

**ACTION PLAN
HOMELESS STRATEGY PRIORITIES**

Action/Objective	Lead Officer	Partners willing to work	Resources	Target/timescale
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Section A Priority 1: Improve information to customers and agencies around accessing accommodation					
1	To create a county wide homeless database containing all information on accommodation, agencies and support that can be given to clients who are homeless or threatened with homelessness	Nicole Smith	Supporting People, Sonia Burgess, Housing Options Managers	Staff Resource	April 2010
2	For Housing to become a member of the transition steering group for young disabled people to better understand current and future needs.	Angie Rawlins	Susan Tomes	Staff Resource	April 2010
3	To develop and Implement Equality Impact Assessments as a tool to understand the impact of services on individuals and communities and inform service development.	Angie Rawlins	Equality and Diversity team,	Staff Resource	April 2011
4	To agree and develop a common referral system into all forms of supported housing across the Wiltshire area	Amanda Smith and Angie Rawlins	Housing Liaison Group,	Staff Resource	December 2010

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Section B Priority 2: Improve access and support for all clients with a particular focus on renting privately					
1	To develop a landlords' accreditation scheme and commence regular county wide landlord forums	James Hudson and Angie Rawlins	National Federation Landlords (NFL), private landlords, estate and lettings agents, Housing Options Managers	Staff Resource	October 2010
2	To develop initiatives to encourage private landlords to accept clients who are in receipt of benefits and threatened with homelessness	Accommodation Options Officers	Private landlords and letting agents, housing benefit, voluntary agents	Staff Resource	May 2010
3	To research the needs of ex-servicemen across Wiltshire and produce housing guides for all forces leavers to help find alternative permanent accommodation and prevent homelessness.	Amanda Smith	Alabare - Andrew Lord, Wiltshire Council - Sarah How	Funding being applied for by Alabare as well as staff resources	December 2010
4	To ensure that all Housing Benefit claims for households threatened with evictions are dealt with within 7 Days.	Housing Options Managers	Housing Benefit, voluntary agencies - CAB, Alabare, Community 4	Staff Resource	June 2010
5	To ensure that all clients who present to housing options are seen within 20 minutes	Housing Options Managers	Paul Redford - Customer Service Unit	Staff Resource	March 2010

6	To review the possibility of enabling registered social landlords to verify housing benefit documents during sign up of new tenancies to assist with the timely processing of housing benefit claims, reduction of rent arrears and potential threat of homelessness	Derek Streek	Strategic Housing Management Group, Housing Benefit	Staff Resource	April 2011
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Section C Priority 3: Continue to improve the prevention of homelessness through a comprehensive advice service and having an effective range of housing options for customers.					
1	To achieve charter mark accreditation for our housing advice	Angie Rawlins	Housing Options Managers, CAB	Staff Resource	April 2011
2	To achieve the crystal mark for both the homeless application form and housing register form.	Angie Rawlins and Laura Young	Housing Options Managers	Staff Resource	December 2011
3	To review the county wide sanctuary scheme for victims of domestic abuse.	Angie Rawlins	Safer Communities, Bobby Van, Police, Fire Service, RSLs and Wiltshire Council Housing Management, Splitz, Pippa McVeigh	Staff Resource	December 2010
4	All housing option advisors to have a generic role but to develop specialisms in specific areas, i.e. Domestic Abuse, Mental Health	Housing Options Advisors	Jan Parry; Splitz; CAB; Connexions; Schools and Colleges	Staff Resource	May 2010
5	To develop and implement an intervention procedure for leavers from Erlestoke prison and review the procedures for Guys Marsh	Paula Stagg and Sarah How	Guys Marsh / Erlestoke / Probation / CAB / WASP / Alabare	Staff Resource	May 2010

6	Identify through research the reasons for relationship breakdowns for those who apply as homeless and develop a relationship breakdown policy to assist with prevention work in this area	Nicole Smith and Angie Rawlins	Housing Strategy Team, Relate, CAB	Staff Resource	January 2011
7	Continue to focus on front line prevention with the ambition to hit top quartile on prevention work	Angie Rawlins	Housing Options Managers, Housing Liaison Group	Government funding, enconomic climate, staff resources	April 2010
8	To home visit all 16 -24 year olds threatened with homelessness to discuss alternative housing options to prevent homelessness	Housing Options Officers	WASS4YP, Jan Parry	Staff Resource	November 2010
9	Need to offer debt counselling, income maxmisation and budgeting advice to prevent homelessness and as part of pre-tenancy work to sustain tenancies. Promote financial inclusion initiatives such as credit unions and affordable credit.	Derek Streek	Strategic Housing Management group; Housing Options Team, Wiltshire money, CAB	Staff Resource	April 2011
10	Reduce the use of temporary accommodation by housing and children services through better homeless prevention and early identification of children and families at risk	Angie Rawlins	Children Services; WASS4YP, Jan Parry	Staff Resource	December 2011
11	Identify high risk victims through the engagement of the Wiltshire Multi-Agency Risk Assessment Conferences (MARAC) and recognise and support the role of the domestic abuse reduction support officer	Angie Rawlins	Housing Options Managers, Pippa McVeigh	Staff Resource	August 2010

12	Create Service Level Agreements with all social housing providers to help reduce the number of bed and breakfast placements made by DCE and ensure that all young people, who are owed a duty, are accommodated in suitable accommodation.	Angie Rawlins	Kathy Longshaw - Children Services; Strategic Housing Management group; WASS4YP	Availability of suitable accommodation; staff resources	February 2011
13	To improve the information that is made available on the Council's website regarding housing options and homeless services.	Amanda Smith	Housing Options Managers, CAB	Staff Resource	April 2010
14	To research into the reasons for parental evictions due to it being well above the national average and make recommendations on how these can be prevented	Nicole Smith	Sophy Hunt - masters degree student WASS4UP	Staff Resource	April 2010
15	To research into the reasons for homelessness amongst 16 - 24 years and make recommendations on preventative options	Amanda Smith	Housing Options Managers	Staff Resource	July 2010
16	To create an enhanced housing options service that offers a holistic approach and addresses worklessness and connects people with advice and support about skills, in-work benefits and jobs	Angie Rawlins	Connexions; CAB; schools and colleges; DWP; Job Centre Plus; social care; Housing Options Managers	Staff Resource	December 2011

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Section D Priority 4: Increasing the supply of affordable housing and promote choice					
1	To work with our RSL partners to help identify illegal sub letting of social housing and take appropriate action	Derek Streek	Strategic Housing Mngm Group, LSVT RSLs	£30,000 government funding	July 2010
2	To conduct a review and make best use of the county's current supported accommodation	Nicole Smith and Geoff Vale	Supporting People	Staff Resource	April 2011
3	Look at ways of minimising void times and reduce the number of under occupied family homes	Derek Streek	Strategic Housing Mngm Group, LSVT RSLs	Staff Resource	August 2010

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Section E Priority 5: To provide effective partnerships and improve communications and publicity					
1	To explore ways on how we can raise greater awareness of the consequences of homelessness amongst school and college leavers	Angie Rawlins	WASS4YP Board; voluntary agencies; schools and colleges	Staff Resource	May 2011
2	To create a college / secondary school resource pack that can be used by teachers as part of the PHSE education programme. (Richard Palmer)	Angie Rawlins	WASS4YP Board; Richard Palmer; Housing Options Managers	Staff Resource	May 2011
3	To have a shared commitment from children services and housing regarding planning for the accommodation and support needs of care leavers	Angie Rawlins	Jackie Chipping; Anita Traynor; Kathy Longshaw; Shannon Clarke; Housing Options Managers	Staff Resource	July 2010

4	To work with Social care to pilot and potentially role out the use of the Common Assessment Framework (CAF) in Housing as an initial assessment, preventative and early intervention as well as safeguarding children, and where necessary, provide suitable emergency accommodation for vulnerable young people. This should help eliminate the risk of young people being passed between Housing and Children Services unnecessarily	Housing Options Managers	Jackie Chipping; Anita Traynor; Kathy Longshaw; Shannon Clarke; Rebecca Barson	Staff Resource	July 2010
5	To ensure that all housing options staff are trained in the completion of the Common Assessment Framework (CAF) process.	Angie Rawlins	Rebecca Barson	Staff Resource	July 2010
6	To provide information and advice to extended services who work with vulnerable families in schools to identify early signs of families experiencing difficulties with young 16 – 17 year olds.	Angie Rawlins	Think Family; schools	Staff Resource	December 2010
7	To create a multi agency Rough Sleepers Panel that meet regularly to discuss rough sleeper issues including cold weather provision'	Angie Rawlins	Wiltshire Police, voluntary sector, community safety; drug and alcohol team;	Staff Resource	April 2010
8	To create a homeless options pack to promote awareness amongst service users on what is available'	Housing Options Managers	WASS4YP Board; Voluntary agencies, Strategic Housing Management group; Housing Options Advisors	Staff Resource	Feb 2010

9	In order to promote effective discharge from hospital for people with mental health problems we will develop and agree a hospital discharge protocol to ensure that their accommodation needs are addressed at an early stage	Jan Parry	Housing Options Managers, Careconnect,	Staff Resource	April 2011
10	To adopt procedures and guidance on how to identify those households at risk of losing their home and the triggers for completing an assessment of their needs.	Angie Rawlins	RSLs; Strategic Housing Management group; CAB; voluntary agencies; Housing Options Managers	Staff Resource	July 2010
11	To work with all Wiltshire Libraries and where possible be part of the Library Service Plan to delivery or look at activities that can raise the profile of homelessness	Housing Options Managers	Sarah Hillier	Staff Resource	April 2010