

HRRS Delivery Plan 2024



Task Name	Action Owner Role:	Start Date	Target Date:	Status
HOMELESSNESS REDUCTION & ROUGH SLEEPING STRATEGY 2024: DELIVERY PLAN				
PRIORITY 1: Early upstream Prevention & Intervention				
1.1. Establish the team processes and links to in house teams, especially the Financial Inclusion Team and Central Suffolk Lettings and statutory and third sector agencies, particularly Citizens Advice, to complement service delivery.	Early Intervention Team Manager, Tenancy Support Team Manager, Team Manager - CSL and Business Support	Started	September 2024	In Progress
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	Started	September 2024	In Progress
1.3. Establish 'Early Intervention Hubs' in our districts for face-to-face meetings; to include building 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.	Early Intervention Team Manager	Started	April 2024	In Progress
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	Started	April 2024	In Progress
1.5. Work towards obtaining Domestic Abuse Housing Alliance (DAHA) accreditation.	Tenancy Support Team Manager	June 2024	December 2025	Not Started
1.6. Participate in Shelter's 'Systems Change in Homelessness Services' project.	All Housing Solutions Team Managers	February 2024	June 2024	Not Started
1.7. Establish a Housing Forum to promote co-ordination and co-operation with partners.	Housing Solutions Service Manager	April 2024	September 2024	Not Started
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	September 2024	April 2025	Not Started
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	April 2024	September 2024	Not Started
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	Started	March 2025	In Progress
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	Started	March 2025	In Progress
2.5. Finalise the Rough Sleeper Accommodation Programme accommodation.	Supported Lettings Team Manager	Started	April 2024	In Progress
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	June 2024	April 2025	Not Started
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	April 2024	September 2024	Not Started

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19	3.2. Provide continuous and person-centred resettlement support.	Accommodations Team Manager	Started	Ongoing	In Progress
20	3.3. Complete a Rent and Service Charge review for all Temporary Accommodation.	Accommodations Team Manager	Started	April 2024	In Progress
21	3.4. Refurbish 'The Lees' Temporary Accommodation to create extra rooms.	Accommodations Team Manager	June 2024	April 2025	Not Started
22	3.5. Implement a project of planned work and upgrades on all temporary accommodation alongside Building Services.	Accommodations Team Manager	April 2024	September 2024	Not Started
23	3.6. Make adaptations to Eve Balfour House to create adapted rooms which are wheelchair accessible.	Accommodations Team Manager	Started	August 2024	In Progress
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	September 2024	April 2025	Not Started
25	3.8. Establish an accommodation-based approach to Temporary Accommodation based on a variation of the Housing First model.	Accommodations Team Manager	Started	Ongoing	In Progress
26	3.9. Provide Pre tenancy training for all households in Temporary Accommodation.	Accommodations Team Manager	Started	Ongoing	In Progress
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	September 2024	April 2025	Not Started
28	3.11. Add testimonials from households and virtual tours and reviews of Temporary Accommodation filmed with tenants onto our website.	Accommodations Team Manager	September 2024	April 2025	Not Started
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	October 2023	October 2024	In Progress
31	4.2. Further promote Central Suffolk Lettings to extend its reach, including 'to let' boards, targeted advertising and increase Member awareness and understanding.	Team Manager CSL and Business Support	Started	Ongoing	In Progress
32	4.3. Create a new website and increasing Central Suffolk Letting's online presence	Team Manager CSL and Business Support	September 2024	March 2025	Not Started
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 for BMSDC)	Team Manager CSL and Business Support	September 2024	March 2025	Not Started
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	September 2024	March 2025	Not Started
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	April 2024	Ongoing	Not Started
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	April 2024	Ongoing	In Progress
37	4.8. Take active part in the Landlord's Forum in partnership with Safe Suffolk Renters	Team Manager CSL and Business Support	November 2023	Ongoing	In Progress
38	4.9. Procure a new Tenancy Management system to support the growth of CSL	Team Manager CSL and Business Support	September 2024	January 2025	Not Started

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39	4.10. Quantify the cost saving value of CSL to BMSDC	Team Manager CSL and Business Support	February 2024	June 2024	In Progress
40	▣ PRIORITY 5: Mitigating against the impacts of the cost-of-living.				
41	5.1. Work with The Good Things Foundation to pilot free mobile data to residents in selected temporary accommodation sites, alongside digital skills support and resources to help households get online.	Accommodations Team Manager, Cost of Living Co-ordinator	March 2024	September 2024	Not Started
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	Started	Ongoing	In Progress
43	5.3. 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	March 2024	Ongoing	Not Started
44	5.4. Take part in a pilot with Anglian Water to ensure Social Tariffs are more easily accessible	Cost of Living Co-ordinator	April 2024	October 2024	Not Started
45	5.5. Continue with targeted communications campaigns as and when required to ensure residents are kept well informed	Cost of Living Co-ordinator	Started	Ongoing	In Progress
46	5.6. Ensure households are signposted to appropriate low-income tariffs when they move from temporary to permanent accommodation	Accommodations Team Manager	July 2024	October 2024	Not Started
47	5.7. Take part in the development of a Food security plan for Suffolk alongside Community Action Suffolk	Cost of Living Co-ordinator	Started	Ongoing	In Progress