



# **Somerset Homelessness Review & Strategy 2017 (updated Sept 2018)**

## **ACTION PLAN**

Mendip District Council  
Sedgemoor District Council  
South Somerset District Council  
Taunton Deane Borough Council  
West Somerset Council

December 2017

## 13.0 ACTION PLAN

### PRIORITY 1: Support the transition in services required by the Homelessness Reduction Act 2017 to reduce and prevent homelessness

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do	Target/Outcome	What would success look like?	Update
1.1	Address any staffing skill gaps by recruiting/retraining individuals to effectively deliver what is required by the Act including increased ability to provide good quality advice and information	April 2018 and on-going	HMG	Within existing resources and New Burdens funding from Government.	Assess current staffing skillsets Identify gaps in skillsets Identify training programmes Recruit new skills required	Achieve and deliver the requirements as set out by the Act	Increase in support available to clients  Improvement in the quality of advice offered to clients  Increase in the number of cases where homelessness is successfully prevented and relieved	Transformation has restricted any permanent recruitment.  Sharing best practice.  Currently met to the extent.
1.2	Share best practice in delivering the Act amongst Somerset Homelessness Managers & Officers	Ongoing	HMG	Within existing resources	Ensure that each Local Authority is represented at HMG meetings  Improved use of IT to share information  Explore options for sharing best practise	Share best practice across Districts  Brainstorm challenges  Share information  Share resources	Evidence of new ideas, practices & initiatives that will contribute to improved homeless prevention	Working together on breaking the cycle.  Sharing best practice on HMG.

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do	Target/Outcome	What would success look like?	Update
1.3	Develop protocols for Public Services, Housing Providers & all other Agencies to refer clients they believe to be homeless or at risk of homelessness	October 2018 and on-going	HMG  Public Services to be defined by Government	Within existing resources	Create procedure  Create associated forms  Monitor effectiveness of new protocol  Raise awareness of new protocol and duties on Public Services	Achieve and deliver the requirements as set out by the Act	Increase in the number of referrals from third parties of clients believed to be homeless or at risk of homelessness	Refer to Jan Errington. CD to work with Jan on this.
1.4	Maximise partnerships with all existing service providers to ensure the quality of support provided to clients	Ongoing	HMG  All Partners	Within existing resources	Raise awareness of the Homelessness Reduction Act 2017 amongst partners	Achieve and deliver the requirements as set out by the Act	Increase in support provided to clients  Improvement in the quality of advice offered to clients  Increase in the number of referrals to and from third parties of clients believed to be homeless or at risk of homelessness	Same as 1.1

**PRIORITY 2: Support clients to remain in their existing accommodation where appropriate**

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
2.1	Review options and availability of tenancy support services both for families and single homeless clients	Jan 2019	HMG  Solutions to be identified on a District basis Floating support providers	Within existing  Use of new burdens funding.	Identify gaps in provision of floating support & barriers to effective use	Increase in the number of tenancies sustained	Increase in the number of homeless prevention & relief cases	Jan to Map  Look at what LA's, County and RP's have commissioned and any other.  Produce a directory.  Review date to Jan 19
2.2	Review the countywide Pre Eviction Protocol to take account of the Homelessness Reduction Act	September 2018	HMG	Within existing resources	Create awareness and campaign using social media, radio and Local Authority publications  Appoint a landlord liaison officer in each District	Increase in landlords contacting the Council  Increase in early interventions  Reduction in number of eviction notices served  Reduction in officer caseload created by Homeless Reduction Act  Improvement in landlord relations	Fewer homeless approaches as a result of loss of last settled home  Fewer homeless presentations to Local Authority	Done and going August Board for approval.  CD to publish on the website.

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
2.3	Review the initiatives currently in place to prevent the ending of Assured Shorthold Tenancies (AST's) in the Private Rented Sector	December 2018	HMG / Partners	Within existing	Brainstorm within the Partnership  Develop pilot projects, procedures, plans for any new initiatives	Reduction in the number of evictions caused by private landlords serving notice	Fewer homelessness approaches as a result of loss of last settled home	Jan to map and share best practice in a toolkit to all LA's.  TAS Tenancy HMG Support Debt workers Landlord forum Marketing from TBBC
2.4	Continue to monitor the effectiveness of the P2i initiative in supporting 16-24 year olds to remain in their homes	Ongoing	P2i Monitoring Board	Within existing	Develop any new services, initiatives or pilot projects within this framework to meet a specific need	Increase in the number of 16-24 year olds remaining at home	Fewer homelessness approaches by clients aged 16-24  Fewer homelessness approaches as a result of parents or relatives no longer willing to accommodate	P2i board and sub groups monitor.  LA's are delivering service in the best way for the district and resources available.  Anna Stats monitored to look at's these.
2.5	Ensure housing/homelessness awareness sessions are promoted in schools & colleges in each District	December 2018	HMG Somerset County Council  YMCA	Within existing	Meet with Somerset County Council to improve school "buy	Increase in the number of 16-24 year olds remaining at home	Fewer homelessness approaches by clients aged 16-24	P2i deliver this.  CD to ask Kirsty for an update.

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
			TAH P2I		in” and attach to curriculum  Expand on work already initiated by YMCA and TAH  Develop a programme		Fewer homelessness approaches as a result of parents or relatives no longer willing to accommodate	
2.6	Evaluate the “stay safe” at home options available for victims of domestic violence where this choice is suitable  Where ‘stay safe” at home is not an option, review banding, policy and processes around domestic violence to ensure consistency	January 2019	HMG  Avon & Somerset Police  Somerset County Council  Homefinder Somerset	Within existing	Evaluate existing “stay safe” at home options  Identify gaps and weaknesses of current schemes  Develop any new services  Review banding, processes & Procedures	Ensuring victims of domestic violence remain safe	Increase in the number domestic violence victims able to remain in their home where it is practical to do so  Consistent banding policy for victims of domestic violence	
2.7	Explore the options to provide mediation services to different	January 2019	HMG	Within existing	Identify and create new relationships	Increase in the number of clients	Increase in the number of cases where	

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
	age groups/client groups		Mediation Providers		with mediation providers	supported to remain in their homes	homelessness is successfully prevented	

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**PRIORITY 3: Support clients to access suitable and affordable alternative accommodation where appropriate**

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
3.1	Review available options for the use of Social Lettings Agencies and the services offered by existing Social Lettings Agencies to improve access to affordable private rented sector accommodation	May 2019	HMG	Additional funding required / re allocation of existing budget	Evaluate the effectiveness of Keyring Lettings and Somerset West Lettings  Explore additional services that could be offered to landlords by both organisations  Carry out feasibility studies for social lettings agencies in Taunton Deane and South Somerset	Increase in the number of households able to access good quality and affordable private rented sector accommodation  Expansion of existing social lettings agencies or creation of new social lettings agencies	Increase in the number of successful homeless prevention & relief cases	
3.2	Reduce the impact that Universal Credit is having on private landlords and agents shying away from households in receipt of UC.	Ongoing	Each District Authority	Existing resources	Promote awareness of loan schemes available to households amongst landlords and agents  Promote awareness of support services available to households amongst landlords and agents  Explore guaranteed rent options within	Increase in the number of households able to access good quality and affordable private rented sector accommodation	Increase in the number of successful homeless prevention & relief cases	Jan to co-ordinate from all LA's on what they are doing and share for best practice.



No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
					social lettings agencies  Explore additional pre-tenancy training or support for clients in successfully making UC claim			
3.3	Continue the development of the Tenant Accreditation Schemes and ensure consistency provision and availability throughout the County	December 2018	HMG  Local providers  Somerset Tenant Accreditation Group	Additional funding required for expansion	Explore options to extend pre-tenancy training across more Districts and all client groups  Explore option to deliver programme online  Increase awareness of scheme with private landlords & agents	Increase in the number of households able to access good quality and affordable accommodation	Increase in the number of successful homeless prevention & relief cases  Fewer homeless approaches	Leisa Kelly to take forward using a graduate from SSDC.
3.4	Monitor the success of the Lodgings Scheme in Sedgemoor, Taunton Deane & W Somerset and consider roll out to other Somerset Districts	Ongoing	HMG	Within existing resources. Additional funding may be required for any grant adaptations	Review pilot Identify deliver partners  Develop eligibility criteria  Develop procedures & raise awareness	Increase in the number of single units of accommodation available in the private rented sector  Increase in the number of residents able to	Increase in the number of successful homeless prevention & relief cases  Fewer homeless approaches	Service has been re-launched. Lisa Godfrey is now in post.  CD to invite to a future HMG 21/8/18 at Bawler.

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
						afford to remain in their own homes		
3.5	Explore options to increase the number of single units available to single homeless clients, particularly the 25-34 year age group	November 2018	HMG	<p>Within existing resources to explore options</p> <p>Additional funding may be needed if grants to landlords considered viable</p>	<p>Carry out feasibility study to assess type, numbers and areas in which units are needed</p> <p>Consider options to meet this need</p> <p>Consider grant funding to property owners to increase number of single units available in exchange for referral rights to properties</p>	<p>Increase in the number of single units of accommodation available in the private rented sector</p> <p>Increase in availability of move on accommodation from 16-24 year housing projects</p>	<p>Increase in the number of successful homeless prevention &amp; relief cases</p> <p>Fewer homeless approaches by those aged under 35</p>	Leisa Kelly to take forward at County Enablers.
3.6	Work with social housing providers to ensure that there are transparent and fair tenant selection practices. Monitor skipping reasons more closely.	Ongoing	<p>HMG</p> <p>Social housing providers</p> <p>Homefinder Somerset Board</p>	Within existing resources	<p>Written and transparent selection criteria</p> <p>Review processes for refusals or review boards</p> <p>Explore risk mitigation options</p>	<p>Reduction in the number of households refused by social landlords</p> <p>Improved access to social housing for clients with difficult housing histories</p>	<p>Improved housing options for clients</p>	<p>Leisa Kelly to take forward at County Enablers.</p> <p>Raise at Board in November.</p>

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
3.7	Develop Somerset wide Rough Sleepers Strategy	April 2019	HMG	Within existing resources	Carry out consultation with partners  Develop strategy and action plan	Improved communication between partners in relation to rough sleeping  Improved options & outcomes for rough sleepers  Improved access to services for rough sleepers	Fewer rough sleepers	
3.8	Raise awareness amongst Planners and Enabling Teams on the need and demand for particular units of accommodation	Ongoing	HMG	Within existing resources	Create & distribute fact sheets  Meet Development Teams  Attend Development Committees	Address the need within each District for 1 bedroom accommodation	Fewer households waiting for 1 bedroom accommodation on Homefinder Somerset	M & M Board Work Plan  TDDB met with enablers.  MDC still to meet.  How many bedsits and 1 bed have been let in the last year.  CD to provide.  No on register New build 1 beds advertised.  Leisa Kelly to take forward at County Enablers.

**PRIORITY 4: Continue to build and maintain strong working partnerships to deliver cost effective and responsive services**

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
4.1	Improve partnership working between Community Mental Health Teams and Drug/Alcohol dependency support to improve outcomes for dual diagnosis clients	Ongoing	Somerset County Council  Rethink  Connect  Drug alcohol teams  HMG	Within existing resources	Identify where cases are falling between services  Develop protocols to prevent clients falling between services	Personalised and planned positive outcome for client	Reduction in the number of clients falling between services  Increase in the number of successful homeless prevention & relief cases  Fewer repeat homeless cases  Increase in the number of successful move on cases	Breaking the cycle group that Kate Reed has been involved with on behalf of the County.
4.2	Continue to work with Community Mental Health Teams, Hospitals, Prisons and Probation to develop a protocol to ensure that clients are not discharged/released without suitable accommodation	Ongoing	HMG  Hospitals  Community Mental Health Team  Prisons  Probation	Within existing resources	Effective protocol in place  Protocol launched  Awareness raised Protocol monitored	Personalised and planned positive outcome for client	Reduction in the number of discharge patients presenting in homeless departments without warning	1.3

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
					Review Dangerous Offender Protocol			
4.3	Work with Registered Providers to maximise the creation of new properties using creative design solutions in the right locations	Ongoing	HMG Homefinder Somerset Registered Providers Planners	Within existing resources	Work in partnership and provide data/evidence to ensure that new developments meet desired local housing need	Suitable units of affordable housing provided	Increase in the number of affordable units of social housing provided  Fewer clients registered on Homefinder Somerset	3.8  Leisa Kelly to take forward at County Enablers.
4.4	Continue to share best practice within the HMG	Ongoing	HMG	Within existing resources	Share knowledge on challenges and achievements within the homelessness sector  Identify best practice  Implement pilot projects	Partnership working  Increased knowledge  Cross District services linked more closely	Reduce costs  Improved use of resources	Standing item on the agenda.
4.5	Provide briefings for elected Members periodically on the work of HMG	Ongoing	HMG	Within existing resources	Produce briefing every 6 month and circulate	Better awareness amongst Members on	Fully informed elected Members on homelessness achievements and challenges	Portfolio holder meetings held across LA's.

No.	Our Aims/Priorities	When?	Who will deliver this?	Resources Needed	What Will We Do?	Target/Outcome	What would success look like?	Update
						homelessness issues		

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