

**Newcastle under Lyme
Homelessness Strategy Action Plan 2016 - 2021**

Priority 1	To Prevent Homelessness						
	Achieving this will contribute to all of the Council's Corporate priorities – Priority 1 A clean, safe and sustainable borough, Priority 2 A borough of opportunity, Priority 3 A Healthy Active Community, Priority 4 Becoming a co-operative council, delivering high quality community driven services						
Number	Action	Output	Impact	Resources	Lead(s)	Planned Activity	When
1.1	Ensure that corporately staff and elected members have sufficient information and knowledge of homelessness	Improves knowledge and expertise of staff and members Works towards Gold Standard	Enables informed decisions regarding the allocation of future resources Promotes shared responsibility for homelessness	Within current housing resources	Housing Strategy	Provision of awareness / briefing sessions. Briefing notes and Corporate reports. Housing Strategy staff representation at working groups	ongoing
1.2	Review Homelessness Strategy annually	Up to date and fit for purpose homelessness strategy Works towards Gold Standard	Responsive to emerging needs	Within current housing resources	Housing strategy	Annual review of strategy plus major review every five years.	May 2016
1.3	Complete internal mock diagnostic peer	Identification of areas of good practices and	Continuous Improvement of service delivery	Within current housing	Housing Strategy	Internal peer review. Report findings	April 2016

	review of service	weakness in current service provision Works towards Gold Standard		resources		corporately which will dictate future involvement and timing in the Gold Standard process	
1.4	Enhance the range of self-help options available to customers seeking housing advice	Improved range of self-help services available to customers Frees up NHA staff resources for more complex cases	Customers able to tailor realistic and appropriate advice efficiently Empowering customers to help themselves	Within current housing resources	Housing Strategy NHA Midland Heart	Map current provision Enhance online accessibility	Ongoing
1.5	Explore new and alternative approaches to enhance early homelessness preventions	Reduce number of homeless acceptances Improved homelessness prevention toolkit of options available	Staff will have more prevention tools available to tailor assistance to each case	With current housing resources	Housing Strategy	Map current provision, consider best practice and the feasibility of implementing in the Borough	Annually
1.6	Continue to deliver debt advice for homeless or potentially	Homelessness prevented through timely debt advice and assistance	Better money management for homeowners and tenants	Within current resources	Housing Strategy Aspire Housing	Raise awareness of service Monitor service provision	Ongoing quarterly monitoring of current service provision.

	homeless households						Evaluation of service provision Re-commissioning of service
1.7	Monitor the customer satisfaction within the homelessness service.	Continuous service improvement Management of service expectations	Better understanding of customers for us. Better understanding for customers in relation to realities and perceptions of what our service can offer.	Within current housing resources	Housing Strategy NHA Midland Heart	Align with continuous improvement work of the NHA contract	Ongoing via NHA quarterly contract monitoring meetings
1.8	Ensure appropriate advice and assistance is in place for homeowners threatened with eviction	Homelessness due to repossessions is prevented	Up to date information in relation to repossession activity in area	Within current housing resources	Housing Strategy NHA	Review the range of options currently available	Ongoing via NHA quarterly contract monitoring meetings
Priority 2	Support Households into sustainable housing solutions Achieving this aim will contribute to the Council's Corporate Priority by creating a clean, safe and sustainable borough						

2.1	Continue to develop the NSNO principles for the Borough	Reduction in the number of rough sleepers having to sleep rough for a second night	Improved access to emergency accommodation	Within current housing resources	Housing Strategy Stoke High Risk Commissioning Team Brighter Futures	Review current service provision in line with NSNO Gold Standard Model, develop action plan to enhance current service provision via rough sleeper's outreach service	August 2016 (1 st annual review of current rough sleeper's outreach contract)
2.2	Delivery of appropriate temporary accommodation	Increase of temporary accommodation options available to NHA staff when accommodating under homelessness duties No families are placed in B&B (unless in an emergency) for more than 6 weeks No 16 & 17	Appropriate temporary accommodation to meet the needs of borough residents	Within current housing resources	Housing Strategy	Conduct a review of the temporary accommodation provision in the borough Identify future needs	

		year olds are placed in B&B					
2.3	Continue to develop the Private rented sector offer available to borough residents	Increase the number of sustainable move on into the private rented sector	Sustainability of long term tenancies	Within current housing resources	Housing Strategy Private Sector Housing Service	Promoting access to PRS Housing Services continue to take a proactive approach Supporting landlords Supporting tenants	Ongoing through the duration of the strategy
2.4	Develop a Private rented discharge policy	Increase number of suitable 'discharge of duty' into the private rented sector	Reduction in the requirement to use temporary accommodation Homeless household re-housed in Sustainable accommodation	Within current housing resources	Housing Strategy	Develop draft policy Gain corporate approval for policy	August 2016
2.5	Monitor the impact of the allocations policy	Allocations policy working	Responsive to emerging needs and policy impacts	Within current housing resources	Housing Strategy NHA	Regular reviews of waiting list and letting statistics	Ongoing through the duration of the strategy
2.6	Monitor Nominations that	Nomination agreements		Within current	Housing Strategy	Quarterly review of	Ongoing via Quarterly letting forum

	take place in the Borough	and target met		housing resources	Lettings Forum Members	nominations	
Priority 3	Work in Partnership to Address homelessness in Newcastle						
	Achieving this will contribute to all of the Council's Corporate priorities – Priority 1 A clean, safe and sustainable borough, Priority 2 A borough of opportunity, Priority 3 A Healthy Active Community, Priority 4 Becoming a co-operative council, delivering high quality community driven services						
3.1	Continue to identify key partners to work with in relation to the homelessness prevention agenda and causes of homelessness	Homelessness is prevented	Clear effective and inclusive partnership working	Within existing resources	Housing Strategy Homelessness Forum stakeholders		Ongoing through duration of strategy
3.2	Continue to work with partners to ensure that customers affected by welfare reforms are supported to prevent homelessness.	Homelessness is prevented	Clear effective and inclusive partnership working	With existing resources	Housing Strategy, Housing Benefits, Newcastle Partnership, Registered Providers		Ongoing through the duration of the strategy
3.3	Develop working relations with Public health and the Clinical Commissioning	Impact of homelessness and health considered in health and	Health and wellbeing of customers improved	Within current housing resources	Housing Strategy Public Health CCG Stoke and	Housing reps from Newcastle, Staffordshire Moorlands and	Ongoing through the duration of the strategy

	Group (CCG) to explore the links between poor health and housing and ways to tackle these jointly.	<p>wellbeing agenda and public health outcomes</p> <p>Prevents homelessness</p> <p>Increases awareness of housing and homelessness issues amongst health professionals</p>	Improves partnership working		Staffordshire Moorlands Local Authorities	<p>Stoke to meet Bi monthly with reps from Public Health and CCG</p> <p>Ensure housing representation at relevant working groups</p>	
3.4	Work with partners to ensure that there is appropriate accommodation options available for young people, especially 16 & 17 year olds	<p>Prevents homelessness for young people</p> <p>Suitable accommodation options are available for young people</p> <p>No 16 & 17 year olds are placed in B&B</p>	<p>Contributes to Gold standard challenge</p> <p>Improved partnership working</p>	Within current housing resources	<p>Housing Strategy</p> <p>Children's Services (County Council)</p> <p>Key Service Provider Stakeholders</p> <p>Shropshire, Staffordshire and Telford and Wrekin Homelessness</p>	<p>Monitor the number of YP presenting at NHA</p> <p>Explore alternative accommodation options</p> <p>Work with partner agencies to deliver</p>	Ongoing through the duration of the strategy

					Prevention Partnership		
3.5	Work with commissioning partners to provide support to homeless households or those at risk of homeless, to receive appropriate support, especially those with complex needs	Provision of appropriate support services to meet the needs of homeless households or those at risk of homeless.	Fill gaps in provision Future needs identified	Within existing resources	Housing Strategy Partner agencies	Continue to monitor delivery of current service provision and align with future needs	Ongoing through the duration of the strategy
3.6	Review current membership of the Newcastle under Lyme homelessness Forum	Appropriate representation at forum	Focus on prevention at a strategic level	Within current housing resources	Housing Strategy	Conduct review Amend / update membership	January 2016