Homelessness Strategy Action Plan

September 2022

Priority		Action	Timeframe	Owner
We will continue working to prevent all forms of homelessness	1.1.	Ensure that our services are accessible to all and that wider stakeholders know our offer and can refer to us	Ongoing	Head of Housing/Housing Options Manager
	1.2.	Work collaboratively with partners to identify those at risk of homelessness and address the causes of homelessness	Ongoing	Head of Housing/Housing Options Manager
	1.3.	Provide an effective mediation service to try and prevent homelessness from occurring	July 2023	Housing Options Manager
	1.4.	Continue to flex and develop our services to meet the needs of our customers	Ongoing	Housing Options Manager/Housing Options Team Leader

	1.5.	Align the objectives of our strategy to other corporate objectives and strategies	March 2023	Head of Housing
	1.6.	Work towards Domestic Abuse Housing Alliance accreditation	March 2023	Domestic Abuse Project Co-ordinator/Head Of Housing
We will take action to prevent rough sleeping	2.1.	Promote our 'No Second Night Out' service	Ongoing	Housing Options Manager/Housing Options Team Leader
	2.2.	Continue to support an out-reach service to provide effective and tailored support	Ongoing	Head of Housing/Housing Options Manager
	2.3.	Continue the provision of a cold weather and severe weather service during adverse weather episodes	Ongoing	Housing Options Manager/Housing Options Team Leader
	2.4.	Consolidate and expand our preventative work so that personal housing plans are in place for anyone threatened with homelessness within 56 day	March 2023	Housing Options Manager/Housing Options Team Leader

We will work towards increasing the availability of affordable and suitable rented accommodation, reducing our reliance on temporary accommodation	3.1.	Review and revise our private sector landlord offer to pro-vide effective incentives and support	March 2023	Housing Options Manager/Housing Options Team Leader
	3.2.	Collaborate with letting agents to maximise pathways to ac-commodate people into the private sector	Ongoing	Housing Options Manager/Housing Options Team Leader
	3.3.	Work in partnership with both external and internal stake-holders to pursue opportunities for hous-ing development within the borough	Ongoing	Director of Service/Head of Housing/Strategic Housing enabler
	3.4.	Target the owners of empty properties within the borough, to encourage them to rent their accommodation	December 2022	Housing Options Team Leader
We will take action to establish greater local collaboration be-tween partners	4.1.	Develop and maintain effec-tive relationships with both statutory and non-statutory services	Ongoing	Housing Options Manager/Housing Options Team Leader
	4.2.	Work with partners to identify gaps and to support those most at risk	Ongoing	Housing Options Manager/Housing Options Team Leader

	4.3.	Maximise opportunities to collaborate with other local authorities and registered providers	Ongoing	Housing Options Manager/Housing Options Team Leader
	4.4.	Ensure that opportunities for joint training and wider collaboration are facilitated	Ongoing	Housing Options Manager/Housing Options Team Leader
	4.5.	Confirm pathways with those services that provide move on accommodation	March 2023	Housing Options Manager/Housing Options Team Leader
We will ensure that our services and solutions are personalised	5.1.	We will provide an effective triage service statutory and non-statutory services	Ongoing	Housing Options Manager/Housing Options Team Leader
	5.2.	We will continue to work to ensure that our housing services are accessible to all our customers	Ongoing	Head of Housing/ Housing Options Manager/Housing Options Team Leader
	5.3.	We will signpost and refer our customers to relevant and appropriate	Ongoing	Housing Options Manager/Housing Options Team Leader
	5.4.	We will embed processes to gain feedback from our customers to improve our services	Ongoing	Housing Options Manager/Housing Options Team Leader