

Action Plan

Priority 1: Preventing homelessness.

What do we want to achieve?	What are we going to do to achieve this?	Actions 2025/26	Progress	Date
Put Homelessness Prevention at the heart of everything we do	Monitor and act on the impact of the implementation of the Homelessness Reduction Act within the council's Housing Team and wider housing services.	Monitor the impact of the Homelessness Reduction Act (HRA) on housing services and customer outcomes.		
		Review HCLIC data quarterly, perform case reviews on Housing casework		
		Collect feedback from partner agencies and other internal services.		
	Develop further preventative actions based on the evidence of what has previously been successful in preventing homelessness	Integrate local and national homelessness prevention data to improve services.		
		Compare our service to our Nearest Neighbours (demographically not geographically) and implement 'good practices' identified		
		Seek feedback from our customers their experiences		
		Analyse successful pre- prevention outcomes achieved by the Complex Needs Team and embed this learning into the principles and systems of the service		
	Understanding and tackling the economic impacts of the cost-of-living crisis that may otherwise lead to homelessness	Understand the impact of the costofliving crisis and other financial impacts such as welfare reform on rising evictions due to rent arrears		
		Work with our internal partners to ensure our financial support offers meeting the needs of the clients (including the Prevention Fund, Discretionary Housing Payment (DHP), Client Support, links to charities)		
		Strengthen relationships with local private rented landlords		
		Develop partnerships with Registered Housing Providers and local voluntary sector financial advice services		

What do we want to achieve?	What are we going to do to achieve this?	Actions 2025/26	Progress	Date
Put Homelessness Prevention at the heart of everything we do	Develop greater understanding of the 'triggers' driving homelessness presentations	Identify triggers of homelessness related to family breakdowns and implement intervention strategies.		
		Ensure staff are fully trained in negotiation and mediation techniques		
		Monitor the effects of the increased pressures of the Refugee crisis		
		Review and analyse the information that we gather in relation to homelessness and adapt future services and interventions in response to what we learn.		
	Identify and respond to the housing needs of vulnerable groups.	Build on existing interventions for vulnerable client groups and develop new interventions where there are identified gaps for		
		Care leavers		
		Young People		
		Adults with Complex Needs (e.g. Mental Health, Addictions, Learning Disabilities)		
		Domestic Abuse Victims		
		Prison Leavers		
		Veterans		
		Refugee's		
	Review how customers contact us and interact with our service.	Ensure that there are multiple, easy to access channels for people to get in touch: phone, email, face to face		
		Ensure that customers are offered a range of options to meet their specific needs		
		Work with partners on Digital Inclusion, Outreach and contact points with internet access		
	Promote the HomeseekerPlus housing application process and provide support for people to use it	Schedule regular social media campaigns to promote HomeseekerPlus		
	Continue to effectively communicate with people about how to avoid the risk of homelessness, ensuring that advice and appropriate support is readily available.	Schedule regular social media campaigns to raise awareness of homelessness and the support available		

Priority 2: Establishing effective partnerships, working arrangements and support to those who are threatened with homelessness, to improve their resilience and reduce the risk

What do we want to achieve?	What are we going to do to achieve this?	Actions 2025/26	Progress	Date
Establishing effective partnerships, working arrangements and support to those who are threatened with homelessness, to improve their resilience and reduce the risk homelessness occurring.	Establish partnerships with local agencies (e.g., housing, social services, mental health, and employment support) to create a collaborative framework for supporting individuals at risk of homelessness.	Monitor and review trends in homelessness approaches from customers		
		Build on existing partnerships and allocate resources for training and coordination		
		Work with our commissioning partners to review the Alliance services around Prevention		
		Work with Registered Providers on identifying households at threat of eviction		
	Work with our Commissioning partners to ensure Countywide services meet the needs of our clients	Work with our commissioning partners to review the Alliance services around Outreach services		
		Monitor rough sleeping referrals with our Outreach Provider to establish trends and respond accordingly		
		Develop clear referral pathways between agencies such as housing, health, and employment to ensure early identification of at-risk individuals.		
	Build on and improve existing processes to ensure an effective 'duty to refer' from all relevant public sector bodies as set out in the Homelessness Reduction Act.	Review the effectiveness of the current IT system that supports 'Duty to Refer'		
		Promote 'Duty to Refer' in all dealings with statutory agencies		
	Ensure that the council's workforce have the appropriate skills to assist all client groups	Identify skills gaps in the council's workforce related to homelessness prevention and ensure targeted training for all employees who interact with atrisk individuals.		
		Ensure that the workforce has a strong 'trauma informed' approach to tackling the most complex casework by offering continuous training.		
		Ensure that all staff receive regular Domestic Abuse and Safeguarding training to maximise referrals to appropriate services		
		Ensure Retrospective Learning principles are embedded into practise		
	Challenge and resolve barriers to effective service delivery as part of business as usual.	Identify key barriers to service delivery (e.g., bureaucratic, financial, or communication-related) and implement solutions to overcome them.		

Priority 3: Supporting Rough Sleepers to address their housing and other needs

What do we want to achieve?	What are we going to do to achieve this?	Actions 2025/26	Progress	Date
Supporting rough sleepers to address their housing and other needs.	Align efforts and resources with partners to prevent homelessness and rough sleeping before it occurs.	Focus on early intervention to prevent rough sleeping from occurring		
		Work with our countywide partners to support, evaluate, and recommission the current Outreach service, to better understand the causes of local rough sleeping as well as the pattern and locations of rough sleepers.		
		Investigate new and innovative ways of providing Outreach to those that need it		
	Work with the community and local businesses act as 'eyes and ears' to ensure that no rough sleeper goes without support	Promote Streetlink through regular social media campaigns		
		Provide ongoing and regular training sessions for Parish Councils and Members		
	Evaluate and adapt housing pathways, and develop new ones where they do not exist, to ensure they meet the needs of those living with complex needs as well as new/emergent client groups.	Develop clear referral pathways between agencies such as housing, health, and employment to ensure early identification of at-risk individuals.		
	Build on existing work with partner organisations to develop appropriate supported housing solutions	Review the effectiveness of the current 'Housing First' model with our stock transfer partner, for homeless people with the highest level of need		
		Encourage and broaden the participation of other providers in 'Housing First' type solutions		

Priority 4: Increase Accommodation Options

What do we want to achieve?	What are we going to do to achieve this?	Actions 2025/26	Progress	Date
Increasing Accommodation Options	Ensure that Council priorities are aligned	Link this strategy with the targets included in the Local Plan to increase affordable housing supply.		
	Ensure that Countywide priorities are aligned	Work with our county partners to develop an increase in the supply of move on accommodation for all supported housing pathways.		
	Maintain efficient and appropriate use of all council owned temporary accommodation, ensure that all residents are provided with high level support to enable them to move on into long term accommodation.	Imbed the Temporary Accommodation Service Standard process in all that we do		
		Provide support to households placed in all forms of temporary accommodation to help them address issues that may be barriers to moving into settled housing.		
		Review our current policy and processes to support more rapid move-on from temporary and supported accommodation and provide support into new permanent accommodation when possible.		
	Expand the range of temporary accommodation available to our customers, including investigating all options to purchase or lease buildings and working with the private sector	Work with our colleagues in Strategic Housing and Property Services to develop a Temporary accommodation strategy		
		Work with our Registered Provider partners to reduce the use of bed and breakfast and nightly paid temporary accommodation, instead providing appropriate temporary accommodation options or move on options from council owned emergency accommodation.		
	Develop a greater understanding of what may encourage private property owners to increase the supply of affordable rented accommodation and how we may assist with making this a realistic housing solution.	Work with our colleagues in Empty Homes to find ways to incentivise and/or encourage owners of Long-Term Empty Properties to bring them back into use		
		Ensure that our Homelessness and Rough Sleeping grant is utilised to encourage offers of private rented accommodation to assist in discharging our homelessness duties		
	Work with Registered Providers to develop schemes that increase accommodation options.	Work with our Registered Provider partners to encourage tenants who are under occupying to downsize into non-family accommodation		