

HOMELESSNESS PREVENTION STRATEGY ACTION PLAN 208-2009

WIDENING HOUSING OPTIONS FOR HOMELESSNESS HOUSEHOLDS BY:

A. Increase the supply of affordable housing and make best use of the existing housing stock

B. Increase the supply of and access to supported housing to prevent homelessness amongst vulnerable client groups

OBJECTIVE/ AIM	TASK	LEAD AGENCY	SUPPORT AGENCY	TARGET DATE	MEASURE OF SUCCESS	RESOURCES
A1. Maximising the supply of new affordable housing. Ensure all new build meets needs of a growing ageing population & family sized accommodation	Implement lowered thresholds at which aff hsg must be provided to secure units on S106 sites & work with RSL's and Hcorp to maximise new aff hsg. Seek adherence to 'Lifetime Homes' standard. Family sized accommodation prioritised in the LDF & will be sought as a priority	EEBC	RSL's & Hcorp	Regular Market Engagement now quarterly	Negotiate 10 units from S106 sites p/a. New aff hsg targets are: 2008/2009 = 90, 2009/2010 = 180, 2010/2011 = 120	H'CORP NAHP S106 monies
A2. Addressing under-occupation and overcrowding	<ul style="list-style-type: none"> • CBL & sub regional mobility scheme begins June 08 promote homeswapper & MEX's as extra move option • Tenants wishing to downsize to be given top priority • 50 empty homes p/a into use • Assist 5 older hh's p/a to downsize • Work with EH & landlords to prevent overcrowding • Assist 5 hhs p/a to take up HomeBuy to free up SR stock • Work with RHA/ Vol Sec on 'man with van' & furniture schemes to help people move 	EEBC	RHA TVHA	<ul style="list-style-type: none"> - CBL goes live June 2008 - 50 empty homes to be brought into use by Apr 09 - Downsizing/ advice project to start Jan 09 - HomeBuy met by Jul 09 	Implementing Choice Based Lettings, promoting take up of HomeBuy, returning empty homes to use, assist households wishing to downsize, develop tailored housing advice service for elderly clients. Will make better use of existing housing stock and increase supply of housing.	Within existing budgets Grant funding for pilot project sought
A3. Ensuring that by 2010 all shared facility homelessness prevention accommodation has been replaced with self contained	<ul style="list-style-type: none"> • Input into re-development plans, for Berridale & UHSt, negotiate re-provision/ decant • Use 'Hostels Toolkit' in re-design 	RHA	EEBC	Must be fully implemented by 2010.	To improve standard of accommodation for potentially homeless households	RHA capital funding & HCORP NAHP,

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A4. Ensuring rough sleeping remains at '0'	Collate directory of housing & support services for potential rough sleepers	EEBC	Homelessness Forum	By September 2008	Incidents of rough sleeping is continued to be prevented	Within existing budgets
A5. Increasing proportion of lettings RSL's make available for potentially homeless people	<ul style="list-style-type: none"> Review all Nomination Agreements Complete H'lessness Toolkit with RSL's through RSL Forum 	EEBC	RSL's	By December 2008	Increased nominations for potentially homeless households prevents homelessness, raises profile of prevention duties	Within existing budgets
A6. Continue to secure access to private rented housing for potentially homeless households	Continue to operate and promote: <ul style="list-style-type: none"> Rent deposit bond scheme & Tenancy Sustainment Community Housing & Accommodation Finding Projects Private Landlord Forum (PLF), Newsletter & 1:1 visits 	EEBC	Private landlords	PLF will be held in April 2008 where the TSS will be promoted.	Provision of bonds, tenancy sustainment & working with private landlords to increase supply of PSR units so that 50 cases of homelessness p/a are prevented.	DCLG grant funding EEBC staff costs, DHP
B1. Work with partners to develop a Supported Housing Scheme and a Supported Lodgings Scheme for young people by December 2008 and December 2009	<ul style="list-style-type: none"> Establish client group & site Secure revenue for support, capital for build & resources for a 'crash pad' facility Report to members/ board 	RHA	EEBC SP Team SCC Children's Services	Detailed plans by December 2008.	End & prevent the future use of B&B and unsuitable housing for YP. Reduce NEETs'. Secure support plans and monitor outcomes for YP.	HCORP NAHP & SP (Cap & Rev) RHA Capital funding
B2. Work with partners to develop a shared house for clients with Learning Disabilities	<ul style="list-style-type: none"> Establish client group & site Secure revenue for support and capital for build Report to members/ boards 	RHA	EEBC SP Team SCC Adult Services	Detailed plans by December 2008.	Implementation of 'Valuing People Housing Strategy'	HCORP NAHP Bid & SP revenue Funding Sec 106 funds
B3. Increase provision of Extra Care Housing of various tenures and clients including provision for clients with LD & dementia	<ul style="list-style-type: none"> Work with RSL's & SP to identify sites & funding Contribute to DoH bid for a 46 unit ECH scheme with RHA 	EEBC & RHA	SP Team	SonS by September 2009	ECH meets housing & care needs, speeds discharge from hospital & encourages older people to downsize. There are '0' units of hsg for dementia in E&E	HCORP NAHP Bid & SP revenue Funding
B4. Continue to operate the Special Needs Register & Panel	<ul style="list-style-type: none"> Secure additional units from RSL's to be allocated to the 'Special Needs Panel' 	EEBC	RHA RSL's	By December 2008	2 - 4 more clients p/a assisted than at present through the Special Needs Register	Using existing RSL stock

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<p>B5. Continue to effectively administer Disabled Facilities Grants & establish a 'Adapted Housing Register' (AHR)</p>	<ul style="list-style-type: none"> • Adapt 50 properties p/a via DFG • Ensure when DFG sought, moving is advised on & considered as part of enhanced housing options service • Develop practical help for moving • Scope practicality & use of AHR • Seek tenant profile data from all landlords to inform DFG & AHR 	<p style="text-align: center;">EEBC</p>	<p style="text-align: center;">RSL's Landlords</p>	<p style="text-align: center;">By July 2009</p>	<p>50 hrs per annum enabled to remain in own home means potential homelessness prevented. Where moving more appropriate Council will consider use of DFG budget as per recent guidance. DFG app process to include detailed housing options advice where move more suited.</p>	<p>Within existing budgets</p>
<p>B6. Work with SP team & existing supported housing providers to secure better access and develop clear move on plans for individuals</p>	<ul style="list-style-type: none"> • Contact providers correct re: referral route & request feedback on all 'refusals' • Develop support & move on plans to facilitate noms • Investigate funds for a TRAINING FLAT for clients to assess 	<p style="text-align: center;">EEBC</p>	<p style="text-align: center;">SP funded providers & Special Needs Panel</p>	<p style="text-align: center;">By July 2009</p>	<p>Better dialogue with providers increases access to supported hsg & support & move on plans reassure that clients are not being abandoned. Training Flat would enable assessment of ability to maintain tenancy.</p>	<p>Training Flat funding sought from external partners when client group established</p>

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PROVIDING SUPPORT TO PREVENT HOMELESSNESS BY:

C. Providing co-ordinated and effective advice, including working with and signposting to partners agencies

D. Providing support to homeless and potentially homeless households

OBJECTIVE/ AIM	TASK	LEAD AGENCY	SUPPORT AGENCY	TARGET DATE	MEASURE OF SUCCESS	RESOURCES
C1/ D1. Continue to facilitate & expand the Homelessness Forum	4 Homelessness Forums to be held annually. New delegates & guest to be invited. Tasks from this strategy to be allocated.	EEBC	Homelessness Forum	By July 2009	Homelessness prevention services are promoted & expertise pooled. Strategy Implemented.	Within existing budgets
C2/ D2. Continue to fund the Court Desk Advisory Service	EEBC to confirm continued funding and secure same from partner LA's	CAB	EEBC	By August 2008	This is a key homelessness prevention tool which prevents circa 80 families p/a from eviction	Within CLG grant funding
C3. Reduce homelessness that is the result of domestic abuse or hate crime	<ul style="list-style-type: none"> • Implement MARAC • Continue to operate Sanctuary Scheme for victims of DA • Continue to fund and support: DA Forum & Victim Support & Relate ('perpetrators of DA' programme) & publicise phone lines including details of hate crime support orgs • Continue to give high quality hsg advice to victims of DA, provide advice on outreach & other support • Work with SP to increase refuge places & DA Outreach service • Agree protocol with RSL's on how cases where homelessness resulting from DV will be dealt with • Assist in the development of an EEBC leaflet for children living in households where DA taking place 	EEBC Housing & Community Safety	RSL's Surrey Police SP Team NSDAF Relate Victim Support North Surrey Sanctuary Scheme Project	By July 2009	The incidents of domestic abuse and hate crime will be reduced and their will be a resultant reduction in Homelessness.	Within CLG & EEBC Revenue & Voluntary Sector grant funding

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	<ul style="list-style-type: none"> • Invite Surrey Police LAGLO to homelessness forum discuss response to gay hate crime 		NS DA Outreach Workers			
C4. Reduce homelessness due to family/ relationship breakdown	<ul style="list-style-type: none"> • Continue to provide funding to Relate & promote their family mediation service & Relate-Teen • Document and promote specialist help lines including 'Familyline' Surrey as part of support planning • Continue to fund & promote Home-Start to assist families in distress • Conduct home visits in each case of parental exclusion 	EEBC	Relate Home Start	By July 2009	Relate and Home Start have key roles to play in alleviating family distress that can lead to breakdown and homelessness. Aim to reduce homelessness prevention interventions needed from 40% to 30% p.a.	Funding for Relate and Home-Start agreed for 3 years wef April 2008.
C5. Establish closer working relationship with RESPOND, assist in delivering the Surrey Drug & Alcohol Team Housing Action Plan	<ul style="list-style-type: none"> • Invite RESPOND to housing team meeting – jointly with RHA/ others • Communicate Action Plan • All Housing staff to attend training in drug and alcohol issues 	EEBC	RESPOND SDAT	By December 2008	Best model of referral to services of RESPOND established, better able to support and prevent homelessness amongst households approaching the Council with drug and alcohol related support needs.	Within existing budgets, training is free
C6. Increase awareness about applying for housing and housing options for clients with mental health difficulties and their carers	<ul style="list-style-type: none"> • As part of Choice Based Lettings communications • Invite CMHT to wider housing team meeting jointly with RHA 	EEBC,	RHA,, PCMHT CA	By December 2008	Increased awareness of services being offered, fostering inter-departmental and multi-agency cooperation.	Within existing budgets
C7. Develop joint working protocols to prevent homelessness in the case of: 1. Discharge from hospital 2. Discharged from forces 3. YP in need/ care leaver	<ul style="list-style-type: none"> • Give hospital discharge training as part of East Surrey group on services provided by EEBC. Obtain EGH discharge protocol and mirror. Develop info pack for hospitals/ health services on EEBC services • MAPPA/PPO protocol working group is route to prison protocol • Establish links with armed forces 	EEBC	PCT Prisons & Probation Service, Armed Forces Accommodation Offices, Rainer,	By July 2009	Clear pathway established, better contacts mean faster assessment and better service to client. Homelessness delayed or prevented with provision of accurate advice.	Within existing budgets

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	<ul style="list-style-type: none"> Implement Youth Homelessness Forum objectives 		SCC			
C8. Develop debt advice services for those threatened with homelessness due to financial difficulties (particularly mortgage repossession)	EEBC & RHA has committed funding for three years towards the provision of a FTE CAB Debt Advisor. Work as part of the steering group with CAB to find additional funds needed. Invite all other RSL's to contribute as part of financial inclusion.	CAB	EEBC RHA Steering Group	By April 2009	Homelessness prevented for residents experiencing significant debt issues, particularly mortgage repossession. CAB Court Desk stats will show no.s	EEBC cont' of £12k p/a wef 01/04/08. Addition funds sought.
D3. Complete support plans for all potentially homeless households being referred to RHA for homeless prevention accommodation	<ul style="list-style-type: none"> Agree format of support & move on plan & who responsible to complete, timescale for review Ensure plan covers securing furniture, electrical goods & details of assistance with moving Produce summary/ action plan for clients with details of support agencies 	EEBC	RHA	By August 2008	Applicants will have their support needs met and will be less likely to lose future accommodation. Action plan allows for monitoring against individual targets.	Within existing budgets
D4. Secure access to floating support service for homeless/ potentially homeless households	<ul style="list-style-type: none"> Raise this as a gap in supporting people services Identify client numbers 	EEBC	SP Team	By July 2008	Applicants will have their support needs met	Reflect in SP budget
D5. Secure floating support for gypsy and traveller households	<ul style="list-style-type: none"> Establish how service will complement rather than overlap with the duties of the GLO 	EEBC	SP Team	By July 2008	Gypsy and traveller households assisted to maintain current accommodation	Reflect in SP budget
D6. Work with schools to prevent homelessness amongst young people	<ul style="list-style-type: none"> Re-establish links with schools & Homeless Education & Learning Project (HELP) and set up programme of dates 	EEBC	HELP SCC Education	By July 2009	Providing housing advice & highlighting reality of street homelessness will prevent YP making unplanned moves	Within existing budgets
D7. Work with partners to tackle wordlessness	<ul style="list-style-type: none"> Submit Bid to become trailblazer 'enhanced housing options' Establish partnerships 	Sub regional bid	CAB Connexions Job Centre Plus RSLs, drop in centres & hostels	Bid for additional DCLG funding	Ensures advice on training/ employment advice is integrated into housing advice service to help prevent future homelessness due to reduced/ lost income from loss of employment	Bid by April 2009

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<p>D8. Develop an in depth housing advice & options service for elderly residents</p>	<ul style="list-style-type: none"> • Working with the in-house HIA, & voluntary sector groups concerned with older people to ensure advice on all housing options can be given to elderly clients. • Ensure options for moving, equity release or extra care housing opportunities are discussed with older residents seeking a DFG 	<p>EEBC</p>	<p>Age Concern</p>	<p>By July 2009</p>	<p>Ensures elderly residents are able to make informed choices regarding their future housing requirements and will help to make best use of existing housing stock in the borough</p>	<p>Within existing budgets</p> <p>Grant funding for pilot project re: downsizing sought</p>
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ABBREVIATIONS USED IN THE TABLE			
EEBC	Epsom & Ewell Borough Council	UHSt	Upper High Street
HSM	EEBC: Housing Strategy Manager	PP	Planning Permission
HOM	EEBC: Housing Operations Manager	hsg	Housing
HPO	EEBC: Homelessness Prevention Officer	Hcorp NAHP	Housing Corporation National Affordable Housing Programme
HNO	EEBC: Housing Needs Officer	VFM	Value For Money
CHPM	EEBC: Community Housing Project Manager	DFG	Disabled Facilities Grant
AFO	EEBC: Accommodation Finding Officer	MEx	Mutual Exchange
H of P&P	EEBC: Head of Policy & Partnerships	hhs	Households
H of P'ing	EEBC: Head of Planning	PSR	Private Sector Rented
HSO	EEBC: Home Services Officer	MARAC	Multi-Agency Risk Assessment Conferencing
CSO	EEBC: Community Safety Officer	DFG	Disabled Facilities Grant
VSLO	EEBC: Voluntary Sector Liaison Officer	Rainer	Leaving Care and Floating Support Services to Young People
EH Mgr	EEBC: Environmental Health Manager	NEETs'	Not in Education Employment or Training
RHA	Rosebery Housing Association	SonS	Start on Site
HD	RHA: Housing Director	CLG	Communities and Local Government
DD	RHA: Development Director	SDAT	Surrey Drug and Alcohol Team
HM	RHA: Housing Manager	LD	Learning Disability
STTAO	RHA: Short Term Temporary Accommodation	PCT	Primary Care Trust
YP	Young People	EGH	Epsom General Hospital
PCMHT	Primary Care Mental Health Team	GLO	Gypsy Liaison Officer
SP Team	(Surrey) Supporting People Team	ECH	Extra Care Housing
MAPPA/ PPO	Multi Agency Public Protection Arrangements		
TVHA	Thames Valley Housing Association		
LAGLO	Lesbian & Gay Liaison Officer (Surrey Police)		
RESPOND	Community drug and alcohol services		
RSL	Registered Social Landlord		
CBL	Choice Based Lettings		
CAB	Citizens Advice Bureau		
S106	Section 106 – Developer Contributions		
TSS	Tenancy Sustainment Scheme		

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