

# Homelessness & Rough Sleeping Strategy Delivery Plan 2022 to 2025

Fareham Borough Council's Homelessness & Rough Sleeping Strategy sets out the aims and objectives of the Council and its partners to address homelessness.

We will achieve these aims and objectives by concentrating our efforts and resources on four priorities to ensure we deliver services which focus on early intervention and the prevention of homelessness, backed up by high quality joined up support to get people back on their feet when things do go wrong.



### **1. Meeting Demand**



### **2. Providing Solutions**



### **3. Preventing Homelessness & Supporting Tenancies**



### **4. Ending Rough Sleeping**

## Meeting Demand

	What we will do	Lead Officer	When we will do it	Resources needed	Intended outcomes
1	Use local and national data and benchmarking information to determine service development and delivery.	Head of Housing & Benefits	April 2023	Staff time	Understanding of positive practice and policy.
2	Monitor demand across all sets of indicators	Head of Housing & Benefits  Housing Options Support Officer  Housing Scrutiny Panel	April 2023	Staff time	Understand the pressures and demands affecting Housing Options Team.  Allocate resources effectively to meet demand.
3	Conduct regular casework reviews to ensure consistency of decisions and compliance with legal framework and to identify potential areas for training and improvement.	Housing Manager (Options & Advice)  Housing Manager (Allocations and Accommodation)	Quarterly from April 2022	Staff time	All staff working consistently.  All staff working in a procedurally compliant way.  Performance issues addressed.  Training needs addressed.
4	All staff to receive training to ensure they have the skills to deliver excellent customer service.  Ensure staff can identify and assist customers who have specific needs and/or protected characteristics	Housing Manager (Options & Advice)  Housing Manager (Allocations and Accommodation)	April 2022 ongoing	Staff time and training budget	Delivery of training resulting in a fully skilled Housing Options Team.  Officers are skilled in negotiation, confidence building, motivating, and supporting customers.

5	Review and improve the range and quality of online housing advice with consideration given to “off the shelf” self-help IT packages	Housing Options Support Officer	July 2022	Staff time  C. £5k PA for external IT package	Improved range and quality of online housing advice.  Increased ‘self-serve’ opportunities.
6	Collect and analyse statistics on hidden homelessness	Housing Options Support Officer	October 2022	Staff time	Inform bespoke interventions to help those who are sofa surfing
7	Analyse quarterly, the rate of major decisions and acceptances, looking at what action was taken to prevent and/or relieve homelessness and whether anything more might have been done	Housing Manager (Options & Advice)	January 2023 ongoing	Staff time	Improved outcomes for customers
8	Continue to work with the Hampshire-wide Strategic Housing Officers Group (SHOG) to collaborate on performance, benchmarking and joint commissioning	Head of Housing & Benefits	Ongoing	Staff time	Development and continuous improvement of joint work arrangements, sharing of positive practice and policy.
9	Explore the reasons why we lose contact with people we are working with	Housing Options Support Officer	October 2022	Staff time	Fewer households lose contact with the service without any clear understanding of why they have disengaged.  Prevention and relief of homelessness for those customers who disengage.

## Providing Solutions

	Action	Lead Officer	Timescale	Resources Needed	Intended Outcomes
01	Formulate and publish a Temporary Accommodation Procurement Policy and a Temporary Accommodation Allocation Policy	Housing Manager (Allocations & Accommodation)	January 2023	Staff time	The Council meets all requirements set out in legislation and due regard to statutory guidance
02	In conjunction with the Council's private sector housing service, consult with private rented sector landlords to understand what could be done to prevent the end of an assured shorthold tenancies	Housing Manager (Allocations & Accommodation)  Principle Environmental Health Officer	July 2023	Staff time  Consultation costs (existing budget)	Reduction in the number of people approaching the Housing Options Team for assistance as their private rented sector tenancy is ending
02	Use data held by the Council about occupants of TA, about household formation, needs of children and last settled address to inform future procurement of temporary accommodation	Housing Options Support Officer	July 2022	Staff time	A portfolio of suitable and affordable temporary accommodation that meets the needs of customers
03	Increase the number of households whose main duty is ended by an offer of suitable private rented housing, HMO or lodgings	Housing Manager (Allocations & Accommodation)  Benefits Assessment Manager	September 2024	Staff time  Discretionary Housing Payments  Further revenue expenditure £tbc to fund private	Increased move-on from temporary accommodation into the private rented sector

				sector access initiatives	
05	Continue to promote the FareLets scheme and ensure it is adequately resourced	Housing Manager (Allocations & Accommodation)  Housing Options Support Officer	Ongoing	Staff time  Advertising costs (existing budget)	A successful scheme that supports both landlords and tenants.  Increased options for customers in the privately rented sector.
06	Formulate a new Tenancy Strategy	Head of Housing & Benefits  Head of Housing Delivery	October 2023	Existing	To support the delivery of the priorities within the Council's Allocations Policy and Homelessness & Rough Sleeping Strategy
07	Explore consultation opportunities to learn from people with lived experience of homelessness	Housing Manager (Options & Advice)  Housing Manager (Allocations & Accommodation)	September 2023	Staff time	Service users' experiences and views shape and inform policy and practice for tackling homelessness

## Preventing Homelessness & Supporting Tenancies

	Action	Lead Officer	Timescale	Resources needed	Intended Outcomes
1	Monitor annually the reasons for loss of last settled home outcomes of households	Housing Options Support Officer	April 2023	Staff time	Track long-term trends to inform future prevention and relief activities
2	Gather intelligence on child poverty rate at a ward level	Housing Options Support Officer	July 2024	Staff time	Identify which areas might be targeted for early interventions to prevent homelessness
3	Continue to monitor employment circumstances of people seeking homeless assistance from the Council	Housing Options Support Officer	October 2023 ongoing	Staff time	Inform plans for early interventions to prevent homelessness
4	Review the range, effectiveness and quality of initiatives being used to prevent and relieve homelessness	Housing Manager (Options & Advice)	October 2023	Staff time	Identify areas for improvement
5	<p>Improve how the Council works with other public organisations to fulfil the Duty to Refer, such as:</p> <ul style="list-style-type: none"> <li>• Agreeing joint working protocols</li> <li>• Providing training</li> <li>• Encouraging other bodies not subject to the DtR to voluntarily comply with it</li> <li>• Distribute more widely housing advise information</li> <li>• Encouraging housing associations that have not already signed up to the commitment to refer to do so</li> <li>• Adding a DtR button on the homepage of the Council's website</li> </ul>	<p>Housing Manager (Options &amp; Advice)</p> <p>Housing Options Support Officer</p> <p>Hampshire Strategic Housing Officers Group/Hampshire Housing Officers Group</p>	October 2022	Staff time	<p>Earlier identification of people who are at risk of homelessness.</p> <p>Instances of homelessness arising when people are discharged from institutions are absolutely minimised</p>

6	Ensure there continues to be funding for independent housing rights assistance (currently provided by Citizens Advice Fareham)	Head of Housing & Benefits  Leisure & Community Manager	Ongoing	Existing budgets	Provision of independent and impartial advice
7	Improve joint working with other public bodies by adopting protocols and shared working relationships: <ul style="list-style-type: none"> <li>• Prison/young offender releases</li> <li>• Care Leavers</li> <li>• Ex-service Personnel</li> <li>• Hospital discharges</li> <li>• Adult Social Care</li> </ul>	Housing Manager (Options & Advice)  Housing Manager (Allocations & Accommodation)  Housing Options Support Officer	January 2023 ongoing	Staff time  External agency staff time and commitment	Positive working relationships with agencies.  Identification of specific professionals to maintain contact with each agency.  Partner agencies liaise positively to enable customers to access appropriate services.
8	Investigate further as to why levels of prevention activity have fallen since the introduction of the HRA17	Housing Options Support Officer	April 2024	Staff time	Identify areas for improvement
9	Adopt a pre-eviction protocol with all local housing associations	Housing Options Support Officer  Housing Association partners	July 2022	Staff time  Housing Associations time and commitment	Housing Associations are contacting the Housing Options Team at an early stage to prevent problems accumulating and enabling tenants to sustain their tenancy and prevent future evictions.  Reduced numbers of Housing Association tenants triggering a prevention or relief duty as a result of being served notice by their landlord.  Housing Association tenants know where and when to seek help to ensure their tenancies are not at risk.

10	Explore opportunities with the Tenancy Services Team, Private Sector Housing Team and other neighbourhood-based services, to identify at an early stage those at risk of losing their accommodation and to develop new ways to help people remain in their existing home.	Housing Manager (Options & Advice) Neighbourhood Manager Private Sector Housing Team Community Safety Team	October 2023	Staff time	More targeted prevention work with households to prevent homelessness
11	Improve recording of main reasons for loss of settled home	Housing Options Support Officer	April 2024 ongoing	Staff time	Identify areas for improvement
12	Share data collected on support needs with key stakeholders	Housing Manager (Options & Advice)	April 2023 ongoing	Staff time	Inform discussions about future joint working arrangements and commissioning of suitable support services for those at risk of homelessness

## Ending Rough Sleeping

	Action	Lead Officer	Timescale	Resources needed	Intended Outcomes
1	Increase the parameter of matters monitored via the annual rough sleeping count carried out every November.	Housing Options Support Officer	November 2022	Staff time	To better understand how many people have newly flowed onto the streets, how many are stuck sleeping rough and how many are experiencing a repeat occurrence of street homelessness
2	Build on the existing success of tackling street homelessness through the delivery of additional move-on accommodation and, working with the Partnership Action Group, embed the Housing First model	Housing Manager (Allocations & Accommodation)  Housing Manager (Options & Advice)  Housing First Delivery Group	July 2022	Staff time  Rough Sleeping Initiative Funding	The most vulnerable and complex rough sleepers are brought inside and do not return to the street.
3	Work with Hampshire County Council Adult Services with regard to the commissioning of homelessness services	Head of Housing & Benefits  Two Saints  Hampshire County Council Adult Services	April 2022 ongoing	Staff time	New/revised County funded homelessness service provision and accommodation in Fareham from April 2023 (end of current contract)
4	Ensure there continues to be adequate Outreach and Complex Needs provision to include: <ul style="list-style-type: none"> <li>Access to accommodation</li> </ul>	Housing Manager (Options & Advice)	April 2022 ongoing	Staff time	Effective pathways for rough sleepers to enable them to move from the street to independent and sustainable accommodation.

	<ul style="list-style-type: none"><li>• Access to primary health care</li><li>• Access to substance misuse treatment services</li><li>• Access to employment and training opportunities</li><li>• Provision of personalisation budgets to address financial and material hardships</li><li>• Coordination of and support to voluntary and faith organisations</li></ul>	Two Saints		Homeless Prevention Grant  Rough Sleeping Initiative Funding	
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