

# Homelessness and Rough Sleeping Action Plan

|  |
|--|
| <p><b>Priority 1</b></p> <p><b>Reduce the current and future likely levels of homelessness</b></p> <p><b>Impact</b></p> <ol style="list-style-type: none"> <li>1. Advice and information is embedded within communities at every opportunity to educate and inform those who are likely to face the threat of homelessness in the medium to long term</li> <li>2. Families are able to self-resolve the issues that lead to homelessness.</li> <li>3. Homelessness in families and young people is reduced in the longer term.</li> </ol> <p><b>Progress measures</b></p> <ol style="list-style-type: none"> <li>a) Number/amount of pre-56 days early prevention activity (new local measure)</li> <li>b) Ratio of positive outcome duty ended prevention cases against all duty owed cases of families with children (higher is good)</li> <li>c) Number of 'no duty owed' initial assessment outcomes (lower is positive)</li> <li>d) Ratio of potential or threatened homelessness cases, referred by public authorities and other organisations, against all referred cases.</li> </ol> |
|--|

| No. | Action  | Resources Required | Lead Officer  | Completion Date | Outcome   |
|-----|---|--------------------|---|-----------------|---|
| 1   | Monitor and analyse demand across all sets of indicators. | Staff time         | Head of Housing<br><br>Housing Needs and Advice Manager | October 2023    | Understand demands on the Housing Options team.<br><br>Inform structure required to manage demands. |

| No. | Action  | Resources Required | Lead Officer  | Completion Date | Outcome  |
|-----|---|--------------------|---|-----------------|--|
|     |   |                    | Senior Housing Advisors   |                 | Identify and allocate resources required to effectively meet demands.  |
| 2   | Analyse local and national data to continue to develop service delivery.  | Staff time         | Head of Housing<br>Housing Needs and Advice Manager             | October 2022    | Understand the context of homeless in Gosport compared to other areas.<br><br>Understanding of good practice and policies.   |
| 3   | Analyse the different outcomes and reasons for main duty decisions, to ensure consistency of decision making and compliance with legislative framework.<br><br>Staff to receive training to ensure they have the skills and knowledge required to deliver an excellent service. | Staff time         | Housing Needs and Advice Manager<br><br>Senior Housing Advisors | October 2022    | Officers working in consistent and compliant way.<br><br>Training and performance issues identified and addressed.   |
| 4   | Analyse the characteristics of people seeking homeless advice and assistance.<br><br>Ensure officers can identify and assist customers with   | Staff time         | Housing Needs and Advice Manager<br><br>Senior Housing Advisors | October 2022    | Ensures the service is accessible, customer-focused and reflects the diversity of the community.<br><br>Officers have the right skills to ensure the service is promoted and available to all customers. |

| No. | Action   | Resources Required                      | Lead Officer  | Completion Date | Outcome   |
|-----|--|---|---|-----------------|---|
|     | specific needs and/or protected characteristics.   |   |   |                 |   |
| 5   | <p>Review the quality of information and advice provided on the council's website.</p> <p>Provide a web-based self-help housing and homeless advice package.</p> | <p>Staff time</p> <p>Approx. £3k pa</p> | Senior Housing Advisor                              | October 2022    | <p>Improve the quality and scope of online housing advice for customers.</p> <p>Increase opportunities for customers to self-serve.<br/>Launch date 05/12/22</p>                          |
| 6   | Increase the parameter of matters monitored via the annual rough sleeping count.   | Staff time                              | Senior Housing Adviser                              | October 2023    | Improved understanding of how many people have newly flowed onto the streets, how many are stuck sleeping rough and how many are experiencing a repeat occurrence of street homelessness. |
| 7   | Continue to use housing market data to inform the council's strategic approach to enabling a supply of affordable housing.                                       | Staff time                              | Head of Housing<br>Housing Needs and Advice Manager | Ongoing - 2027  | Inform the council's Social and Affordable Housing Development Programme.   |

| No. | Action   | Resources Required | Lead Officer  | Completion Date | Outcome   |
|-----|--|--------------------|---|-----------------|---|
| 8   | <p>Continue to identify a supply of affordable housing sites on council-owned land, and a programme to deliver them.</p> <p>This includes identifying additional sites in the council's Local Plan and identifying opportunities to regenerate existing council-owned housing stock with improved sustainability standards and the scope for additional capacity, where appropriate.</p> | Staff time         | <p>Head of Housing</p> <p>Housing Needs and Advice Manager</p> <p>Head of Planning and Regeneration with the Manager of Planning Policy and the Development Manager</p> | Ongoing – 2027  | To deliver a range of new affordable housing in the borough |

## Priority 2

### Prevent homelessness

#### Impact

- Homelessness is prevented at the earliest possible stage
- More households able to either remain in existing accommodation or move to a sustainable alternative home within the 56-day prevention or relief period

- Proportionately fewer households needing temporary accommodation

### Progress measures

- Ratio of prevention duty owed cases against number of prevention or relief duty owed (higher is positive)
- Ratio of relief duty owed cases against number of prevention or relief duty owed (lower is positive)
- Ratio of numbers in temporary accommodation against number of cases owed a duty
- Number of people whose homelessness is resolved before leaving prison/young offenders institute, care, armed forces or hospital

| No. | Action   | Resources Required | Lead Officer  | Completion Date | Outcome   |
|-----|--|--------------------|---|-----------------|---|
| 1   | Monitor the reasons for loss of last settled home outcomes of households to track long-term trends.<br><br>Improve recording of main reasons for loss of last settled home | Staff time         | Head of Housing<br><br>Housing Needs and Advice Manager | October 2022    | Inform future prevention and relief activities.                                       |
| 2   | Gather intelligence on child poverty rate at a ward level.   | Staff time         | Housing Needs and Advice Manager                        | October 2023    | Inform which areas might be targeted for early interventions to prevent homelessness. |
| 3   | Monitor employment circumstances of people seeking homeless assistance from the council.   | Staff time         | Housing Needs and Advice Manager                        | January 2024    | Inform plans for making early interventions to prevent homelessness.                  |

| No. | Action  | Resources Required  | Lead Officer   | Completion Date | Outcome   |
|-----|---|---|--|-----------------|---|
|     |   |   | Senior Housing Advisors  |                 |   |
| 4   | Review the range, effectiveness and quality of initiatives being used to prevent and relieve homelessness.  | Staff time  | Housing Needs and Advice Manager                               | January 2023    | Identify areas for improvement.   |
| 5   | <p>Improve how the council works with other public organisations to fulfil the Duty to Refer requirements, such as:</p> <ul style="list-style-type: none"> <li>• agreeing joint working protocols</li> <li>• providing training</li> <li>• encouraging private registered providers not already signed up to the Commitment to Refer to do so.</li> </ul> | <p>Staff time</p> <p>External groups staff time (e.g. Strategic Housing Officers Group)</p> | <p>Head of Housing</p> <p>Housing Needs and Advice Manager</p> | October 2023    | <p>Identify people at risk of homelessness at the earliest opportunity.</p> <p>Significantly minimise numbers of homeless individuals resulting from discharge from institutions.</p> |
| 6   | Improve joint working with other public bodies by adopting protocols and shared working arrangements in relation to:  | <p>Staff time</p> <p>External organisations staff time</p>                                  | Housing Needs and Advice Manager                               | October 2024    | Positive working relationship with partner agencies to enable customers to access appropriate services when needed.   |

| No. | Action  | Resources Required   | Lead Officer   | Completion Date | Outcome  |
|-----|---|--|--|-----------------|--|
|     | <ul style="list-style-type: none"> <li>• Prison/ young offender releases</li> <li>• Care leavers</li> <li>• Hospital discharges</li> <li>• Adult social care</li> <li>• Ex-service personnel</li> </ul> |  |  |                 |  |
| 7   | Work with Hampshire Domestic Abuse Partnership in the implementation of the new duties contained in the Domestic Abuse Act 2021   | Staff time<br><br>Hampshire County Council time and commitment | Housing Needs and Advice Manager   | October 2022    | Improve outcomes for victims of domestic abuse.<br><br><b>In progress</b>                                    |
| 8   | Improve the collection of outcomes data from CAB around the prevention of homelessness due to debt advice, enforcement action from private sector housing service and prevention of housing possession. | Staff time   | Head of Housing<br><br>Housing Needs and Advice Manager<br><br>Citizens Advice Gosport | October 2025    | Identify areas for improvement and targeted initiatives.   |
| 9   | Monitor and share data on service user support needs with key stakeholders.   | Staff time   | Senior Housing Advisors<br><br>Accommodation and Lettings Manager                      | April 2023      | Inform commissioning of suitable support services for those at risk of homelessness.                         |
| 10  | Work with Housing Benefit section to develop a joint working protocol and collaborative approach to homelessness services and   | Staff time   | Housing Needs and Advice Manager<br><br>Housing Benefits Manager                       | January 2024    | Positive working relationship between internal departments to enable customers to access appropriate funding |

| No. | Action  | Resources Required | Lead Officer | Completion Date | Outcome   |
|-----|---|--------------------|--------------|-----------------|---|
|     | <p>the administration of Discretionary Housing Payment awards.</p> <p>Deliver annual training for Housing Benefits and Housing Options staff to better understand roles.</p> <p>Attendance of Housing Benefit Officer at homeless strategy groups</p> |                    |              |                 | <p>when needed and ensure DHP grant is fully utilised,</p> <p>Improve outcomes for customers who are homeless or at risk of homelessness.</p> |



### Priority 3

#### Arrange for suitable accommodation to be available for everyone

##### Impact

Suitable housing available for all households in need; the right location, the right cost, the right quality, the right size, and the right tenure.

##### Progress measures

- e) Number of new social rented homes provided each year
- f) Number of new supported homes provided each year
- g) (i) number of suitable private sector rented discharge of duty acceptances  
(ii) number of suitable private sector rented discharge of duty acceptances requiring Discretionary Housing Payments to ensure rent is affordable  
(iii) number of temporary accommodation units at rates not requiring a discretionary housing payment or exempt/specified housing benefit payment

| No. | Action   | Resources required         | Lead officer                 | Timescale  | Outcome   |
|-----|--|----------------------------|------------------------------|------------|---|
| 1   | Undertake an Options Appraisal to identify demand and how to make best use of the existing temporary accommodation provision, to include: <ul style="list-style-type: none"><li>• Council owned hostels</li><li>• the use of housing association stock</li></ul> | External resource required | Working with external agency | April 2023 | Make best use of existing temporary accommodation and identify gaps in provision. |

| No. | Action  | Resources required                  | Lead officer  | Timescale    | Outcome  |
|-----|---|-------------------------------------|---|--------------|--|
|     | <ul style="list-style-type: none"> <li>• leasing and licencing schemes</li> <li>• private rented sector landlords and letting agents.</li> </ul>  |                                     |   |              |  |
| 2   | Use data held by the council about occupants of temporary accommodation, household formation, needs of children, and last settled address, to inform future procurement of temporary accommodation. | Staff time                          | Housing Needs and Advice Manager<br><br>Allocation and Lettings Manager                     | October 2022 | A portfolio of suitable, affordable accommodation for all households in need.  |
| 3   | Formulate and publish a Temporary Accommodation Procurement Policy and a Temporary Accommodation Allocation Policy.   | Staff time                          | Housing Needs and Advice Manager<br><br>Allocation and Lettings Manager                     | January 2024 | Meet legislative requirements and comply with statutory guidance.  |
| 4   | Formulate a new Tenancy Strategy  | External resource<br><br>Staff time | Head of Housing<br><br>Neighbourhood Operations Manager<br><br>Working with external agency | July 2023    | Support the delivery of the Allocations Scheme<br><br>Support the delivery of the Homelessness and Rough Sleeping Strategy |

| No. | Action  | Resources required                                       | Lead officer   | Timescale                    | Outcome   |
|-----|---|--|--|------------------------------|---|
| 5   | Undertake a review of the council's Rented Accommodation in the Private Sector scheme (RAPS), and evaluate alternative private sector access initiatives to deliver best value for the council, landlords and tenants.  | Staff time   | Head of Housing<br><br>Housing Needs and Advice Manager<br><br>Allocation and Lettings Manager   | April 2023                   | Identify a private sector access scheme that benefits the council, landlords and tenants.<br><br>Increase options for customers in the private rented sector. |
| 6   | Work with private registered providers to adopt consistent pre-tenancy assessment processes that include locally agreed criteria, procedures and thresholds to prioritise supporting people into sustainable tenancies. | Staff time<br><br>Registered partner time and commitment | Housing Needs and Advice Manager<br><br>Accommodation and Lettings Manager   | October 2025                 | Improve housing options for customers and potentially reduce temporary accommodation costs.   |
| 7   | Continue to deliver secure accommodation for vulnerable and complex rough sleepers using the Housing First model.   | Staff time   | Head of Housing<br><br>Neighbourhood Operations Manager<br><br>Housing Needs and Advice Manager<br><br>Registered Partners<br><br>Two Saints | October 2022<br><br>Complete | Stable, long-term accommodation with the right support for the most complex and vulnerable rough sleepers, preventing a return to the street.                 |



## **Priority 4**

### **Support households to retain their accommodation**

#### **Impact**

Improvement in tenancy sustainment, reduced homelessness and repeat homelessness, proportionate reduction in costs of temporary accommodation in the long term.

#### **Progress measures**

- h) Number of tenancies sustained for more than six months after homelessness
- i) Number of cases of repeat homelessness
- j) Number of relief cases
- k) Proportion of households in temporary accommodation against those who are homeless or threatened with homelessness

| No. | Action  | Resources Required  | Lead Officer   | Completion Date              | Progress   |
|-----|---|---|--|------------------------------|--|
| 1   | Continue to develop the pre-emption protocol with private registered providers.   | Staff time<br><br>Registered providers time and commitment    | Allocations and Lettings Manager<br><br>Registered Partners  | October 2022<br><br>Complete | Early intervention to help sustain tenancies and prevent evictions.<br><br>Reduction in number of housing association tenants being served notice by the landlord. |
| 2   | Explore opportunities to work with private rented sector landlords to identify at an early stage those at risk of losing their home, and understand what can be done to prevent the end of assured shorthold tenancies. | Staff time  | Housing Needs and Advice Manager   | April 2023                   | Early intervention to prevent homelessness   |
| 3   | Further develop partnership working between the council, NHS Trust, Integrated Care System (formally the CCG) and Hampshire County Council to attain an understanding and alignment of commissioning decisions.         | Staff time<br><br>External partner agency time and commitment | Head of Housing<br><br>Neighbourhood Operations Manager<br><br>Housing Needs and Advice Manager<br><br>External partners | January 2026                 | Identify and prioritise unmet need in the borough to improve services for customers who require additional support to sustain their tenancy                        |

| No. | Action   | Resources Required  | Lead Officer   | Completion Date     | Progress  |
|-----|--|---|--|---------------------|---|
| 4   | <p>Ensure adequate provision to prevent repeat homelessness and rough sleeping, including:</p> <ul style="list-style-type: none"> <li>• outreach and complex needs support</li> <li>• access to substance misuse services</li> <li>• access to primary health care</li> <li>• access to appropriate accommodation, including Housing First tenancies</li> <li>• access to employment and training opportunities</li> </ul> | <p>Staff time</p> <p>External provider</p> <p>Homeless Support Grant</p> <p>Rough Sleeping Initiative</p> | <p>Head of Housing</p> <p>Housing Needs and Advice Manager</p> <p>Two Saints</p> | <p>March 2025</p>   | <p>Effective support to enable the most vulnerable and complex rough sleepers to transition from the street into sustainable accommodation.</p> |
| 5   | <p>Consult with people with lived experience of homelessness.</p>  | <p>Staff time</p>   | <p>Allocations and Lettings Manager</p>  | <p>October 2023</p> | <p>Inform policy and practice for tackling homelessness.</p>  |