager
Investigate setting up a local Social Letting Agency	Look at interventions in the private rented sector that can increase the supply of affordable tenancies	Housing Services Manager

Partnerships

Initiate an annual forum of statutory and voluntary sector partners to review this Strategy and service delivery, trends and gaps in the Borough	Annual forum, and any working groups, established to support services to those who have been, are or could be homeless with a shared agenda to deliver a comprehensive response to homelessness in collaborative way	Housing Services Manager
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