APPENDIX 1

Slough BC: Homelessness Strategy Implementation Plan 2008 -2011

Strategic Priority 1: Preventing Homelessness

Task no	outcome	Methods	Target date	Measure	Performance to date	Lead officer/ resources
1	Introduce advert and bid lettings system	Follow CLG guide lines Set up RSL/partner project group	2010	Commission IT system compatible with existing	Postponed pending funding solutions Scheme is suitable for advert & bid. Common assessment approach agreed Two providers identified and site visits undertaken	Housing Needs Manager
2.	Develop overcrowding strategy	Second staff to research strategy and implementation plan	Sept 09	Implementation plan in place Reduced overcrowding/ parental evictions	Complete. Rec'd further funding from CLG Reduced overcrowding in social housing by 26% 100% received offer of alternative option	Housing assessment manager
3	Maintain or reduce current annual level of homelessness approaches and acceptances	Continue with housing options interviews and explore new initiatives Target overcrowded households and 2nd families living with parent	Less than 100 acceptances per annum by April 2009	Number of homelessness acceptances maintained 100 or less	Achieved 2009/10 288 approaches 55 accepted as unintentionally homeless and in priority need	Housing Assessment Manager
4	Develop information sharing protocol with CMHT	Link NHS and SBC protocols	Sept 09 Revised to March 11	Earlier notification of housing need of client grp to avert crisis Reduced homelessness from this client group	Delayed Picked up in jnt working around successful PSA 16 bid and accommodation protocol	Head of mental health services /AD housing
5	Review rough sleeping strategy. Develop winter shelter resource	Joint working with SHOC& Look Ahead	November 2009	Reduction in ASB and crime Improved access to short and long term	Funding achieved to commission project to re connect Polish rough sleepers Commenced in July 10 for 6	Head of drugs & community safety /Hsg needs mngr

Task no	outcome	Methods	Target date	Measure	Performance to date	Lead officer/ resources
				accommodation	months. All rough sleepers seeking shelter were accommodated on nightly basis over severe winter period	
6.	Establish safe housing of high risk or prolific offenders	Develop a multi agency protocol	Sept 09	Reduction in number of PPO's All MAPPA subject with an agreed housing plan	Achieved Dedicated hsg advisor to IOM and PPO's 96% have positive housing outcomes	Housing Needs Manager /Snr Probation officer
7	An accessible and transparent HB service	Improved information to customers, their support workers and potential customers. Regular attendance and contribution at forums such as landlord, RSL and homelessness Early notification to housing providers of households with dependents or vulnerable whose HB has been suspended		Changed perception of the service	Sept 09 SLA between housing needs and Hb in draft pending agreement by HB	Head of Benefits
8	Establish joint working approach with other key debt and advice agencies	Develop NHAS joint working agreement protocol with CAB & Shelter	June 2009	All hsg and involved agency staff trained on process Improved access to client information better joint service	Final draft completed March 2009, Nov 09 pending final sign off and implementation plan. Awaiting responses from CAB & Shelter	Shelter, CAB, hsg needs.
9	Reduce evictions and debt across all tenures	Pre eviction protocol, pre tenancy training. Increase access points to debt counselling services. Maximise household income with non dependents	Mar 2010	Reduced number of suspended Possession Orders and evictions from social housing and DGS properties Debt services available at key town locations. Families better able to keep non dependents through a recession	Pre eviction protocol rejected by RSL forum Reworked with more emphasis on pre tenancy training	Lettings Manager Head of Customer Services CEO of CAB & Advice & Resettlement Manager

Task no	outcome	Methods	Target date	Measure	Performance to date	Lead officer/ resources
10	Provide money advice to parent with children of school leaving age		Jan 2010		No feed back to date from CAB	Housing Advice & Resettlement Mgr, CAB
	Review options of choice for homeless households under advert and bid and evaluate prioritising existing agreed homeless households in advance of the new scheme	Identify trends and impact assessment	May 09	Reduce numbers in TA Reduced time spent in TA Reduced homelessness	Achieved 30% of agreed homeless accepting alternative option and reduced period in temp accomm	Hsg needs mngr

Strategic Priority 2; Providing More Homes

Task no	Outcome	Methods	Target date	Measure	Performance to date	Lead officers/ resources
11	Ensure future developments meet projected demand	Develop a 5 year development plan	Sept 09	Adopted by cabinet	Nov 09 meetings agreed to begin comprehensive plan and improved information sharing	Housing Strategy Manager/ Head of Planning Head of Economic Development
12	Reduce number of under occupied affordable homes	Overcrowding strategy to review current TIS scheme	Mar 2010	Increase in supply of existing family homes. Reduced numbers in Temp Accom	19 released 2008/9 Sept 09 Cabinet approved new incentives Launch date March 2010. July 10 Developing approach for underoccs in 4 and 5 beds homes	Housing Assessment Manager /Housing Initiatives Officer
13	Let more good quality well managed private rented sector homes	Develop PSL /HALS schemes with accredited landlords	Sept 09	Increased supply of good condition local homes Reduced numbers in Temp Accom	2009 -2010 218 private properties let through council scheme and met fitness standard	Lettings manager Private Sector Manager
14	100% nominations to all social housing in Borough	A single universal nominations agreement across all social housing providers with a portfolio in the Borough	Dec 09	All affordable homes let through the hsg register	Sept 09 RSLs partnership agreed to 100% lettings of new build and one universal nomination agreement proposed	Housing strategy manager
15	Re- develop existing hostel sites	Build new permanent general needs homes on Laurels site Tender future use of Rochfords	Mar 2010	Reduced numbers in Temp Accom Zero homeless in shared facility housing	Planning consent to re-provide 18 permanent homes on hostel site 2nd site closed pending disposal	Housing Strategy Manager

Task no	Outcome	Methods	Target date	Measure	Performance to date	Lead officers/ resources
16	Meet with private landlords at least twice a year	Landlord forum	Twice a year commencing Sept 2009	Improved housing and management standards Better working relations with public & private providers	Achieved Landlord forum launched and three held to date	Housing Managers, Housing Benefit managers.
17	Secure mainstream funding for DGS manager	Key priority bidding process	March 2011	Reduced homelessness and Temp Accom residents	Review of scheme to spread cost within existing budget	Housing needs mngr
18	Develop an empty homes strategy	Incentives/ enforcement to bring into use	March 2011		July 10 HQN commissioned as part of overcrowding strategy	Private sector manager RSL partner
19	Develop process for accessing hard to let affordable homes in RSI portfolios	RSI forum to develop scheme and procedure for identifying hard to lets and matching clients	Mar 10	Number of lets and reduced homelessness and TA use	No scheme exisits yet	Housing policy advisor

Strategic Priority 3 Providing Support

Task no	Outcome	Methods	Target date	Measure	Performance to date	Lead officers/ resources
19	Ensure value for money singly and collectively of existing resettlement and support services	Review current extent of demand and capacity and appropriateness		Centralised value for money generic support service meeting council and SP strategic outcomes	Reviews planned all three services	Supporting people manager
20	All prospective social housing tenants and DGS tenants to have option of pre tenancy training	Information packs group training dates 121s	Mar 2010 Revised date to Mar 11	Model agreed by RSL forum	Review of scope of existing resettlement service seeking to include pre tenancy training	Hsg advice & resettlement mngr
21	Improve approval and sign up process for SBC and those of RSLs Harmonise the processes	New approval forms Sign up training for all relevant staff	April 09	Reduced refusals	Multiple viewing now implemented and take up improved and void time significantly reduced	Lettings Manager /void manager
22	Develop a joint process	Agree and train on a new protocol	March 2010	Reduced homelessness	July 10 Protocol in draft	Team Mgr

	for the housing and support of care leavers			amongst former relevant children	Policy pending to include accommodation needs	Education & Childrens Services ,Advice & Resettlement Manager

Developing the Strategy: Monitoring and Review

Task no	Outcome	Methods	Target date	Measure	Performance to date	Lead officers/ resources
23	Corporate adoption of the strategy	Cabinet report seeking approval	April 2009	Cabinet approval	Achieved	Assistant director of housing
24	Regular agenda item on housing and neighbourhood scrutiny committee	Monitoring outcomes and impact on other corporate strategies	Sept 09		Achieved Presented to two committees to date	AD hsg
25	Adoption by all relevant strategic directors	Presented to staff teams and roles and responsibilities highlighted an monitored through team and 121 meetings	Sept 09	Children adult and education services willingly contributing to strategy both operationally and strategically	No current corporate input	Strategic directors of education and children's services and Adult social services
26	Establish a homelessness forum	Multi agency and representative meeting quarterly	Commenced July 2008	Terms of reference. Minutes. Information and data sharing informing the strategy	T of R agreed Next meeting Sept 2010	Housing Needs Manager Shelter mngr