

Appendix C
Homelessness and Rough Sleeper Action Plan
2024/2025



Priorities:

- 1) Prevention and Relief of Homelessness
- 2) Provision of Good Quality Temporary Accommodation
- 3) The Delivery of new Affordable and Social Rented Homes
- 4) Support of Homeless Households

Priority one: Prevention and Relief of Homelessness

Objective	Measure	Service Involvement	Updates	Status
<p>Continuous improvement in our homelessness prevention and relief work.</p>	<ul style="list-style-type: none"> • Increased training opportunities for staff to understand best practice. • Reduction in repeat homelessness cases. • Government statistical returns (HCLIC) 	<ul style="list-style-type: none"> • Rough Sleeper Team • Housing Options • Housing Supply • Lettings • Temporary Accommodation Team 		
<p>Increase the number of Private Rented properties available and avoiding unnecessary Private Rented evictions by engaging with Private Landlords.</p>	<ul style="list-style-type: none"> • Maintain a dedicated staffing resource for private sector tenancy sustainment. • Internal KPI's relating to number of tenancies set-up within the Private Rented Sector as well as new properties becoming available. • Reduction of approaches from Housing Options to Housing Supply. 	<ul style="list-style-type: none"> • Housing Options • Housing Supply • Lettings • Development • Private Sector Landlords 		
<p>A reduction in the numbers of those rough sleeping with the ambition to eradicate sleeping rough within Stevenage.</p>	<ul style="list-style-type: none"> • Measured by Rough Sleeper Count and verified by Homelesslink. • Effective communication with the public about homelessness and rough sleeping including 	<ul style="list-style-type: none"> • Housing Options • No More Service • Multi-agency such as Mental Health, Police, Stevenage Haven, etc. 		

	myth busting and the provision of Advice and Support to single 'non-priority' homeless applicants.			
Review the Housing Futures model and funding available to support it.	<ul style="list-style-type: none"> • Internal KPI's • Use satisfaction surveys to understand customer satisfaction levels. • Customer Case Studies 	<ul style="list-style-type: none"> • Housing Options • No More Service • Finance • Multi-agency such as Mental Health, Police, Stevenage Haven, etc 		
Aim to reduce the number of days applicants are waiting in Temporary Accommodation by utilising the option to discharge cases owed a duty into the Private Rented Sector.	<ul style="list-style-type: none"> • Increase in the numbers of cases discharged into the Private Rented Sector. 	<ul style="list-style-type: none"> • Housing Options • Housing Supply Teams • Lettings & Temporary Accommodation Team • Private Sector Landlords 		
Provision of advice on housing affordability to ensure sustainability outcomes for all customers.	<ul style="list-style-type: none"> • Income maximisation shown in internal KPIs. • Number of referrals to support services. 	<ul style="list-style-type: none"> • Housing Options • Housing Supply • Citizens Advice • Job Centre • Welfare, Benefit and Debt Advice 		

<p>Review of Cold Weather Provision to ensure that they are fit for purpose.</p>	<ul style="list-style-type: none"> • Number of referrals during Severe Weather Emergency Protocol. • Reduction of cases placed into Bed and Breakfast Provisions. 	<ul style="list-style-type: none"> • Rough Sleeper Team • No More Service • Temporary Accommodation Team • Housing Options 		
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Priority two: Provision of Temporary Accommodation

Objective	Measure	Service Involvement	Updates	Status
<p>Review portfolio of temporary accommodation properties of various sizes and types, helping to meeting customer needs and minimize the use of Bed and Breakfast provisions.</p>	<ul style="list-style-type: none"> • New development due to be available Autumn 2024. • Reduction of cases placed into Bed and Breakfast Provisions. • Measured by the Government Statistical Return HCLIC. • Monthly monitoring of Bed and Breakfast spends. • Finish the development of specialist emergency and temporary accommodation in Dunn Close with accommodation suitable for those with physical disabilities. 	<ul style="list-style-type: none"> • Lettings • Temporary Accommodation Team • Development • Housing Options 		

Work with partners internally and externally who can offer specialist support, including Welfare Debt & Advice Team to help reduce rent arrears whilst in Emergency/Temporary Accommodation.	<ul style="list-style-type: none"> • Measured by the monthly arrears data. • Referrals to Welfare Debt & Advice Team • Referrals to specialist support services. 	<ul style="list-style-type: none"> • Income Team • Welfare Debt & Advice Team • Specialist partner agencies. 		
Value for money and transparency of service charges.	<ul style="list-style-type: none"> • Use satisfaction surveys to understand customer satisfaction levels. 	<ul style="list-style-type: none"> • Lettings • Temporary Accommodation Team • Income Services • Finance 		

Priority Three: Housing Development

Objective	Measure	Service Involvement	Updates	Status
The provision of 500 new and affordable homes over 10 years.	<ul style="list-style-type: none"> • Measured by the number of accommodation units available. 	<ul style="list-style-type: none"> • Housing Development 		
The development of high-quality accommodation that will create move on possibilities for those in temporary accommodation.	<ul style="list-style-type: none"> • Less time spent in temporary accommodation monitored by business unit KPI's. 	<ul style="list-style-type: none"> • Housing Development • Housing Options • Temporary Accommodation Team 		

To provide accommodation that has reduced running costs as a result of designs that allow for better insulated properties.	<ul style="list-style-type: none"> • Use satisfaction surveys to understand customer satisfaction levels. 	<ul style="list-style-type: none"> • Housing Development 		
To utilise private sale schemes within the Housing Revenues Account to cross subsidise further development of affordable accommodation.	<ul style="list-style-type: none"> • Monitoring of spends. 	<ul style="list-style-type: none"> • Housing Development • Finance 		

Priority Four: Support for Homeless Households

Objective	Measure	Service Involvement	Updates	Status
Effective tenancy sustainment to reduce incidences of homelessness, including support for families and vulnerable adults to maximise their income and mitigate the effects of welfare reform.	<ul style="list-style-type: none"> • Measured by fewer approaches and repeat homelessness. • Income maximisation shown by KPIs • Increase number in referrals to Debt & Advice Team. 	<ul style="list-style-type: none"> • Housing Options • Housing Supply • Income Services • Welfare, Benefit and Debt Advice 		
Better cross-tenure support from temporary accommodation to permanent accommodation.	<ul style="list-style-type: none"> • Increase on sustained tenancies. • Use satisfaction surveys to understand customer satisfaction levels. 	<ul style="list-style-type: none"> • Tenancy Services • Community Safety • Income Services • Specialist Support Services 		

<p>Continued collaborative working with our partners at strategic and operations level to better support customers and prevent homelessness.</p>	<ul style="list-style-type: none"> • Joint agency approach in supporting customers. • Homelessness forum which incorporates Health partners. • Joint Housing Protocol meetings. 	<ul style="list-style-type: none"> • Community Advice and Support Teams: SADA, No More, Welfare Benefit and Debt Advice • Hertfordshire County Council • Herts Young Homeless • The Haven • Aldwyck • OneYMCA • Housing Associations • Local Authorities within Hertfordshire • Mental Health services • Police, • CGL 		
<p>A supported, streamlined, and effective customer journey for all customers whilst they are given appropriate housing and homelessness advice,</p>	<ul style="list-style-type: none"> • Measured by fewer complaints received via the Council's complaints team. • Measured by reduction in Rough Sleeping via the 	<ul style="list-style-type: none"> • Housing Options • Housing Supply • Customer Service Centre 		

including the provision of advice and support to single non-priority homeless applicants.	Rough Sleeper count.			
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