

## Homelessness Strategy 2015-19

### Draft Delivery Plan

Key to officers: GH: Glynis Hawkes; KM: Kim Morgan; JM: Jeremy Mason; TT: Trisha Thomas; MP: Matt Palmer; LD: Laura Dennis;  
RM: Rachel Morris (YMCA); CM: Clare Mehrbani

DWP	Department of Work and Pensions
DIAP	Derby Integrated Advice Partnership
EET	Education Employment and Training
HLF	Homeless Liaison Forum
HTF	Homeless Transition Fund
NSNO	No Second Night Out
PSL	Private Sector Leasing
TA	Temporary Accommodation
YOS	Youth Offending Service

### **STRATEGIC PRIORITY A: CREATE AND MAINTAIN A CITY WIDE FRAMEWORK TO PROMOTE EFFECTIVE PARTNERSHIP WORKING BY ALL AGENCIES**

Action	Lead Officer/Org	Further Information	Resources	Timescales
<b>A1:</b> Establish a new Homeless Liaison Forum, (HLF) comprising members from across agencies.	TT	Purpose is to oversee implementation of the strategy and where appropriate amend as circumstances change.  Invite members from each Diversity Forum to nominate their own champion to attend the group.	Existing	April 2015 then 6-monthly
<b>A2:</b> Meet all departmental targets for... <ul style="list-style-type: none"> <li>- Approaches</li> <li>- Acceptances</li> <li>- Preventions</li> <li>- TA – (snap-shot)</li> <li>- B&amp;B – (snap-shot)</li> <li>- Rough sleepers (annually)</li> </ul>	TT	The 2015-16 targets will be available in February 2015. Progress against targets to be reported to the HLF	Existing / various	On going
<b>A3:</b> Improve clarity of and access to pertinent information and sign posting – particularly for those emergency cases where persons become homeless ‘out of hours’ and have no previous experience of the system. Ensure that all pertinent phone numbers are available in a multi-lingual format.	TT/MP	Examples include: a) Display screens at CH b) National phone line for reporting rough sleepers c) Leaflets	Existing	April 2015

<b>A4:</b> Further develop online access to information, advice and a holistic range of support services.	JM/LD		Existing	April 2015
<b>A5:</b> Work towards achieving the Gold Standard	MP	Achieve 'Silver' by April 2015. HLF to review feasibility and timescale for achieving gold at next meeting.	Existing	April 2015 and on going
<b>A6:</b> HLF to encourage collaborative action amongst organisations to secure additional funding as and when opportunities arise.	All agencies	Organisations will make individual applications for funding and these may be commercially sensitive. However, funding is sometimes made available for partnerships only.	Existing	On going
<b>A7:</b> Develop an online directory of all homelessness services in Derby.	LD		Existing	April 2015

## STRATEGIC PRIORITY B: MAINTAIN AND IMPROVE MEASURES TO PREVENT HOMELESSNESS

Action	Lead Officer/Org	Further Information	Resources	Timescales
<b>B1:</b> Increase financial support and advice to prevent homelessness caused by debt and financial issues.  This will include: a) Increased referrals and signposting to the	TT/MP	The Financial Inclusion Team deals with bond assurances/ applications and rent in advance. It also works closely with customers who are being repossessed and is promoting pre-paid rent accounts with	Existing	On going

Derby DIAP b) Direct support through the homeless prevention fund and repossession fund. c) Continued use of the Credit Unions, maximising take-up of their services		Credit Unions.		
<b>B2:</b> Continue to promote the bond scheme, tying it in with other measures to promoted financial inclusion: a) Maintain £75,000 upper-limit for live active bonds. b) Carry out a financial assessment with all tenants that approach needing a bond	MP		Existing	On going
<b>B3:</b> Mitigate the impact of benefit sanctions/limits by ensuring process in place to prevent HB being suspended unnecessarily.	MP	DWP have confirmed that they are planning to make improvements to their automated processes so that where sanctions have been applied that do not affect HB entitlement, the claim will not be automatically suspended.	Existing	Autumn 2015 (approx.)
<b>B4:</b> Ensure staff are familiar with the new HB forms and online completion process.	TT	Resources dept. is developing new procedures which will simplify and speed up processing:	Existing	From Feb 2015

		a) On line HB claim forms from February 2015 b) Risk Based Verification Assessment from February 2015.		
<b>B5:</b> Finalise the Information and Advice Strategy in order to coordinate advice and reduce duplication	DCC Service Transition Team		Existing	April 2015
<b>B6:</b> Improve clarity of the referral process for those at risk of homelessness.	All agencies	Specific actions to be agreed at HLF, April 2015	Existing	From April 2015
<b>B7:</b> Complete the review of the allocations policy and implement necessary changes	KM	Proposed changes affecting homelessness are: a) Create a new need for applicants who have completed a pre-tenancy course b) Award additional priority to applicants at risk of becoming statutorily homeless within 3 months.	Existing	April 2015
<b>B8:</b> Arrange training for housing providers in the new allocations policy.	KM		Existing	June 2015
<b>B9:</b> Review Derby City's Joint Housing Protocol for 16/17 year olds.	Suanne Lim (YOS)	A review is needed following the reduction in Housing Related Supported funded projects and the introduction of the Housing Framework for 16/17 year olds.	Existing	December 2014

Ensure adherence to the policy incorporating cross department training.	Various agencies			Jan 2015 and on going
<b>B10:</b> Promote EET for people living in supported housing		To be assessed by HLF	HLF	April 2015
<b>B11:</b> Investigate reinstating floating support or alternatives to it		To be assessed by HLF	HLF	From April 2015

### STRATEGIC PRIORITY C: HELP HOMELESS PEOPLE BACK INTO SUITABLE HOUSING AND PROVIDE SUPPORT TO MAKE THIS SUSTAINABLE

Action	Lead Officer/Org	Further Information	Resources	Timescales
<b>C1:</b> Carry out rough sleeper Street Audits on a six weekly basis and the annual rough sleeper count	NSNO	NSNO to check streets daily. Will respond to referrals from other agencies and national phone-line. NSNO will audit and report to DCC the levels of rough sleepers.	Homeless Transition Funding (HTF)	On going
<b>C2:</b> Ensure services provided by NSNO are documented, agreed and auditable.	GH	Complete Service Level Agreement with NSNO.	Existing	April 2015

Action	Lead Officer/Org	Further Information	Resources	Timescales
<b>C3:</b> Achieve sustainable funding for NSNO	CM/MP	Funding currently in place until August 2015. Future possible options to explore and consider include: HRS funding, DCLG funding, Health funding, Police and Crime Commissioner funding	HLF	August 2015
<b>C4:</b> Continue to provide individual plans for each rough sleeper which identifies exactly what each agency needs to do and what the individual themselves need to do to address the issues.	NSNO	Carried out by NSNO team	HTF	On going
<b>C5:</b> Develop and maintain written procedures including the 'steps from homelessness to settled accommodation'. To include an assessment of the full range of support needs of the household, along with a specification of which agency will deliver on them and at what stage in the process.	TT/MP/KM	Procedures are being reviewed and written as part of the Gold Standard – these are in relation to all aspects of service.	Existing	To review and update annually from April 2015
<b>C6:</b> Work more closely with the Public Health and Commissioning in provision of effective services for homeless persons with drug and alcohol mis-use issues, to ensure more effective gate-posting for service users and better take-up of drug and alcohol services.	MP	Examples include: a) working with the street drinkers co-ordinator b) working with the complex needs worker c) encouraging homeless customers with a need to access drug & alcohol services	Existing	On going

<b>C7:</b> Ensuring that all vulnerable people have access to additional support via the Local Support Services Framework	All agencies	More detail from Kate Green	Existing	On going
<b>C8:</b> Continue to develop the PRS : - Investigate use of private sector leasing	JM	PSL is a process where the Council or its partner takes a long term lease on a privately owned property and then sublets to those in housing need	Existing	On going
<b>C9:</b> Continue with Case Managers Reference Group	RM	Formerly the 'complex case panel' which assesses people with multiple and complex needs. RM to report on future of this group.	Existing	On going
<b>C10:</b> Develop a 'reconnections' policy for those presenting as homeless with no local connection.	MP	Development of policy is on-going.	Existing	July 2015
<b>C12:</b> Assess how severe weather provision is maintained via partnership working	HLF	To be assessed at next HLF	Existing	October 2015
<b>C13:</b> Review outreach worker times	HLF	HLF to assess and expand provision where possible	Existing	From April 2015





### Consultation process and key elements

#### 1. *Overview and purpose*

A broad-based consultation of stakeholders on the key issues surrounding preventing and tackling homelessness. The objectives were to:

- a) Disseminate information about changes in the extent of homelessness and the demand and resourcing of homelessness services since the last strategy (2010)
- b) Consult on the development of our strategic priorities for the period 2015-2019 and how these can be achieved
- c) Develop on an on-going basis the new draft strategy, concurrent with and being informed by the consultation process and findings. Once developed, circulate the new strategy for further comment and feedback.

#### 2. *Consultees*

- a) Members of the public
- b) Homeless people and those who had previously experienced homelessness
- c) Elected Members
- d) Overview & Scrutiny Board
- e) Housing associations and Derby Homes
- f) Charities & support providers including Derby City Mission
- g) Third sector and voluntary organisations
- h) Health providers
- i) Council departments including City and Neighbourhood Partnerships, Adult Social Care, Childrens and Young People, Resources

#### 3. *Timescale and Major Elements*

The consultation lasted for just over four months, from July 1<sup>st</sup> to November 4<sup>th</sup>.

Major elements included:

- a) Consultation events with service provider stakeholders
- b) Consultation workshop and questionnaires with people who have experience of homelessness and homelessness services.
- c) Use of e-media such as council web site (Your City, Your Say), In Touch, iderby
- d) Press release
- e) Presentations at equalities forums
- f) Equalities Impact Assessment

Review of the consultation feedback was on going with the majority of it being completed by early November.

#### 4. *Delivery*

Work was led by the Housing Strategy Team in close liaison with Housing Options & Advice. Support and assistance was provided from other teams, particularly Policy, Research & Engagement, Communications and Business Support.