

Slough BC: Homelessness Strategy Implementation Plan 2008 -2011 – Consultation Draft

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	Scheme is suitable for advert & bid. Common assessment approach agreed	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		Housing Policy Advisor
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 2 nd families living with parent	Less than 100 acceptances per annum by April 2009	Number of homelessness acceptances maintained 100 or less	2008/9 Projection of 80 acceptances and 210 approaches ,80 subject to recession impact	Housing Assessment Manager
4	Develop information sharing protocol with CMHT	Link NHS and SBC protocols	Sept 09	Earlier notification of housing need of client grp to avert crisis Reduced homelessness from this client group		Head of mental health services /Housing Needs Manager
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 accommodation	Less than 10 on streets at any one time	Head of drugs & community safety /Hsg needs mngr
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	Assessed on ad hoc basis Work in progress with IOM community safety DAT and probation	Housing Needs Manager /Snr Probation officer
7	An accessible and transparent HB service	Improved information to customers, their support workers and potential		Changed perception of the service		Head of Benefits

Task no	outcome	Methods	Target date	Measure	Performance to date	Lead officer/ resources
		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				
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	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		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		Lettings Manager /Policy advisor Head of Customer Services CEO of CAB & Advice & Resettlement Manager
10	Provide money advice to parent with children of school leaving age					Housing Advice & Resettlement Mgr, CAB
	Review options of choice for homeless households under advert and bid and evaluate prioritising existing agreed homeless households	Identify trends and impact assessment apply	May 09	Reduce numbers in TA Reduced time spent in TA Reduced homelessness	113 agreed households on housing register	Hsg needs mngr

Task no	outcome	Methods	Target date	Measure	Performance to date	Lead officer/ resources
	in advance of the new scheme					

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	Development agreed site by site	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	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	160 a year	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	TVHA already signed up Others agreeable with some exceptions ie mobility etc	Housing Needs 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	31 units of shared temp accomm	Housing Strategy Manager
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	One open evening in 2008 held	Housing Managers, Housing Benefit managers.
17	Secure mainstream funding for DGS	Key priority bidding process	March 2011	Reduced homelessness and Temp Accom	Securing 160 homes a year in private sector	Housing needs mngr

Task no	Outcome	Methods	Target date	Measure	Performance to date	Lead officers/ resources
	manager			residents		
18	Develop an empty homes strategy	Incentives/ enforcement to bring into use				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 exists 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	No reviews undertaken of 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	Model agreed by RSL forum	There is no pre tenancy training in any tenure	Housing policy advisor
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	There is no training to SBC staff	Lettings Manager JJL People1st
22	Develop a joint process for the housing and support of care leavers	Agree and train on a new protocol	March 2010	Reduced homelessness amongst former relevant children	There is no effective, formal process	Team Mgr 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		Assistant director of housing
24	Regular agenda item on housing and neighbourhood scrutiny committee	Monitoring outcomes and impact on other corporate strategies	Sept 09			AD hsg
25	Adoption by all relevant strategic directors	Presented to staff teams and roles and responsibilities highlighted and 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 Quarterly meetings agreed	Housing Needs Manager Shelter Thames Valley Mgr