

2014 – 2017 Homelessness Prevention Strategy Action Plan *Year 1*

Aim 1: Prevent and avoid homelessness

	What will we do?	How will we do it?	Who will be involved	When will we do it by?	What will success look like?	Resources
1.1	Make recommendations to cabinet on managing the impact of Welfare Reforms	<ul style="list-style-type: none"> • Hold scrutiny project meetings • Develop a Cabinet Report with recommendations being made 	<ul style="list-style-type: none"> • SBC Benefits Manager • Members 	31/06/2014	<ul style="list-style-type: none"> • Scrutiny meetings taking place • Viable actions being developed & delegated • Negative impacts of welfare reforms identified and where possible reduced 	Existing staff resource
1.2	Continue to give Southend Residents advanced notification of benefit changes and options available.	<ul style="list-style-type: none"> • Keep abreast of all Welfare reform procedures, timetables and changes • Write to impacted residents in advance 	<ul style="list-style-type: none"> • Lead: SBC Housing Benefit • South Essex Homes (SEH) • Local Housing Associations 	31/03/2015	<ul style="list-style-type: none"> • Residents fully understanding implications of how welfare reforms impact them and being given the support to take appropriate responsive action. 	Existing staff resource
1.3	Organise and promote yearly 'Save for life' (money saving) event primarily for all Southend Council Tenants.	<ul style="list-style-type: none"> • Bring together a range of organisations/agencies to host event where people visit different stalls to gather range of information and advice i.e money advice, benefit advice, energy efficiency, healthy eating, worklessness, etc. 	<ul style="list-style-type: none"> • Lead: SEH Group Manager: Finance & Support Services • Teams and agencies from across the borough 	31/03/2015	<ul style="list-style-type: none"> • A range of Money saving Options presented to residents • Tenants engaging with stallholders/literature • Event well attended 	Existing staff resource

1.4	Provide , promote & improve opportunities for residents to learn skills that will help them to sustain their tenancies	<ul style="list-style-type: none"> • Run, promote and develop the finance/budgeting and job-seeking skills training courses • Exploring alternative ways of delivering tenancy sustainment learning 	SACC, SEH, See/job, Jobcentre+, HARP	31/03/2015	<ul style="list-style-type: none"> • Those moving on from supported housing having the skills and support to live independently & maintain their tenancy. • High uptake, attendance rate and positive feedback for any training course session 	Existing resources
1.5	Provide viable Housing Options Advice to Southend Residents	<ul style="list-style-type: none"> • Continue to provide a Housing Options Advice service for those facing homelessness, with associated tools/measures for prevention e.g. Rent-deposit scheme, face-to face interviews, Sanctuary Scheme etc • Develop and maintain an interactive online facility that can give people different housing options to explore, based on their individual circumstances 	<ul style="list-style-type: none"> • Lead: Housing Options Team Leader • Community Housing Team 	31/03/2014	<ul style="list-style-type: none"> • High no of preventions • Those facing homelessness starting to pursue their housing options in advance of any booked, face-to face appointment. • Improved online housing options information available to Southend residents 	<ul style="list-style-type: none"> • Existing staff resources • Housing Options revenue budget to be set annually in line with general budget-setting • Capital monies allocated to new housing options IT system
1.6	Seek and support external bids for any available funding that	<ul style="list-style-type: none"> • Work in partnership to support bids external partners are making. 	<ul style="list-style-type: none"> • Lead: SBC • Strategy group 	31/03/2015	<ul style="list-style-type: none"> • Increased number of bids for external funding 	Existing staff resource

	helps meet the aims of this strategy.	<ul style="list-style-type: none"> Promote Shares intelligence about funding opportunities 	<ul style="list-style-type: none"> members Outside agencies 		<ul style="list-style-type: none"> Successful bid outcomes 	
1.7	Tackling worklessness and supporting Jobseekers	<ul style="list-style-type: none"> Jobcentre working proactively with partners to deliver joint intervention supporting individuals and families facing multiple disadvantages and barriers by giving them the skills, tools and support required to gain work Jobcentre liaison with key agencies & strategy group Targeted JSA work tackling deprived areas in Southend Identify 'site lead' for agencies working with Jobcentre 	<ul style="list-style-type: none"> Lead: Jobcentre Plus 	31/03/2015	<ul style="list-style-type: none"> Empowering Southend residents with skills to reduce and remove employment barriers moving them closer to employment and sustainable employment Improving communications between agencies JSA updates provided at Strategy group meetings Avoiding sanctions wherever possible 	Existing staff resource
1.8	Provide a definitive list of monetary & volunteering schemes, courses & support groups across Southend	<ul style="list-style-type: none"> Close working with Jobcentre & partner agencies 	<ul style="list-style-type: none"> Lead: Housing Benefit Jobcentre Relevant stakeholder group members & wider agencies 	31/03/2015	<ul style="list-style-type: none"> Long term and short term unemployed gaining essential skills to increase their chance of finding employment 	Existing staff resource
1.9	Enable Southend residents who have No Recourse to Public	<ul style="list-style-type: none"> Notify those who may come into contact with such residents to be 	<ul style="list-style-type: none"> Lead: CAB Immigration Case Worker 	31/03/2015	<ul style="list-style-type: none"> Southend residents with NRPF who finds themselves unable to 	Existing CAB staff resource

	Funds but cannot/can no longer support themselves/their family to be given the correct legal advice & signposting for practical & support options.	made aware of formal/informal advice offered <ul style="list-style-type: none"> • Capture the demand for this. 	<ul style="list-style-type: none"> • Zimbabwe-an network • CAAST • Storehouse • Strategy group organisations 		<p>support themselves/their family feeling confident they can contact CAB immigration case worker if they have chosen not to approach council.</p> <ul style="list-style-type: none"> • Strategy group given updates on demand 	
1.10	Build a better picture of non-statutory homelessness and success of any associated interventions.	<ul style="list-style-type: none"> • Staff adopting the use of newly implemented client relationship & service management system 'Inform' • Report on the outcome of short term (temporarily funded until 31/03/2014) rough sleeper project worker post. 	<ul style="list-style-type: none"> • HARP 	31/03/2015	<ul style="list-style-type: none"> • Client data reporting from any web-enabled device & easy access to service information e.g. available bed spaces • Outcomes star to enhance support planning & measure/monitor progress of clients. • Enhanced data collection, analysis and reporting. 	Existing HARP resource

Aim 2: Minimise rough sleeping

	What will we do?	How will we do it?	Who will be involved?	When will we do it by?	What will success look like?	Resources
2.1	Work in partnership to provide a winter night shelter	<ul style="list-style-type: none"> Set up a robust referral process Have clear guidelines on staff, volunteer & guest expectations, Work in partnership with local churches & Homeless Charity HARP 	<ul style="list-style-type: none"> Joint Lead: SBC Community Housing Manager & Winter Night Shelter Co-ordinator SBC Housing Options team Leader Local Churches HARP 	31/03/2013	<ul style="list-style-type: none"> Shelter operating 7 days a week during coldest winter months staff and guests adhering to agreed protocol for referrals and conduct stakeholders engaging with guests to improve re-housing outcomes 	Staff and Volunteer resources
2.3	Ensure that a Severe Weather Emergency Protocol is in place for any period of the year	<ul style="list-style-type: none"> Early Planning & partnership work Putting agreed processes in place for the provision 	<ul style="list-style-type: none"> Lead: SBC Community Housing Manager SBC Housing Options Team 	31/09/2015	<ul style="list-style-type: none"> Some provision made for a number of non stat homeless persons to be given temporary accommodation whenever the temperature is forecast to drop below 0°C for 3 consecutive nights 	Community Housing & Housing Benefit Budgets
2.4	Commission a sub-regional single persons homeless scheme	<ul style="list-style-type: none"> Tender to go out to obtain service provider Quarterly sub-regional meetings Set up an access scheme for private rented sector properties 	<ul style="list-style-type: none"> Lead: SBC Community Housing Manager Epping, Brentwood, Harlow Thurrock, 	31/03/2015	<ul style="list-style-type: none"> Reconnection Hubs in sub-region PRS bond scheme Single hard & electronic advice sheet giving consistent 	Project funded through grant from CLG

			Brentwood, Castle Point, Rochford & Basildon Councils		information across to rough sleepers the sub-region & on all LA websites	
2.5	Deliver an additional 11 units of emergency provision for those new to the Streets	<ul style="list-style-type: none"> • Extending on the recent provision of 5 short stay units. 	<ul style="list-style-type: none"> • HARP 	August 2014	<ul style="list-style-type: none"> • Long term rough sleeping and associated risks to health & welfare evaded. 	Homeless Transition Fund
2.6	Conduct a robust rough sleeper count for Southend-on-Sea	<ul style="list-style-type: none"> • Research methodologies for providing a count • Intelligence gathering 	<ul style="list-style-type: none"> • Lead: SBC Community Housing • Police • HARP • Street Pastors 	31/12/2014	<ul style="list-style-type: none"> • Accurate picture of rough sleeping in Southend captured 	Existing staff

Aim 3: Improve Health & Wellbeing outcomes of homeless people in the borough

	What will we do?	How will we do it?	Who will be involved?	When will we do it by?	What will success look like?	Resources
3.1	Improve multi-agency working for people with complex needs, such as rough sleepers with a dual diagnosis	<ul style="list-style-type: none"> Develop & Run multi-agency case conferences to address the needs of the most entrenched rough sleepers Research best practice ways to improve multi-agency/dual diagnosis support Set up a working group looking at current pathway for complex needs & how agencies can better work together to improve the way services are delivered Report to Health & Wellbeing Board on findings of working group & research 	<ul style="list-style-type: none"> Lead: SBC Essex Police HARP SEPT – Mental Health & Drugs & Alcohol Southend MIND DAAT Probation Family Mosaic 	31/03/2015	<ul style="list-style-type: none"> High Level buy in & commitment from all agreed agencies to participate Tools for addressing needs identified e.g. housing options Multi-agency group attended by those given the authority & tools to provide service flexibility, work collaboratively & take/follow up actions Individual clients targeted Housing forming part of recovery, but support ongoing, to prevent risk of repeat homelessness Clients not being turned away from receiving support because they are viewed as high risk – interventions put in place to minimise any risk. 	<p>Existing staff resources</p> <p>Project will require additional funding. Exact amount to be determined and business case to be developed outlining 'spend to save' options</p>

3.2	Have complex needs included as part of the joint Strategic Needs Assessment	<ul style="list-style-type: none"> Feeding in information from action 3.1 into JSNA 	<ul style="list-style-type: none"> Lead: Public Health Members from working group of project in action 3.1 	31/03/2015	<ul style="list-style-type: none"> Services being commissioned to take into account cross-strategy benefits of aiding those with complex needs. 	Existing resources
3.3	Further develop the Southend Hospital Discharge Protocol	<ul style="list-style-type: none"> Process map the procedure Identify issues Refine protocol Review 	<ul style="list-style-type: none"> Public Health (lead) Southend hospital 	31/03/2015	<ul style="list-style-type: none"> Patients being discharged into accommodation that is adequate for their recovery. HO team given early notification of those who shall be without accommodation/unable to use their property upon discharge Patients given earlier assurances over their housing options 	Existing resources
3.4	Use evidence from the Homeless Health Needs Audit to inform commissioning activity.	<ul style="list-style-type: none"> Publish a report on the findings of the homeless health needs audit Make this available to key stakeholders & commissioners 	<ul style="list-style-type: none"> Lead: Head of Public Health 	31/12/2014	<ul style="list-style-type: none"> Services being designed to reduce health issues and inequalities for Southend's homeless 	Existing resources

3.5	Utilise the resources & design of the new Bradbury training & accommodation Centre to further develop health, training & support needs of HARP clients	<ul style="list-style-type: none"> • Work to bring more outside support teams, agencies, and healthcare professionals in to HARP • Utilise the new dedicated training room to further tenancy sustainment, budgeting, skills and education work 	<ul style="list-style-type: none"> • Lead: HARP • SEPT • DAAT • CDAS • CRI • Southend MIND • SACC 	31/03/2015	<ul style="list-style-type: none"> • New space provided by centre being utilised to increase the health & training support available to HARP clients 	Existing resources
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Aim 4: Encourage suitable provision of accommodation for those who are, or may become homeless

	What will we do?	How will we do it?	Who will be involved?	When will we do it by?	What will success look like?	Resources
4.1	Bring long term empty homes back into use	<ul style="list-style-type: none"> • Publication of Empty Homes Strategy • Empty Dwelling management orders • Compulsory Purchase orders (last resort due to time & cost involved) • Negotiation & incentives 	<ul style="list-style-type: none"> • Lead: SBC Empty Homes Officer • SBC Strategy & Planning Manager 	31/03/2015	<ul style="list-style-type: none"> • Number of empty homes in the borough reduced. 	Existing resources Government grants where available

4.2	Encourage further affordable housing development in the town	<ul style="list-style-type: none"> Utilise council owned land to develop more affordable housing Close working with Registered Providers to deliver their development programmes 	<ul style="list-style-type: none"> Lead: SBC Strategic Housing 	31/03/2015	<ul style="list-style-type: none"> Increased provision of affordable housing in the borough 	Capital investment-HRA, Right to Buy receipts, s106 monies HCA funding, prudential borrowing
4.3	Further utilise the private rented sector to address homelessness	<ul style="list-style-type: none"> Encourage landlords to notify the HO team as and when properties become available Encourage landlords to give Housing Options team early notification of S21 notice & other tenancy problems Working with landlords to bring their properties up to standard 	<ul style="list-style-type: none"> Lead: SBC Community Housing Local landlords 	31/03/2015	<ul style="list-style-type: none"> Housing Options Team helping homeless and potentially homeless into PRS Improved property standards Suitability of accommodation order being adhered to for all stat homeless discharges 	Existing resources-Rent Deposit Loan Scheme
4.4	Re-commission support for ex-offenders	<ul style="list-style-type: none"> Re-tender the contract for Rosemead (Adult offender accommodation based service) 	<ul style="list-style-type: none"> Lead: SBC Supporting People 	01/10/2014	<ul style="list-style-type: none"> Efficiencies delivered whilst most appropriate accommodation model for meeting housing related needs of adult offenders is delivered. Level A standard support within first 12 months of contact Unit provision expanded through innovative approaches to contract delivery. 	Supporting People Team & Current contracts budget

4.5	Re-commission support for victims of Domestic Abuse	<ul style="list-style-type: none"> • Re-tender the contract for the women's refuge and outreach domestic abuse services 	Lead: SBC Supporting people	01/04/2015	<ul style="list-style-type: none"> • Efficiencies delivered whilst most appropriate accommodation and floating support service model for meeting the housing related needs of male and female victims of domestic violence are delivered. • Duplication of services in the borough removed • Level A standard support within the first 12 months of the contract • Unit provision expanded through innovative approaches to contract delivery. 	Supporting People Team & Current contracts budget
4.7	Continue to review Nominations agreements with registered providers in the borough to maximise lettings made through Southend-on-Sea Borough Council's Allocations Policy	<ul style="list-style-type: none"> • Negotiation with registered Providers 	<ul style="list-style-type: none"> • Lead: SBC Strategy & Planning 		<ul style="list-style-type: none"> • Maximise lettings made through SBC Choice Based Lettings Scheme 	

Aim 5: Minimise youth and young person's homelessness

	What will we do?	How will we do it?	Who will be involved?	When will we do it by?	What will success look like?	Resources
5.1	Raise awareness of, and funds for youth homelessness through promotion of the 'Sleep Easy in Schools' campaign	<ul style="list-style-type: none"> Partnership between SBC & the YMCA Promote the campaign to local schools through Southend Learning network Informing Local head-teachers of the campaign 	<ul style="list-style-type: none"> Lead: YMCA SBC services for schools Strategy & Planning 	31/03/2015	<ul style="list-style-type: none"> Schools participating in the Sleep Easy in Schools campaign Student participation Funds being raised for Southend Y.M.C.A through Sponsorship 	Existing resources
5.2	Explore the feasibility of commissioning more young person's housing, including for those who find it difficult to maintain a tenancy	<ul style="list-style-type: none"> Commission further young persons accommodation Set up a working party to explore options for those who find it difficult to maintain tenancies 	<ul style="list-style-type: none"> Lead: Supporting people 	31/03/2015	<ul style="list-style-type: none"> Reduced waiting lists and times for Young person's supported housing 	Supporting People Team & Current contracts budget
5.3	Further develop joint working between SBC's Children's Services and Housing Options Team around 16/17 year olds who are homeless/threatened with homelessness?	<ul style="list-style-type: none"> Review areas for improvement of protocol/practice & make relevant changes arising 	<ul style="list-style-type: none"> Joint Lead: SBC Childrens Services & Community Housing 	31/03/2015	<ul style="list-style-type: none"> Homeless young people given appropriate housing and support 	Existing resources

5.4	Encourage young people to remain at the family home where possible	<ul style="list-style-type: none"> Increasing the amount of home visits made by housing options officers Exploring other ways of mediating where parent/child relationships have broken down 	<ul style="list-style-type: none"> Housing Options Team Leader 	31/03/2015	<ul style="list-style-type: none"> Reduction number of parental evictions as a proportion of all stat homelessness. 	Existing resources
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