

## Priority 1: Reduce demand for emergency homeless support through proactive support

Objective	Ref	Action	How Outcome is measured	Lead officer	Timescale	Progress/Updates
1. Ensure that the homeless service provided by MBC is fit for purpose.	1.1.1	Conduct a service mapping and gap analysis exercise on information and advice services which will look closely at the areas prescribed in the Homelessness Reduction Act and Homelessness Code of Guidance, identifying what works well, what needs to be improved and where any gaps are.	Review conducted and associated plan produced	SLSC	Mar 25	
	1.1.2	Improve the provision of digital information and advice services. This should include the development of online services from other community services as well as improvements to the Council's own systems and website.	Consultation with partner agencies	SLSC SLEC	Mar 26	
	1.1.3	Ensure that staff are well trained and have the expertise required to prevent homelessness using a variety of tools and techniques	Training Record to be kept of team on HR records Audit of Homeless cases to be conducted on an annual basis showing improvement year on year on advice given and	SLSC	Quarterly	
	1.1.4	Ensure homeless services are accessible to all customers. To be monitored through feedback, consultation with community services and customer complaints	Customer Service Review	SLEC	Mar 2026	
	1.1.5	Review the information given to customers online, in person and in writing to ensure it is fit for purpose and appropriate for the customers' needs	Annual review and in line with Government guidance		Mar 25 Mar 26 Mar 27	
2. Adopt a commitment to prevent homelessness which has buy	1.2.1	To ensure developments and challenges are reported through corporate mechanisms such as portfolio holder briefings, SLT, cabinet meetings.	Reports	SLSC	As required	
	1.2.2	Raise awareness of homelessness with relevant organisations and stakeholders and promote what others can do to prevent homelessness	Production of formal communications plan	SLSc	July 24	

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in across all council services and with wider stakeholders including landlords (social and private), criminal justice agencies, police and health services.	1.2.3	To have housing options representatives at JAG, safeguarding meetings to enable better understanding of key risks and issues happening across the borough to be able to respond to them more effectively	Housing Options officer to each have responsibility for this area of work	SLSC	Mar 24	
	1.2.4	To provide active support to the council's actions on bringing empty homes back into use to increase the use of affordable properties.	Publication internal or external of success of bringing empty home back into use		Nov 24	
	1.2.5	Reduce the number of evictions from MBC properties by becoming involved at an earlier stage to resolve tenancy disputes	Report annually on number of referrals received by MBC and number of evictions	TSM SLSC	April 25	
	1.2.6	Develop our support offer to households living in melton through the different UK Government UK resettlement schemes ensuring proactive work is undertaken to prevent threats of homelessness.	Annual summary of direction travelled by the council and services offered.	RSO	Mar 25	
3. Ensure an early intervention approach is adopted by all, referring people earlier for support and advice	1.3.1	Work with registered providers and other providers of registered housing to help them access information and assistance at an early stage to assist their tenants to maintain tenancies and reduce potential evictions	Increase in prevention outcomes for RP referrals	SLSC	Apr 25	
	1.3.2	Work with local private rented sector landlords and their agents to better understand the recent increases in termination of assured shorthold tenancies; to then work with partners to take steps to prevent and reduce such cases of homelessness.	Establishing a landlord forum and building of landlord details within the council to inform of developments.	SLSC HOO	Oct 24	
	1.3.3	Encourage more organisations to use the Duty to Refer to support those who are at risk of homelessness.	Increase in duty to refer referrals. Monitored through DELTA recording	SLSC HOO	Sept 24	
4. Work closer with	1.4.1	Work with community support hub to build on existing forums to develop a homeless support forum.	Consultation to establish existing provision, need and establishment of forum	SLSC SM	Mar 25	

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our community services to improve advice and support and encourage joint working with the council	1.4.2	Explore ways to improve early intervention for those at risk of homelessness through financial difficulties	Officers trained on basic debt advice and increase in prevention for figures for those at risk of financial difficulty.	SLSC	Sept 25	
	1.4.3	Review and develop the strategic and operational groups that work around homelessness in the borough.	Mapping exercise to identify groups	SLSC	Mar 26	

Priority 2: Increase the number of positive outcomes for homeless households						
Objective	Ref	Action	How outcome is measured	Lead officer	Timescale	Progress/Updates
1 Actively pursue any opportunities to work proactively with the private sector.	2.1.1	Increase referrals from letting agents and number of homeless prevention outcomes from private rented sector.	To record on IT system as a referral and report on breakdown of referrals on annual basis	SLSC HOSO	Jan 25	
	2.1.2	Develop the offer for owners of empty properties to bring them back into use. Work with EH and safer communities to encourage the use for housing options customers.	Establish offer	SEHO	Sept 25	
	2.1.3	Ensure officers are referring to mediation services where appropriate to resolve threat of homelessness	Develop Mediation offer	SLSC	Sept 25	
	2.1.4	Ensure staff are utilising multiple services such as sanctuary schemes, DHP's to keep people at home.	monitor increase in persons being able to remain in own property.	HO	Oct 24	
	2.1.5	Continue to identify support needs and refer customers to appropriate services such as employment and skills coordinator, MADMAC, FREEVA	Training record Homeless Audit	HO	Oct 24	
	2.1.6	Develop strong relationships and a communications plan for private landlords and letting agents to keep them informed of the support the council can offer for tenants that may be having difficulty.	Establish a communications plan	SLSC	Oct 24	

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	2.1.7	Make more effective links with enforcement teams to understand the impact of renters reform act and provide a package of advice and support to landlords	Publication and communication of package	SEHO	April 25	
	2.1.8	Work with private sector landlords to reduce the barriers to letting to tenants on benefits and develop incentives to attract more private landlords	Increase in number of discharges of duty into private rented sector year on year	SLSC	Mar 25	
2. Explore the use of supported accommodation available to Melton residents and work with the providers to ensure it meets the needs	2.2.1	Maximise use of Northgate to record primary support needs and monitor trend	To formalise Northgate development into job role within Housing Options and expand across Housing services	SLSC		
	2.2.2	Work with community support hub to explore option of tenancy course for customers who may be eligible who are currently in supported accommodation.		TLCM SLSC	Mar 25	
	2.2.3	Actively work with RSI for new funding rounds to maximise availability of appropriate accommodation for rough sleepers across the county	New bid delivered to DLUHC and maximise use of accommodation for Melton residents	SLSC	Oct 24	
3. Explore a regional approach to prison release protocols and pre release assessments	2.3.1	Be an active member in progression of the LLR prison release protocol	Regular attendance at these meetings and promotion of the protocol. feeding back any irregularities to ensure the protocol continues to be fit for purpose	SLSC	ongoing	
	2.3.2	Be an active member and contribute to the pre prison release homeless panel	Regular attendance and continued feedback to ensure the panel continues to meet the needs of the client group and prevent homelessness.	SLSC	ongoing	
	2.3.3	Improve recording on IT systems to ensure duty to refers are recorded and customers with a prison background are identified to encourage tailored support	To see better monitoring on Northgate	HOSO	April 24	

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	2.3.4	Ensure there is a process in place to prevent tenants from losing their homes if they go into custody. Work with prisons to manage prison release better to avoid a crisis	Monitor prison cases through homeless audit as a specific item	SLSC	Oct 24	
	2.4.1	Develop a county protocol to responding to approaches of domestic abuse in conjunction with specialist domestic abuse services	Production of county protocol	SLSC	Nov 24	
4. Develop multi agency sub-regional approach to domestic abuse	2.4.2	Continue to attend and feed into the DASPB and feedback to CHOG and other groups	Continued attendance	SLSC	ongoing	
	2.4.3	Explore the opportunity of developing a county DA communications plan to encourage survivors to approach and also publicise the tools agencies have to protect survivors	Links with county council and record outcome of investigations	SLSC	Jan 25	
	2.4.4	Review and update MBC's policies and procedures for domestic abuse and publish.	Bi annual	SLSC	June 24	
5. Identify pathways into appropriate support for veterans in relation to issues such as PTSD	2.5.1	Continue to develop the knowledge base for existing support services for veterans within the district and county	Annual review of services	AFC		
6. Explore options for care leavers, those released from hospital, ex-offenders which negates the need for	2.6.1	Embed the care leavers protocol and 16/17 within the council and encourage this across the county and review on an annual basis via case reviews and input from partners	Review protocols and assist county council to launch protocols	SLSC	April 24	

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emergency temporary accommodation.	2.6.2	Participate in county forums to explore options for specific accommodation for care leavers	Attendance	SLSc	ongoing	
	2.6.3	Ensure staff are appropriately trained to understand previous trauma which may be associated with young people leaving care	Identified training record	SLSC	Mar 25	
	2.6.4	Hospital discharge routes to be improved and knowledge of Lightbulb to be improved	Pathways to be formalised and distributed across Housign options	SLSC	Oct 24	

### Priority 3: Reduce the need for expensive nightly paid emergency accommodation

Objective	Ref	Action	How Outcome is Measured	Lead officer	Timescale	progress/Updates
1. Use Emergency accommodation options which are best value for money for the council and	3.1.1	Establish a project and implement findings looking at current use of temporary accommodation ensuring best value for money for MBC	Formal paper to be written to SLT and formal decision made	SLSC	May 24	

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residents of Melton	3.1.2	Consider long term lets with local B&Bs in order to obtain a better price.	To have formal log of charges per provider	SLSC	May 24	
	3.1.3	Improve the monitoring of homelessness temporary and emergency accommodation so we can more effectively identify actions to reduce its use	To have better monitoring on Northgate and better monitoring onto the Government system	SLSC HOSO	May 24	
	3.1.4	Improve warning system for people in temporary accommodation ensuring complaints of ASB, rent arrears and damage to properties is kept at a minimum.	Written document produced	SLSC	May 24	
	3.1.5	Prevent bed blocking in supported housing. Gain a better understanding of why length of stay can vary and barriers for move on.	Detail discussions with providers	SLSC	Mar 25	
2. Introduce a formal support offer for those people who are in emergency accommodation	3.2.1	Increase the knowledge of multi agency forums such as Adults at Risk, VARM, Safeguarding to encourage joint working for complex cases. Developing regular catch ups with different partners to ensure feedback is provided.	Increase of referrals into and increase use of these groups	HO	MAR 25	
	3.2.2	Develop a tailored support package and procedure document for people in temporary accommodation to ensure they are aware of all rights and responsibilities and legal duties owed by the council.	Published on website physical document	TAO	May 24	
3. Make the best use of the existing council stock and social housing within the borough	3.3.1	To do a full review of the housing allocations policy based on demand, availability of properties and assess if waiting times can be reduced to reduce the need for emergency accommodation.	Reviews		June 24	

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### Priority 4: Better meet the needs of those with complex needs

Objective	Ref	Action	How Outcome is Measured	Lead Officer	Timescale	Progress/Updates
1. Consistently monitor and evaluate the demand to all our council services and explore opportunities for positive engagement for people with complex needs	4.1.1	Continue to be a part of “Lightbulb” project and ensure Melton residents are actively considered in any changes and services are accessed.	Record of engagement			
	4.1.2	Continue to monitor rough sleeping within the county.	Complete all DLUHC returns	SLSC	ongoing	
	4.1.3	Consider measures for homeless people on the autistic spectrum, with a learning difficulty, or those with a disability or impairment, including additional support requirements to access and maintain accommodation and training for frontline staff around what issues service users are likely to need help with.	Procedure and tailored advice for this client group	SLSC	Oct 25	
	4.1.4	Agree a definition of “complex cases” and ensuring cases and individuals are identified and outcomes monitored	Homeless audit to be included on section	SLSC	Apr 24	
2. Work with Leicestershire County Council to help roll out a homeless mental health service in the district	4.2.1	Work with Health and Social Services colleagues to develop a discharge protocol, so that no one is discharged without suitable accommodation and with a housing plan in place	Protocol established	SLSC	Oct 25	
	4.2.2	Explore processes of support and engagement once in the community, learning from best practice models across the country.	Research provided and	MHNL	Oct 25	
	4.2.3	Work with Social Services colleagues to develop a transitions protocol, so that customers receive timely advice and options	Protocol established	SLSC	Oct 25	

### Priority 5: End Rough Sleeping

Objective	Ref	Action	Measure of Outcome	Lead Officer	Timescale	Progress/Update
1. Work with our Leicestershire district	5.1.1	1. Work with county group to compile new bid for support for rough sleepers across the county	Successful bid submitted	SLSC	Oct 25	



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and Leicester City colleagues to explore opportunities						
2. Work with providers of supported accommodation in Melton to increase the support available to rough sleepers.	5.2.1	Implement a multi disciplinary case management approach for rough sleepers		SLSC	Dec 25	
	5.2.2	Establish a template for a housing plan to enable housing providers to fully assess the needs of a rough sleeper and if they can be met in accommodation.	Template to be shared	SLSC	Nov 24	
3. Promote the street link service through internal and external teams so that the public can affectively report potential rough sleepers.	5.3.1	Improve the public awareness of rough sleeping issues and services and discourage activity that would sustain a street life.	Regular social media publicity	SLSC	Nov 24	

### Key:

- SLSC – Strategic Lead Supporting Communities
- SLEC – Strategic Lead Empowering Communities
- TSM – Tenancy Services Manager
- TLCM – Team Lead case Management
- MHNL – Mental Health Neighbourhood Lead
- HOO - Housing Options Officer
- HOSO – Housing Options Support Officer
- TAO – Temporary Accommodation Officer
- AFC – Armed Forces Champion

