

Appendix 2 -

FYLDE HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2020-2025 - DECEMBER 2022 UPDATE

ACTION PLAN

Priority One – Developing a service that is focussed on preventing homelessness

Priority Two – Developing a service that is focussed on relieving homelessness

Priority Three – Partnership working to achieve our vision and values

Priority One – Developing a service that is focussed on preventing homelessness Priority Two - Developing a service that is focussed on relieving homelessness		
WHAT WILL WE DO?	HOW WILL WE DO IT?	Update December 2022
<ul style="list-style-type: none"> Continue to ensure every contact with Fylde Council and partner agencies counts. Update at every Fylde Homeless Forum meeting to make sure contact details are correct. 	<ul style="list-style-type: none"> Attend regular briefing sessions with Fylde Council Customer Services Staff, DWP, CMHT. 	<ul style="list-style-type: none"> The Housing Advice and Homeless Service meet every 3 weeks with colleagues from Environmental Protection, external Registered Providers and Police colleagues to identify potential “hot spots” where there may be instances of ASB or neighbour disputes with a view to preventing escalation which could potentially lead to homelessness. Meeting with Registered Providers three weekly to match homeless cohort in prevention or relief with their vacant properties. Progress Housing and Key Floating Support attend weekly meetings to discuss clients within the prevention and relief stages of homelessness.

		<ul style="list-style-type: none"> • Annual presentations to Customer Services and DWP customer support staff. • To re-establish Fylde Homeless Forum with Registered Providers allocating stock in Fylde.
<ul style="list-style-type: none"> • Duty to Refer implemented with all statutory agencies including DWP, NHS, other Local Authorities, Police, Prison and Probation Services and Adult and Children Social Care • Commitment to refer implemented with all providers of social housing operating within Fylde 	<ul style="list-style-type: none"> • Ensure all partner agencies are fully aware of the duty to refer and commitment to refer process into the housing service in order to prevent homelessness where possible. • Regular training sessions provided to staff within partner agencies of the support available. 	<ul style="list-style-type: none"> • Duty to refer arrangements in place with all statutory agencies. Duty to Refer has it's own designated email inbox and external agencies can also refer via the Jigsaw operating system. • Duty to Refer being used on Jigsaw Portal by statutory agencies. • Commitment to refer in place with all Registered Providers and charities.
<ul style="list-style-type: none"> • Self-help housing services pages developed on Fylde Council website with customer Portal developed and embedded on Jigsaw for self- referrals and personal housing plan updates. 	<ul style="list-style-type: none"> • Develop self-help housing services on Fylde Council website with access to partner agencies websites. • Jigsaw is the portal Fylde Housing Service to capture customer journeys through the housing service, personal housing plans and HCLic returns. 	<ul style="list-style-type: none"> • Self help housing service pages on Fylde Council website still to be developed. • All clients when they approach the service are supported to develop a personal housing plan to identify actions that both the client and the housing service need to undertake to secure suitable accommodation and maintain that tenancy. • Personal Housing Plan need to be bespoke and robust to each individual to maximise the opportunity of sourcing accommodation in either the private and public sectors. • Customer portal is in place and is used by clients and the housing service to report on progress towards identified actions within the personal housing plan

<ul style="list-style-type: none"> • Self-help advice developed on the website for private landlords with links to websites that give advice on managing accommodation, for example service Section 21 and Section 8 notices 	<ul style="list-style-type: none"> • The authority cannot provide landlord advice direct on managing accommodation, however we can provide signposting to relevant website to assist private landlords 	<ul style="list-style-type: none"> • Self-help housing service pages on Fylde Council website still to be developed. • Still to be implemented. On work plan for 2023. • It is envisaged that by updating the website with relevant signposting information, it will lead to both customers and landlords resolving any issues without approaching the Housing Advice and Homelessness Service.
<ul style="list-style-type: none"> • Support clients to follow Personal Housing Plans that are meaningful and achievable 	<ul style="list-style-type: none"> • Introduced under the HRA 2018, all clients under either a prevention or relief duty are provided with Personal Housing Plan that describes tasks the client and the local authority need to undertake. Work with clients to ensure the potential of this tool is maximised in all cases. 	<ul style="list-style-type: none"> • Customer portal is in place and is used by clients and the housing service to report on progress • Officers are in regular contact with clients to support them to work through actions required under the personal housing plan and review progress. • Personal Housing Plan need to be bespoke and robust to each individual to maximise the opportunity of sourcing accommodation in either the private and public sectors.
<ul style="list-style-type: none"> • Support applicants to join the local Choice Based Letting Scheme (MyHomeChoiceFyldeCoast) and prioritise banding where applicable in homelessness cases in accordance with the Common Assessment Policy (CAP) 	<ul style="list-style-type: none"> • Support applicants to ensure registered and advice on placing bids for accommodation. • Continue to work with processing partner in Fylde, Progress Housing to fast track applicants in priority need 	<ul style="list-style-type: none"> • Support to use MyHomeChoice is provided as standard for all applicants who would be eligible for social housing within Fylde. • Monthly meetings set up with Registered Providers to discuss potential forthcoming vacant properties where the Housing Advice and Homeless Service can direct nominate their homeless applicants for vacant properties. • Registered Providers directly approach the housing service when vacancies arise.

<ul style="list-style-type: none"> • Early Notification Protocol written and embedded with Partner Agencies and Registered Social Landlords. 	<ul style="list-style-type: none"> • For households at risk of losing their home due to rent arrears or other tenancy breaches, ensure early notification of support available is given to households. 	<ul style="list-style-type: none"> • Homeless Agreement with agencies that provide support to households in temporary accommodation includes an early notification protocol, namely Progress Housing. • Protocol with all Registered Providers to be developed once Fylde Coast and Housing Association Allocations Teams next meet. Meeting scheduled for 12th January 2022.
<ul style="list-style-type: none"> • Improved access to quality Private Rented Sector accommodation using Housing Health and Safety Rating System (HHSRS) checks for all tenancies enabled in the Private Rented Sector. 	<ul style="list-style-type: none"> • Where tenancies being established in the private rented sector ensure properties meet HHSRS standards. 	<ul style="list-style-type: none"> • All tenancies that are enabled with financial support for rent in advance or rent bond are inspected under HHSRS. • HMO Inspection Programme underway identifying properties in areas known to have a significant number of HMOs. • Dedicated Housing Services Officer for private sector clients.
<ul style="list-style-type: none"> • Work to deliver Fylde Council’s private sector enforcement policy that provides a framework for private sector housing enforcement activity by the Council; to guide investigating officers and decision makers in carrying out their work; and helps residents and property owners understand the powers and duties of the Council in relation to private sector housing and how they will be implemented. 	<ul style="list-style-type: none"> • Ensure clients approaching the service highlighting disrepair issues are referred into the Private Sector Team for further investigation. 	<ul style="list-style-type: none"> • Fylde Councils Enforcement Policy completed and provides a framework for enforcement activity by the Council. • HMO Inspection programme revisited to ensure safeguarding concerns are picked up as part of the HHSRS Inspection by dedicated resources from the Homelessness and Housing Advice Service. • Any safeguarding concerns to be reported to the appropriate channels – CMHT, Adult and Children’s Social Care.
<ul style="list-style-type: none"> • Referrals into Supported Accommodation provided under the Complex Needs 	<ul style="list-style-type: none"> • Where appropriate refer clients presenting with complex needs into any vacancies at Warren Hurst, 	<ul style="list-style-type: none"> • Referrals made within the 24-48 hour window when vacancies arise for all clients who require supported accommodation.

<p>accommodation programme run by Lancashire County Council</p>	<p>Fleetwood or Oak Tree House, Lancaster and provide move on support when clients due to exit supported accommodation.</p>	<ul style="list-style-type: none"> • Number of vacancies throughout 21/22 has been minimal due to lack of appropriate move on accommodation. • Cessation of Supported Living Contract in Fylde between LCC and Richmond Fellowship has lead to increasing workload of the Homelessness and Housing Advice service and distinct lack of suitable accommodation for clients facing mental health crisis.
<ul style="list-style-type: none"> • Collaborative Multi-Agency Working including referrals to Mental Health Services, Substance Misuse Services, Adult Social Care 	<ul style="list-style-type: none"> • Continue to meet regularly with Mental Health Services, Substance misuse and Adult Social Care in Fylde to ensure the most vulnerable of households with complex lifestyles can be supported into and sustain secure accommodation. 	<ul style="list-style-type: none"> • Multi Agency working has continued following the pandemic in the form of Changing Futures which replaces support with Lived Experience staff and additional resources in Local Authority agencies. • Two Hospital Link Workers in post who work alongside Blackpool, Fylde and Wyre Councils Housing Teams to ensure appropriate accommodation is secured prior to discharge. • Domestic Abuse Outreach Worker post based with FCWA to support victims across Fylde and Wyre. • Ministry of Justice and Rough Sleeper Funding combined to create Ex-Offenders and Rough Sleeper Accommodation Project. Empowerment appointed for a two year period from January 2021.
<ul style="list-style-type: none"> • Promote Pre-Tenancy Ready Training to all clients in need of advice and assistance provided through Human Kind for classroom and e-learning modules and 16-25 year olds through YMCA Fylde Coast via mobile devices. 	<ul style="list-style-type: none"> • Secure funding for the life time of the strategy to ensure pre-tenancy training programmes remain in place. • Evaluate Human Kind programme to ensure is meeting the training needs of households facing homelessness 	<ul style="list-style-type: none"> • Human Kind tenancy training provided by e-learning. Underway and all clients referred into this. • Completion of the course is required to access financial support for rent in advance and rent bonds.

	within both the classroom and e-learning programmes.	<ul style="list-style-type: none"> • Module to be added in 2023 for advice on drug and alcohol services and support available.
<ul style="list-style-type: none"> • Continue to work with Children’s social care (CSC) and YMCA towards the 16/17 year old homeless protocol 	<ul style="list-style-type: none"> • All 16/17 year olds approaching either Fylde Council, CSC and YMCA as homeless are sourced immediate temporary accommodation in Fylde or Wyre and a joint assessment undertaken within 5 working days. 	<ul style="list-style-type: none"> • Lancashire wide 16/17 year old protocol in place and a protocol for care leavers in place. • This work is led by LCC and 16/17 year old protocol is being updated. • For care leavers Multi Agency Meetings for wider support including housing are arranged as and when required.
<ul style="list-style-type: none"> • Continue as a service to provide tenancy support as reassurance for private landlords 	<ul style="list-style-type: none"> • Where Fylde Council has assisted clients into accommodation and provided internal or external funding to set the tenancy up continue to provide support for the landlord and the tenant at 1 month, 3 months and 6 monthly periods to identify any issues arising. 	<ul style="list-style-type: none"> • Moving On Service being established for clients facing multiple disadvantage to maximise the opportunities for securing permanent accommodation and sustaining the tenancy. • Moving On service will manage all external contracts and actively source funding for identified priorities within the Homelessness and Housing Advice Service. • Help to Rent scheme established to provide RIA and Bond using Fylde Council and DHP resources. Contact made at intervals during the first 6 months of the tenancy, and beyond if support is required.
<ul style="list-style-type: none"> • Support clients to access financial support that may be available to resolve their current housing situations 	<ul style="list-style-type: none"> • Support will include; DHP applications, Help to Rent applications, repossession prevention applications, charitable applications and benefit entitlement. 	<ul style="list-style-type: none"> • All staff have extensive knowledge of funding available to help to maintain and secure tenancies.

<ul style="list-style-type: none"> In partnership with Blackpool Council continue to operate personal budgeting and debt advice support for clients that present in financial difficulties 	<ul style="list-style-type: none"> Budgeting support is available weekly within Fylde Council offices for clients in need of budgeting advice. Where client's debts are directly impacting on their ability to access to secure accommodation referrals made into debt advice service. 	<ul style="list-style-type: none"> If the personal housing plan identifies that personal budgeting and debt advice support is required clients are referred into the service provided by Blackpool Council.
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Priority Three – Partnership working to achieve our vision and values	
WHAT WILL WE DO?	HOW WILL WE DO IT?
<ul style="list-style-type: none"> Explore ways to receive feedback from clients who have accessed the housing service at Fylde Develop customer satisfaction exit survey 	<ul style="list-style-type: none"> Clients do not generally complete survey forms giving feedback on service provision. There is a need to genuinely engage with clients to establish how they service worked for them and recommendations they would make to improve support. This could be via coffee morning with housed clients or e-survey on the website. Not taken forward due to service demands. Will revisit in 2023/24.
<ul style="list-style-type: none"> Explore opportunities for a shared apprenticeship scheme with Progress Housing Explore opportunities with Lancashire Volunteering Partnership – Mark Trent Liaise with DWP to enable clients to take up the Movement to Work Consider employment initiatives with M&S, Aldi Hold service user forums to establish the support required to enter employment 	<ul style="list-style-type: none"> Not progressed due to service demands of homeless cohort following the pandemic. Partner agencies resources are also limited at present. Clients are referred to DWP and DWP actively complete Duty to Refers. Moving On Service attends job coach interviews with clients with multiple complex needs if required.
<ul style="list-style-type: none"> Explore incentives for clients to encourage engagement with the service and self-help. To avoid clients leaving the support and presenting when their situation is more critical we need to 	<ul style="list-style-type: none"> Moving On service supports clients approaching with multiple disadvantaged support needs from initial approach to sourcing

<p>consider approaches to ensure continued engagement with the service.</p> <ul style="list-style-type: none"> Fylde to explore funding for personal development courses for client and identify the course as a support need 	<p>accommodation. This ensures engagement throughout the homelessness journey.</p> <ul style="list-style-type: none"> Support is available as long as is needed to ensure clients do not need to represent to the service. Development of system change as part of the Changing Futures programme is underway. Changing Futures Hub in Fylde secured at old Face to Face offices for partner agencies supporting clients to operate from to encourage joined up working.
<ul style="list-style-type: none"> Facilitate Fylde Homeless Forum on a 6 monthly basis that brings all agencies that provide homeless support services in Fylde together. 	<ul style="list-style-type: none"> Under the Homeless Trailblazer project the Forum ran across three local authorities, however many organisations did not attend when held in neighbouring authorities. The Forum will be re-established with a focus for Fylde to update on work within organisations, discuss barriers to provision, funding and opportunities for joint working. Not taken forward due to service demands. Will revisit in 2023/24.
<ul style="list-style-type: none"> Continue to work with partners under the Homeless Partnership Agreement and facilitate regular quarterly meetings 	<ul style="list-style-type: none"> Agencies that work with Fylde to provide support for households facing homelessness include Progress Housing, Human Kind, Key Floating Support and Key. Weekly meetings with Progress Housing and Key Floating Support to discuss clients within the homelessness service. Continued attendance at ASB meetings with registered Providers and external agencies to identify problem cases where early intervention may prevent homelessness.
<ul style="list-style-type: none"> Undertake Equality Impact Assessment (EIA) of temporary accommodation provided in Fylde and identify gaps in service provision for household types and evaluate if provision is meeting client needs. 	<ul style="list-style-type: none"> Completed in 2019.

<ul style="list-style-type: none">• Identify gaps in provision of temporary accommodation develop an approach to address the gaps to meet the needs of households facing homelessness	<ul style="list-style-type: none">• Negotiations with Progress Housing to secure additional temporary units in Fylde.• Working relationships with new B&B accommodation in St Annes and Blackpool.• Exploring opportunities with Places for People to take over closed supported unit on Park Road.• Better management of temporary units with a robust referral process ensuring clarity of allocation in date order.• Minimising void period with joint working with Progress Housing.
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