

Homelessness Strategy: Interim Statement 2012 – 13 Action Plan

	Task	Milestone	Outcome	Priority
1.	Ensure appropriate access to housing services	<ul style="list-style-type: none"> • Development of single access point for housing services. • Continuation and development of outreach, referral and liaison arrangements to include temporary and supported accommodation. • Develop consistent processes for initial advice, referral and signposting for all customers. • Implement accessibility recommendations from the Disability and Housing Action Plan. 	<p>Ensure effective targeting of options, advice and homeless interventions.</p> <p>Staff have appropriate skills and knowledge.</p> <p>Improved accessibility and advice for disabled customers.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p>
2.	Respond to the changing needs of vulnerable groups	<ul style="list-style-type: none"> • Implement Single Homeless Strategic Review action plan. • Implement Family Intervention Tenancy processes. • Identification of complex needs of vulnerable groups and service requirements. • Ensure appropriate and timely access to substance misuse interventions for homeless customers. 	<p>Reduction in homelessness</p> <p>Meet the needs of vulnerable groups through the provision of appropriate housing and support services.</p> <p>Reduction in number of children subject to care proceedings and removals.</p>	<p>Move on and sustainable outcomes</p> <p>Advice and access</p> <p>Accessing accommodation</p>
3.	Make best use of the Private Rented Sector	<ul style="list-style-type: none"> • Implement Private Rented Sector Delivery Plan • Secure future delivery of targeted Bond Board rental deposit scheme. • Continued roll out of Landlord Accreditation scheme. • Increase private rented sector participation in choice based lettings scheme. 	<p>Increase housing options available to Homeless clients.</p> <p>Improve standards in and increase access to the private rented sector.</p>	<p>Accessing accommodation</p>

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4.	Provide targeted advice regarding housing options	<ul style="list-style-type: none"> Continuation of mortgage arrears advice and mortgage rescue interventions. Deliver targeted interventions and advice to prevent evictions through Money skills/debt advice services. Develop court triage service and pre-court access by advice services. 	<p>Reduction in evictions due to arrears.</p> <p>More people enabled to sustain their homes.</p> <p>Improved information and advice to customers.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p>
5.	Provide support and accommodation	<ul style="list-style-type: none"> Review and implement early intervention and prevention policies. Negotiation with landlords to prevent or delay loss of accommodation. Implement BCH Eviction Protocol. Develop and implement local hospital discharge protocol. Deliver effective Prison and Probation link work arrangements. Implementation of Offender Housing Pathways including prison discharge arrangements. Roll out Gateway referral and placement management processes with wider range of temporary and supported accommodation provision. Implement MOP processes for single homeless accommodation services. Develop and implement borough wide move-on policy for temporary accommodation. Completion of redevelopment of Gilead House. 	<p>Prevent or delay loss of accommodation.</p> <p>Reduce requirement for temporary and emergency accommodation.</p> <p>Reduction in evictions.</p> <p>Minimise homelessness on prison release.</p> <p>Early information sharing and notifications to ensure targeted housing options service is provided.</p> <p>Better use of temporary and supported accommodation facilities.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p> <p>Accessing accommodation</p> <p>Move on and sustainable outcomes</p>

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6.	Financial Inclusion	<ul style="list-style-type: none"> • Implementation of financial inclusion action plan. • Understand impact of Welfare reforms and target advice services accordingly. • Continue to work jointly with Benefits services, BCH partners and voluntary sector. 	<p>Prevent loss of accommodation.</p> <p>Minimise impact of Welfare Reforms.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p>
7.	Safeguarding and risk management	<ul style="list-style-type: none"> • Ensure appropriate responses and support of risk management principles for high risk offenders through MAPPA as responsible 'duty to co-operate' housing authority. • Adoption of Safeguarding (& child concern) principles in relation to children and vulnerable adults across BCH. • Review and agree commitment to Safeguarding principles by BCH Board. • Continue to provide appropriate interventions for children and young people at risk of sexual exploitation. • Deliver interventions for children and young people engaging in risk taking behaviour. • Provision of emergency accommodation for homeless young people aged 16/17. • Increase staff skills and capacity in order to deliver necessary interventions for challenging and chaotic families with histories of ASB 	<p>Appropriate management of high risk offenders in the community in conjunction with Police, Probation and other agencies as appropriate.</p> <p>Allocation of accommodation in a timely and appropriate manner.</p> <p>Multi agency engagement and consistent approach.</p> <p>Protection and reduction of risk to vulnerable.</p> <p>Sustainable tenancies.</p> <p>Reduction in homelessness and prevention.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p> <p>Accessing accommodation</p> <p>Move-on and sustainability</p>

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		<p>at risk of eviction and homelessness.</p> <ul style="list-style-type: none"> • Implement Family Intervention Tenancy processes. • Contribute to development and delivery of Domestic Abuse strategy 		
8.	Implementation of 'No Second Night Out' principles	<ul style="list-style-type: none"> • Review GM policy and practice on rough sleeping. • Develop Bolton contribution and offer of expertise in support of wider GM objectives. • Maintain a viable and effective third sector provision for tackling homelessness, rough sleeping and assisting people into successful independent living. • Secure funding for Urban Outreach and other voluntary sector organisations working in this area. 	<p>Prevent homelessness and reduce need for temporary accommodation.</p> <p>Continuation of reduction in numbers of rough sleepers.</p> <p>Targeted and priority use of temporary accommodation.</p> <p>Viable and effective third sector provision.</p>	<p>Prevention and sustainability</p> <p>Advice and access</p> <p>Accessing accommodation</p>
9.	Ensure effective Allocations Policy	<ul style="list-style-type: none"> • Implementation of the Amalgamate review • Review of Allocations Policy in response to Localism Act and Stock Transfer. • Develop and implement appropriate policy additions such as Armed Forces, local lettings and downsizing and mutual exchange. • Review approaches to allocations, lettings and management processes across BCH. • Implement BCH Moving Options approach including Downsizing and Mutual Exchange. 	<p>Maximise efficient use of social housing stock.</p> <p>High and urgent needs continue to be appropriately met.</p> <p>Recover properties for appropriate allocation.</p>	<p>Accessing accommodation</p> <p>Move-on and sustainable outcomes.</p>

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		<ul style="list-style-type: none"> • Roll out of BCH protocol for tackling tenancy fraud. 		
10.	Work in partnership to address employment, skills and training needs	<ul style="list-style-type: none"> • Ensure homelessness services are linked in with Bolton's Skills Strategy to maximise opportunities for clients. • Develop appropriate referral mechanisms to/from agencies specialising in employment, skills and training. • Continue to support and develop local services which provide accommodation and training e.g. Raise the Youth, BASE etc. 	<p>Increased opportunities for homeless clients</p> <p>Sustainable accommodation</p> <p>Financial inclusion</p>	Prevention and sustainability