

## Homelessness Strategy 2017–21

### Action Plan (Reviewed December 2019)

Action	Output	Timescale	Lead Role	Partners	Resources
<b>Objective 1: Prevent homelessness and sustain tenancies</b>					
<b>Priority 1: Provide a housing prevention service to all clients</b>					
<b>1.1 Improve the usage and variety of web-based Common Housing Problem factsheets</b>	<ul style="list-style-type: none"> <li>• Available on Council website for customers</li> <li>• All Prevention &amp; Relief officers use factsheets with their clients</li> <li>• Signposted to via Housing Duty Line</li> </ul>	<ul style="list-style-type: none"> <li>• On-going</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>		<ul style="list-style-type: none"> <li>• Staff</li> </ul>
<b>1.2 Continue to operate Council's Money Support Team and explore extending service to partner agencies</b>	<ul style="list-style-type: none"> <li>• Refer all eligible households to this service</li> </ul>	<ul style="list-style-type: none"> <li>• Year 3-5</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Family Support Team</li> </ul>	<ul style="list-style-type: none"> <li>• Council funded by Homelessness Support Grant Funding</li> </ul>
<b>1.3 Undertake a targeted financial awareness campaign through social media channels to raise awareness of financial responsibility,</b>	<ul style="list-style-type: none"> <li>• Producing tweets and posts on all social media platforms: Twitter, Facebook, Instagram</li> <li>• Holding relevant 'awareness weeks' targeted at local needs/issues</li> </ul>	<ul style="list-style-type: none"> <li>• Year 3-5</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Money Support Team</li> <li>• Communications Team</li> <li>• Housing Team</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> </ul>

Action	Output	Timescale	Lead Role	Partners	Resources
budgeting skills and help services					
<b>Priority 2: Ensure clients are referred to support services to get into housing or sustain their current housing</b>					
<b>1.4 Identify and support the most vulnerable clients into supported housing to prevent homelessness</b>	<ul style="list-style-type: none"> <li>• Vulnerable clients are identified by Prevention and Relief Service and referrals made to supported housing providers</li> <li>• Housing Support Coordinator and Accommodation Officer access services &amp; housing pathways</li> <li>• Group workshops on housing issues delivered to vulnerable clients and services</li> </ul>	<ul style="list-style-type: none"> <li>• On going</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Supported housing providers</li> <li>• ESDAS</li> <li>• I-Access</li> <li>• CMHT</li> <li>• CDA</li> <li>• Renewed Hope Trust</li> <li>• Parachute</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> </ul>
<b>Priority 3: Ensure victims of domestic abuse are referred to support services and given timely advice and assistance</b>					
<b>1.5 Monitor the number of enquiries from victims of domestic abuse, ensure housing service staff are trained to recognise and respond appropriately to victims</b>	<ul style="list-style-type: none"> <li>• Annual statistics collected on enquiries and analysed 6 monthly</li> <li>• Staff receive training updates</li> <li>• Improved recording and analysis of outcomes for victims</li> </ul>	<ul style="list-style-type: none"> <li>• Year 1: Collection and analysis of statistics</li> <li>• Year 2-5: Establishing programme to respond post-analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>• RBWA</li> <li>• ESDAS</li> <li>• Surrey Police</li> <li>• MARAC</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> <li>• SCC Training programmes</li> <li>• Sanctuary Scheme</li> <li>• Surrey Police</li> <li>• RBWA</li> </ul>

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	<ul style="list-style-type: none"> <li>Victims referred to ESDAS drop in Service</li> </ul>				
<b>Priority 4: Provide support and assistance to single homeless people and rough sleepers</b>					
<b>1.6 Continue to jointly fund East Surrey Outreach Service (eSOS) to enable them to operate their 'no first night out' approach across East Surrey</b>	<ul style="list-style-type: none"> <li>eSOS staff work in partnership with East Surrey Councils to identify and make contact with rough sleepers</li> <li>Rough sleepers helped to access services and housing options</li> </ul>	<ul style="list-style-type: none"> <li>Years 1-5</li> </ul>	<ul style="list-style-type: none"> <li>Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>East Surrey Councils</li> <li>Thames Reach</li> <li>Raven Housing Trust</li> <li>Community Mental Health Team</li> <li>I-Access</li> <li>Police</li> <li>Probation</li> <li>Surrey County Council</li> </ul>	<ul style="list-style-type: none"> <li>MHCLG funding</li> <li>Staff</li> <li>Accommodation provided by partners</li> <li>Funding from the four local authority partners</li> </ul>
<b>1.7 Provide a worker to support complex needs rough sleepers &amp; those at risk and provide a service and accommodation pathway</b>	<ul style="list-style-type: none"> <li>During 2019/20 reduce street homelessness &amp; those at risk from 2018/19 levels through intensive support work</li> <li>Additional funding secured for 2020/21 to continue project and secure two assessment beds</li> </ul>	<ul style="list-style-type: none"> <li>12 months September 2019 to August 2020</li> </ul>	<ul style="list-style-type: none"> <li>Mole Valley DC</li> <li>eSOS</li> </ul>	<ul style="list-style-type: none"> <li>East Surrey Councils</li> </ul>	<ul style="list-style-type: none"> <li>Short-term MHCLG Rapid Rehousing Pathway funding</li> </ul>
<b>1.8 Apply for MHCLG Cold Weather Fund</b>	<ul style="list-style-type: none"> <li>Funding secured and directed to assisting non-priority need single homeless people refused access to the local Winter Night</li> </ul>	<ul style="list-style-type: none"> <li>Year 4</li> </ul>	<ul style="list-style-type: none"> <li>Housing Services Manager</li> </ul>	<ul style="list-style-type: none"> <li>eSOS</li> </ul>	<ul style="list-style-type: none"> <li>MHCLG fund</li> </ul>

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	Shelter 2019/20				
<b>1.9 Provide supported accommodation for single people with complex needs</b>	<ul style="list-style-type: none"> <li>• Buildings or sites identified</li> <li>• Revenue and capital funding agreed</li> <li>• Tender undertaken to secure a support provider</li> </ul>	<ul style="list-style-type: none"> <li>• Year 4 onwards</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Strategy &amp; Projects Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Surrey County Council</li> <li>• I-Access</li> <li>• Probation</li> <li>• Community Mental Health Team</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Developer financial contributions</li> <li>• Source of revenue funding to be agreed</li> </ul>
<b>1.10 Apply for MHCLG Rough Sleeping Initiative (RSI) 2020-21</b>	<ul style="list-style-type: none"> <li>• Support worker in place working with homeless prison leavers &amp; hospital discharges to resolve housing issues</li> </ul>	<ul style="list-style-type: none"> <li>• Year 3 -5</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Services Manager</li> </ul>	<ul style="list-style-type: none"> <li>• eSOS</li> </ul>	<ul style="list-style-type: none"> <li>• MHCLG grant</li> <li>• staff</li> </ul>
<b>1.11 Develop a pathway for Rough sleepers</b>	<ul style="list-style-type: none"> <li>• Produce a pathway plan for rough sleepers which includes access to local support services through improved partnership working</li> <li>• Present pathway plan to partner agencies for potential adoption</li> <li>• Update website with an information pack and sign posting to advice and services</li> </ul>	<ul style="list-style-type: none"> <li>• Year 5</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>• eSOS</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> </ul>

Action	Output	Timescale	Lead Role	Partners	Resources
<b>Objective 2: Increase the supply of private rented accommodation available to people at risk of homelessness</b>					
<b>Priority 1: Improve access to suitable private rented accommodation for households at risk of homelessness or experiencing homelessness</b>					
<b>2.1 Continue to operate an enhanced NextStep Rent Deposit Scheme</b>	<ul style="list-style-type: none"> <li>Provide 90 tenancies per year</li> </ul>	<ul style="list-style-type: none"> <li>On going</li> </ul>	<ul style="list-style-type: none"> <li>Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>NextStep</li> </ul>	<ul style="list-style-type: none"> <li>Staff</li> <li>Homelessness Support Grant</li> </ul>
<b>2.2 Create and implement Homelessness Loan Prevention Scheme (HPLS)</b>	<ul style="list-style-type: none"> <li>Set up payment and recovery scheme</li> </ul>	<ul style="list-style-type: none"> <li>Year 1: set up scheme</li> <li>Year 2-5: operate scheme</li> </ul>	<ul style="list-style-type: none"> <li>Housing Services Manager</li> </ul>	<ul style="list-style-type: none"> <li>NextStep</li> </ul>	<ul style="list-style-type: none"> <li>Staff</li> <li>ICT</li> <li>Funding: Repossession Prevention Fund</li> </ul>
<b>2.3 Continue to operate the Rent Guarantor Scheme for suitable households at risk of homelessness and share good practice with other Councils</b>	<ul style="list-style-type: none"> <li>Eligible households assisted</li> <li>Share good practice through Surrey Housing Needs and MHCLG</li> </ul>	<ul style="list-style-type: none"> <li>Year 1-5: On-going</li> </ul>	<ul style="list-style-type: none"> <li>Housing Needs Manager</li> </ul>		<ul style="list-style-type: none"> <li>Staff</li> </ul>

Action	Output	Timescale	Lead Role	Partners	Resources
<b>Objective 3: Work in partnership to minimise the impact of welfare reform on our residents and improve access to employment opportunities for people in housing need and at risk of homelessness</b>					
<b>Priority 1: Deliver a multi-agency support service to assist residents affected by welfare reform to prevent homelessness</b>					
<b>3.1 Work in partnership to minimise homelessness arising from welfare reform through the provision of on-going advice and support to affected households</b>	<ul style="list-style-type: none"> <li>Regular liaison with Revenues, Benefits, DWP, Citizen Advice</li> <li>Staff trained on welfare benefits</li> <li>Agreement in place for Benefits team to identify capped households for early intervention</li> <li>100% of affected households contacted and given advice &amp; support to manage impact</li> </ul>	<ul style="list-style-type: none"> <li>On-going</li> </ul>	<ul style="list-style-type: none"> <li>Housing Needs Manager</li> </ul>	<ul style="list-style-type: none"> <li>Benefits Team</li> <li>DWP</li> <li>Revenues Team</li> <li>Citizens Advice</li> </ul>	<ul style="list-style-type: none"> <li>Staff</li> </ul>
<b>Objective 4: Reduce the use of bed and breakfast accommodation</b>					
<b>Priority 1: Maintain minimal usage of out-of-borough emergency accommodation</b>					
<b>4.1 Manage RBBC's local emergency accommodation facility to maximise occupation rates</b>	<ul style="list-style-type: none"> <li>Maintain a 95% occupancy rate in RBBC emergency accommodation</li> </ul>	<ul style="list-style-type: none"> <li>On-going</li> </ul>	<ul style="list-style-type: none"> <li>Housing Strategy &amp; Projects Manager</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Staff</li> </ul>
<b>4.2 Place households with</b>	<ul style="list-style-type: none"> <li>Households working with Housing Support</li> </ul>	<ul style="list-style-type: none"> <li>On-going</li> </ul>	<ul style="list-style-type: none"> <li>Housing Needs Manager</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Staff</li> </ul>

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<b>high support needs in local emergency accommodation</b>	Coordinator / Social Services / Mental Health Team / IAccess prioritised for borough placement				
<b>4.3 Move homeless households placed in out-of-borough EA back into the borough when availability arises</b>	<ul style="list-style-type: none"> <li>• Households with need of local support networks prioritised</li> <li>• Households working with Housing Support Coordinator prioritised</li> </ul>	<ul style="list-style-type: none"> <li>• On-going</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	N/A	<ul style="list-style-type: none"> <li>• Staff</li> </ul>
<b>4.4 Introduce an Out-of-borough placement policy</b>	<ul style="list-style-type: none"> <li>• Policy published setting out how RBBC prioritise placement of homeless households in and out of borough.</li> </ul>	<ul style="list-style-type: none"> <li>• Year 4 onwards</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Needs Manager</li> </ul>	N/A	<ul style="list-style-type: none"> <li>• Staff</li> </ul>