

Homelessness Strategy Action Plan 2012 - 2016

Priority Areas

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| Prevention |
| Partnership working |
| Welfare & Policy reform |
| Young People |
| Rough Sleeping |

* Overarching Priority 'Move On' built into each priority area

Priority 1. Prevention - Early intervention and prevention play an important role in tackling homelessness. By being innovative in our approach to finding prevention opportunities we can ensure that those who are at risk of homelessness or already homeless can access appropriate advice, assistance and suitable accommodation. This priority focuses on maximising opportunities for people at risk of homelessness to sustain their accommodation, and relieving homelessness at the earliest opportunity.

This priority also incorporates actions made possible through the dCLG sub regional grant funding to tackle and prevent single homelessness. Actions resourced by additional dCLG grant funding (Lincolnshire – Rutland sub region) identified within action plan as 'Sub Regional Grant Funding'

| What we will do? | How will we do it? | When will we do it? | Who will help? | What will success look like? | Resources |
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| Develop resources and information for practitioners and customers across Lincolnshire and Rutland | Develop and maintain a comprehensive multi-agency directory of services and resources that can be used by practitioners across Lincolnshire and Rutland to signpost customers to the services they need | 31 st March 2013 | Led by Sub Regional Homelessness Strategy Officer Public Health (formally Supporting People) All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Comprehensive directory of services and resources developed and reviewed annually. Customers signposted to the right services to meet their needs | Sub Regional Grant Funding |
| | Raise awareness of the universal nature of homelessness by | 31 st December 2013 | Led by Sub Regional Homelessness Strategy Officer | Successful campaign including media, social media and | Sub Regional Grant Funding |

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| | carrying out a 'breaking the myths' campaign and homelessness roadshow | | Public Health (formally Supporting People) All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | other information sharing mechanisms such as bus advertising, waste vehicle advertising | |
| | Develop and promote the LCHSG website for customers | 31 st December 2012 | Led by Sub Regional Homelessness Strategy Officer | Website up and running, organisations are aware of the website and can sign post to it. | Sub Regional Grant Funding |
| | Develop the LCHSG website 'practitioner page' | 31 st December 2012 | Sub Regional Homelessness Strategy Officer | Website in place and service providers are aware and use and contribute to the website | Sub Regional Grant Funding |
| | Develop a range of literature in line with the priorities and actions of the LCHSG for customers and practitioners | 31 st December 2012 | Sub Regional Homelessness Strategy Officer | Literature developed and printed. Raised awareness of the project. | Sub Regional Grant Funding |
| | Produce quarterly e-newsletters for practitioners | 31 st December 2012 for set up and throughout the life of the strategy | Sub Regional Homelessness Strategy Officer | e-newsletters focused in the priorities of the strategy and circulated quarterly | Sub Regional Grant Funding |
| | Explore the use of social media to raise awareness and promote the work of the LCHSG | End 2012 and throughout the life of the strategy | Sub Regional Homelessness Strategy Officer | Widely promoted launch on face book and twitter pages | Sub Regional Grant Funding |
| Implement a No Wrong Door Model across Lincolnshire and | Ensure that all non priority households | March 2013 and throughout life of the | All Lincolnshire Housing Authorities | Increase in Non priority households | Sub Regional Grant Funding |

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| Rutland to address and prevent homelessness for non priority households, ensuring that all homeless people approaching an authority receive assistance | who are homeless or at risk of homelessness, approaching an authority for assistance are offered advice, support and access to accommodation. | strategy | (Lincolnshire – Rutland sub region) Led by Sub Regional Homelessness Strategy officer Homeless link dCLG | helped Decrease in homelessness | |
| | Introduce standard letters and action planning mechanism to enable advice and action plan tailored for each customer. This should be confirmed in writing for the customer to take away | March 2012 and throughout life of the strategy | Led by Sub Regional Homelessness Strategy officer All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Homeless link dCLG | Increase in Non priority households helped Decrease in homelessness Increased homelessness prevention Letter and action plan template in place | Sub Regional Grant Funding |
| | Where appropriate and suitable provide assistance with travel to households to enable access to appropriate accommodation to prevent or relieve homelessness | Throughout life of the strategy | Led by Sub Regional Homelessness Strategy officer | Consistent approach taken by all Local Authorities. Criteria in place for when to issue warrants for all to work to | Sub Regional Grant Funding |
| Develop robust procedures for supporting, assessing and accommodating people leaving hospital | Develop a protocol in partnership with Lincolnshire hospitals to prevent homelessness through joint working | 31 st December 2014 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Lincolnshire Hospitals | Protocol developed with the aim of no one being discharged from hospital to the streets or inappropriate accommodation | Sub Regional Grant Funding |

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| Develop a consistent approach to offering rent deposits for non priority households, based on existing best practice models | Review existing bond schemes countywide to understand effective and value for money ways of working | 31 st December 2012 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Increase number of tenancies established and sustained in the private rented sector Understand the best approach to a deposit guarantee scheme | Sub Regional Grant Funding |
| | Explore the extension of current rent deposit schemes to incorporate non priority households | 31 st December 2014 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Non- priority households can access the deposit guarantee schemes | Sub Regional Grant Funding |
| | Explore the options for development and administration of a specific rent deposit scheme for rough sleepers and non priority households | 31 st December 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Non- priority households can access the deposit guarantee schemes | Sub Regional Grant Funding |
| | Explore options for ensuring that all PRS properties secured through rent deposit schemes meet the required HHSSRS standard | 31 st December 2015 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | PRS properties let with Deposit Guarantees are inspected and meet the HHSRS standard One practitioner trained in each district | Sub Regional Grant Funding |
| Support households across Lincolnshire and Rutland facing eviction and repossession through financial difficulty to remain in their home | Actively promote, through Housing Options case work, opportunities to prevent homelessness through the Mortgage Rescue | Throughout life of the strategy | Lead Provider - Waterloo NHAS Homes and Community Agency | Stabilise households financial situation homeowners prevented from losing their home Increase in homeless preventions | Mortgage Rescue Scheme Preventing Repossession Fund |

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| | scheme | | All Lincolnshire Housing Authorities | for people with rent/mortgage arrears | |
| | Establish a mechanism for households who have benefited from the mortgage rescue scheme to contact L/A if now vulnerable as a result of HB changes | Throughout life of the strategy | | Effective use of housing stock Increase in homelessness prevention | |
| Ensure households across Lincolnshire and Rutland are able to access timely debt advice | Understand and develop debt advice provision across Lincolnshire and Rutland | 31 st December 2014 | Led by Sub Regional Homelessness Strategy officer Public Health (formally Supporting People) All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Increased awareness and access to debt advice Analysis of provision across Lincolnshire and inclusion in a directory of services | Sub Regional Grant Funding |
| | Develop links with Lincolnshire Credit Union and actively promote and monitor access | 31 st December 2014 | Led by Sub Regional Homelessness Strategy officer Public Health (formally Supporting People) All Lincolnshire Housing Authorities | Improved financial stability | |
| | Promote the free court desk schemes across Lincolnshire and Rutland | Throughout life of the strategy | Led by Sub Regional Homelessness Strategy officer Public Health | Increased awareness of the scheme to prevent homelessness | Sub Regional Grant Funding |

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| | | | (formally Supporting People) All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Homelessness through court repossessions prevented | |
| Maximise opportunities for people preparing to leave supported accommodation to make a planned and timely move | Establish tenancy training courses across Lincolnshire and Rutland | 31 st December 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Supported Housing Providers Axiom | Improved tenancy sustainment Ability to access private rented accommodation where appropriate | Sub Regional Grant Funding |
| | Ensure prioritisation across all Local Housing Authority allocation schemes to people preparing to move on from supported accommodation, including those leaving care | Throughout life of the strategy | All Lincolnshire Housing Authorities Leaving Care Service Supported Housing and Floating Support Providers | Increased planned move on Increased capacity in supported accommodation projects | Within existing resources |
| | Deliver housing options surgeries where appropriate to widen access to housing advice and engage people who might otherwise be difficult to reach | 31 st December 2012 | Pathways Centre All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) LCHSG partners | Increased move on Regular surgeries provided to assist move on from quick access supported accommodation | Sub Regional Grant Funding |
| | For individuals ready to move, develop a consistent, readily accepted supporting statement to confirm | June 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Increased move on Commonly agreed proforma | Sub Regional Grant Funding |

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| | they are “ready to move” | | Supported Housing Providers Leaving Care Service Registered Providers | | |
| Develop accommodation and tenancy sustainment pathways for people leaving prison and high risk offenders | Monitor the numbers and outcomes of prisoners released into Lincolnshire and Rutland | 31 st December 2014 | Prison protocol sub group | | Within existing resources |
| | Develop a mechanism for Courts to notify LA’s when an individual is sentenced to enable appropriate support to sustain the tenancy or to end tenancy appropriately | Throughout life of the strategy | Prison protocol sub group Lincolnshire Probation Trust HM Court Service | Tenancy sustainment for prisoners on short-term sentences to prevent homelessness on release Rent arrears not incurred | Sub Regional Grant Funding |
| | Implement prison release protocol to meet the needs of offenders and reduce the offending risks associated with homelessness | 31 st December 2014 | | Protocol developed with the aim of no one being discharged to the streets or inappropriate accommodation | Sub Regional Grant Funding |
| | Develop relationships with key services to prevent homelessness within the offender cohort and enable positive and timely move on | Throughout life of the strategy | Lincolnshire Probation Trust Lincolnshire action Trust Nacro YMACA | Knowledge is shared to enable tenancy sustainability for prison leavers and decreased re-offending. | Sub Regional Grant Funding |
| | Commitment to support high risk | Throughout life of the strategy | Lincolnshire Probation Trust | Cross boundary working to prevent | Sub Regional Grant Funding |

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| | offenders in suitable accommodation in line with MAPPA requirements | | MAPPA Lincolnshire Police | homelessness and minimise risk | |
| Maximise opportunities for people at risk of homelessness to retain their accommodation or to make a planned move to suitable accommodation | Establish pre eviction protocols between supported housing providers, social housing providers and All Lincolnshire Housing Authorities for households at risk of homelessness so that a support package can be put in place | 31 st December 2013 | Supported housing providers All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Registered Providers Local Vulnerable Adult Panels Public Health | Protocols established with all RP's and Supported Housing Providers Reduce abandonment and eviction across Lincolnshire Improved tenancy sustainment through intervention | Sub Regional Grant Funding |
| | Ensure that supported housing providers engage with All Lincolnshire Housing Authorities to arrange planned moves from supported accommodation | Throughout life of the strategy | Supported housing providers All Lincolnshire Housing Authorities Registered Providers Local Vulnerable Adult Panels | Protocols established with all RP's and Supported Housing Providers Reduce abandonment and eviction across Lincolnshire including a short form detailing the intended eviction reasons etc Increased move on from supported housing | Within existing resources |
| | Raise awareness of and support the delivery of the services to prevent | Throughout the life of the strategy | Families Working Together Team Local Vulnerable | Tenancy sustainment and support for families with complex needs | |

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| | homelessness for families with complex needs | | Adult Panels | | |
| Develop a consistent, effective and value for money approach to preventing homelessness for victims of domestic abuse in Lincolnshire | Explore options for developing consistent approach to providing assistance to victims of domestic abuse to enable them to remain in their own homes, based on more suitable alternative accommodation and existing best practice models | Throughout life of the strategy | All Lincolnshire Housing Authorities Domestic Abuse Service Manager Lincolnshire Police Women's Aids | Reduce repeat victims of crime and homelessness prevention | Within existing resources |
| | Facilitate training for the county group practitioners | 31 st December 2012 | All Lincolnshire Housing Authorities Domestic Abuse Service Manager IDVA Service | Cross boundary working | Within existing resources |

Priority 2 Partnership Working – Partnership working underpins the delivery of a comprehensive and holistic service to households that are homeless or threatened with homelessness. The complexity of homelessness requires innovative partnership working, sharing skills, expertise and supporting one another - to prevent and tackle homelessness for each person in need of our services.

Partnership working on homeless prevention and homelessness involves a considerable range of agencies dealing with a wide range of issues. Lincolnshire authorities and agencies have a strong track record of working together through the Lincolnshire County Homelessness Strategy Group and will continue to work as a multi disciplinary partnership to achieve positive outcomes to support homeless and vulnerable people.

This priority also incorporates actions made possible through the dCLG sub regional grant funding to tackle and prevent single homelessness. Actions resourced by additional dCLG grant funding (Lincolnshire – Rutland sub region) identified within action plan as ‘Sub Regional Grant Funding’

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| | Subject to resource availability maintain ongoing commitment to Sub Regional Homelessness Strategy Officer post | On an annual basis | | Officer in post for the duration of the strategy | Lincolnshire District Council contributions *subject to resource availability |
| | Provide administrative coordination to coordinate the delivery of Single Homelessness and Rough Sleeper Grant Funding | Throughout life of the strategy | LCHSG | Action plan for the coordination of the Single Homelessness and Rough Sleeper Grant funding | Sub Regional Grant Funding |
| | Ongoing commitment to the LCHSG to provide a partnership strategic approach to countywide homelessness issues | Throughout life of the strategy | All LCHSG attendees | Ongoing representation at LCHSG meetings Maintain monthly meetings | Within existing resources |

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| | Re-launch local homelessness Forums ensuring local authority led and supported by partner agencies and align with LCHSG priorities and cover local issues for partners to exchange information and best practice | 31 st December 2012 | All Lincolnshire Housing Authorities LCHSG Partners | Co-ordinated, and inclusive services with a multi-disciplinary approach to meeting need, to deliver the homelessness strategy action plan Annual programme of homeless forums in each area | Within existing resources |
| Ensure that the LCHSG has robust and transparent governance arrangements, to include monitoring the progress of the Homelessness Strategy Action Plan | Revise Terms of Reference for the Lincolnshire County Homelessness Strategy Group | 31 st December 2012 | Lincolnshire Supported Housing Partnership All Lincolnshire Housing Authorities | Clear and robust governance in place Terms of Reference | Within existing resources |
| | Ensure clear governance is in place for decision making and use of resources | 31 st December 2012 | Lincolnshire Supported Housing Partnership All Lincolnshire Housing Authorities | Formal governance structure and monitoring of progress Clear decision making arrangements for funding and resources | Within existing resources |
| | Formal report on the progress against the action plan to be delivered to the Supported Housing Partnership on an annual basis | On an annual basis throughout the life of the strategy | LCHSG Chair LCHSG Vice Chair Sub Regional Homelessness Strategy Officer | Progress and achievements shared | Within existing resources |

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| | Monitor the delivery of the Homelessness Strategy action plan including sharing budget information | Throughout life of the strategy | | Report bi-annually to relevant committee on progress with the action plan Transparent service delivery | |
| Establish an agreed minimum standard of monitoring at district level for homeless, advice & prevention cases | Commitment to continue to complete P1E returns | Throughout life of the strategy | All Lincolnshire Housing Authorities | Robust data on statutory homelessness and homelessness prevention can inform service development and delivery P1E returns completed quarterly | |
| | Monitoring prevention activity including non statutory single homeless | Throughout life of the strategy | | Increased prevention demonstrated through increase in P1E prevention | |
| Ensure a multi agency approach is taken to assist with securing accommodation options for complex cases | Introduce the 'vulnerable adults panel' model or equivalent in each district across Lincolnshire and Rutland | 31 st December 2015 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Sub Regional Homelessness Strategy Officer | Increased move on Reduction in homelessness | Sub Regional Grant Funding |
| | Explore options for ensuring access to resources for VA panels to prevent homelessness by developing practice | 31 st December 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Sub Regional | Increased move on Reduction in homelessness | Sub Regional Grant Funding |

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| | <p>guidance to assist decision making on a case by case basis</p> <p>Develop application and approval process and explore options for the release of funds (including funding limits)</p> | | Homelessness Strategy Officer | | |
| <p>Develop knowledge and expertise of practitioners across Lincolnshire and Rutland to maximise opportunities to prevent and tackle homelessness</p> | <p>Facilitate and deliver training and shadow practitioners across Lincolnshire and Rutland in line with strategic priorities, and emerging needs to develop awareness and understanding of services to tackle homelessness effectively</p> | Throughout life of the strategy | <p>All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region)</p> <p>National Homelessness Advice Service</p> | Homelessness workshops ran across each authority | <p>Sub Regional Grant Funding</p> |
| | <p>Enhance links with providers of Supporting People Funded services through the Provider executive</p> | Throughout life of the strategy | Chair of Provider Executive | Greater links and shared information issues and barriers addressed | |
| <p>Improve referral pathways for supported housing across Lincolnshire</p> | <p>Develop and adopt a standardised referral form across all supported housing services in Lincolnshire</p> | 31 st December 2012 | <p>LCHSG</p> <p>Public Health</p> <p>Supported Housing Providers</p> | Standard referral form and process in place. | |
| | <p>Explore the options for developing a central referral point</p> | 31 st December 2013 | All Lincolnshire Housing Authorities | Central referral system and best use of supported | |

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| | for supported accommodation providers in Lincoln based on existing best practice models | | All Supported Housing Providers Public Health | housing and reduced homelessness | |
| Better understand customer experiences of homelessness and prevention services in Lincolnshire | Engage with customers to survey their experience of homelessness services | Throughout life of the strategy | All Lincolnshire Housing Authorities All Supported Housing Providers Public Health | Engagement with customers and service delivery informed by service users | |
| | Explore the options for including customers in LCHSG and District Forums | Throughout life of the strategy | | | |

Priority 3 Welfare & Policy Reform – To meet the challenges of economic change and welfare and policy reform it's essential to monitor the impact of the changes to reduce and manage the demand on our homelessness services through developing access routes into the private rented sector and preventing eviction.

The Government's ambitions to improve the affordability, stability and quality of housing are inextricably linked to the benefits system. The best way to help people build a secure future for themselves and their families is to help them find a job. The Government has introduced a radical package of reforms through the Welfare Reform Bill, which will make the most fundamental reforms to the social security system for 60 years. It will deliver a system that is simpler, fairer and ensures that work always pays, helping to break the cycles of deprivation that trap people in poverty and unsuitable housing.

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| Develop partnership working agreements between All Lincolnshire Housing Authorities , Housing Benefit Teams and Job Centre Plus across Lincolnshire and Rutland | Establish effective referral and information sharing processes between HB teams and HO teams | End 2012 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) All Housing Benefit Teams Job Centre Plus | Information shared freely between teams | Sub Regional Grant Funding |
| | Representatives from JCP and HB Teams to attend LCHSG meetings | Throughout life of the strategy | All All Lincolnshire Housing Authorities All Housing Benefit Teams Job Centre Plus | JCP and HB representatives attend the LCHSG meetings | |
| | Ensure each Local Authority has a mechanism to | Throughout life of the strategy | All Lincolnshire Housing Authorities | Agreements in place to share information on: | |

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| | understand the households that will receive a reduced amount of benefits when transitional protection ends, to enable a planned service response | | All Housing Benefit Teams Job Centre Plus | Claimant Name Household Address Current Claim (status / type) Date Affected by Change | |
| | Include policy updates as standing agenda item at the LCHSG to generate discussion and collaboration | Throughout life of the strategy | All Lincolnshire Housing Authorities | Evidence used to inform policy and services | Within existing resources |
| Work together to mitigate the impacts of the Welfare Reform Act | Negotiation with landlords to delay or prevent eviction | Throughout life of the strategy | All Lincolnshire Housing Authorities | Households are able to remain in their home or access alternative accommodation | Within existing resources |
| | Explore options to mitigate the impact of the changes to the single room rate by maximising the availability of good quality, well managed single rooms for rent for the under 35's, e.g. supported lodgings, securing nomination rights during the HMO licensing process. | 31 st December 2015 | Private Sector Teams All Lincolnshire Housing Authorities | Single people, under 35, are able to access rooms for rent | Within existing resources |
| | Liaise and share housing needs information with registered providers | Throughout life of the strategy | Registered Providers Planning Teams | Affordable accommodation available to meet housing need | Within existing resources |

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| | and developers to ensure that new build accommodation meets housing need and promotes affordability | | | | |
| | Explore options for a house share model across Lincolnshire and Rutland | 31 st December 2015 | All Lincolnshire Housing Authorities Registered Providers Private Sector Teams | Improve availability of appropriate and affordable accommodation | Within existing resources |
| | In partnership with Registered Providers, review Local Lettings Plans to ensure they promote sustainable communities whilst meeting housing need | 31 st December 2012 | All Lincolnshire Housing Authorities Registered Providers Strategy & Enabling Teams | Appropriate and evidenced Local Lettings Plans are in place with agreed annual reviews | Within existing resources |
| Develop and monitor use of Discretionary Housing Payments to prevent homelessness | Agree referral routes and criteria for HO to refer customers to HB for a DHP assessment | Throughout life of the strategy | Housing Benefit Teams All Lincolnshire Housing Authorities | Allows DHP to be used to prevent homelessness, for example offering rent deposits / supplement rent in short term / longer term supplement for those households who cannot move | Within existing resources |
| | Develop a consistent mechanism for recording where DHP has prevented | 31 st December 2014 | Led by sub regional homelessness strategy officer | Increased homelessness prevention recorded | Within existing resources |

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| | homelessness | | | More robust recording of homelessness prevention efforts | |
| | Explore the viability for DHP's being administered by housing teams across Lincolnshire and Rutland | 31 st December 2014 | Housing Benefit Teams All Lincolnshire Housing Authorities | More robust recording of homelessness prevention efforts | Within existing resources |
| Raise local awareness of welfare reform and its implications for Lincolnshire and Rutland by providing clear and timely information | Understand and share the tenancy strategies and policies of each Local Authority and Registered Provider | June 2103 | All Lincolnshire Housing Authorities Registered Providers | Tenancy Strategies and Policies will be available on each Local Authority and Registered Providers website, paper copies will be available on request. | Within existing resources |
| | Develop a communications Plan to ensure households are aware of the implications of welfare and policy reform, and support available | 31 st January 2013 | All Lincolnshire Housing Authorities Housing Benefit Teams | Communication plan in place | Within existing resources |
| | Raise awareness for households eligible for 'extra room rate' (those with a medical need for somebody to stay over to provide care) | Throughout life of the strategy | Led by sub regional homelessness strategy officer | Income maximization and prevention of homelessness | Within existing resources |
| Develop incentive schemes for under occupiers across Lincolnshire and Rutland to | Develop mechanism for understanding and sharing | End 2014 | All Lincolnshire Housing Authorities (Lincolnshire – | Freeing up housing stock based on housing | Sub Regional Grant Funding |

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| promote social mobility, affordability and effective use of social housing stock | information relating to under occupancy in social housing in Lincolnshire and Rutland | | Rutland sub region) Registered Providers | need | |
| | Explore best practice to inform the development of an under occupancy incentive scheme in each district to encourage downsizing in the social rented sector | End 2014 | All Local Authorities Registered Providers | Successful schemes in place across all districts Effective use of social housing stock More fluid housing register | Within existing resources |
| Improve access to the private rented sector through effective landlord partnerships | Actively engage and develop relationships with landlords at district level through attendance at landlord forums, landlord focus groups and homelessness prevention workshops | Throughout life of the strategy | All Local Authorities Private Sector Renewal Teams Housing Benefit Teams Support Providers | Raised awareness increase in willingness of private sector landlords to accept tenants on benefit and tenants with chaotic tenancy histories | Within existing resources |
| | Identify achievable landlord incentive options to increase access to the PRS and ensure it is affordable -free advertising -HMO registration fees -Subscriptions to National Landlord | 31 st December 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Housing Benefit Teams Private Sector Teams | Non priority households supported Incentive packages in place | Sub Regional Grant Funding |

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| | Association or equivalent | | | | |
| | Provide information training and advice to landlords | Throughout life of the strategy | Led by Sub Regional Homelessness Strategy Officer | Landlord rights and responsibilities leaflet produced | Sub Regional Grant Funding |
| | Contact landlords using the bond schemes across Lincolnshire and Rutland, and encourage landlords to support tenants to get advice if they are affected by the welfare reform. | Throughout life of the strategy | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Landlord Forums Private Sector Teams Housing Benefit Teams | Reduced homelessness increased tenancy sustainment | Sub Regional Grant Funding |
| | Ensure landlords are aware of support services which could help those affected by the changes, e.g. floating support | Throughout life of the strategy | Landlord Forums Private Sector Teams Housing Benefit Teams | Reduced homelessness increased tenancy sustainment | Within existing resources |
| | Explore options for tenant accreditation model across Lincolnshire and Rutland | 31 st December 2015 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Support Providers Landlords Members | Best practice examples explored for viability in Lincolnshire and Rutland | Sub Regional Grant Funding |
| | Ensure LHA payments are made directly to landlords where possible, to | Throughout life of the strategy | Landlord Forums All Local Authorities | Increased tenancy sustainment | Within existing resources |

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| | enable access to or sustainment of a tenancy | | Housing Benefit Teams DWP | | |
| Increase accommodation options by maximising options to bring empty properties back into use | Encourage landlords to align rents with LHA levels to support affordability | Throughout life of the strategy | All Local Authorities | To make communication better. To know of definite amounts before policies are implemented. | Within existing resources |
| | Public recognition for those landlords working in partnership to reduce rent to affordable levels | Throughout life of the strategy | | | Within existing resources |
| | Support options for bringing empty homes back in to use to meet housing need | Throughout life of the strategy | Private sector renewal teams | More empty homes brought into use. Link to the Lincs Empty property strategy | Within existing resources |
| | Explore opportunities for innovative ways to engage customers in bringing empty properties back into use to promote access to the PRS, for example: the development of a 'paint to rent' scheme | 31 st December 2016 | Private sector renewal teams Support Providers | Increase of suitable affordable accommodation and development of skills | Within existing resources |
| Ensure safeguarding considerations for vulnerable households affected by changes | Review safeguarding policies to incorporate impact of Welfare Reform Act | Throughout life of the strategy | All Local Authorities | Policies reflect the impact of the Welfare reform | Within existing resources |

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| | Ensure a multi agency approach to considering alternative housing options for vulnerable households or those with complex needs who are unable to remain in their homes due to welfare reform | Throughout life of the strategy | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Support Agencies | Effective use of multi agency vulnerable adults panel's | Sub Regional Grant Funding |
| | Regular attendance at Children's Services team meetings to provide housing briefings and advice to practitioners | Throughout life of the strategy | All Lincolnshire Housing Authorities Children's Services Teams | Raised awareness of housing | Within existing resources |
| | Ensure PRS landlords and practitioners understand safeguarding and have received training and are aware of safeguarding issues and referral mechanisms | Throughout life of the strategy | Landlord Forums All Lincolnshire Housing Authorities District Forums LCHSG District Safeguarding Working Group | Annual safeguarding training attended by each authority? Training and regular briefing updates at landlord forums | Within existing resources |
| Support opportunities to promote training or education opportunities for households at risk of homelessness | Establish a sub group to develop a multi agency approach to tackling worklessness across Lincolnshire and Rutland | | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Floating Support DWP | Advice with a focus on employment – access to work or training improved access to work | Sub Regional Grant Funding |

Priority 4 - Young People – We are committed to working together to meet the needs of young people across Lincolnshire, by developing a clear pathway out of homelessness, focusing on early intervention and prevention, prevention at the point of crisis, support and stabilisation and resettlement. Intervening early to prevent homelessness amongst young people is an important part of Local Authority homelessness strategies, working with young people before the door to the family home closes behind them. We also need to prepare for the additional implications for young people that we will see as a result of policy change and economic challenge.

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| | Explore options for implementing a consistent homelessness awareness programme in schools as part of the PSHE curriculum | End 2014 | Youth Housing Coordinator Sub Regional Homelessness Strategy Officer Lincolnshire County Council - Children's Services All District Housing Authorities | Young people are able to make informed decisions about leaving home Reduction in youth homelessness | District Council Contributions |
| | Consider ongoing financial commitment to youth homelessness drama | 2012 - 2016 | Lincolnshire County Council - Children's Services All District Housing Authorities | Young people are able to make informed decisions about leaving home Theatre tour commissioned to raise awareness of homelessness for 16 / 17 year olds | District Council Contributions |

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| | Explore the use of social media to raise awareness and improve young people's access to advice and information about homelessness and living independently | End 2012 | Youth Housing Coordinator Sub Regional Homelessness Strategy Officer | Social Media used as a mechanism to share information and communicate with young people Homelessness reduced | District Council Contributions |
| Ensure youth housing and homelessness issues are identified and addressed by partners in a strategic way | Children's Services and Local Housing to implement a joint protocol and practice guidance for young people and care leavers at risk of homelessness | End 2013 | Lincolnshire Youth Housing Coordinator Children's Services All District Housing Authorities | An effective joint protocol and guidance that meets the needs of homeless young people across Lincolnshire A reduction in youth homeless | Within existing resources |
| | Support the development and implementation of the Lincolnshire youth housing pathway | Throughout the life of the strategy | Lincolnshire Youth Housing Coordinator Children's Services All District Housing Authorities | An effective joint protocol and guidance that meets the needs of homeless young people across Lincolnshire A reduction in youth homeless | Within existing resources |
| Prevent youth homelessness and promote tenancy sustainment through investment in early intervention and partnership working | Commitment made across Lincolnshire to carry out joint agency visits to assess the needs of young people and care leavers to prevent homelessness | Throughout life of the strategy | All District Housing Authorities Children's Services County Youth Housing Coordinator Schools | Effective working relationships across Lincolnshire Access to timely housing options and advice tailored specifically to young people | Within existing resources |

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| | Commitment made to carry out home visits for all parental (and friends/ family) exclusions. Ideally, home visits should be on the same day or next day | Throughout life of the strategy | All District Housing Authorities Children's Services County Youth Housing Coordinator Schools | Effective working relationships across Lincolnshire Access to timely housing options and advice tailored specifically to young people | Within existing resources |
| | Prevent incidence of youth homelessness caused by relationship breakdown through use of mediation and Family Group Conferencing | Throughout life of the strategy | All District Housing Authorities Children's Services County Youth Housing Coordinator Schools | Mediation Service Level Agreements in place | |
| | Develop a 'young tenants' handbook to assist young people when they establish their first tenancy | 31 ST December 2012 | Youth Housing Coordinator Sub Regional Homelessness Strategy Officer | Young tenants guide developed with young people Improved tenancy sustainment | District Council Contributions |
| | Develop protocols with supported housing providers which set out the arrangements to be followed before and after a decision is taken to evict a young person | End 2015 | Supported Housing Providers Supporting People Leaving Care Service | All supported housing providers of young person's accommodation across Lincolnshire signed up to consistent, staged warning procedure | Within existing resources |
| | Develop emergency and short term accommodation options for young people across Lincolnshire and Rutland; ensuring that bed and breakfast | Explore opportunities to replicate the crash bed model across Lincolnshire | End 2013 | All District Housing Authorities Children's Services Accommodation and support providers | Unsuitable emergency accommodation for young people no longer used |

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| is no longer used at the point of crisis and that best use is made of short term, supported accommodation | Support the development of Supported Lodgings, Nightstop, | Immediately and throughout the life of the strategy | All District Housing Authorities Children's Services County Youth Housing Coordinator | Promoting support and stabilisation for young people through increasing capacity and variety in accommodation options | |
| | Ensure best use of supported accommodation by developing clear move on pathways | Throughout life of the strategy | County Youth Housing Coordinator Accommodation and support providers | Accommodation that is available and appropriate to the individuals needs | |

Priority 5 - Rough Sleeping - Supporting; Vision to end rough sleeping No One Left Out July 2011

“Homelessness is not just a problem of scale. It’s also a problem of complexity; no two people lose their home for the same reason. They all have different life stories. For some it’s a dramatic change like losing a job or leaving the armed services. For others a problem with drugs or alcohol. In some cases family breakdown or mental illness. For many it’s a combination of all of these”. *Vision to end Rough Sleeping No Second Night Out: Nationwide - HM Government*

Made possible through dCLG and Homelessness Transition Funding, we will ensure the delivery of a robust ‘Rough Sleeper and Outreach Service’ to operate across Lincolnshire and Rutland 2012 – 2015, to end rough sleeping in line with the Government’s vision.

This priority also incorporates actions made possible through the dCLG sub regional grant funding to tackle and prevent single homelessness. Actions resourced by additional dCLG grant funding (Lincolnshire – Rutland sub region) identified within action plan as ‘Sub Regional Grant Funding’

| What will we do? | How we will do it? | When we will do it? | Who will help? | What will success look like? | Resources |
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| Implement and Deliver a Rough Sleeper and Street Out Reach Service across Lincolnshire and Rutland during 2012 – 2015 | Implement rough Sleeper and street out reach service | 2012 – 2015 | All Lincolnshire Housing Authorities Framework HA | Rough sleeping reduced in Lincolnshire | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Develop an exit strategy | End 2015 | Led by Framework HA All Lincolnshire Housing Authorities | Successful transitional service that has addressed and tackled rough sleeping, enabling Lincolnshire and Rutland to have put an end to rough sleeping | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| Develop effective joint working arrangements to tackling rough sleeping across Lincolnshire and Rutland | Single approach to allocation of grant funding to deliver rough sleeper | Throughout life of strategy | All Lincolnshire Housing Authorities Local Agencies | Rough sleepers will not have to provide the same information to | Sub Regional Grant Funding Homelessness Transition Fund |

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| | service across Lincolnshire and Rutland | | | multiple agencies More effective referral process Improved information sharing and joint working process | Lincolnshire and Rutland Rough Sleeper Project |
| Understand prevalence and rough sleeping hotspots across Lincolnshire and Rutland | All Local Authorities to carry out annual rough sleeper counts during the life of the strategy | 2012 - 2016 | All Lincolnshire Housing Authorities Framework HA Homeless Link | All Local Authorities to submit one 'count' per year to dCLG during the life of the strategy | Within existing resources |
| | Hotspot counts to be carried out across Lincolnshire and Rutland on a quarterly basis | On a quarterly basis throughout the life of the strategy | Framework HA | Robust data verifying rough sleeping Reduction in rough sleeping | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Detailed report to be submitted to LCHSG each quarter | On a quarterly basis throughout the life of the strategy | Framework HA LCHSG | Reduction in number of rough sleepers | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Analyse rough sleeping data and identify emerging trends | On a quarterly basis throughout the life of the strategy | Framework HA LCHSG | | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| Develop a robust rough sleeper reporting mechanism and ensure that it is widely promoted | Implement a phone line with immediate outreach response for agencies and the general public to report if they have seen or are aware of somebody sleeping rough | June 2012 | Framework HA All Lincolnshire Housing Authorities LCHSG | Reduction in rough sleeping | Homelessness Transition Fund Rough Sleeper Project |

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| | Raise agency awareness of the rough sleeper service and reporting mechanism | Throughout life of the strategy | Framework HA All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Increased awareness demonstrated by increased reporting | Within existing resources |
| | Raise public awareness of the rough sleeper service and reporting mechanism | Throughout life of the strategy | Framework HA All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Successful media campaign to raise awareness Increased reports of rough sleepers | Sub Regional Grant Funding |
| | Provide personalised and holistic packages of support to rough sleepers who secure tenancy through a rent deposit scheme. | Throughout life of the strategy | Led by Framework HA All Lincolnshire Housing Authorities | Increased number of people with high level support needs who are able to sustain their tenancy | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Develop Move in packs to support people moving into accommodation | 31 st December 2013 | Led by Framework HA All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Contents of move in packs agreed and costed | Sub Regional Grant Funding |
| | Create a new tenants handbook to assist rough sleepers when they move in to a new tenancy | 31 st December 2012 | Led by Framework HA Supported by sub regional homelessness strategy officer All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | | Sub Regional Grant Funding |
| Ensure that rough sleepers, including those no recourse to | Implement a supported | Throughout life of the strategy | Framework HA | Reduction in the level of crime and | Sub Regional Grant Funding |

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| public funds and new migrant populations, are assisted to return to their area of local connection or country of origin | reconnection service to reduce rough sleeping including those with no recourse to public funds | | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | antisocial behaviour associated with rough sleeping | |
| | Provide supported reconnection beds for households whilst reconnection and travel is arranged | Throughout life of the strategy | Framework HA All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Reduction in rough sleeping Increase in successful reconnections | Within existing resources |
| | Work in partnership with UKBA to support reconnection of central and eastern European rough sleepers to their country of origin | Throughout life of the strategy | UKBA | Reduction in rough sleeping Increase in successful reconnections | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Monitor number and destination of reconnections recorded and reported to LCHSG | Throughout life of the strategy | Led by Framework HA | | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| | Develop joint protocols with the embassies of accession states to ensure effective reconnection of rough sleepers | Throughout life of the strategy | Led by Framework HA | More effective repatriation service Increase in numbers of rough sleepers repatriated to country of origin | Lincolnshire and Rutland Rough Sleeper Project – within existing resources |
| Understand homelessness triggers and homelessness trends for ‘non priority’ households to inform prevention services and prevent rough sleeping | Undertake needs analysis to understand triggers of homelessness, and reason for loss of accommodation for non priority households | End 2013 | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Led by sub regional homelessness strategy officer | | Sub Regional Grant Funding |

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| | Develop a mechanism for information to be collected and shared locally | | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) Led by Sub Regional Homelessness Strategy Officer | | Sub Regional Grant Funding |
| | Use data to develop targeted prevention services | | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | | Sub Regional Grant Funding |
| Develop and implement multi-agency Severe Weather Emergency Protocols or extended cold weather provision across Lincolnshire and Rutland | Communicate plans and advice services effectively Develop move on protocol from SWEP provision | Throughout life of the strategy | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) & Voluntary Organisations | Minimise the risk of people dying on the streets Entrenched rough sleepers engaged in services | Sub Regional Grant Funding to complement existing resources |
| Improve the health of people affected by rough sleeping | Carry out a health needs audit to develop understanding of the health needs of rough sleepers, and the barriers faced by for rough sleepers in meeting their health needs | Throughout life of the strategy | Framework HA | Rough Sleepers are able to access appropriate health services | Within existing resources |
| | Ensure effective and responsive pathways exist to enable rough sleepers to access full range of primary health care and alcohol and substance misuse services | Throughout life of the strategy | All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Effective referrals to health care services | Sub Regional Grant Funding |

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| Engage and support entrenched rough sleepers | Entrenched rough sleepers identified through outreach work | Throughout life of the strategy | Framework HA All Lincolnshire Housing Authorities (Lincolnshire – Rutland sub region) | Reduced rough sleeping | Sub Regional Grant Funding |
| | Utilise case conference approach to supporting, finding and where required, resourcing solutions for individual rough sleepers | Throughout life of the strategy | Through vulnerable adult panels | Use of vulnerable adult panels to consider and access housing options for rough sleepers | Within existing resources |
| Reduce anti social behaviour caused by rough sleeping and tenancy failure | Develop links with community safety police and ASB teams to allow for earlier, coordinated intervention | Throughout life of the strategy | Lincolnshire Police Community Safety and ASB Teams Framework HA | Reduce crime and disruption on the streets | Within existing resources |

Sub Regional Grant Funding to Prevent Single Homelessness and Rough Sleeping

Overview

- **£20 million made available to Local Authorities to ensure front line provision to prevent single homelessness and rough sleeping nationally.**
- Sub Region of Lincolnshire and Rutland has received an allocation of £259,000
- Boston Borough Council will act as lead authority
- Expectation that the funding will remain as a single approach and not be split between authorities within the sub region
- The Lincolnshire – Rutland sub region partnership has been highlighted as an example of best practice...we are a strong partnership and can make effective use of this funding

Objectives

- To prevent and tackle rough sleeping, single homelessness
- To develop a generic early intervention and prevention service

Aims

- Ensure that all homeless people approaching an authority for assistance get –
 - Tailored Advice and assistance to prevent or resolve homelessness – also set out in writing (see attached example)
 - An offer of suitable accommodation if required (be that access to the PRS, a hostel place or emergency accommodation)
 - Access to / linked into any additional support they may need
- This prevention activity / assistance should be provided irrespective of the route by which the customer came into contact with the authority (eg: through a front line housing options service, homelessness application, presenting as a rough sleeper, or any other route available in the local area)