

# Action Plan

## Priority 1: Preventing homelessness.

| What do we want to achieve?                                   | What are we going to do to achieve this?   | Actions 2025/26   | Progress | Date |
|---|--|---|----------|------|
| Put Homelessness Prevention at the heart of everything we do. | Monitor and act on the impact of the implementation of the Homelessness Reduction Act within the council's Housing Team and wider housing services | Monitor the impact of the Homelessness Reduction Act (HRA) on housing services and customer outcomes.   |          |      |
|   |  | Review H-CLIC data quarterly, perform case reviews on Housing casework.   |          |      |
|   |  | Collect feedback from partner agencies and other internal services.   |          |      |
|   | Develop further preventative actions based on the evidence of what has previously been successful in preventing homelessness                       | Integrate local and national homelessness prevention data to improve services.  |          |      |
|   |  | Compare our service to our Nearest Neighbours (demographically not geographically) and implement 'good practices' identified.   |          |      |
|   |  | Seek feedback from our customers their experiences.   |          |      |
|   |  | Analyse successful pre- prevention outcomes achieved by the Complex Needs Team and embed this learning into the principles and systems of the service.  |          |      |
|   | Understanding and tackling the economic impacts of the cost-of-living crisis that may otherwise lead to homelessness                               | Understand the impact of the cost-of-living crisis and other financial impacts such as welfare reform on rising evictions due to rent arrears.  |          |      |
|   |  | Work with our internal partners to ensure our financial support offers meeting the needs of the clients (including the Prevention Fund, Discretionary Housing Payment (DHP), Client Support, links to charities). |          |      |
|   |  | Strengthen relationships with local private rented landlords.   |          |      |
|   |  | Develop partnerships with Registered Housing Providers and local voluntary sector financial advice services.  |          |      |

| What do we want to achieve?                                   | What are we going to do to achieve this?  | Actions 2025/26   | Progress | Date |
|---|---|---|----------|------|
| Put Homelessness Prevention at the heart of everything we do. | Develop greater understanding of the 'triggers' driving homelessness presentations.   | Identify triggers of homelessness related to family breakdowns and implement intervention strategies.   |          |      |
|   |   | Ensure staff are fully trained in negotiation and mediation techniques.   |          |      |
|   |   | Monitor the effects of the increased pressures of the Refugee crisis.   |          |      |
|   |   | Review and analyse the information that we gather in relation to homelessness and adapt future services and interventions in response to what we learn. |          |      |
|   | Identify and respond to the housing needs of vulnerable groups.   | Build on existing interventions for vulnerable client groups and develop new interventions where there are identified gaps for:                         |          |      |
|   |   | Care leavers  |          |      |
|   |   | Young People  |          |      |
|   |   | Adults with Complex Needs (e.g. Mental Health, Addictions, Learning Disabilities)   |          |      |
|   |   | Domestic Abuse Victims  |          |      |
|   |   | Prison Leavers  |          |      |
|   |   | Veterans  |          |      |
|   |   | Refugee's   |          |      |
|   | Review how customers contact us and interact with our service.  | Ensure that there are multiple, easy to access channels for people to get in touch: phone, email, face to face.   |          |      |
|   |   | Ensure that customers are offered a range of options to meet their specific needs.  |          |      |
|   |   | Work with partners on Digital Inclusion, Outreach and contact points with internet access.  |          |      |
|   | Promote the HomeseekerPlus housing application process and provide support for people to use it.  | Schedule regular social media campaigns to promote HomeseekerPlus.  |          |      |
|   | Continue to effectively communicate with people about how to avoid the risk of homelessness, ensuring that advice and appropriate support is readily available. | Schedule regular social media campaigns to raise awareness of homelessness and the support available.   |          |      |

## Priority 2: Establishing effective partnerships, working arrangements and support to those who are threatened with homelessness, to improve their resilience and reduce the risk

| What do we want to achieve?  | What are we going to do to achieve this?   | Actions 2025/26  | Progress | Date |
|--|--|--|----------|------|
| Establishing effective partnerships, working arrangements and support to those who are threatened with homelessness, to improve their resilience and reduce the risk homelessness occurring. | Establish partnerships with local agencies (e.g., housing, social services, mental health, and employment support) to create a collaborative framework for supporting individuals at risk of homelessness. | Monitor and review trends in homelessness approaches from customers.   |          |      |
|  |  | Build on existing partnerships and allocate resources for training and coordination.   |          |      |
|  |  | Work with our commissioning partners to review the Alliance services around Prevention.  |          |      |
|  |  | Work with Registered Providers on identifying households at threat of eviction.  |          |      |
|  | Work with our Commissioning partners to ensure Countywide services meet the needs of our clients.  | Work with our commissioning partners to review the Alliance services around Outreach services.   |          |      |
|  |  | Monitor rough sleeping referrals with our Outreach Provider to establish trends and respond accordingly.   |          |      |
|  |  | Develop clear referral pathways between agencies such as housing, health, and employment to ensure early identification of at-risk individuals.                          |          |      |
|  | Build on and improve existing processes to ensure an effective 'duty to refer' from all relevant public sector bodies as set out in the Homelessness Reduction Act.  | Review the effectiveness of the current IT system that supports 'Duty to Refer'.   |          |      |
|  |  | Promote 'Duty to Refer' in all dealings with statutory agencies.   |          |      |
|  | Ensure that the council's workforce have the appropriate skills to assist all client groups.   | Identify skills gaps in the council's workforce related to homelessness prevention and ensure targeted training for all employees who interact with at-risk individuals. |          |      |
|  |  | Ensure that the workforce has a strong 'trauma informed' approach to tackling the most complex casework by offering continuous training.                                 |          |      |
|  |  | Ensure that all staff receive regular Domestic Abuse and Safeguarding training to maximise referrals to appropriate services.  |          |      |
|  |  | Ensure Retrospective Learning principles are embedded into practise.   |          |      |
|  | Challenge and resolve barriers to effective service delivery as part of business as usual.   | Identify key barriers to service delivery (e.g., bureaucratic, financial, or communication-related) and implement solutions to overcome them.                            |          |      |

### Priority 3: Supporting Rough Sleepers to address their housing and other needs

| What do we want to achieve?   | What are we going to do to achieve this?   | Actions 2025/26  | Progress | Date |
|---|--|--|----------|------|
| Supporting rough sleepers to address their housing and other needs. | Align efforts and resources with partners to prevent homelessness and rough sleeping before it occurs.   | Focus on early intervention to prevent rough sleeping from occurring.  |          |      |
|   |  | Work with our countywide partners to support and evaluate a new Outreach service for 2025 onwards, to better understand the causes of local rough sleeping as well as the pattern and locations of rough sleepers. |          |      |
|   |  | Investigate new and innovative ways of providing Outreach to those that need it.   |          |      |
|   | Work with the community and local businesses act as 'eyes and ears' to ensure that no rough sleeper goes without support.  | Promote Streetlink through regular social media campaigns.   |          |      |
|   |  | Provide ongoing and regular training sessions for Parish Councils and Members.   |          |      |
|   | Evaluate and adapt housing pathways, and develop new ones where they do not exist, to ensure they meet the needs of those living with complex needs as well as new/emergent client groups. | Develop clear referral pathways between agencies such as housing, health, and employment to ensure early identification of at-risk individuals.  |          |      |
|   | Build on existing work with partner organisations to develop appropriate supported housing solutions.  | Review the effectiveness of the current 'Housing First' model with our stock transfer partner, for homeless people with the highest level of need.   |          |      |
|   |  | Encourage and broaden the participation of other providers in 'Housing First' type solutions.  |          |      |

## Priority 4: Increase Accommodation Options

| What do we want to achieve?       | What are we going to do to achieve this?  | Actions 2025/26  | Progress | Date |
|-----------------------------------|---|--|----------|------|
| Increasing Accommodation Options. | Ensure that Council priorities are aligned  | Link this strategy with the targets included in the Local Plan to increase affordable housing supply.  |          |      |
|                                   | Ensure that Countywide priorities are aligned   | Work with our county partners to develop an increase in the supply of move on accommodation for all supported housing pathways.  |          |      |
|                                   | Maintain efficient and appropriate use of all council owned temporary accommodation, ensure that all residents are provided with high level support to enable them to move on into long term accommodation.                 | Embed the Temporary Accommodation Service Standard process in all that we do.  |          |      |
|                                   |   | Provide support to households placed in all forms of temporary accommodation to help them address issues that may be barriers to moving into settled housing.  |          |      |
|                                   |   | Review our current policy and processes to support more rapid move-on from temporary and supported accommodation and provide support into new permanent accommodation when possible.   |          |      |
|                                   |   | Work with our Registered Provider partners to reduce the use of bed and breakfast and nightly paid temporary accommodation, instead providing appropriate temporary accommodation options or move on options from emergency accommodation. |          |      |
|                                   | Develop a greater understanding of what may encourage private landlords to increase the supply of rented accommodation at a cost households can afford and how we may assist with making this a realistic housing solution. | Work with our colleagues in Empty Homes to find ways to incentivise and/or encourage owners of Long-Term Empty Properties to bring them back into use.   |          |      |
|                                   |   | Ensure that our Homelessness and Rough Sleeping grant is utilised to encourage offers of private rented accommodation to assist in discharging our homelessness duties.  |          |      |
|                                   | Work with Registered Providers to develop schemes that increase accommodation options.  | Work with our Registered Provider partners to encourage tenants who are under occupying to downsize into non-family accommodation.   |          |      |