

Action Plan; Providing advice and information to prevent homelessness

No.	Action	Team/Organisation	Target/outcome	Priority
1.1	Provide information to the public on where to seek advice on preventing homelessness, explaining it is a universal service. Targeted messages to young people and families as to what to expect from housing service. Target the myth of presenting as homeless and subsequently receiving a council house. Present information about how much the housing market/job market has changed in recent years.	Housing Strategy and Partnerships Team, Communications Team, Medway Council	Information provided in Medway Matters, our website, hubs and libraries and social media including information to targeted groups.	High
1.2	Tell all members of the Homelessness Forum that Kingsley House provides free advice and information to prevent homelessness and send link to information pages on our website. Ask members to share this with their staff.	Housing Strategy and Partnerships Team, Medway Council. Members of Homelessness Forum	All staff in all the organisations that are members of the Homelessness Forum to know of Kingsley House and how to signpost to it	High
1.3	Provide and update a leaflet of services for homeless people	Housing Strategy and Partnership Team, Medway Council	Leaflet produced and distributed at least twice a year	Low
1.4	Review methods that services users can contact the homelessness service	Housing Options Team	Options reviewed and if any changes identified they are implemented	low

Action Plan; identifying households at risk of homelessness early

No.	Action	Team/Organisation	Target/outcome	Priority
2.1	Provide advice to frontline Medway Council staff via staff messaging on how to spot homelessness and signpost to Kingsley House	Frontline Medway Council Staff	All frontline staff understand what homelessness is and signpost households at risk of homelessness to Kingsley House and our website	low
2.2	Provide advice frontline Medway Council staff on how to respond to rough sleepers	Frontline Medway Council Staff	All frontline staff able to provide services to rough sleepers in an appropriate manner	low
2.3	Challenge the perception that households that are not in priority need will get no help from Kingsley House in Homelessness Forum members	Housing Strategy and Partnership team, Medway Council	Homelessness Forum members know all households are entitled to the homelessness prevention and relief duties	medium
2.4	Provide guidance to partner organisations on how to spot signs of homelessness and how to refer to Kingsley House or to tell us about a rough sleeper webpage Encourage them to share message with staff	Housing Strategy and Partnership team, Medway Council	Guidance provided	medium
2.5	Provide guidance to partner agencies on how to spot sofa surfers and to refer them to homelessness services	Housing Strategy and Partnership team, Medway Council	Guidance provided	low

2.6	Plan ways to provide affordable rooms in shared accommodation particularly for those under 35	Housing Strategy and Partnership team, Medway Council	Plan created of how to provide affordable rooms	Medium
2.7	Consider Mental Health issues when investigating individuals for anti-social behaviour and involve partner agencies or organise professionals meetings when required.	All relevant professionals working with or able to work with client	Mental Health needs are identified and addressed to reduce risk of homelessness.	Medium
2.8	Lobby government to increase the local housing allowance to cover the average private sector rent	Housing Strategy and Partnerships Team	MHCLG are aware of the adverse effect of the significant gap between LHA and private sector rents on finding affordable rented accommodation for vulnerable residents	Medium
2.9	Explore ways to analyse data to identify households vulnerable to homelessness	Business Intelligence Team, Housing Strategy and Partnerships Team	The best way of identifying households vulnerable to homelessness is identify and piloted	medium

Action Plan; Intervening before homelessness occurs

No.	Action	Team/Organisation	Target/outcome	Priority
3.1	Provide additional support for offenders preparing to leave prison to find accommodation	Prison Navigator Service, KSS CRC, NACRO, Homelessness Service of Medway Council	Ex-offenders move from prison to accommodation	high
3.2	Provide or commission materials on budgeting to help residents at risk of homelessness	Housing Strategy and Partnerships Team	Materials available in paper and online	medium
3.2	Ensure all birth parents having a child taken into care are signposted to relevant support	All agencies working with homeless people	All agencies know of the Family Action service and signpost as needed	low
3.4	Identify the needs of female rough sleepers and write an action plan	Rough Sleeper Initiative, Medway Council	An action plan for meeting the needs of female rough sleepers created	medium
3.5	Review the effectiveness of the Multi-Agency Safeguarding Hub process in highlighting families at risk of homelessness and if changes are needed make recommendations	Housing Options Team, Medway Council	Effectiveness reviewed and any recommendations implemented	low
3.6	Report on progress of care leavers vulnerable to sleeping rough personal advisor service.	Leaving Care Team, Medway Council	Quarterly reports to DFE	Low
3.7	Review resourcing for homelessness function	Housing Options Team	Review resourcing needed to provide the new elements of service required by the Homelessness Reduction Act.	Medium
3.8	Review the young person's	Housing Options Team and Housing	Efficacy of service understood and a	Medium

	homelessness preventions service to ascertain how effective in preventing homelessness	Strategy and Partnerships Team	suitable service provided	
3.9	Assess the feasibility of a range of alternatives to current temporary accommodation provision e.g the Council running a lettings agency	Housing Options Team and Housing Strategy and Partnerships Team	Feasibility study completed	Medium
3.10	Review the support provided to tenants during eviction processes and make recommendations if any changes required	Housing Options Team	Review completed and recommendations made	low

Action Plan; Preventing recurring homelessness

No.	Action	Team/Organisation	Target/outcome	Priority
4.1	Review eligibility to Private Rented Access Scheme of those leaving supported accommodation	Housing Strategy and Partnerships and Private Sector Housing Teams, Medway Council	Decision made on eligibility for scheme	low
4.2	Review provision and requirements of commissioned supported accommodation to consider the needs of couples and ensure provision reflects needs and considers trauma informed care	Housing Strategy and Partnerships Team, Medway Council	New tenders reflect current needs	high
4.3	Create pathways from supported accommodation to general needs housing identifying any unmet needs	Housing Strategy and Partnerships Team, Medway Council	Pathway agreed with relevant partners. Unmet needs identified	high
4.4	Review age limits of extra care scheme where client has care needs	Homechoice Team, Adult Social Services, Medway Council	Decision made on eligibility for scheme	low
4.5	Support organisations training peer support workers to ensure they know how to signpost rough sleepers to the right services	Rough Sleeper Initiative, Medway Council	Peer workers give advice and information	low
4.6	Review how and when to provide basic furniture to homeless households moving into a rented home	Rough Sleeper Initiative, Temporary Housing Team, Medway Council	Simple guidance agreed on how and when to supply furniture	low
4.7	Review the effectiveness of the Somewhere Safe to Stay service	Rough Sleeper Initiative, Medway Council	Review completed and any recommendations made	Medium

4.8	A safeguarding adults review will be carried out if a rough sleeper dies or is seriously harmed as a result of abuse or neglect	Rough Sleeper Initiative, Safeguarding Adults Service, Medway Council	A plan of lessons learned is created and implemented	High
4.10	Review the effectiveness of the Cold Weather Program in helping clients to gain ID and work/benefits to fund their accommodation	Rough Sleeper Initiative, Medway Council	Review completed and an action plan created if needed	Low
4.11	Encourage health, including mental health, services to use text messages to remind clients, including rough sleepers, of appointments and remind them of services	Housing Strategy and Partnership Team, Public Health, Medway Clinical Commissioning Group, KMPT	Text message appointment reminders and prompts used when appropriate	Low
4.12	Require commissioned and encourage non-commissioned supported housing providers to tell the homelessness service if they will evict a client to allow the prevention service to begin	Commissioned and non-commissioned supported housing providers, Housing Options Service	Homelessness service is notified to potential evictions and works to prevent homelessness in supported accommodation clients	Medium
4.13	HMO licence holders are asked to provide accommodation to homelessness households	Private Sector Housing team, Housing Options Team, Private Sector HMO landlords	Licensed HMO landlords offer some rooms to tenants using the Homelessness service	High
4.14	Seek female rough sleepers views on whether they would prefer women only services or times	Rough Sleeper Forum, Women's Rough Sleeper Forum, Rough Sleeper task and finish group	Gain understanding of preferences of rough sleeping women	Low

	when they were for women only			
4.15	Encourage supported housing providers to write a crisis plan for all leaving the service highlighting where to go to help and who to contact	Supported housing providers	Each client leaves with a simple personalised crisis plan	Low
4.16	Organisations working with rough sleepers to support the Hepatitis C Trust to reach their clients	Organisations working with rough sleepers. Public Health Medway Council	Hepatitis C Trust supported to reach rough sleepers in Medway	Low
4.17	Review the services provided by the rough sleeper initiative with key partner organisation and determine which services can be provided with the funding available	Rough Sleeper Initiative, key partner agencies	A plan of services for rough sleepers is agreed by March 2020	High
4.18	One Big Family to provide feedback on services and how they can support rough sleepers to access them	One Big Family	Provide feedback on services as positive or negative events occur to support improvements	Low
4.19	Submit a monthly report of rough sleeper initiative outcomes to MHCLG	Rough Sleeper Initiative, Medway Council	Monthly report submitted	Low
4.20	Research how to support rough sleeping couples to access services and move into accommodation	Rough sleeper initiative, Medway Council	Report with action plan on ways to support rough sleeping couples created	Low
4.21	Diversify our provision of temporary accommodation away from nightly payments	Temporary Accommodation Team, Medway Council	Opportunities sought and followed up to diversify temporary accommodation	Medium

			provision within Medway	
4.22	Seek funding to continue the Rough Sleeper Initiative after March 2020	Housing Strategy and Partnerships Team	Sources of funding sought rough sleeper initiative elements	High
4.23	Work with adult social care colleagues to refer vulnerable homeless adults for an assessment of their needs	Rough Sleeper Initiative, Housing Strategy and Partnerships Team, Adult Social Care	Adult Social Care sent referrals and supported to carry them out in suitable venue	High
4.24	Explore options to remove and store the possessions for homeless people and provide a system for collection	Housing Strategy and Partnership Team	Options are identified and feasibility is assessed	low

Action Plan; Working with partner agencies

No.	Action	Team/Organisation	Target/outcome	Priority
5.1	Provide training to teams providing services to rough sleepers to challenge perceptions about and discrimination towards rough sleepers	Rough Sleeper Initiative/Medway Council	All staff know how to provide services to rough sleepers appropriately	low
5.2	Provide advice to non-medical colleagues on interacting positively with a person with mental health needs	Rough Sleeper Initiative/Medway Council	Relevant staff trained and training offered to Homelessness Forum members	low
5.3	Engage and educate street beggars. Assess their needs, establish the cause of begging. Work closely with all partner agencies to deliver the support required and challenge the behaviour. If individuals continue begging the use of legislation will be considered. Aggressive begging when reported will be robustly tackled using relevant legislation.	Rough Sleeper Initiative Medway Council, Police	Street beggars are offered relevant support, are informed when they are breaking the law and understand the consequences	Medium
5.4	Embed reducing homelessness in all relevant Council and partner organisation strategies.	Medway Council and relevant partners	Teams meeting households at risk of homelessness know how to refer to services	Low
5.5	Explore opportunities to focus resources on vulnerable clients of adult and children's social care teams.	Medway Council Housing and Adult Social care and Children's Services	Review current joint working and see where we can enhance this – look at viability of posts with responsibility for joint working.	Medium
5.6	Engage with people living in tents			