

Action	Owner (Lead)	How will we do this?	Outcomes	Milestones	When by	Background
Preventing homelessness	BMSDC Housing Solutions	Ensure all clients who access the Housing Solutions Service are provided with accurate, comprehensive advice on the housing options available to them	Successful Homelessness Preventions and Reliefs		Continuous	<p>Under the Homelessness Reduction Act 2017, all eligible clients, homeless or at risk of becoming so are entitled to the same level of advice, irrelevant of their Priority Need status or their reasons for being homeless or at risk of.</p> <p>We need to ensure all clients are able to access a comprehensive advice service either online or through direct contact with the service.</p> <p>We want to ensure that Preventing Homelessness in a 'whole system' approach, as clients often need to access more than one service.</p> <p>We will ensure we accurately record cases to inform future service delivery and strategies, which will enable us to target resources accordingly.</p>
		Develop a Homelessness Partnership to work with partners across Suffolk to raise awareness of our service and to access our offer at an earlier stage	Audit of Cases, Creation of Reporting Tools to Monitor Caseloads		Sep-19	
		Provide and publish a pathway plan for the most vulnerable client groups to help them access our services at an earlier stage	Comprehensive, Tailored Personal Housing Plans issued to all clients where a duty has been accepted	Increased Preventions of Homelessness Recorded and a Reduction in the Number of Households being Owed a Main Duty	Apr-19	
		Produce a comprehensive online advice service for clients to access housing options advice	Comprehensive Online Advice Guide Published		Apr-19	
		Ensure that all cases are accurately recorded to inform future strategies and prevention initiatives, so we can effectively target our approach to tackling homelessness	Audit of Cases, Ensuring Correct Advice is given and outcomes recorded correctly		Continuous	
Supporting vulnerable households to secure and maintain accommodation	BMSDC Housing Solutions	Develop a process for offering short term support and then regular 'check ins' to monitor progress in accommodation and reduce the likelihood of repeated homelessness	Reduction in the number of clients re-accessing the Housing Solutions Service		Apr-21	<p>Repeated incidences of homelessness are often referred to as 'revolving door'. We want to ensure that we minimise and eventually eradicate it from happening.</p> <p>We will do this by ensuring appropriate support is made available and a transitional support scheme developed for those moving on from temporary accommodation.</p> <p>We want to introduce comprehensive tenancy training to enable clients to be well equipped to cope with the financial demands of paying rent and bills and budgeting effectively.</p>
		Adopt a comprehensive recording process for this action, so we can monitor and inform future projected case work and identify gaps in services, which lead to someone being at repeated risk of homelessness	Performance Management and Monitoring, which identifies that by spending money on this project, we are saving money longer term and giving residents better outcomes		Apr-21	
		Creation of a multi-agency panel to monitor and find solutions for the hardest to house client group	Panel of multi-agency colleagues meeting regularly and successfully finding solutions for the hardest to house, often chronically excluded client group	Reduction in Evictions of those who have been rehoused through homelessness prevention, relief or main duty.	Sep-19	
		Introduce tenancy training, initially to those in temporary accommodation or requesting assistance through the Rent Deposit Scheme to understand how to budget effectively, read meters, liaise with utility companies, benefits and council tax. It will also cover other useful information such as repairs, anti-social behaviour and who to contact if you are unable to pay your rent.	Reduction in the number of clients facing financial difficulties or being at risk of homelessness	Improved partnership working.	Apr-22	
		Ensure effective transitional support is provided to those moving on from supported housing projects and temporary accommodation to minimise the risk of repeated homelessness	Reduction in 'revolving door' homelessness and repeated presentations to the Housing Solutions service		Apr-21	

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Mitigating against the impacts of Welfare Reforms	BMSDC Housing Solutions	<p>Continue to work closely and meet regularly with the DWP to tackle the impact of Welfare Reforms and the roll out of Universal Credit Full Service</p> <p>Develop working relationships with our in house Rents Team and Registered Provider's to minimise the risk of eviction due to Rent Arrears</p> <p>Ensure clients income is maximised and debts are addressed to reduce financial pressures and minimise the risk of homelessness occurring.</p> <p>Build on relationships with CAB's to ensure a joined-up approach to tackling the most complex cases</p> <p>Development of a landlord's forum, where advice and assistance on Universal Credit, Grants for Home Improvements and Rights and Responsibilities as a Landlord can be given to private landlords and build better working relationships to increase our access to the Private Rented Sector.</p>	<p>Successful partnership working to ensure clients receive a 'joined up' service</p> <p>Reduction in Homeless Applications from RP Tenants</p> <p>Comprehensive budgeting advice offered to all clients accessing the service and the introduction of affordability checks for anyone being offered accommodation through the Housing Register</p> <p>Successful partnership working to ensure clients receive a 'joined up' service</p> <p>Successful, well attended Landlords Forum</p>	<p>Reduction in the number of evictions for Rent Arrears</p> <p>Regular meetings with DWP and CAB's to improve our relationships and partnership working</p> <p>Launch of a Landlords Forum</p>	<p>Continuous</p> <p>Sep-19</p> <p>Dec-19</p> <p>Continuous</p> <p>Sep-19</p>	<p>Welfare Reforms has undoubtedly impacted on a number of residents within our Districts. This includes the roll out of Universal Credit.</p> <p>The impact is likely to increase once legacy claimants start to be transitioned over on to UC.</p> <p>We will ensure we work closely with partners at the DWP, Registered Providers and Citizens Advice to mitigate against the impact of Welfare Reforms.</p>
Increasing access to suitable accommodation	BMSDC Housing Solutions	<p>Review and redesign the 'Rent Deposit Scheme' to increase access to the Private Rented Sector</p> <p>Ensure a sufficient supply of suitable temporary accommodation to reduce the usage of Bed and Breakfast accommodation</p> <p>Ensure continued investment in accommodation options for under 35's, including lodgings schemes</p> <p>Ensure we continue to work with Suffolk County Council to provide them with need and demand data for Housing Related Support to inform their commissioning decisions</p> <p>Support the development of a short term Supported Housing Strategy</p>	<p>Successful Private Rented Scheme Developed and Increased Numbers of Homelessness Prevented using this option</p> <p>Reduction in B&B Usage and Cost</p> <p>Successful outcomes continue to increase year on year</p> <p>Adequate access to Supported Housing Provision across both Districts</p> <p>An informed strategy detailing the need for Supported Housing across Suffolk</p>	<p>Launch of a New Private Rented Sector Offer</p> <p>Ensuring that those that can afford privately rented accommodation are given the tools and support to access it enabling only those most in need to be rehoused into social housing</p> <p>Significant Reduction in Costs / Usage of B&B</p> <p>Publication of the Supported Housing Review and Strategy 2019</p>	<p>Apr-20</p> <p>Apr-22</p> <p>Apr-21</p> <p>Mar-20</p> <p>Nov-19</p>	<p>We need to improve our access to the Private Rented Sector to enable us to prevent more homelessness and reduce the number of people being accommodated in Temporary Accommodation.</p> <p>We will re-launch our 'offer' to Private Landlords, which will encourage more landlords to work effectively with us to prevent homelessness.</p> <p>We need to ensure an adequate provision of Supported Accommodation for those not ready to live independently.</p> <p>Single people who are reliant on benefits and under 35, often struggle to access self-contained accommodation. We need to consider what types of housing we should invest in to increase the options available to them.</p>

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Raising aspirations of positive Health and Wellbeing amongst Homeless people	BMSDC Housing Solutions	<p>Ensure suitable pathway plans are developed and published in partnership with relevant bodies for the most vulnerable groups including those being discharged from hospital and those with mental health issues or learning disabilities</p> <p>Work with Public Health to provide data as required to ensure services such as Marginalised Adults continue to support the most vulnerable</p> <p>Ensure workforce development and awareness to the links between health, wellbeing and homelessness by providing adequate training on Mental Health, Drugs and Alcohol, Prevent, Gangs, County Lines, Making Every Contact Count and Domestic Abuse / Violence.</p> <p>Ensure everyone being accommodated in Temporary Accommodation has access to appropriate health services</p> <p>Ensure all temporary accommodation including Bed and Breakfast accommodation is regularly inspected to ensure they meet all required standards and ensure there is no detrimental impact on their health and wellbeing as a result of their placement in the accommodation.</p>	<p>Pathway Plans will be published and then reviewed at least six monthly to ensure they are accurate and relevant</p> <p>Provide meaningful data to ensure informed commissioning decisions are made</p> <p>Well trained staff with knowledge of health and wellbeing and the services available to engage clients with to ensure a whole service approach to tackling homelessness</p> <p>Work with local health services to ensure all clients, included chronically excluded and marginalised adults who have dis-engaged from services are able to access health services</p> <p>Good Quality Temporary Accommodation, which meets all regulatory standards</p>	<p>Improved Health Outcomes for those who are Homeless</p> <p>Development of Commissioned Services targeting the most vulnerable</p> <p>Publication and Regular Review of Pathway Plans for the most vulnerable client groups</p>	<p>Continuous</p> <p>Continuous</p> <p>Mar-20</p> <p>Apr-20</p> <p>Mar-20</p>	<p>Those who are homeless, especially those who have been rough sleeping often suffer with increased health issues and can lack access to appropriate services.</p> <p>Particularly with Rough Sleepers, there can be increased costs to the whole system, for example, increased hospital admissions.</p> <p>We want to develop our policies and working practices to ensure Health and Wellbeing is promoted amongst the client group we work with a system wide approach is developed to tackling poor Health and Wellbeing.</p>
Ending rough sleeping	BMSDC Housing Solutions	<p>Ensure we provide suitable provision for rough sleepers in extreme weather conditions under Severe Weather Emergency Provision (SWEP)</p> <p>Ensure we access funding streams when available for additional support to tackle rough sleeping if there is a need</p> <p>Ensure contact is made with all rough sleepers within 24 hours of being notified of them</p> <p>Ensure that rough sleepers presenting from another area, where safe to do so are reconnected back to the area they originated from</p> <p>Work with partners and voluntary organisations to educate them on rough sleeping and the most positive, effective way to support and help the rough sleepers</p>	<p>No one will be without suitable accommodation during periods of poor weather</p> <p>Ensure detailed, accurate and relevant bids are submitted as required to MHCLG</p> <p>Prioritise notifications of Rough Sleepers to ensure contact is made within 24 hours Record effectively so we can monitor effectiveness</p> <p>Successful reconnections take place</p> <p>Partners and Voluntary Organisations develop a comprehensive understanding of the complexities of Rough Sleeping and the help and support available</p>	<p>No Rough Sleeping in the Districts, which is demonstrated through our yearly 'count' through the Homeless Link</p>	<p>Apr-19</p> <p>Continuous</p> <p>Continuous</p> <p>Continuous</p> <p>Apr-20</p>	<p>The Government has pledged to half rough sleeping by 2022 and eliminate it altogether by 2027.</p> <p>Babergh and Mid Suffolk currently have low incidences of Rough Sleeping but this should not make us complacent.</p> <p>We need to ensure we are proactive in our approach to ensure that no-one sleeps rough and if someone is found to be sleeping rough that they are engaged with quickly and solutions found.</p>