

REFRESHED HOMELESSNESS AND ROUGH SLEEPING ACTION PLAN 2019-22 (version 1.03)

Aim 1 – Prevention of Homelessness						
<i>Action</i>	<i>Action Owner</i>	<i>Action Start Date/ Milestone</i>	<i>Action End Date</i>	<i>Progress</i>	<i>Initiative Status & resources</i>	<i>Further Actions needed?</i>
<i>Access to Information and Advice</i>						
Implement new IT software to deliver more streamlined service. Digitalisation of Housing Register Applications.	RCC	Nov 2019	Spring 2020	Configuration taking place. Weekly system conference calls to keep on track	Within existing resources. Jigsaw software purchased	Monitor and review
Continue to work with schools to hold sessions to help prevent homelessness (e.g. theatre workshop).	RCC	Winter 2020	April 2020	Sessions booked in all 3 secondary schools	Within existing resources (booked and paid for).	No

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<i>To provide robust customer services and ensure the service meets need</i>						
Develop and carry out customer feedback surveys of applicants for housing and homelessness services. Include Housing Options information in the Customer Services Team (CST) 'How have we done?' feedback system.	RCC	Spring 2020	Dec 2020	Existing operational experience will help to inform the review.	Within existing resources. New IT software to assist with this	This will need to be kept under review during the lifetime of the strategy.
Deliver training within the CST to enable them to deliver more front line housing support.	RCC	March 2020	April 2020	New training to be delivered to all CST staff once Jigsaw is configured.	Within existing resources. Envisage CST access to housing system.	Discussion with manager of CST to ensure joint approach
Develop Protocols with statutory bodies around the Duty To Refer	LLR	Sep 2019	Mar 2020	LLR partnership working through these. NHS and Prison service already in place	Within existing resources	

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<i>To provide robust customer services and ensure the service meets need</i>						
Continue to work closely with housing associations regarding tenancy access and sustainment for those with limited financial resources.	RCC / association's	On-going.	On-going	Through Homelessness Forum.	On going	Still challenges around affordability for some. Ongoing discussions with Housing Associations
Review the Housing Allocations Policy in light of the Homelessness Reduction Act to ensure it remains fit-for-purpose.	RCC	January 2020	March 2021	On track	Included in Jigsaw project.	
Review housing register applicants and place on new Jigsaw housing register system.	RCC	Feb 2020	Spring 2020	On track	Jigsaw	
Ensure that the Housing Forum continues to meet at least annually.	RCC	Spring 2020	Spring 2022			
Work to develop a housing offer for single people through local policies and partnerships, considering whether shared housing or lodgings could be developed.	RCC	Spring 2020	March 2022			

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<i>To provide robust customer services and ensure the service meets need</i>						
Produce annual progress report and refreshed action plan.		Dec 2019	Dec 2021	December 2019 Action Plan drafted.	Resources to produce in place for 2019.	

Aim 2 – Provide targeted support for vulnerable households.

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Rehouse Syrian families as part of the Gov resettlement scheme	RCC	April 2016	March 2021	First pledge met for Rutland. Pledge made for phase 2 of the scheme	Phase 1 target met. On track for phase 2	Routine on-going support etc.
Continue to build relationships with the armed forces in Rutland through the Forces Officer at Rutland. Provide support to those families settling in Rutland.	RCC	Jan 2020	Dec 2021	E-learning training provided for staff	Within existing resources.	Task has been embedded in operational work.

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Review information sharing protocols with statutory agencies to ensure the needs of vulnerable clients are met (for instance, regarding young people, safeguarding, anti-social behaviour and prevention of evictions/homelessness).	RCC/Housing and Social Care	Sep 2019	Dec 2020	Refresh of the 16 & 17 Southwark protocol is taking place with Service Manager from Childrens	Within existing resources.	Needs to be picked up again due to absence of service manager.
Continue to review the delivery of housing floating support, through a co-design process.	Head of Commissioning	Spring 2016 (tendering)	On-going	New Community and Wellbeing Service has launched.	Service operating.	Keep under review
Consider support and options for older people to move to smaller and more sustainable accommodation	Head of Commissioning / Housing Strategy	Summer 2015	March 2025	Market Position Statement for Older People's Accommodation published December 2018	Market Position Statement in place and runs, (subject to review) till 2025.	Keep under review
Continue to review the suitability of temporary accommodation to assist in reducing the level of B&B that is used	RCC	Jan 2020	Dec 2021	Levels of temp accommodation usage is dropping since the introduction of HRA. B&B costs are reducing	Within existing resources.	Keep under review

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Ensure that the service seeks to meet the needs of rough sleepers in an appropriate and proportionate way.	RCC/LLR	On going	Dec 2020	Working with LLR to ensure there is support in place for rough sleepers.	Grant funding and existing resources	
Work towards developing strong links with the private rented sector, which may include partnership working with other authorities.	RCC	Autumn 2019	March 2022			