

BRIEFING NOTE

Homelessness and Rough Sleeping Strategy

Background:

In 2018, the Council approved a five-year Homelessness and Rough Sleeping Strategy. The Homelessness and Rough Sleeping Forum is the delivery vehicle for the strategy, which reports to the Health and Wellbeing Board. The Forum met on 30 June 2021.

Strategy priorities

During its lifetime the strategy seeks to:

- Reduce the numbers of people becoming homeless
- Reduce the numbers of households in temporary accommodation and improve the quality of that accommodation
- Support people into good quality affordable and sustainable accommodation options
- Reduce rough sleeping and support those who find themselves on the street
- Improve the customer service provided to people approaching housing services

June 2021 update

Due to the ongoing impact of the current Covid-19 Pandemic, target dates for some actions have been revised. Revised target dates are indicated with an asterisk.

Reducing the numbers of people becoming homeless:

Objective	Lead	Partners	RAG status
Review options for mediation services to assist with helping to maintain people in their existing accommodation	Housing Operations Manager	Abri, Housing Solutions and other RPs	*December 21
Increased enforcement activity with landlords who maintain private rented properties in poor condition or do not follow proper tenancy processes	Housing Strategy and Residential Services Manager		Ongoing
Conduct a gap analysis of homelessness prevention education delivered through schools, colleges and youth organisations and refine accordingly.	Housing Operations Manager	AFC, Look Ahead	*March 2022
Work with partners to improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained	Housing Operations Manager	AFC, YOT, CAMHS, and RPs	Ongoing
Develop and agree with partners a joint hospital discharge policy	Housing Operations Manager	Optalis, CHMT, Local hospitals	*Dec 2021

Reduce the numbers of households in temporary accommodation and improve the quality of that accommodation

Objective	Lead	Partners	RAG status
Increase partnership working with local landlords through a forum and exploring an accreditation scheme	Housing Operations Manager	Housing Strategy and Residential Services Manager	*March 2022
Develop a smaller dedicated pool of temporary accommodation providers	Housing Strategy and Residential Services Manager	Temporary Accommodation Team Leader	March 2021 Ongoing
Continue the cyclical programme of temporary accommodation inspections.	Housing Strategy and Residential Services Manager	Temporary Accommodation Team Leader	Ongoing
Continue to ensure effective safeguarding for those in temporary accommodation	Housing Strategy and Residential Services Manager	Temporary Accommodation Team Leader	Ongoing
Increase the supply of TA and supported accommodation in the Borough	Housing Strategy and Residential Services Manager	Temporary Accommodation Team Leader	March 2022

Support people into good quality affordable and sustainable accommodation options

Objective	Lead	Partners	RAG status
Review the potential for a private sector access scheme to give people more private rented options	Housing Operations Manager	Housing Strategy and Residential Services Manager	March 2022
Work with environmental health to ensure the correct advice to people in accommodation with disrepair issues.	Housing Strategy and Residential Services Manager		Ongoing
Improve pathways for young people leaving care to ensure sustainable accommodation and that tenancies are maintained.	Housing Operations Manager	AFC, Look Ahead and RPs	March 2022
Develop and adopt an RBWM score card sharing key stats with our stakeholders	Housing Service		Complete
Actively bid for all relevant future funding streams and support partner bids	Housing Operations Manager	Partner agencies relevant to funding stream	Ongoing
Adopt the MEAM principles throughout service delivery	Housing Operations Manager	MEAM Coordinator	Ongoing
Develop a response to harassment and illegal evictions	Housing Strategy and Residential Services Manager		*March 2022
Review the 'offer' for armed forces personnel within RBWM	Housing Service		* Dec 2021

Reduce rough sleeping and support those who find themselves on the street

Objective	Lead	Partners	RAG status
Establish a multi agency forum to jointly review cases and develop integrated individual plans	Housing Operations Manager	Rough Sleeping Pathway Team Leader, MEAM Coordinator	Complete
Explore models from elsewhere that include holistic approaches involving accommodation, learning and employment	Housing Operations Manager and	Rough Sleeping Team Leader, MEAM Coordinator	Ongoing
Carry out a feasibility study for the potential for future supported accommodation	Housing Strategy and Residential Services Manager	Housing Operations Manager, Enabling Officer/Property Company	*March 2022
Build on the success of bringing all rough sleepers off the streets	Housing Operations Manager	Rough Sleeping Team Leader, MEAM Coordinator	Ongoing
Implement an alternative giving scheme	Housing Operations Manager and Head of Service		Complete
Embed and share the success of the Rough Sleeping Pathway	Housing Operations Manager	Rough Sleeping Pathway Team Leader	Ongoing

Improve the customer service provided to people approaching housing services

Objective	Lead	Partners	RAG status
Improve the quality of information available to housing options clients	Housing Operations Manager	Housing Options Team Leader, RBWM Comms Team	Ongoing
Improve quality assurance processes within case management	Housing Operations Manager	Housing Options Team Leader	Ongoing
Ensure partnership working is at the heart of service delivery	Housing Operations and Housing Strategy Managers	WHP, Lead Warden, AFC, JCP	Ongoing
Implement a Homelessness Forum reporting to the Health and Wellbeing Board	Housing Operations Manager and Head of Service		Complete
Adopt a prison release protocol	Housing Operations Manager	Optalis, Resilience, TVP, PH, Rough Sleeping Team Leader, Housing Options Team Leader	*Dec 2021
Map and promote homeless services across the Borough	Housing Operations Manager	WHP, Sue Brett Foundation, Driven Forward, wardens, housing, AFC, Optalis, Probation, JCP, Police resilience	*March 2022
Review the need for a Gypsy & Traveller Liaison Officer	Housing Strategy and Residential Services Manager	Housing Operations Manager	*Dec 2021
Promote the duty to refer and wider partnership approach to referrals	Housing Operations Manager	N/A	*Dec 2021

Summary

Several actions set out in the Homelessness and Rough Sleeping Strategy action plan have now been completed with several more ongoing and nearing completion. The Homelessness and Rough Sleeping forum met on 30 June 2021 with future meetings scheduled for September 2021, December 2021 and March 2022 to ensure outstanding actions are completed within the lifetime of the strategy.