

Task Name	Action Owner Role:
HOMELESSNESS REDUCTION & ROUGH SLEEPING STRATEGY 2024: DELIVERY PLAN	
<i>THIS IS A DRAFT DELIVERY PLAN - FURTHER DETAILS RE: TARGET DATES, PROGRESS & STATUS, ETC STILL TO BE ADDED</i>	
PRIORITY 1: Early upstream Prevention & Intervention	
1.1. Establish processes and procedures to link the work of the Early Intervention Team with the Financial Inclusion Team and Central Suffolk Letting (including a fast-track referral system for the Rent Guarantee Scheme).	Early Intervention Team Manager, Tenancy Support Team Manager, Team Manager - CSL and Business Support
1.2. Set up Protocols to formalise early-intervention multi agency arrangements with Probation, Prisons, Hospitals, Adult Care Services and Children's and Young Peoples Services.	Early Intervention Team Manager, Solutions Team Manager
1.3. Establish 'Early Intervention Hubs' in our districts for face-to-face meetings.	Early Intervention Team Manager
1.4. Consider how we can best serve the needs of our rural communities and consider the viability of a mobile customer access point for Housing Services.	Early Intervention Team Manager
1.5. Work towards obtaining Domestic Abuse Housing Alliance (DAHA) accreditation.	Tenancy Support Team Manager
1.6. Participate in Shelter's 'Systems Change in Homelessness Services' project.	All Housing Solutions Team Managers
PRIORITY 2: Making Rough Sleeping rare, brief and non-recurring	
2.1. Provide training in 'person-centred trauma informed interview techniques' for staff to identify root causes of recurring rough sleeping and unstable housing histories.	Supported Lettings Team Manager
2.2. Engage with Mental Health Services, NHS Outreach Teams, and Drug and Alcohol Services to co-produce Joint Protocols to provide intensive support to Rough Sleepers.	Supported Lettings Team Manager
2.3. Contribute to cross- county work with Campbell Tickell Consultants via the Suffolk Housing Board to establish a multi-district approach to service delivery.	Supported Lettings Team Manager
2.4. Plan for the ending of Rough Sleeper Initiative funding in 2025 to ensure continuation of service delivery.	Supported Lettings Team Manager, Finance Business Partner - Revenue
2.5. Finalise the Rough Sleeper Accommodation Programme accommodation.	Supported Lettings Team Manager
2.6. Consider utilising and embedding the Make Every Adult Matter (MEAM) model to deliver better coordinated services for people experiencing multiple disadvantages.	Supported Lettings Team Manager
PRIORITY 3: Ensuring the Health and Wellbeing needs of households are met whilst in Temporary Accommodation	
3.1. Introduce a minimum standard of Temporary Accommodation for children.	Accommodations Team Manager
3.2. Provide continuous and person-centred resettlement support.	Accommodations Team Manager
3.3. Complete a Rent and Service Charge review for all Temporary Accommodation.	Accommodations Team Manager
3.4. Refurbish 'The Lees' Temporary Accommodation to create extra rooms.	Accommodations Team Manager
3.5. Implement a project of planned work and upgrades on all temporary accommodation alongside Building Services.	Accommodations Team Manager

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23	3.6. Make adaptations to Eve Balfour House to create adapted rooms which are wheelchair accessible.	Accommodations Team Manager
24	3.7. Improve green spaces at our Temporary Accommodation sites and encourage gardening interaction from residents to assist with improving general health and wellbeing:	Accommodations Team Manager
25	3.8. Establish an accommodation-based approach to Temporary Accommodation based on a – variation of the Housing First model.	Accommodations Team Manager
26	3.9. Provide Pre tenancy training for all households in Temporary Accommodation.	Accommodations Team Manager
27	3.10. Explore setting up a notification system which ensures that, at the point a household registers as homeless, relevant existing services are informed such as education, health and social care.	Accommodations Team Manager
28	3.11. Add testimonials from households and virtual tours and reviews of Temporary Accommodation filmed with tenants onto our website.	Accommodations Team Manager
29	– PRIORITY 4: : Expanding and future proofing the role and remit of Central Suffolk Lettings to continue to improve access to the Private Rented Sector	
30	4.1. Provide Pre-tenancy training, in conjunction with the Stone Foundation, to contribute to maintaining tenancies, returning tenancies in a better condition, decreasing Anti-Social Behaviour and preventing homelessness.	Team Manager CSL and Business Support
31	4.2. Further promote Central Suffolk Lettings to extend its reach, including 'to let' boards and targeted advertising.	Team Manager CSL and Business Support
32	4.3. Create a new website and increasing Central Suffolk Letting's online presence	Team Manager CSL and Business Support
33	4.4. Review the current offer to Landlords including considering extending the current Landlord's package, delivering an extended service and charging landlords who come onto the scheme to generate an income.	Team Manager CSL and Business Support
34	4.5. Expand Central Suffolk Letting's HMO Portfolio with the addition of 2 five bed HMOs in Needham Market	Team Manager CSL and Business Support
35	4.6. Raise CSL's profile within BMSDC by linking in with Economic Development and Planning Teams to provide an offer at the start of housing development.	Team Manager CSL and Business Support
36	4.7. Build on the Empty Homes Project including more publicity, communication and an offer to landlords to work with CSL.	Team Manager CSL and Business Support
37	4.8. Take active part in the Landlord's Forum in partnership with Safe Suffolk Renters	Team Manager CSL and Business Support
38	4.9. Procure a new Tenancy Management system to support the growth of CSL	Team Manager CSL and Business Support
39	4.10. Quantify the cost saving value of CSL to BMSDC	Team Manager CSL and Business Support
40	– PRIORITY 5: Mitigating against the impacts of the cost-of-living.	
41	5.1. Ensure Wi-Fi and internet access is available at each Temporary Accommodation site and offer digital skills training from the Cost-of-Living Team	Accommodations Team Manager, Cost of Living Co-ordinator
42	5.2. Use Data Mapping to look at deprivation in the districts and use this intelligence to pinpoint areas for further targeted communications and early intervention work	Cost of Living Co-ordinator
43	5.3. Build stronger links with the Communities and Rents Teams to target areas where collaborative working would bring benefits for residents; including using Rent Sense data to target where help is needed	Cost of Living Co-ordinator, Income and Home Ownership team Manager
44	5.4. Introduce an Internal referral form between BMSDC and Babergh Citizens Advice to speed up the referral process and to get help quickly to those who need it	Cost of Living Co-ordinator
45	5.5. Take part in a pilot with Anglian Water to ensure Social Tariffs are more easily accessible	Cost of Living Co-ordinator
46	5.6. Continue with targeted communications campaigns as and when required to ensure residents are kept well informed	Cost of Living Co-ordinator

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47 5.7. Ensure households are signposted to appropriate low-income tariffs when they move from temporary to permanent accommodation	Cost of Living Co-ordinator
48 5.8. Take part in the development of a Food security plan for Suffolk alongside Community Action Suffolk	Cost of Living Co-ordinator