

## Appendix 2: Homelessness and Rough Sleeping Action Plan - 2022 – 23

The Action Plan will be monitored and updated by the Homeless Strategy Steering Group (HSSG)

Outcomes	Action	Lead Service (s)	Date	Existing Budget
<b>Priority 1 - Understand current and future housing need.</b>				
Effective use of data to support rough sleepers	Enhance the new Rough sleeping Minimum Dataset (MDS) to capture the 9 protected characteristics and sustained outcomes	Adults & Health	September 2021	Y
Review the Everyone in intelligence	Conduct a review of the MDS covering the COVID period to better understand need, gaps and outcomes	Adults & Health	November 2021	Y
	Work with health partners to assess their Covid-related datasets to better understand need, gaps and outcomes	Adults & Health	November 2021	Y
Improved performance management	Develop a new KPI module within Power Bi to monitor rough sleeping provider performance	Adults & Health	March 2022	Y
Identify households at risk of homelessness	Use data to identify households at risk of homelessness – PRS 'deep dive' work, licensing consultation research and SHMA	Housing; Research & Data Hub; Planning	March 2022	Y
	Model impacts of future legislation on homelessness in Newham	Housing; Policy	ongoing	Y
	Using licensing information to identify exploitation and risk factors around homelessness and inform future practice	Housing	ongoing	Y
	Use data from 'Spotlight' to inform our response to Gender-Based Violence and Women and Girls' Safety and understand the extent of the problem and how our responses are working	Housing; Policy; Adults & Health		Y

Outcomes	Action	Lead Service (s)	Date	Existing Budget
	Analyses from recently redesigned domestic abuse dataset t to be published quarterly and shared with the CSP DA sub-group. This to be used to identify households at risk.	Housing; Adults & Health	Ongoing	Y.
	Use data from National Drug Treatment Monitoring Centre, held by CGL, Review to identify individuals without secure housing and effectiveness of treatment on housing need.	Housing; Adults & Health	ongoing and at each action plan review?	Y
Identifying future need	Use data from Children's Joint Strategic Needs Assessment to inform housing need for young people	Housing; CYPS	ongoing	Y
Sharing data to support joint working	Continue to improve H-CLIC data collection and reporting	Housing	ongoing	Y
<b>Priority 2 - Prevent homelessness through early help.</b>				
Tackle harassment and illegal evictions	Work in collaboration with the police and Safer Renting to bring cases against landlords accused of illegal evictions and harassment.	Housing	ongoing	Y
	Pilot tenancy liaison officer	Housing	March 2022	Y
Work with landlords in the PRS to support tenancy sustainment	Make best use of data from licensing schemes to inform policy	Housing	ongoing	Y
	Improved communications and engagement with landlords	Housing	ongoing	Y
	Work with landlords whose tenants are in rent arrears to explore solutions	Housing	Ongoing	Y
	Mediation officer to work with landlords and tenants in the PRS around issues of ASB etc	Housing	March 2022	Y

Outcomes	Action	Lead Service (s)	Date	Existing Budget
Improved communications and engagement with PRS tenants	Production of accessible information on tenant rights available in a range of languages	Housing	June 2022	Y
	Work with partners in the voluntary, community and faith sector to develop and distribute materials and advice	Housing	ongoing	Y
	Establish regular forums for PRS tenants , including outreach	Housing	Oct 2022	Y
	Research how to engage with hard-to-reach groups – eg Generation Rent project	Housing	ongoing	Y
	Provide training on tenancy sustainment to all households we assist with PRS tenancies	Housing	June 2022	Y
Reduce debt and identify and tackle financial insecurity early to avoid rent arrears and the threat of eviction.	Establish 'co-located' hub with Our Newham Money, employment advice, housing advisers and housing benefit officers.	Housing; Our Newham Money	June 2022	Y
Enable households to stay in their own homes where possible	Establish sanctuary scheme for victims of DA	Housing	June 2022	N
	Use Home Improvement Agency (HAIL) to adapt existing properties	Housing; Adults and Health	Ongoing	Y
	Proactive work with tenants before they become threatened with homelessness - eg money management and employment advice	Housing	ongoing	Y
	Introduction of pre-eviction support panels, including those specifically tailored to care leavers' needs	Housing	March 2022	Y
	Review use of discretionary housing payments (DHP)	Housing	March 2022	Y
	Tenancy sustainment support for care leavers	Housing; CYP	Oct 2022	N
<b>Priority 3 - Support people to move off, and stay off, the streets.</b>				

Outcomes	Action	Lead Service (s)	Date	Existing Budget
Rough sleeper pathways				
Rough sleeper pathways	Purchase and commence the refurbishment of Lady Helen Seymour House into a Centre of Excellence Assessment Centre	Adults & Health	March 2022	Y
	Embed the new IRSS within the Newham system	Adults & Health	March 2022	Y
	Review and optimise the female support offer	Adults & Health	March 2022	Y
Support for people with NRPF	Support Rough Sleepers with unclear immigration status to access available support and opportunities to find a sustainable route away from the street	Adults & Health	Ongoing	Y
Intelligence led person centred pathways	Provide a dynamic and responsive intelligence led commissioning approach to meeting need as identified	Adults & Health	Ongoing	Y
	Ensure individual outcome assessment tools are completed for each individual and regularly reviewed	Adults & Health	Ongoing	Y
Move-on from hostels	Enable rough sleepers with complex needs to sustain their move on	Adults & Health	Ongoing	Y
	Ensure commissioned services designed to provide bespoke and outcomes focused support that enable rough sleepers to become as independent as possible	Adults & Health	September 2022	Y
External investment	Maximise the opportunity to bring in external investment into the borough through grants, charitable giving etc	Adults & Health; Housing	Ongoing	Y
<b>Priority 4 - Improve access to better housing that meets the needs of residents</b>				

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
Pathway for Victims of Domestic Violence	Specialist officer to support creation of housing pathways for victims of domestic abuse	Adults & Health; Housing	March 2022	Y
	Implement the requirements of the Domestic Abuse Bill (Act) and achieve DAHA accreditation.	Adults & Health; Housing	DAHA – March 2023	N
	Identify suitable accommodations options for those fleeing DA	Adults & Health; Housing	March 2022	N
Pathway for Vulnerable young people	Recruitment of dedicated officer, see also priority 6 (partnership working).	Housing; CYP	March 2022	Y
Pathway for Single people	Recruitment of Dedicated officers/team to establish pathway	Housing	March 2022	Y
Pathway for hospital discharge	Recruitment of dedicated officer, partnership working with Adults & Health.	Housing; Adults & Health	March 2022	Y
	Commissioned a step down accommodation pilot to support hospital discharge and reduce readmission (Grant dependent)	Housing; Adults & Health	TBC	Y (awaiting grant)
	Develop a multi-disciplinary team to support discharge and reduce readmission	Housing; Adults & Health	TBC	Y (awaiting grant)
Pathway for people with mental health issues	See priority 6 (partnership working). Use learning from the mental health hospital discharge pilot	Housing; Adults & Health	ongoing	Y
	Commissioned a step down accommodation pilot to support hospital discharge and reduce readmission (Grant dependent)	Housing; Adults & Health	ongoing	Y (temp grant)
Pathway for people leaving prison	Recruitment of dedicated officer, partnership working with probation service	Housing; CYP	March 2022	Y

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
LGBTQ+	Improve understanding of housing and homelessness issues experienced by LGBTQ+ communities through work with Stonewall and other appropriate organisations	Housing	ongoing	N
Improving the quality of supported accommodation	Make best use of capital investment opportunities to improve the quality of supported accommodation	Adults & Health	May 2022	Y
Supporting people in TA	Improved comms and engagement, new working group for TA residents,	Housing	August 2022	Y
	Explore options for floating support for vulnerable people in TA	Housing	June 2022	N
High standards in TA	Membership of Setting the Standard	Housing	ongoing	Y
	Dedicated property management and compliance team to visit nightly booked accommodation to ensure standards are met	Housing	March 2022	Business case for TA restructure
Use of empty homes and Council voids	Identify suitable homes upstream to meet specific housing needs and reduce void times	Housing	ongoing	Y
	Work with RPs to identify void properties and convert to use for homeless households	Housing	ongoing	Y
Targeted plans for key schemes	Victoria Street Improvement Plan	Housing	See plan	Y
	Dedicated property management and tenancy support for residents in temporary accommodation on planned regeneration sites	Housing	March 2022	Y
Improved customer experience	Improved training for staff , including complex cases, domestic abuse, YP at risk of exploitation	Housing; Adults & Health; CYP	June 2022	Y
	Improve satisfaction with existing TA properties,	Housing	Dec 2023	Y

Outcomes	Action	Lead Service (s)	Date	Existing Budget
	monitoring landlord performance and ensuring compliance			
	HPAS accessible through housing hubs, libraries, online etc	Housing	June 2022	Y
	Introduce resettlement support officers to support tenants in TA	Housing	Dec 2023	TA business case
	Introduce satisfaction surveys, invite feedback and explore opportunities for mystery shopping	Housing	August 2022	Y
<b>Priority 5 - Reduce the use of temporary accommodation</b>				
Maximise opportunities in PRS	Alternatives in PRS used, upstream planning to identify households at risk, particularly need for adapted properties	Housing	ongoing	Y
	Work with Local Space, Capital Letters and other partners to secure affordable properties	Housing	ongoing	Y
Reduce use of nightly-booked accommodation	Explore possibilities for modular TA on small or 'meanwhile' sites Membership of PLACE	Housing	ongoing	Y
Increase supply of sustainable and affordable accommodation	Acquisition and leasing of properties where affordable and appropriate	Housing	ongoing	Y
	Increase supply of adapted properties	Housing	ongoing	Y
	Maximising the use of available properties and reducing void rates	Housing	ongoing	Y
	Work with RPs to increase supply available to homeless households	Housing	ongoing	Y
Efficient management of TA placements	Regular occupancy reviews	Housing	ongoing	Y
	Regularly communicating with people in TA, including working group	Housing	June 2022	Y
Move-on from TA	Improving move-on offer	Housing	March 2022	TBC
	Make best use of Homefinder and other schemes offering alternative secure homes	Housing	ongoing	Y
<b>Priority 6 - Adopt a partnership approach to preventing homelessness and improving wellbeing.</b>				

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
Effective Partnership Working - Children and young people	Co-Produce a protocol and pathway for Homeless 16 and 17 year olds - joint assessment approach and a review of housing pathways including the offer of a supported housing pathway as an alternative to care.	Housing; CYP	March 2022	Partly
	Introduce specialist housing pathway officers for children, young people and vulnerable singles	Housing; CYP	March 2022	Y
	Introduce service level agreements regarding information sharing and joint working arrangements including escalation of complex cases to a panel.	Housing; CYP	July 2022	Y
	Work with colleagues in social care to provide training to housing staff to raise awareness of issues experienced by young people, including exploitation and appropriate use of the national referral mechanism.	Housing; CYP; Adults and Health	March 2022	Y
	Through the roll-out of training and awareness-raising, we will identify 'champions' to act as subject experts for colleagues and to further the development of joint working with colleagues from social care.	Housing; CYP; Adults and Health	May 2022	Y
	Work with social care to explore possibilities for additional housing options for young people – including supported housing, tenancy insurance schemes and tenancy sustainment support.	Housing; CYP; Adults and Health	ongoing	Y
	Ensure housing representation on all	Housing	March 2022	Y

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
	complex case reviews, panels and meetings as relevant			
	Ensure a 'whole council' approach to children and vulnerable young people with housing issues. Housing to be a proactive member of joint working groups such as the CLA sufficiency and commissioning board, Children's Safeguarding Board and others as appropriate	Housing; CYP; Adults and Health	ongoing	Y
	Joint working between Housing and the Youth Empowerment team - Identify a safeguarding/Exploitation housing SPOC for 18+ at risk of exploitation	Housing; CYP	ongoing	Y
	Working with CWB to explore alternative accommodation options with support for young people and those with multiple disadvantages	Housing; Community Wealth Building	ongoing	Y
Effective partnership working – mental health and adult social care	Ensure housing involvement and representation on joint working groups such as the substance abuse subgroup, the Community Safety Partnership and the Adults Safeguarding Board	Housing; Adults and Health	ongoing	Y
	Ensure housing is represented in the Mental Health Partnership	Housing; Adults and Health	March 2022	Y
	Work with project manager overseeing the service transformation of mental health to better align services in order to increase tenancy sustainment and improve housing pathways	Housing; Adults and Health	Dec 2022	Y

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
	Support the review of supported accommodation, ensuring pathways to access housing are sufficiently flexible according to individual need	Housing; Adults and Health	Dec 2022	Y
	Working with commissioning to explore funding options for sanctuary scheme and support for DA survivors in TA	Housing; Adults and Health	Ongoing	External funding sources
Effective partnership working - Health	Work with partners to deliver the Health and well-being strategy aims –particularly priority 11 of 50 steps (Building a borough of health promoting housing)	Housing; Adults and Health	Dec 2022	Y
	Work together to continue to ensure Covid-safe environments in temporary accommodation	Housing; Adults and Health	ongoing	N
	Optimise hospital discharge pathways providing holistic support through joined-up working	Housing; Adults and Health	ongoing	Y
	Working across services to support people who are homeless with substance misuse issues	Housing; Adults and Health	ongoing	Y
	Work with primary care and the CCG to ensure homeless and rough sleepers have access to GP registration	Housing; Adults and Health	ongoing	Y
	Ensure that strategies are in place to enhance the vaccination offer for homeless households and rough sleepers	Housing; Adults and Health	ongoing	Y
	Establish protocol with the Community Safety Partnership ensuring a public health approach to rough sleeping	Adults and Health	March 2022	Y

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
Effective Partnership working- VCFS	Build partnerships with community and faith leaders to identify and support households at risk	Housing; Adults and Health	ongoing	Y
	Housing to be an active member of Newham Homelessness Forum and other homelessness groups	Housing	ongoing	Y
	Embed consultation and co-production in the design of the rough sleeper pathway [	Adults and Health	ongoing	Y
	Develop the housing and homelessness workstreams within the Anti-Poverty Alliance and Social Welfare Alliance	Housing, Adults and Health	Ongoing	Y
	Work with VCFS on improvements to customer journey and raising awareness of housing systems including workshops with Newham Citizens	Housing	June 2022	Y
Effective partnership working – Domestic abuse	Ensure housing is represented on the domestic abuse subgroup of the Community Safety Partnership	Housing	ongoing	Y
	Improved working with Hestia and other specialist support organisations to understand the experience of DA survivors, to deliver awareness training to housing officers and to help deliver DAHA accreditation.	Housing	July 2022	N
	Develop protocols with RPs regarding victims of DA to prevent homelessness	Housing	June 2022	Y
Effective partnership working – accessing funding	Work with partners to present joint bids for funding where relevant – eg hospital discharge, ex-offender	Housing; Adults & Health	ongoing	Y

<b>Outcomes</b>	<b>Action</b>	<b>Lead Service (s)</b>	<b>Date</b>	<b>Existing Budget</b>
	accommodation, rough sleeping etc			