

## Homelessness Strategy Action Plan - January 2017

### Priority 1: A Strong Emphasis on Prevention

Objective	Ref	Action	Lead	Timescale
1. Ensure that effective, up to date information and advice is in place that is appropriate to meet the needs of the local population.	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.	TLHO	Apr 2018
	1.1.2	Promote and provide advice on shared-ownership or other schemes that can help eligible households to access home ownership	TLHO	2018-19
	1.1.3	Improve the provision of digital information and advice services. This should include the development of online service/app as part of the Leicester & Leicestershire Trailblazer project as well as improvements to the Council's own systems and website.	TLHO	Ongoing
2. Ensure that advice services are designed to meet the needs of specific groups who are homeless or threatened with homelessness. Working with relevant partners we will develop specific information and advice for;	1.2.1	People released from prison or youth detention accommodation	TLHO	Apr 2018
	1.2.2	Care leavers	TLHO	Apr 2018
	1.2.3	Former members of the regular armed forces	TLHO	Apr 2018
	1.2.4	Victims of domestic abuse	TLHO	Apr 2018
	1.2.5	People leaving hospital	TLHO	Apr 2018
	1.2.6	People suffering from a mental illness or impairment	TLHO	Apr 2018
	1.2.7	Families with Children	TLHO	Apr 2018
	1.2.8	Single People - no priority need	TLHO	Apr 2018
3. Provide homelessness prevention and relief services, that are effective and meet local needs.	1.3	To review current prevention and relief practice; to consider the prevention tools that are currently being used and the outcomes being achieved. To consider what is and is not effective locally and where existing options could be expanded or new options developed, having regard to our new increased responsibilities as a result of the Homelessness Reduction Act	TLHO	Apr 2018
4. Work with tenants and landlords to help maintain tenancies, reduce evictions, and minimise the impact of welfare reforms	1.4.1	Monitor the effects of welfare reform, including our tenants. Use monitoring information to develop more effective actions to help maintain tenancies and prevent homelessness for all tenants across all rental sectors	SHO	Ongoing
	1.4.2	Work with housing associations 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	TLHO	2018-19
	1.4.3	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.	TLHO	2018-19
5. Maintain low levels of street homelessness	1.5.1	Maintain Leicestershire No Second Night Out Model	TLHO	Ongoing
	1.5.2	Develop a Severe Weather Emergency Protocol	SHO	2018-19
	1.5.3	Promote ways for people to report any street homelessness, such as Street Link.	TLHO	2017-18

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### Priority 2: A Person Centred Approach

Objective	Ref	Action	Lead	Timescale
1. Review existing (and where required develop new) protocols, joint working arrangements and referral agreements; to include all public bodies with a 'duty to refer'. Set up procedures and operational agreements as to how referrals will be monitored and managed.	2.1.1	Leicestershire County Council Children & Young People Services	TLHO	Apr 2018
	2.1.2	Leicestershire County Council - Mental Health Team	TLHO	Apr 2018
	2.1.3	Leicestershire & Rutland Probation Service	TLHO	Apr 2018
	2.1.4	Others as stated in 'Duty to Refer' regulations (when released)	TLHO	Apr 2018
2. Work together with local partners to address support, education, employment and training needs; to help people to be in a better position to meet their own housing needs and maintain accommodation over the long term.	2.2.1	Have an effective Economic Development Strategy in Place that enhances aspiration, skills and economic activity to help households to be in a better position to meet their own future housing needs and aspirations	EDO	2017-18
	2.2.2	Promote and support Me and My Learning to help people to access support, training and employment opportunities	MML	Ongoing
	2.2.3	Promote and support the Wheels to Work scheme to help people to access training and employment opportunities	W2W	Ongoing
	2.2.4	Support financial Inclusion through debt and money management advice and assistance services. Ensure customers are aware of debt advice services, have financial management skills and are maximising their benefit entitlement	SrHO	2018-19
	2.2.5	Review services and support available to help young people to successfully transition to adulthood, including those available to help them successfully live independently and maintain accommodation	ACEO	2018-19
3. Promote independence and aspiration, working in partnership with applicants to help them to resolve their housing needs themselves where possible	2.3.1	Ensure personalised housing plans promote independence and help applicants to identify steps they can take to meet their housing needs and identify any support they may need to do so.	TLHO	Apr 2018
	2.3.2	Personalised housing plans should record and acknowledge applicants wishes and preferences as well as the advice and support that they would like, even if it not considered realistic or achievable. This is expected improve engagement and outcomes. The information can also be used to help shape future services and policy	TLHO	Apr 2018
	2.3.3	Use personalised plans to improve the understanding of the fundamental root casues of an individuals homelessness, to both help the individual identify and address any wider needs as well as identify possible actions that may help to prevent homelessness more widely in the future	TLHO	Apr 2018
	2.3.4	Ensure personalised plans are effective at identifying the most vulnerable and work in partnership with other organisations to get them the support that they need to maintain tennacies and secure suitable housing	TLHO	Apr 2018

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### Priority 3: Provide Enough Housing of All Tenures to Meet Local Housing Needs, Including the Need for More Affordable Homes to Rent

Objective	Ref	Action	Lead	Timescale
1. Have a robust Local Plan in place which meets local housing requirements, with effective strategic housing policies.	3.1.1	Have an effective adopted Local Plan in place which is regularly reviewed	LPM	Adoption 2018
	3.1.2	Demonstrate a five year housing land supply	LPM	Annual
	3.1.3	Demonstrate a five year affordable housing land supply	LPM	Annual
	3.1.4	Develop an Affordable Housing/Housing Mix Supplementary Planning Document	HPO	2018-19
2. Encourage flexible and creative solutions to provide more homes that are affordable and accessible to rent to those in housing need.	3.2.1	Investigate the potential for rent deposit or other incentive schemes to improve access to the private rented sector for those who it is a realistic option, having regard to our extended responsibilities to help prevent and relieve homelessness for all households.	TLHO	2018-19
	3.2.2	Investigate and address local barriers to providing more privately rented homes within Local Housing Allowance levels and to households in receipt of housing benefit.	TLHO	2018-19
	3.2.3	Work with registered providers and the private sector to bring forward additional affordable and market housing that meets local housing needs, including rural affordable exception site development.	HPO	Ongoing
	3.2.4	Investigate the potential for the Council to help to bring forward additional housing and development opportunities to meet local housing needs, including making the best use of our housing stock and land assets.	DGR	Ongoing
3. Have effective strategies and policies which help to make the best use of existing affordable housing stock, have regard to the homelessness strategy and the needs of people who are or at risk of becoming homeless.	3.3.1	The Housing Strategy	SHO	2017-18
	3.3.2	The Allocation Policy	TLHO	2017-18
	3.3.3	The Tenancy Strategy	SHO	2021
	3.3.4	Melton Borough Council's Tenancy Policy	SHO	2020
	3.3.5	The Discretionary Housing Payments Policy	SBO	2018-19
	3.3.6	Melton Borough Council's Housing Asset Management Plan (HAMP)	DRG	Annual Update

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### Priority 4: Deliver an Efficient and Effective Homelessness Service

Objective	Ref	Action	Lead	Timescale
1. Prepare for the introduction of the Homelessness Reduction Act: To review operational practices and consider how personalised housing plans will be delivered and resourced, including to vulnerable people as well as fulfilling equality duties	4.1.1	Adapt operational procedures to include the steps around assessment of needs, personal housing plans and notices due to non co-operation. Consider the need for any additional staff or changes in existing service delivery model to facilitate this.	TLHO	Apr 2018
	4.1.2	Review (and create where required) standard forms and template letters	TLHO	Apr 2018
	4.1.3	Prepare for an increase in the amount requests to review decisions, including under the new duties to prevent and relieve homelessness.	TLHO	Apr 2018
	4.1.4	Ensure appropriate training is in place for all relevant staff	TLHO	Apr 2018
	4.1.5	Ensure IT solutions are in place to effectively record and monitor homeless applications and personalised housing plans	TLHO	Apr 2018
2. Regularly review the Homelessness Strategy, so that it is responsive to any emerging needs or changes to any statutory codes of	4.2.1	Produce an annual report on Homelessness to members	SHO	Annually
	4.2.2	Annually Update the Homelessness Strategy Action plan	SHO	Annually
	4.2.3	Undertake a comprehensive Homelessness Review and develop a new Homelessness Strategy at least every 5 years or sooner if needed.	SHO	2022-23
3. Ensure there is sufficient temporary and emergency accommodation and minimise its use.	4.3.1	Improve the monitoring of homelessness temporary and emergency accommodation so we can more effectively identify actions to reduce its use	SHO	2018-19
	4.3.2	Undertake a review of homelessness temporary and emergency accommodation provision.	SHO	2019-20
4. Improve the monitoring and recording of homelessness to ensure local needs are accurately identified and the homelessness services is effective at meet these needs.	4.4.1	Implement new monitoring system to record homelessness applications as well as homelessness prevention and relief actions in detail at a household level	TLHO	Apr 2018
	4.4.2	Develop a customer experience survey to gain feedback on people's homelessness experience and views on our homelessness services	SHO	Apr 2018
	4.4.3	To undertake work to fill in gaps in knowledge to identify if additional services or assistance is required for people aged under 35 impacted by welfare reforms (entitled to single room rate of LHA) are larger families effected by the benefit cap	SHO	2018-19
5. Improve housing intelligence and regularly assess local housing needs	4.5.1	Undertake regular assessments of housing need to understand the need and demand for all types of housing locally, including the need for affordable housing	HPO	2022-23
	4.5.2	Undertake regular accommodation assessments for Gypsies & Travellers	HPO	2022-23
6. Demonstrate an excellent and efficient homelessness service	4.6.1	Challenge ourselves with a NPSS peer review of our homelessness services	TLHO	2019-20
	4.6.2	Develop a corporate approach to preventing homelessness. Provide training and briefing sessions to customer facing staff to help them identify and assist those most at risk of becoming homeless at an early stage across all our services	TLHO	2019-20

<b>CODE</b>	<b>JOB TITLE</b>	<b>NAME</b>
TLHO	Team Leader Housing Options	Janette White
SHO	Strategic Housing Officer	Nicola Butcher
HPO	Housing Policy Officer	Celia Bown
LPM	Local Plan Manager	Valerie Adams
SrHO	Senior Housing Officer	Helen Clarke
W2W	Wheels to Work Coordinator	Rob Bindloss
MML	Me & My Learning Coordinator	Laura Swift
EDO	Economic Development Officer	Maria Ramshaw
ACEO	Assitant Chief Executive Officer	Keith Aubrey
DGR	Director for Growth and Regeneration	Vacant Post
SBO	Senior Benefits Officer	Richard Peters