

## Reading's Homelessness Strategy 2016-2021 Delivery Plan

Objective	Action	Lead Responsibility	Partners	Measure	Timescale
Enhance the Deposit Guarantee Scheme	Re-launch the revised 'Rent Guarantee Scheme' and develop marketing	Housing Needs	Media & PR	Increased supply: Numbers of DGS properties procured	September 2015 & regular review
	Continued development of guaranteed rent product for landlords	Housing Needs	Finance, Legal	Landlord and tenant satisfaction Tenancy sustainment	Ongoing
Optimise the use of the private rented sector for accommodating homeless households	Provide a Private Sector Offer for Homeless Households Implement policy of Private Sector offer	Housing Needs	Legal, Finance, Property Development	Reduction in % of Part 6 offer for homeless households Numbers of PRS offers made	January 2016
	Establish a Council owned Housing Company, letting private rented sector properties	Service Development	Finance, Legal, Housing Needs	Company established Properties procured/let	Target - Summer 2016
Provide additional advice and support to private sector landlords	Create a landlord advice function in Housing Needs Services	Housing Needs		Number of cases where homelessness prevented Improved standards of accommodation Landlords informed re: Universal Credit/welfare reforms	May 2016
	Arrange further training	Housing Needs	JobCentre Plus	Numbers attending	Summer 2016 then



	sessions for landlords			forums/training Feedback from landlords	quarterly
	Develop provision of advice online and factsheets	Housing Needs	Environmental Health	Availability of information	Summer 2016
Inform the private rented market to help meet the needs of all households	Provide advice to landlords on types of accommodation required to meet need	Housing Needs	Regulatory Services	Suitable options for homeless households Reduce use of B&B	December 2015 then regular engagement
Increase the availability of suitable temporary accommodation for homeless households	Explore options to increase availability of self-contained units for emergency accommodation, including options for use of RBC land and resources and partner resources	Housing Needs		Options appraised Number of suitable units acquired	Autumn 2016 (first site provided)
	Explore option to procure short term leased accommodation from the private sector (STLs) or a framework agreement with letting agents to procure/manage on behalf of LA	Housing Needs	Finance, Legal	Options appraised; product developed Numbers of additional units of temporary accommodation	March 2016
Support mobility	Develop package of support and advice for people who are homeless or threatened	Housing Needs	Relevant local Council and other services	Pro forma for out of area moves	July 2016



	with homelessness who wish to move to another area				
	Introduce quota queue for out of area applications for social housing	Housing Needs	Registered Providers	Review annually to check provision required to satisfy quota	April 2016
Utilise Discretionary Housing Payments to prevent homelessness	Promote use of DHP to prevent homelessness	Housing Needs/Homelessness Forum	Voluntary, community and other support services	Distribute criteria	September 2015 On-going throughout period of Strategy
Working to improve standards in the private rented sector	➡ Links to Regulatory Services' PRS Action Plan	Regulatory services			
<b>Outcome</b>	<b>Action</b>	<b>Lead Responsibility</b>	<b>Partners</b>	<b>Measure</b>	<b>Timescale</b>
Coordinate services for residents with multiple needs and/or exclusions from services		Housing Needs	ASC CSC Health NPS CRC Drug/alcohol treatment	Referral mechanisms and governance mapped and agreed	January 2017
		Housing Needs/Adult Social Care	ASC Health NPS CRC Drug/alcohol treatment	Options for approach agreed	January 2017



	Promote innovation and best practice in tailoring services for vulnerable households	Homelessness Forum	Homelessness Forum	Best local and national practice reviewed	November 2015/on-going throughout period of Strategy
	Introduce Psychologically Informed Environments into Homelessness support services	Housing Needs	Providers	PIE introduced for appropriate services	2017/18 & continues via commissioning cycle
	Develop monitoring activities, including on the reasons why people sleep rough and why families are found to be intentionally homeless	Housing Needs	Street Outreach Team Children's Services	Opportunities for early intervention and support services are accessible and developed so that they meet the needs of residents with multiple needs	Autumn 2016
Improve support pathways for victims of domestic abuse	Map referral pathways and publicise	Domestic Abuse Strategy Steering Group		➡ Links to Domestic Abuse Strategy	
	Review the current provision to ensure the right resources are in place	Domestic Abuse Strategy Steering Group		➡ Links to Domestic Abuse Strategy	
	Monitor usage of sanctuary scheme	Domestic Abuse Strategy Steering Group	Housing Needs	Monitoring system in place	June 2016
Develop new partnership arrangement and joint working protocols with	Create a new joint working protocol with the National Probation Service and Community	Housing Needs	National Probation Service Thames Valley CRC	Joint working protocol in place	Autumn 2016



the new probation structure, to ensure the needs of offenders are met	rehabilitation Company to reflect new structures				
	Monitor numbers of offenders under new supervision arrangements and incidences of homelessness	CRC	Housing Needs	Prevention opportunities identified	Autumn 2016
	Develop process to enable early housing assessments and referrals	CRC	Prisons	Prisoners at risk of homelessness identified	Autumn 2016
	Develop information pack for prisoners on housing options	Housing Needs	CRC NPS	Info pack drafted	Autumn 2016
Develop the coordination and availability of services for people at risk of homelessness due to financial difficulties	Test type of advice and information available, accessibility and scope	Housing Needs	Homelessness Forum Money advice services	Services mapped	Autumn 2016
	Promote services to residents, landlords and other stakeholders	TBC	Homelessness Forum Money advice services Housing Needs	Services promoted	August 2016
Implement a new floating support service to prevent homelessness	Offer classes, workshops and group work covering activities such as accessing private rented sector accommodation and tenancy sustainment	Launchpad Reading Housing Needs	TBC	Programme launch	October 2015
	Develop a network of peer mentoring,	Launchpad Reading Housing Needs	TBC	Programme launch	October 2015



	support and peer-led activities				
	Publicity for landlords, services and residents on access to and offer from new service	Launchpad Reading Housing Needs	PRS landlords	Number appropriate referrals increases	October 2015
	Establish links with relevant service access points to ensure that any risk of homelessness is identified and prompt referrals made for floating support (e.g. CPE, Early Help Pathway, MASH, SPOA)	Launchpad Reading Housing Needs	CPE Early Help Pathway MASH SPOA	SLA/process in place	October 2015
Supporting Troubled Families to sustain suitable accommodation	➡ Links to Reading Borough Council Troubled Families Action Plan				
Improve coordination with Registered Providers regarding those at risk of Homelessness	Set up clear protocols with Registered Providers for prevention of homelessness	Housing Needs	Registered Providers Floating Support service	Protocols in place	December 2016
	Share best practice on homelessness prevention at Registered Provider forum	Housing Needs	Registered Providers	Training via RP forum	December 2015 onwards
Renew the current Access Panel and	Review Access Panel processes	Housing Needs	Access Panel	Review completed	August 2016





Homelessness Pathway policies and processes	Explore opportunities for effective local model of No Second Night Out, including assessment beds	Housing Needs	Providers	Options determined and included in future commissioning	August 2016
	Address level of need by focusing Floating Support resources on prevention of homelessness	Housing Needs	Access Panel Referring agencies Homelessness Forum	Increased level of homelessness prevention	October 2015
	Develop a commissioning strategy for accommodation-based homelessness support services	Housing Needs	Access Panel Referring agencies Providers Stat partners	Commissioning strategy in place	December 2015 then through commissioning cycle to 2020
	Review best practice and local data and outcomes for females, couples and people with dogs	Housing Needs	Access Panel Referring agencies Homelessness Forum	Informs commissioning strategy	August 2016
Consider breadth of housing support services and pathways available for young people	Regularly review joint-working protocol and confirm how it supports Southwark compliance	Housing Needs and Children's Social Care	Commissioning Team Providers	Protocol avoids use of B&B and is Southwark complaint Number of suitable placements in area; placements made out of area due to lack of availability locally	September 2015/on-going throughout period of Strategy



	Complete needs assessment and commissioning options for semi-independent supported accommodation for ages 16+ and other vulnerable young people (e.g. those leaving care or custody)	Children's Commissioning	Housing Needs and Children's Social Care	Commissioning options	2016/17
	Determine how the Young Person's Housing Panel supports related Strategic actions, meets the needs of young people and their pathways	Children's Social Care	Panel members Referring agencies Housing Needs	YPHSP reviewed and options appraised and developed	May 2016
Set up a homelessness forum	Establish membership and terms of reference	Housing Needs	CRC and Probation Health RBH Commissioned services Voluntary, community and faith based services Adult Social Care Children's Social Care	Commitment to joint working, service improvement and the aims of the Reading Homelessness Strategy	December 2015 then quarterly
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Refresh the information available	Introduce a personalised online	Housing Needs		Go live	Autumn 2016





on homelessness and provision of personalised housing advice on the Reading Borough Council website	response for applicants to Homechoice at Reading, providing enhanced housing options				
	Work with customers and stakeholders to test and evaluate the form and type of information we make available online	Housing Needs		Accessible information and maximises speed/efficiency/quality of customer service delivery	August 2016
Ensure information regarding homelessness is available at sufficient and appropriate locations across Reading	Develop campaign to publicise available support and advice services	Housing Needs	M&PR	Publicity on advice /support services	2016/17
	Provide additional training for agencies that may advise homeless customers face to face or online	Housing Needs	Homelessness Forum	Training available	2016/17
Prioritise availability of outreach activity for vulnerable residents most at risk of homelessness	Promote and support community advice and advocacy	Housing Needs	Homelessness Forum	Mapping of community resources	2016/2017
	Expand pre-tenancy training to Intentionally Homeless Households	Housing Needs	Social Care	Reduction of households in B&B paid for by social care.	June 2016
Proactively contact those that we know might be at risk of homelessness	Closely monitor the impacts of current and any future changes to the welfare benefit system and be proactive in ensuring that support is available for any	Housing Needs	Housing Benefit DWP	Approach for UC and benefit changes	Immediate/on-going throughout period of Strategy



	vulnerable households who may be at risk of homelessness				
	Review and trial initiatives to support mobility for social housing tenants who are under-occupying their homes	Housing Needs	Housing Benefit DWP Registered providers	Home exchange support	Immediate/on-going throughout period of Strategy
Ensuring effective and accurate information is available for people being discharged from hospital to prevent homelessness	Create a homelessness discharge protocol with Prospect Park Hospital and Royal Berkshire Hospital	Housing Needs	Prospect Park Hospital RBH	Mechanisms in place for hospital staff to notify the appropriate services at the point of the admission that a person is homeless	December 2016
	Review the accommodation finders service	Adult Commissioning Team	CMHT Housing Needs	Option for VfM effective mechanism	October 2015
	Monitor and review resource requirement for coordination of discharges	CMHT/Housing Needs	Prospect Park Hospital RBH	Option for VfM effective mechanism	2016/2017
Meet the criteria for the Gold Standard for the Housing Advice Service	Undertake a peer review of our Housing Advice Service to highlight any areas which require development and will implement service improvements as a result	Housing Needs		Peer review completed  Detailed development plan in place and regularly reviewed	2016 and on-going
	Focus on increasing the	Housing Needs		Quality assurance and	2015 and on-going



	quality of the advice available from our Housing Advice Service, including by conducting formal case reviews			case review system in place Number of cases audited Findings feed into development plan	
Work in Partnership with Adult Social Care and other services to provide targeted advice for older people living in poor quality accommodation	Provide training for Housing staff on support available from ASC services	Housing Needs/ASC	Training	Training programme	December 2016 and on-going
	Provide training for ASC on support available from Housing services	Housing Needs/ASC	Training	Training programme	2015 and on-going

