

Tendring District Council

**Homelessness Strategy
2009-2014**

Delivery Plan Version 1.1

TENDRING DISTRICT COUNCIL'S HOMELESSNESS STRATEGY 2009 - 2014

STRATEGIC PRIORITY ONE: PREVENTING HOMELESSNESS

	Action Area	How	When	Lead
1.1	Maximise the opportunities for homeless households to access privately rented accommodation	Making provision to assist a minimum of 75 households annually through the rent deposit guarantee scheme	Ongoing from April 2009	Housing Allocations Manager
1.2	Increase opportunities for young people who are under 18 years to have access to social rented accommodation	Discussions to be held with registered social landlords encouraging best practice on granting tenancies held in trust to minors	Commence: July 2009	Young Persons Homelessness Officer
1.3	Improve communication of the Housing Options approach and the homelessness prevention services	Update the Council's Homelessness Options Guide and increase availability through Council officers and other partners	Finalised: Dec 2009 Distributed: March 2010	Assistant Head of Housing (S&E)
1.4	Develop the Court Desk facility to assist residents facing repossession proceedings	Enter into discussions with CAB and Shelter to agree the extent of service required	January 2010	Assistant Head of Housing (S&E)
1.5	Provide assistance to owner occupiers faced with eviction as a result of the financial recession and slump in the housing market	Work in conjunction with partner agencies to publicise and roll out the Government's Mortgage Rescue Scheme initiatives	From April 2009	Assistant Head of Housing (S&E)
1.6	Develop a partnership plan between the Homelessness Service and partner agencies.	Working with the Council's Benefit team and partner agencies, develop a service delivery front line staff network to discuss and deal with priority cases to prevent homelessness.	From April 2010	Assistant Head of Housing (S&E) / Homelessness Initiatives Officer
1.7	To better understand the link between homelessness and unemployment	Develop a closing working relationship with the Job Centre and the benefit agency to address issues between homelessness and unemployment.	From April 2010	Assistant Head of Housing Services / Homelessness Initiatives Officer

STRATEGIC PRIORITY TWO: IMPROVING CUSTOMER CARE

	Action Area	How	When	Lead
2.1	Improve the content of the housing advice and homelessness pages on the Council's web-site to make advice more easily accessible to the public and other interested agencies	Fully review and refresh electronic and hard copy information	March 2010	Housing Allocations Manager
2.2	Increase and improve the skills and knowledge of the Homelessness Team	All team members to attend advanced homelessness and advice course (split over 2 years)	April 2009 - Mar 2011	Housing Allocations Manager
2.3	Improve the skills and knowledge of support staff who are involved in homelessness.	All staff on Admin and Finance Section who have frontline contact to attend introductory homelessness and advice course	Apr 2009 – Mar 2011	Administration Support Manager
2.4	Improve the mediation skills of the Homelessness Team	Specialist training course to be arranged Training delivered	March 2010 March 2011	Housing Allocations Manager

STRATEGIC PRIORITY THREE: IMPROVING SUPPORT FOR VULNERABLE GROUPS

	Action Area	How	When	Lead
3.1	Extend and improve the quality of housing advice that is available in schools	Enter into a partnership programme with Essex County Council and Connexions to provide housing advice to young people who are planning to leave home	September 2010	Assistant Head of Housing (S&E)
3.2	Explore potential extension of mediation services to include parents of people with special needs	Review paper to be prepared in collaboration with Suffolk Mediation Service	2010/11	Assistant Head of Housing (S&E)
3.3	Increase capacity to develop new initiatives to meet the specific needs of vulnerable people and hard to reach groups	Homelessness Initiatives Officer to be appointed	2009/10	Assistant Head of Housing (S&E)

3.4	Provide an alternative to bed and breakfast accommodation for homeless young people	Supported Lodging Scheme to be developed and implemented by Homelessness Initiatives Officer	2009/10	Homelessness Initiatives Officer
3.5	Improve tenancy sustainment by ensuring that floating support provided to all young people in their first tenancy until they are able to manage independently	In conjunction with Swan Housing, to increase the provision floating support to young people	April 2010	Housing Allocations Manager
3.6	Contribute to improving multi-agency communication to provide more effective services for victims of domestic violence	Homelessness Officers to be trained in Multi Agency Risk Assessment Conference (MARAC) procedures and attendance at MARAC meetings by responsible officers	Ongoing from Dec 2008	Assistant Head of Housing (S&E)/ Housing Allocations Manager
3.7	Assess potential to introduce "safe at home" or "sanctuary" style schemes in the district for victims of domestic violence	To be reviewed in conjunction with the Domestic Violence Forum	Oct 2009	Assistant Head of Housing (S&E)/ Housing Allocations Manager
3.8	Develop early intervention and prevention options for vulnerable and homeless 16 & 17 year olds.	In partnership with other Essex Housing Authorities and Essex Social Services agree and implement a joint working protocol for vulnerable and homeless 16 & 17 year olds	Oct 2009	Assistant Head of Housing (S&E)
3.9	Development of intervention and prevention options for homeless households with dependant children found to be intentionally homeless.	In partnership with other Essex Housing Authorities and Essex Social Services agree and implement a joint working protocol for homeless households with dependant children found to be intentionally homeless	Dec 2009	Assistant Head of Housing (S&E)
3.10	Establish a protocol with Essex County Council Schools, Children and Families Directorate for care leavers.	In partnership with other Essex Housing Authorities and Essex Social Services agree and implement a joint working protocol for care leavers	Dec 2009	Assistant Head of Housing (S&E)

STRATEGIC PRIORITY FOUR: IMPROVING STANDARDS IN TEMPORARY ACCOMMODATION

	Action Area	How	When	Lead
4.1	Ensure that where temporary accommodation is used, it achieves a high standard in respect of the needs of the household including support, schooling and employment.	Comprehensive review to be undertaken to take into account quality, location and cost of accommodation provided in addition to compliance with mandatory requirements	2010	Assistant Head of Housing (S&E)/ Housing Allocations Manager
4.2	Eliminate use of bed and breakfast accommodation for homeless 16 & 17 year olds, except in an emergency.	Alternative means of supported housing provision to be developed in conjunction with partners	Dec 2009	Assistant Head of Housing (S&E)/ Housing Allocations Manager

STRATEGIC PRIORITY FIVE: INCREASE THE SUPPLY OF AFFORDABLE HOUSING

	Action Area	How	When	Lead
5.1	Increase the supply of affordable housing on new developments in urban areas	Work in conjunction with private developers, registered social landlords and the Homes and Communities Agency to deliver affordable housing on new developments through planning obligations	2009 -2014	Head of Housing Services
5.2	Increase the supply of affordable housing in rural areas	Work in conjunction with the Essex Rural Housing Enabler, Parish Councils and partner RSL to encourage the development of affordable housing on rural exception sites	2009 - 2014	Head of Housing Services
5.3	Accumulate capital resources for investment in affordable housing provision	Where "on site" affordable housing cannot be achieved, to seek financial contributions from developers	2009 - 2014	Head of Housing Services/ Development Team
5.4	Investigate use of long term empty properties for accommodating homeless people and others in high	Empty Homes Strategy to be developed to allow the Council to use its powers to reduce the level of empty properties in	April 2009	Housing Initiatives Officer

	housing need	the district		
5.5	Create affordable housing opportunities in key regeneration areas	In conjunction with Planning Services and INTend, to explore the opportunities for the development of additional affordable housing within a framework for regeneration.	2009 - 2014	Head of Housing Services