Appendix C

Homelessness and Rough Sleeper Action Plan

2026/2027



Priorities:

1) Prevention and Relief of Homelessness
2) Provision of Good Quality Temporary Accommodation in Housing Futures
3) Support of those Rough Sleeping

1) Priority one: Prevention and Relief of Homelessness

Objective	Measure	Service Involvement	Updates	Status
Secure funding of Rough Sleeper Team beyond end of March 2026	• How much funding is successfully obtained to sustain the Rough Sleeper Service	• Rough Sleeper Team • Finance	Funding confirmed for 2026-2029	Complete
Continuous improvement in our homelessness prevention and relief work.	• Increased training opportunities for staff to understand best practice. • Reduction in repeat homelessness cases. • Government statistical returns (HCLIC) • Monthly government reports on Rough Sleeping figures (DELTA) • Identify hidden homeless cohort i.e. sofa surfing, especially amongst more vulanerable groups such as single women, Armed Forces personnel and care experienced residents.	• Rough Sleeper Team • Housing Options • Housing Supply • Lettings • Temporary Accommodation Team • Public Health • HCC	Continue with updating all reports and statistics accurately an in a timely manner	Ongoing
A reduction in the numbers of those rough sleeping with the ambition to eradicate sleeping rough within Stevenage.	• Measured by annual Rough Sleeper Count and verified by Homelesslink. • Effective communication	• Rough Sleeper Team • Housing Options • No More Service • Multi-agency such	• Rough sleeper count reduced from 14 in 2024 to 10 in 2025 • 2026 Rough Sleeper	Ongoing (updated annually)

	with the public about homelessness and rough sleeping including myth busting and the provision of Advice and Support to single 'non-priority' homeless applicants.	as Mental Health, Police, Stevenage OneYMCA, etc.	Count confirmed for night of 19th – 20th of November • Monthly rough sleeper numbers recorded onto DELTA for MHCLG	
Continuous improvement of Housing Futures accommodation model and funding available to support it.	• Internal KPI's • Use satisfaction surveys to understand customer satisfaction levels. • Customer Case Studies • Feedback from internal teams and external partners on ways to improve service	• Rough Sleeper Team • Housing Options • No More Service • Finance • Multi-agency such as Mental Health, Police, Stevenage OneYMCA, etc	• Awaiting handover of 2 Julians Road to return to Housing Futures use • New Void path to ensure properties are kept to an acceptable standard and maintained • Funding from MHLCG confirmed for 2026-29	Ongoing
Review of Cold Weather Provision as a whole and examine how 2 Julians Road can be utilised when it becomes part of Housing Futures	• Reduction of cases placed into hotels • Obtaining alternative provision to hotels with purpose made accommodation for SWEP/CWP	• Rough Sleeper Team • Housing Options • Police	• Awaiting handover of 2 Julians Road to begin planning • Preliminary planning shows hotel usage may be the best financially viable option for our client numbers and durations of SWEP • Further investigation being done into a	Ongoing

			dedicated Cold Weather Provision running November – March	

2) Priority two: Provision of Good Quality Temporary Accommodation in Housing Futures

Objective	Measure	Service Involvement	Updates	Status
Applying enhanced housing benefit to high needs clients/accommodation	• Find out if it is possible and if so, implement it for qualifying accommodation/clients	• Rough Sleeper Team • No More Service • Finance	Unlikely to be possible due to the amount of clients who work accessing the accommodation and prohibitive cost of accommodation if used	Com plete
2 Julians Road (or similar/equiavent property) to be returned to be used for Housing Futures accommodation	• Housing Futures to increase by 8 bed spaces which will meet the original Housing Futures bed space unit size of 25 units	• Rough Sleeper Team • Temporary Accommodation	Awaiting the completion of the new TA accommodation building at Dunn Close so that 2 Julians Road can be decanted and handed over for Housing Futures use	Ongo ing

Work with partners internally and externally who can offer specialist support, including Welfare Debt & Advice Team to help reduce rent arrears whilst in Housing Futures Accommodation.	• Measured by the monthly arrears data. • Referrals to Welfare Debt & Advice Team • Referrals to specialist support services.	• Rough Sleeper Team • Income Team • Welfare Debt & Advice Team • Specialist partner agencies.	• Ongoing work to keep arrears as low as possible • Most clients being supported and doing well to maintain payments • Many clients accessing social housing due to keeping on top of their rent and being eligible for Housing Register	Ongoing
Value for money and transparency of service charges.	• Use satisfaction surveys to understand customer satisfaction levels.	• Rough Sleeper Team • Lettings • Temporary Accommodation Team • Income Services • Finance	• Service charges all calculated using appropriate usage and price information and regularly reviewed to ensure fair and transparent	Ongoing
Effective tenancy sustainment to reduce incidences of homelessness, including support for vulnerable adults to maximise their income and mitigate the effects of welfare reform.	• Measured by fewer approaches and repeat homelessness. • Income maximisation shown by KPIs • Increase number in referrals to Debt & Advice Team. • Reduction in evictions from Housing Futures	• Rough Sleeper Team • Housing Options • Housing Supply • Income Services • Welfare, Benefit and Debt Advice	• Internal Housing Futures Support Worker means all clients given regular intensive 1 to 1 support where needed • We have seen a reduction in evictions and warnings over the last year	Ongoing

Better cross-tenure support from Housing Futures to permanent accommodation.	• Increase on sustained tenancies. • Use satisfaction surveys to understand customer satisfaction levels.	• Rough Sleeper Team • Lettings • Tenancy Services • Community Safety • Income Services • Specialist Support Services	• Working more closely with Residents services to ensure handover of particularly vulnerable clients is managed properly • RS Team completing visits with clients after they have moved into permanent accommodation where necessary to ensure move in process is completely properly	Ongoing

3) Priority 3: Support of those who are or who have been Rough Sleeping

Objective	Measure	Service Involvement	Updates	Status
Creation and implementation of Community Hub/Drop In designed for vulnerable residents of Stevenage and particularly those who have experienced rough sleeping and have complex needs	• Operational drop in that is open multiple times a week	• Rough Sleeper Team • Investment • No More Service • Finance • Commercial services • Councilors	• The Homelessness Community Hub has been open since March 2026 • Length of lease unknown as still commercially up for let however wish to keep this for as long as possible • The 5 months it has been operating it has grown and become successful Drop In	Complete

No Second Night Out	• To reduce the number of nights someone rough sleeps, with an aim to prevent a second night on the streets	• Rough Sleeper Team • Temporary Accommodation • Community Safety	• Process with Housing Options completed to ensure anyone who is verified as genuinely street homeless can be assessed on the day so any homelessness relief can be acted on as swiftly as possible • 2 Julians Road being considered for 1 or 2 beds to remain as very short term occupation (4 weeks) for any verified Rough Sleepers until further accommodation found to support No Second Night Out initiative	Ongoing
Continued collaborative working with our partners at strategic and operations level to better support customers and prevent homelessness.	• Joint agency approach in supporting customers. • Homelessness forum which incorporates Health partners. • Joint Housing Protocol meetings.	• Community Advice and Support Teams: SADA, No More, Welfare Benefit and Debt Advice, Rough Sleeper Team • Hertfordshire County Council • Feed Up Warm Up • Herts Young Homeless	• Continuous work being done to maintain and improve collaborate working and partnership relationships we already have while developing new areas • Team attending Feed Up Warm Up every 2 weeks • Quarterly Rough Sleeper MDT chaired by RS Manager with attendees from police, probation,	Ongoing

		• The Haven • Aldwyck • OneYMCA • Housing Associations • Local Authorities within Hertfordshire • Mental Health services • Police, • CGL	mental health, No More Service, CGL, Feed Up Warm Up and other local partners • Work being done with RS Team and Housing Options with the local NHS Mental Health partnership to improve process and system for information sharing and discharges to ensure some of the most vulnerable service users get support and care they need in a timely fashion	
A supported, streamlined, and effective customer journey for all customers whilst they are given appropriate housing and homelessness advice, including the provision of advice and support to single non-priority homeless applicants.	• Measured by fewer complaints received via the Council's complaints team. • Measured by reduction in Rough Sleeping via the Rough Sleeper count. • Customer satisfaction surveys	• Rough Sleeper Team • Housing Options • Housing Supply • Customer Service Centre	• Service users have contact details of team directly • Housing Futures support worker on site • Continue to work closely with Housing Options to provide timely and effective advice to single non-priority homeless applicants	Ongoing

Attend Feed Up Warm to identify and support rough sleepers who may attend but do not engage usually with homeless services or the council to ask for assistance	• Attend FUWI bi-weekly • Continued partnership working	Rough Sleeper Team	• CGL and RS project introduced to FUWU by RST • RST attended fortnightly Monday drop in at FUWU • RST invited and attended training organised by FUWU • Great results over the last year with many clients identified, supported and housed appropriately through joint working between organisations to build trust and rapport with clients	Ongoing
Collaborative working with local Police	• Continuation of regular partnership meetings • Police attending regular Rough Sleeper MDT meetings and Early Morning Outreach • Attend JAG and So Safe Partnership meetings		• Regular meetings with police ASB officer • Awaiting notice of dedicated officer for Rough sleeper outreach (Op Urban) • Early outreach/Op Urban timing and invites changed – outreach at 6 am • RS Manager attending JAG and So Safe Partnership meetings	Ongoing