

Appendix 2 -

FYLDE HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2020-2025 - DECEMBER 2021 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 2021
<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Attend regular briefing sessions with Fylde Council Customer Services Staff, DWP, CMHT.</li> </ul>	2020/21 due to the impact of Covid 19 Fylde Homeless Forum have not been arranged.  Covid 19 Fylde Coast Homeless Cell has now become The Fylde Homeless Response Cell which has particularly focussed on the Covid vaccination roll out.  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.
<ul style="list-style-type: none"> <li>Duty to Refer implemented with all statutory agencies including DWP, NHS,</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all partner agencies are fully aware of the duty to refer and</li> </ul>	<ul style="list-style-type: none"> <li>Duty to refer arrangements in place with all statutory agencies. Duty to Refer has it’s own</li> </ul>

<p>other Local Authorities, Police and Adult and Children Social Care</p> <ul style="list-style-type: none"> <li>• Commitment to refer implemented with all providers of social housing operating within Fylde</li> </ul>	<p>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.</p>	<p>designated email inbox and external agencies can also refer via the Jigsaw operating system.</p> <ul style="list-style-type: none"> <li>• Commitment to refer in place with all Registered Providers and charities</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop self-help housing services on Fylde Council website with access to partner agencies websites.</li> <li>• Jigsaw is the portal Fylde Housing Service to capture customer journeys through the housing service, personal housing plans and HClc returns.</li> </ul>	<ul style="list-style-type: none"> <li>• Self help housing service pages on Fylde Council website still to be developed.</li> <li>• 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.</li> <li>• 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</li> </ul>
<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• The authority cannot provide landlord advice direct on managing accommodation, however we can provide signposting to relevant website to assist private landlords</li> </ul>	<ul style="list-style-type: none"> <li>• Self help housing service pages on Fylde Council website still to be developed. To be implemented by February 2022. 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.</li> </ul>
<ul style="list-style-type: none"> <li>• Support clients to follow Personal Housing Plans that are meaningful and achievable</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer portal is in place and is used by clients and the housing service to report on progress</li> <li>• Officers are in regular contact with clients to support them to work through actions</li> </ul>

	Work with clients to ensure the potential of this tool is maximised in all cases.	required under the personal housing plan and review progress.
<ul style="list-style-type: none"> <li>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)</li> </ul>	<ul style="list-style-type: none"> <li>Support applicants to ensure registered and advice on placing bids for accommodation.</li> <li>Continue to work with processing partner in Fylde, Progress Housing to fast track applicants in priority need</li> </ul>	<ul style="list-style-type: none"> <li>Support to use MyHomeChoice is provided as standard for all applicants who would be eligible for social housing within Fylde.</li> <li>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.</li> <li>Registered Providers directly approach the housing service when vacancies arise.</li> </ul>
<ul style="list-style-type: none"> <li>Early Notification Protocol written and embedded with Partner Agencies and Registered Social Landlords.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Homeless Agreement with agencies that provide support to households in temporary accommodation includes an early notification protocol, namely Progress Housing.</li> <li>Protocol with all Registered Providers to be developed once Fylde Coast and Housing Association Allocations Teams next meet. Meeting scheduled for 12<sup>th</sup> January 2022.</li> </ul>
<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Where tenancies being established in the private rented sector ensure properties meet HHSRS standards.</li> </ul>	<ul style="list-style-type: none"> <li>All tenancies that are enabled with financial support for rent in advance or rent bond are inspected under HHSRS.</li> </ul>
<ul style="list-style-type: none"> <li>Work to deliver Fylde Council's private sector enforcement policy that provides a framework for private sector housing</li> </ul>	<ul style="list-style-type: none"> <li>Ensure clients approaching the service highlighting disrepair issues</li> </ul>	<ul style="list-style-type: none"> <li>Fylde Councils Enforcement Policy completed and provides a framework for enforcement activity by the Council.</li> </ul>

<p>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.</p>	<p>are referred into the Private Sector Team for further investigation.</p>	
<ul style="list-style-type: none"> <li>• Referrals into Supported Accommodation provided under the Complex Needs accommodation programme run by Lancashire County Council</li> </ul>	<ul style="list-style-type: none"> <li>• Where appropriate refer clients presenting with complex needs into any vacancies at Warren Hurst, Fleetwood or Oak Tree House, Lancaster and provide move on support when clients due to exit supported accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals made within the 24-48 hour window when vacancies arise for all clients who require supported accommodation.</li> </ul>
<ul style="list-style-type: none"> <li>• Collaborative Multi-Agency Working including referrals to Mental Health Services, Substance Misuse Services, Adult Social Care</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Fylde Coast Homeless Cell created to meet Government directives to address the needs of homeless people in response to the Covid 19 pandemic.</li> <li>• Multi Agency working has continued, and this forum ensures the most vulnerable of households with complex needs can be supported.</li> <li>• Homeless Response Cell chair has approached LSCFT and has secured funding for 2 new Hospital Link Workers to work alongside Blackpool, Fylde and Wyre Councils Housing Teams re impending hospital discharges to ensure appropriate accommodation is secured prior to discharge.</li> <li>• Funding allocated to Fylde and Wyre Councils to appoint a Domestic Abuse Outreach Worker to support victims across both authorities.</li> </ul>

		<ul style="list-style-type: none"> <li>• Successful Changing Futures funding application to appoint a FTE staff member for 2 years to coordinate and navigate those with multiple disadvantages into the appropriate services.</li> <li>• Successful funding application into Ministry of Justice to support prison leavers and those involved in the Criminal Justice System into accommodation and provide appropriate tenancy support. This was achievable by merging Rough Sleepers Initiative funding and MoJ funding to commission a service for 2 years.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Secure funding for the life time of the strategy to ensure pre-tenancy training programmes remain in place.</li> <li>• Evaluate Human Kind programme to ensure is meeting the training needs of households facing homelessness within both the classroom and e-learning programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Human Kind and YMCA tenancy training provided by e-learning and mobile phone apps.</li> <li>• Completion of the course is required to access financial support for rent in advance and rent bonds.</li> <li>• Module to be added in 2022 for advice on drug and alcohol services and support available.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to work with Children’s social care (CSC) and YMCA towards the 16/17 year old homeless protocol</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Lancashire wide 16/17 year old protocol in place and a protocol for care leavers was being developed prior to the Covid 19 pandemic.</li> <li>• This work will be picked up when Lancashire Homeless Forums are re-established where all the local authority housing leads meet to discuss initiatives to improve access to support for vulnerable clients groups approach housing services across Lancashire.</li> </ul>

<ul style="list-style-type: none"> <li>• Continue as a service to provide tenancy support as reassurance for private landlords</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Fylde Housing Services have a Tenancy Support Policy that provides 3 levels of tenancy support determined by their needs, for example history of failed tenancy, drug/alcohol addiction, mental health and family breakdown.</li> <li>• Clients who present with less than 6 support needs and have been assisted into private sector accommodation with funding for rent in advance or rent bond, both the landlord and tenant are contacted at 1 month, 3 months and 6 months to establish any concerns with the tenancy.</li> <li>• Clients who present with 6-8 support needs are provided with 12 weeks tenancy support to ensure the tenancy is set up, all bills are in payment and benefits are in place.</li> <li>• Clients who present with 8-10 support needs are referred into the Rapid Rehousing Support service that works with clients throughout their journey within the service – prevention, relief and main housing duty – and then 12 weeks of tenancy support once accommodation has been sourced.</li> <li>• Funding allocated to Fylde and Wyre Councils to appoint a Domestic Abuse Outreach Worker to support victims across both authorities.</li> <li>• Successful Changing Futures funding application to appoint a FTE staff member for 2 years to coordinate and navigate those with multiple disadvantages into the appropriate services.</li> </ul>
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		<ul style="list-style-type: none"> <li>• Successful funding application into Ministry of Justice to support prison leavers and those involved in the Criminal Justice System into accommodation and provide appropriate tenancy support. This was achievable by merging Rough Sleepers Initiative funding and MoJ funding to commission a service for 2 years.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to offer Mediation as a method to prevent homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate referrals to Smile Mediation where both parties are looking to resolve a dispute and prevent homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• In 2021/22 the need for referrals into mediation services has not been apparent.</li> </ul>
<ul style="list-style-type: none"> <li>• Support clients to access financial support that may be available to resolve their current housing situations</li> </ul>	<ul style="list-style-type: none"> <li>• Support will include; DHP applications, Invest to Save applications, repossession prevention applications, charitable applications and benefit entitlement.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> <li>• Next Steps Funding secured in addition to the Household Support Fund to enable customers to access rent in advance or bond or to pay off Former Tenant Arrears to prevent cases of eviction.</li> </ul>
<ul style="list-style-type: none"> <li>• In partnership with Blackpool Council continue to operate personal budgeting and debt advice support for clients that present in financial difficulties</li> </ul>	<ul style="list-style-type: none"> <li>• Budgeting support is available weekly within Fylde Council offices for clients in need of budgeting advice. Where client's debts are</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<p>directly impacting on their ability to access to secure accommodation referrals made into debt advice service.</p>	<ul style="list-style-type: none"> <li>• During the Covid 19 pandemic the demand for this service has been minimal as the number of clients presenting to whom a prevention duty is owed has declined significantly.</li> <li>• It is expected this service will be in greater demand with the ban on evictions ending late 2021.</li> </ul>
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<b>Priority Three – Partnership working to achieve our vision and values</b>	
<b>WHAT WILL WE DO?</b>	<b>HOW WILL WE DO IT?</b>
<ul style="list-style-type: none"> <li>• Explore ways to receive feedback from clients who have accessed the housing service at Fylde</li> <li>• Develop customer satisfaction exit survey</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• Explore opportunities for a shared apprenticeship scheme with Progress Housing</li> <li>• Explore opportunities with Lancashire Volunteering Partnership – Mark Trent</li> <li>• Liaise with DWP to enable clients to take up the Movement to Work</li> <li>• Consider employment initiatives with M&amp;S, Aldi</li> <li>• Hold service user forums to establish the support required to enter employment</li> </ul>	<ul style="list-style-type: none"> <li>• Following LCC announced cuts to the Health and Wellbeing service in Lancashire, the withdrawal of the service will impact on support available for clients in both the social and rented sectors.</li> </ul>
<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• This could include Housing Coach – dedicated support with cooking, accessing benefits, utility bills - YMCA gym membership to promote health and well-being, starter packs, nominal vouchers for successful completion of a 6 month</li> </ul>



<p>consider approaches to ensure continued engagement with the service.</p> <ul style="list-style-type: none"> <li>• Fylde to explore funding for personal development courses for client and identify the course as a support need</li> </ul>	<p>tenancy or mentoring scheme with clients who have already resolved their housing situation.</p> <ul style="list-style-type: none"> <li>• Develop system change as part of the Changing Futures programme to develop new ways of working to improve engagement for those presenting with multiple disadvantages.</li> </ul>
<ul style="list-style-type: none"> <li>• Facilitate Fylde Homeless Forum on a 6 monthly basis that brings all agencies that provide homeless support services in Fylde together.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to work with partners under the Homeless Partnership Agreement and facilitate regular quarterly meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Agencies that work with Fylde to provide support for households facing homelessness include Progress Housing, Human Kind, Key Floating Support and Key. All partners meet regularly to discuss service provision and address issues as clients access support.</li> <li>• Continued attendance at 3 weekly ASB meetings with registered Providers and external agencies to identify problem cases where early intervention may prevent homelessness.</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• EIA will provide reassurance that temporary accommodation available meets the numbers and make-up of clients presenting to the local authority or not under homeless legislation. An emerging need over the past 12 months has been a requirement for crisis bed accommodation for 5 nights to avoid B&amp;B use out of borough.</li> </ul>
<ul style="list-style-type: none"> <li>• Identify gaps in provision of temporary accommodation develop an approach to address the gaps to meet the needs of households facing homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Visits to local authorities and charities operating in a similar way as Fylde Council to see how they have developed their housing service following the introduction of the HRA 2018 and addressing their temporary accommodation needs.</li> </ul>

<ul style="list-style-type: none"><li>• Consider the future of Face to Face, YMCA rent bond scheme in light of the changes with local authority housing services as a result of the HRA 2018</li></ul>	<ul style="list-style-type: none"><li>• This service is no longer procured due to changes in legislation and no demand for the service. Additional funding secured via Next Steps, Homeless Support Fund and Rough Sleepers Initiative enables the Housing Advice and Homelessness Service to financially support customers with Rent in Advance and Bond on Private Rented Sector accommodation.</li></ul>
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