



FYLDE BOROUGH COUNCIL HOMELESSNESS STRATEGY 2013-18: ACTION PLAN FINAL UPDATE OCTOBER 2018

The 10 Local Authority Gold Standard challenges

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a *No Second Night Out* model or an effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks

Priority one – maximise existing partnerships to effectively use current resources (both internally and externally)

Local authority challenge	What will we do?	Progress update
1	Report a strategy action plan update annually to Policy Development Scrutiny Committee	Annual updates to Environment, Health and Housing Committee on the Homelessness Strategy, Implementation of the Homeless Reduction Act 2017 and and Homeless Trailblazer projects.
1 & 2	Work towards improving public health and reducing health inequalities	<p>This was discussed at the first Homeless Forum. It was agreed by the forum that this was a wide ranging subject.</p> <p>Actions taken have included:</p> <ol style="list-style-type: none"> 1. NHS representatives from Public Health for Fylde, LCC Public Health and Fylde & Wyre Commissioning Group, Woodlands Community Mental Health, Age UK and Fylde Coast Women's Aid invited to attend the Forum's. 2. Private Sector Housing Enforcement Team presentation on housing standards in the Borough 3. Regular feedback to DWP on benefit issues with the introduction of Universal Credit 4. DWP presented on sanctions placed on families following concern expressed by the Children's Centres on JSA, ESA and Universal Credit. 5. Information gathered on partners delivering mental health services in Fylde and how to access the support. 6. Barnardo's presentation on supported lodgings scheme available for 16-25 year olds in Fylde. 7. Streetlife Blackpool presented on the project for 16-25 year olds in Blackpool <p>The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. This includes public health services.</p>

1	Review Housing Advice and Homelessness Charter.	Fylde Homelessness Charter reviewed and is available at http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/homelessnesscharter/
1 and 2	Re-launch the HAG as the Fylde Homelessness Forum (FHF)	<p>This was discussed at the Homelessness Strategy Workshop in July 2013. There was no objection and a new revised Homeless Forum was held on the 11th March 2014. Terms of reference for the group, membership and frequency of meetings was confirmed and is available on the Homelessness Forum website</p> <p>http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homelessness-forum/</p> <p>The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. A Terms of Reference for this group in available at Appendix A at the end of this report.</p>
1 and 2	Widen the membership of FHF	The Trailblazer project has evolved the Fylde Homeless Forum, into a Fylde Coast Homeless Forum that brings all local authorities and partners together that work across the Fylde Coast to prevent homelessness. A Terms of Reference for this group in available at Appendix A at the end of this report.
1 and 2	Develop a passport approach that considers clients holistic needs as they transfer from services.	This approach is central to the work under the Homeless Trailblazer projects, where clients transfer within the Tenancy Support Service across the three authorities where they have a local connection to one, two or all three local authorities.
2	Explore the development of an Information sharing protocol	<p>INFORMED CONSENT TO SHARE INFORMATION has been established across all three Fylde Coast local authorities</p> <p><i>Any help we can give you and the assessment of any application for housing or homelessness assistance may involve referring you to the relevant authority within the</i></p>

		<p><i>Fylde Coast area. It can also mean that we request information from other individuals, agencies statutory and non-statutory bodies or providing information about you to individuals, agencies statutory and non-statutory bodies. The purpose of obtaining or sharing information will only be used for the following 6 purposes. To:</i></p> <ol style="list-style-type: none"> <i>1) Help people who approach us to resolve their housing problems and make appropriate referrals onto tenancy training courses.</i> <i>2) Help people who approach us to solve any problem which may mean they are at risk or may become at risk of becoming homeless.</i> <i>3) Help people to find accommodation with private sector landlords</i> <i>4) Help resolve any problems that may occur during their tenancy with a private landlord</i> <i>5) Assess any application for housing including a person's eligibility for social housing and a person's housing needs.</i> <i>6) Assess any homelessness application as required by the Housing Act 1996 if a person meets the legal test for an application under Part 7 of that Act and the Homeless Reduction Act 2017 including any support needs (including your health, financial and employment needs).</i>
8	Collect and monitor key statistical information from relevant stakeholders	Data is now collected across all three authorities as part of the Homeless Trailblazer project and is provided to the Fylde Coast Homeless Forum.
1	Review the Homelessness Service Partnership agreement between New Fylde Housing and Face to Face YMCA	Partnership agreement running from January 2019 to 2021 is in final draft.

2	Homelessness Forum to examine support, education and training needs to meet challenge two	Number of speakers invited to the Forum throughout the year to provide training and update opportunities on support services available in Fylde.
	Explore the issues and identify the gaps in relation to mental health services in Fylde	<p>Service map of lower level mental health services available in Fylde and how to access them available on the website. Available on the Fylde Homeless Forum Website for Fylde BC. Currently being updated as part of the Fylde Coast Homeless Forum under the Homeless Trailblazer Project.</p> <p>http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homelessness-forum/</p>

Priority Two Preventing Homelessness

3	Introduce written advice for all clients	<p>Communities and Local Government have provided a standard letter for local authorities to use. This was introduced in Fylde during August 2013.</p> <p>The Homeless Reduction Act was implemented in April 2018 and places prevention and Relief duties on local authorities including the production of Personal Housing Plans that provide jointly agreed written advice, between the Officer and the Client.</p>
3	Review information available to customers	The Housing website has been updated and updates are ongoing with the introduction of the Homeless Reduction Act 2018. A review of information leaflets has been completed.
3	Implement a system to record meaningful customer feedback that captures experience as move between and through services	The Housing Team has identified that an on line customer feedback form would be the easiest way to collect customer feedback. However this has not been progressed due to a new website being developed by Fylde Council and the introduction of the Homeless Reduction Act and new prevention and relief duties placed on local authorities.
3	General promotion of My Home Choice	<p>A review was undertaken of MyHomeChoice in 2015/16 which focussed on addressing issues of concern with the current Consistent Assessment Policy (CAP) raised by Registered Providers. The last such review of the Choice Based lettings Scheme (CBL) was undertaken in 2013, following the introduction of the Localism Act 2011.</p> <p>A number of changes were proposed to the current Consistent Assessment Policy to help alleviate delays in the current system for applicants, by bringing in an element of flexibility in ways households can access affordable housing.</p> <p>The proposed changes have undergone a consultation period and are currently being implemented. As part of the changes to the CAP a general awareness raising and promotion will be undertaken across the Fylde Coast.</p>

4	Review the offer available to rough sleepers	<p>No Second Night Out (NSNO) policy implemented Dec 2013 and the Council website has been updated to include details on how to report a rough sleeper and contact details for National Street Link. Funding was available for NSNO up to September 2014 under the Lancashire Single Homeless Initiative. Additional funding was received under the Help for Single Homeless Funding pot. A review of the information collected from the Drop in Service at F2F was completed and highlighted that from 31st March 2015 there will be funding gap in the provision of the Homeless Drop in Service.</p> <p>NSNO has been funded under the Homeless Trailblazer project SINCE March 2017.</p>

5	Complete and implement the Lancashire Probation Protocol	This is to be completed on a Lancashire wide basis via the Lancashire Reducing reoffending board. Work has been co-ordinated by the Head Of Lancashire Supporting People. The protocol was implemented in Autumn 2015.
5	Review and implement a hospital discharge protocol	The Homeless Trailblazer project funds a Hospital Link Worker that liaises with hospitals in Blackpool and Preston in regard to discharges. This has meant we have been able to get households registered with MyHomeChoice and source accommodation prior to discharge. In some cases temporary accommodation has been provided and referrals made into the Disabled Facilities Grant programme.
6	Continue to operate Invest to Save	Invest to save continues to operate and is currently matched funded from external sources of charitable funding such as Vickers Relief, Glasspool and Discretionary Housing Payments (DHP).
8	Support the Council's Corporate Plan to deal with welfare reform and implementation of universal credit	Universal Credit and Welfare Reform training arranged for all staff and DWP attend Fylde Coast Homeless Forum. Full roll out will be in the Fylde Coast from December 2018 and staff have had several training sessions.
8	Expand debt advice services in the borough	As part of the introduction of the Homeless Reduction Act we have established a specialist debt advice service with CAB from June 2018.

8	Implement the projects identified via the Lancashire Single Homeless Initiative across Wyre, Fylde and Lancaster. Fylde BC project monitoring role for three projects. Accommodation finding across Wyre and Lancaster authorities. Shared Housing and Tenancy Training across all three authorities.	<p>Two projects in Fylde</p> <p>1. Shared housing for single people September 2014 AAAW Ltd appointed to deliver the Accommodation Finding Service and Shared Housing Initiative. In January 2015 AAAW Ltd announced they had gone into receivership. June/July 2015 contracts re-tendered and Calico appointed to deliver the Accommodation Finding Service in Lancaster and Wyre, and YMCA the Shared Housing initiative across all three authorities for a further 12 months. There was no take up of the option in Fylde.</p> <p>2. Tenancy training DISC have provided the tenancy training in Fylde since 2014 and funding when the Lancashire Single Homelessness funding ended was from the Homeless Trailblazer Project. DISC, renamed as Human Kind, continue to work in Fylde providing an E-learning course available for clients who work or are in education/training and a 2 week course every Month. All clients who access support from the Homelessness and Housing Advice Service are expected to attend the course.</p>
8	Review the information packs provided for applicants in temporary accommodation	Completed jointly with Progress Housing Association.
8	Implement the actions identified by the CLG 16&17 year old Lancashire wide prevention project	Lancashire Joint Protocol for joint working arrangements between local housing authorities and children's social services in place. Re-launched in September 2018 with social services and housing staff in attendance.
9	Review 16/17 year old protocol with Social Services	As above
	Explore the development of a food bank within the Borough	Trussel Trust now operate a Foodbank in Fylde through the CAB in Fylde. The Foodbank is open in St Annes Tues and Thursday; Kirkham Monday and Friday; and Warton on a Wednesday by appointment.

Priority Three: Increasing the supply of settled accommodation including access into the private rented sector

Local authority challenge	What will we do?	Progress?
6	Continue to operate the rent bond guarantee scheme up to 2018 and beyond subject to available resources	Rent Bond Officer post funded by Fylde BC at YMCA F2F Offices to assist clients into the private rented sector.
6	Implement the private rented sector offer policy	Cabinet authority to pilot implementing the policy to discharge the homelessness duty into the private rented sector obtained 27 th November 2013. Clients regularly access the private rented sector and occasionally a 12 month tenancy is negotiated, however the majority are 6 months.
	Explore the development of a service similar to Snug Bug	Not taken further.
	Explore the development of service similar to Keyring Network	Not taken further.



FYLDE COAST HOMELESS FORUM

TERMS OF REFERENCE and ACTION PLAN

JULY 2018

1. Introduction

In December 2016 Fylde BC, working jointly with Blackpool Council and Wyre Council were awarded two year Homeless Trailblazer funding from DCLG. The aim of the funding is to develop innovative approaches to preventing homelessness by carrying out prevention activity earlier and work with a wider group of people and reduce the number of people who face a homelessness crisis in the first place.

The role of the Fylde Coast Homeless Forum is to bring all organisations together across Fylde to enable us to work in partnership to work innovatively across the Fylde Coast and improve homeless prevention services.

Across the Fylde Coast our planned new holistic approach "Turning the Tide", will seek to strengthen services aimed at homelessness prevention by:

1. Strengthen public understanding of the risks of homelessness by raising awareness among all public sector workers and combining tenancy training programmes across the Fylde Coast to reduce the numbers at risk of homelessness.
2. Identify and resolve housing issues for vulnerable people known to other public services across the Fylde Coast earlier. This will be achieved by strengthening engagement in social services cases, and dedicated housing support at local hospitals. We will establish better information sharing to track individuals' progress, inform the development of services, and direct the use of resources between agencies across the Fylde Coast. This will prevent homelessness in more cases and set up more sustainable accommodation and support than would otherwise have been achieved.
3. Further develop access to the private rented sector in Fylde and Wyre to provide a wider range of alternative housing options for anyone at risk of homelessness.
4. Establish strengthened arrangements for temporary accommodation that is

combined with holistic support for other vulnerable individuals who are not owed the full homelessness duty.

5. Help people with multiple and complex needs by addressing underlying issues to achieve sustained positive outcomes, including bringing intensive support to people through a new Housing First project linked to the Blackpool Fulfilling Lives programme.

6. Purpose of the Forum

Fylde Coast Homeless Forum

Issues affecting your service identified from meeting 26/09/2017
Inconsistency across Social Services
Funding issues around extra services
Limited Referral onto other Services
Consistency across Probation Services
Blackpool fulfilling lives – hard to reach clients
A need for a Healthier Fleetwood
Relationships with private sector landlords
Reoccurring complex needs
More appropriate accommodation pathways for care needs
Rehousing issues – cross boundary referrals and no local connection issues
Funding issues – training, MH, DV and CAB
Welfare Reforms – UC, sanctions, under 35's, social policies
More complex issues, MH, longer waiting lists on HR, temporary accommodation
Ashley Foundation – Hostel, Supported Accommodation and move on into independent living
DHP – Rent and CT arrears, Housing costs

Mapping of current and future prevention services – from meeting 09/01/2018
Regular meetings of Fylde Homeless Forum – underway and held quarterly
What's going on across the Fylde Coast – Underway partner and trailblazer updates

at meetings
Children's Social Services, Blackpool and Lancashire – To be invited with contact names
Share case studies and good practice / Information Sharing and improve communication – partner updates at meetings
LLC / SP / Young People / MH Team / Police – To be invited with contact names
Shared Website for Housing Services across the boroughs – Fylde BC developing Fylde Housing Directory to be demonstrated at Meeting 26/07/18
Seek available funding and changes to funding streams – Regular agenda item
Guest speakers from across boroughs – To be agreed at meetings
Joint working with the CAB re skills, employment and volunteering opportunities CAB to do a presentation at future Forum along with Progress Futures
Family support service / Specialist contact working with DWP – DWP attending meetings
Probation attendance and updates – Invited but no attendance to date
More of a Holistic Approach when moving on
Set up new Landlords Forum & building relationships with L/L
Specialists in Street Homeless/begging?
Mental Health Pathway provision (Commissioners)
Funding – St. Martins in the Fields, Vicars Relief, Glaspool Regular agenda item
Food Partnerships
Streetlife – Life skills, counselling, MH - Future speaker
Furniture – BHF, DSS (Care and Urgent needs), Helping Hands
Care and Repair – Across borough for all basic adaptations including social housing providers Future speaker
Training using shared services - Regular agenda item
Homeless Reduction Act

3. Operation of the Forum

Each local authority will facilitate a Forum on a quarterly basis and provide the secretariat.

4. Membership

Organisation	Contact Name	Email	
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