

## Delivering the Strategy: Action Plan for 2014/15

We know we will be successful if we...	To achieve this we will need to...	Who will deliver this outcome...	By when...
<b>Prevent homelessness</b>			
Increase homeless prevention activities, awareness and outputs	Improve, update and promote advice and information on preventing and resolving homelessness, including web based and social media solutions	Strategic Housing in partnership with: <ul style="list-style-type: none"> <li>• Corporate Management Team</li> <li>• Erimus Homeless Team</li> <li>• Wellbeing, Care &amp; Learning</li> <li>• 0-19 Service</li> <li>• Revenue &amp; Benefits Service</li> <li>• Financial Inclusion Group</li> <li>• Middlesbrough Homeless Forum</li> <li>• Registered Providers</li> <li>• Public Health</li> <li>• Money Advice</li> </ul>	November 2015
	Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services		
	Use existing resources more effectively by increasing homeless prevention outputs, and seek new funding opportunities for prevention initiatives		
	Offer a Housing Options prevention service, including written advice, to clients threatened with homelessness, including those is statutory and non-statutory client groups		
	Ensure households at risk of homelessness are prioritised for Discretionary Housing Payments.		
	Reduce evictions and repossessions for rent and mortgage arrears e.g. through use of Repossession Prevention Fund and referrals to Debt Advice Agencies.		
	Agree homeless prevention protocols with social and private landlords so that evictions are minimised wherever possible		
	Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs		
	Ensure that all clients who approach the Homeless & Housing Advice Service indicating a vulnerability issue receive a referral to an appropriate support or treatment service		
Develop positive and productive partnerships with the voluntary sector and other local partners	Support and enable funding submissions by the voluntary sector to resource support and outreach work with social excluded households threatened of homelessness	Strategic Housing in partnership with: <ul style="list-style-type: none"> <li>• Erimus Housing</li> </ul>	September 2015

to address health, education, employment and training needs	Promote available employment, education, training and health improvement opportunities that can be taken up by homeless households, or jobless households under threat of homelessness	<ul style="list-style-type: none"> <li>• Public Health</li> <li>• DWP</li> <li>• STAGES Academy</li> <li>• South Tees Foundation Trust and Tees, Esk &amp; Wear Valley Health Trust</li> </ul>	
	Work in conjunction with Public Health to develop a health facility in STAGES Academy		
	Implement a Hospital Discharge Protocol with South Tees Foundation Trust and Tees, Esk & Wear Valley Health Trust		
	Offer a comprehensive package of training on Homelessness, Housing Advice and local housing solutions that can be used as a resource by voluntary sector and other partners		
<b>Reduce statutory homelessness</b>			
Offer a modern, fit for purpose, homeless response that offers sustainable solutions to a range of housing needs	Review Homeless & Housing Advice Service Contract and Specification	Strategic Housing in partnership with: <ul style="list-style-type: none"> <li>• Homeless Review Working Group</li> <li>• Erimus Homeless Team</li> <li>• Compass CBL Partnership</li> <li>• Local registered providers</li> <li>• Public Health</li> <li>• Private Sector Landlords</li> <li>• IT Services</li> </ul>	April 2015
	Develop self serve solutions that support and empower customers to resolve their housing needs		
	Ensure the Choice Based Lettings Policy gives reasonable preference to homeless and urgent housing need groups		
	Improve access for under 35s to suitable, well managed accommodation e.g. through rent bond schemes and tenancy support.		
	Ensure nominations from registered providers meet the minimum 50% requirement.		
	Improve the Private Rented Sector offer for all client groups through a Landlord Licensing Scheme to effect improved management and standards within the sector, and achieve a long-term reduction in the culture of 'tenancy hopping', i.e. the practice of households who are frequently homeless due to anti-social behaviour, and who may be aided by rogue landlords to move around the sector, which prevents underlying behavioural issues from being tackled and which blights local communities.		
Reduce rough sleeping and provide rapid response help to those	Adopt a <i>No Second Night Out</i> (NSNO) model where rough sleepers and members of the public can ask for help and advice	Strategic Housing with: <ul style="list-style-type: none"> <li>• Erimus Homeless Team</li> </ul>	June 2015

affected by it to access advice and accommodation pathways	Work in partnership with multi agency groups to problem solve rough sleepers with complex needs and help them off the streets	<ul style="list-style-type: none"> <li>• Community Protection Service</li> <li>• Social Care and Adult Safeguarding</li> <li>• Public Health</li> <li>• Middlesbrough Homeless Forum members</li> </ul>	
	Seek funding to continue the pilot NSNO outreach service which targets rough sleeping sites, and engages with rough sleepers to get them into appropriate accommodation		
	Work with Public Health and Social Care to enable households with identified vulnerabilities such as mental health, drugs and alcohol, offending etc can access accommodation and support suitable for their needs		
<b>Provide housing solutions that are sustainable</b>			
Reduce the amount of homeless households in temporary accommodation, and their length of stay	Offer a holistic approach to individual homeless cases by offering services alongside accommodation that will engender sustainable housing solutions	Strategic Housing with: <ul style="list-style-type: none"> <li>• Erimus Homeless Team</li> <li>• Registered Providers</li> <li>• Private Sector Landlords</li> <li>• Contracts &amp; Commissioning</li> <li>• Public Health</li> </ul>	December 2015
	Explore and utilise all sustainable housing solutions, including private sector lettings, before placing any household in temporary accommodation		
	Have a housing pathways action plan for households placed in temporary accommodation that includes move on to appropriate accommodation and support		
	Increase the amount of homelessness prevented and relieved		
Do not place any young person aged 16 or 17 in Bed and Breakfast accommodation	Support families and carers to be able to keep young people at home through available mediation discretionary assistance resources	Strategic Housing with: <ul style="list-style-type: none"> <li>• Erimus Homeless Team</li> <li>• Social Care</li> </ul>	December 2015
	Develop more suitable accommodation options for young people in need of emergency assistance, such as Crash Pads, Nightstops, supported housing schemes and/or Foyers		

	Ensure that all homeless 16 and 17 year olds are dealt with using the Joint Protocol between Housing, Children's Services and the Early Help Team, and that they receive a Child In Need Assessment and Common Assessment Framework to address their support needs	<ul style="list-style-type: none"> <li>• Wellbeing, Care &amp; Learning teams</li> <li>• Public Health</li> </ul>	
Do not place any families in Bed and Breakfast accommodation, unless there are exceptional circumstances	Source additional self-contained temporary accommodation in the private sector, suitable for use by vulnerable groups.	Strategic Housing with: <ul style="list-style-type: none"> <li>• Procurement</li> <li>• Social Care</li> <li>• Joint Commissioning Group</li> <li>• Wellbeing, Care &amp; Learning teams</li> <li>• Erimus Homeless Tea,</li> </ul>	September 2015
	Examine more suitable forms of temporary accommodation such as self contained family hostels, and Private Sector Leased accommodation units		
	Address bed blocking issues in existing self contained temporary accommodation units through collaborative working on move on action plans		
	Ensure that any family placed in Bed & Breakfast is referred to Wellbeing, Care & Learning teams to ensure dependents receive educational and health support		
	Ensure that any family placed in Bed & Breakfast is moved on as quickly as possible and their stay does not exceed the statutory 6 week limit		

**Appendix A**

**GOLD STANDARD**

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a No Second Night Out model, or an effective local alternative

5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
8. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation.