

## FYLDE BOROUGH COUNCIL HOMELESSNESS STRATEGY 2013-18: ACTION PLAN UPDATE SEPT 2016

### 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

## **Review of the Homelessness Strategy Action Plan 2013-18**

In September 2015 and June 2016 reviews were completed of the Fylde Homelessness Strategy Action Plan to focus the work of the group over the final two years of the Action Plan from 2016 to 2018.

### **Priority 1: Maximise existing partnerships to effectively use current resources.**

It was agreed the group would work towards;

1. Better relationships with mental health services
2. Representative to attend the Landlord's Forum
3. Link in with Voluntary sector

### **Priority 2: Prevent homelessness**

1. Increase in youth homelessness with the proposed withdrawal of Housing Benefit for 18-21 year olds from April 2017 and the work of the Forum
2. Consider work being completed by LCC 16-17 year olds Protocol and its effectiveness in Fylde
3. Future of Tenancy Training following the end of the Lancashire Single Homelessness Funding
4. Consistent advice and information available to customers
5. Expand debt services in the Borough
6. Develop a Hospital Discharge Protocol
7. Supported People funding withdrawal and the impact on accommodation based services and tenancy floating support
8. Information and awareness raising of support available for customers on remand

### **Priority 3: Increasing the supply of settled accommodation including the private rented sector**

1. Update on MyHomeChoice Fylde Coast and promotion of the scheme
2. Contact with Jobs, Friends, Houses in Blackpool

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

Local authority challenge	What will we do?	Progress update and actions agreed at the Fylde Homeless Forum 7 <sup>TH</sup> June 2016.
1	Report a strategy action plan update annually to Policy Development Scrutiny Committee	<ul style="list-style-type: none"> <li>• Strategy approved by Cabinet 27<sup>th</sup> November 2013.</li> <li>• Action Plan update presented to Policy Development Scrutiny 4<sup>th</sup> Sept 2014, 8<sup>th</sup> September 2015 and 6<sup>th</sup> September 2016.</li> </ul>
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. However it was decided to invite a NHS representative to attend the Forum. Presentations given by:</p> <ul style="list-style-type: none"> <li>• Tom Birtwistle from the Council Private Sector Team would complete a presentation on housing standards in the Borough</li> <li>• Fylde CAB update on the affordable warmth project</li> <li>• DWP presentation and on-going updates given at meetings.</li> <li>• Barnardos Supported Accommodation</li> <li>• Streetlife, Blackpool</li> <li>• Calico Tenancy Floating Support</li> <li>• Mental Health Services, Richmond Fellowship</li> <li>• Young People Service</li> </ul>
1	Review Housing Advice and Homelessness Charter.	<p>Homelessness Charter completed and available on Fylde BC Website.</p> <p>Fylde Homeless Forum dedicated website</p> <p><a href="http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homelessness-forum/">http://www.fylde.gov.uk/resident/housing/homelessness-housing-advice/fylde-homelessness-forum/</a></p>
1 and 2	Re-launch the HAG as the Fylde Homelessness	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 11 <sup>th</sup> March

	Forum (FHF)	2014. Terms of reference for the group, membership and frequency of meetings was confirmed.
1 and 2	Widen the membership of FHF	A number of organisations made contact for the first forum meeting which included Fylde CAB, F2FYMCA, LCC (Children's Social Care), Homestart, Young people's Service, Lancashire Probation, Working Together with Families, Progress Housing, Inspire, DISC, Richmond Fellowship, Children's Centre Managers, Woodlands Community Mental health, Fylde Coast Women's Aid. Other organisations are invited but as of Sept 16 have not sent a representative: Community engagement manager for Fylde & Wyre Commissioning Group, Age UK.
1 and 2	Develop a passport approach that considers clients holistic needs as they transfer from services.	<p>This project was discussed at the first homeless forum. Colleagues discussed known schemes in West Lancashire, Accrington and Rossendale. To move this project forward Linda Chelton from Hyndburn Homes presented to the group.</p> <p>Under the Lancashire Single Homeless Forum DISC won the contract to provide tenancy training with Fylde. This service is aimed at young people who had not previously held a tenancy and applicants whose tenancy had failed. The service is funded till 31<sup>st</sup> August 2016. The course covers sourcing accommodation, managing a tenancy, affordability and landlord negotiation.</p>
2	Explore the development of an Information sharing protocol	<p>At the first forum it was agreed a more robust information sharing protocol should be developed which looks at different tiers of information that can be shared rather than a password encrypted for sensitive information. The protocol will need to be developed alongside the passport approach. It was decided to look at the WTWF approach.</p> <p>Sept 16 all organisations that deal with Lancashire County Council have already signed up to an information sharing protocol therefore not necessary to have a separate protocol in place.</p>
8	Collect and monitor key statistical information	The first forum meeting discussed what information would be made available at future meetings. Fylde BC can provide information from internal systems and

	from relevant stakeholders	information is available for the floating support service via Lancashire Supporting People. Information will also be collected from Fylde CAB and F2f YMCA.  Stats are available on the website.
1	Review the Homelessness Service Partnership agreement between New Fylde Housing and Face to Face YMCA	New agreement completed to March 2017. This includes a private sector offer via the paper Rent Bond Scheme and Invest to Save funding from Fylde BC to secure rent in advance and/or rent bond payments.
2	Homelessness Forum to examine support, education and training needs to meet challenge two	Being dealt with under the Lancashire Single Homelessness Project Tenancy Training.
	Explore the issues and identify the gaps in relation to mental health services in Fylde	The first forum meeting identified a need to map lower level mental health services. This has now been completed. A discussion is needed to identify the issues faced by agencies in the Borough.

## Priority Two Preventing Homelessness

3	Introduce written advice for all clients	Communities and Local Government have provided a standard letter for local authorities to use. This was introduced in Fylde during August 2013 and is used where practicable.
3	Review information available to customers	The Housing website has been updated. A review of information leaflets needs to be 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. A feedback form for homelessness and housing advice has been developed and needs to be implemented via the Councils survey software.
3	General promotion of My Home Choice (MHC)	A joint marketing campaign began in March and continued into April and May. Further promotion work waiting for a review of MHC Housing Providers Meeting and a new partnership agreement to be signed.
4	Review the offer available to rough sleepers	NSNO policy implemented Dec 2013 and is on-going. The Council website has been updated to include details on how to report a rough sleeper and contact details for National Street Link. The service provides up to 5 nights emergency accommodation up to a maximum of £100 for every new rough sleeper.
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 is in final draft and should be available shortly for distribution.
5	Review and implement a hospital discharge protocol	A desktop review of the process is to be completed. This will need to be discussed and implemented with staff at North Lancashire PCT.
6	Continue to operate Invest to Save	Invest to save continues to be operated by Fylde BC to assist households into the private rented sector. Runs alongside the Paper Rent Bond Scheme operated by F2F YMCA.

8	Support the Council's Corporate Plan to deal with welfare reform and implementation of universal credit	FBC arranged welfare reform training to key stakeholders  Universal credit was rolled out November 2014. The forum will be used to update agencies in the Borough regarding implementation. DWP attends the forum to give an update.
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8	Expand debt advice services in the borough	The forum will explore the options available to deliver additional debt advice services. CAB continue to bid for funding for debt advice services. Resources may be required to expand service provision.
8	Implement the projects identified via the Lancashire Single Homeless Initiative	Two projects in Fylde 1. Shared housing for single people 2. Tenancy training Project now complete and evaluation being taken to Fylde BC Committee in Sept 2016.
8	Review the information packs provided for applicants in temporary accommodation	Completed.
8	Implement the actions identified by the CLG 16&17 year old Lancashire wide prevention project	Mediation training for professionals complete. Fylde BC is able to offer mediation to 16&17 year olds. A service level agreement has been signed with F2FYMCA to complete schools work in Fylde and Wyre during 13/14 and 14/15. Other projects to be explored by the forum.
9	Review 16/17 year old protocol with Social Services	Feedback to be obtained from the forum regarding the operation of the protocol. A review was completed on a County wide basis and led by the County Council. The announcement of budget cuts by Lancashire County Council and the impact on Supported People Funding has delayed the protocol.
	Explore the development of a food bank within the Borough	This has been completed via the CAB and faith community in Rural Fylde. The foodbank should began to be operational in the summer of 2014. The Foodbank continues to grow from strength to strength with centres open in Kirkham and St Annes.

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

<b>Local authority challenge</b>	<b>What will we do?</b>	<b>Progress?</b>
6	Continue to operate the rent bond guarantee scheme up to 2018 and beyond subject to available resources	The rent bond continues to operate and funding is drawn down from Fylde BC Invest to Save and Vickers Relief Fund to set tenancies up.
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 <sup>th</sup> November 2013. The policy requires landlords to offer a 12 month tenancy for homeless households, however due to prevention work by the Local Authority and F2F YMCA households are accessing tenancies prior to becoming homeless.
	Explore the development of a service similar to Snug Bug	To be discussed at future forum meeting. Unlikely to progress due to constraints around Supported People funding uncertainties.
	Explore the development of service similar to Keyring Network	To be discussed at a future forum meeting