

Homelessness Strategy Action Plan 2016-19

Updated: Tuesday, 04 September 2018

Area of work	Objective	Action required	Progress	Lead & participants	Deadline	RAG
1.Domestic abuse	Achieve better housing outcomes for victims and survivors of domestic abuse	1.1 Improve information available to victims and survivors to support people to stay in their homes	New City Council domestic abuse web page published. Updated following feedback from CWA.	CCC Housing Advice Service (HAS) Cambridge Women's Aid (CWA) County Council: Cambridgeshire Safer Communities Partnership Team	April 2016	Green
		1.2 Review domestic abuse policies, procedures and practices with a view to joint framework for housing providers to consider adopting. Explore funding to manage this project. Include looking at perpetrators who are excluded from their homes. Develop procedural guidelines covering the Council's approach to known perpetrators of domestic abuse.	Domestic Abuse Housing Alliance has been awarded the funding to develop this project. In progress Citizens Advice has introduced something "ASK" - a project under which all CABs will be trained to understand and identify the various forms of gender violence and abuse	CCC HAS County Council	March 2019	Yellow
2. Access to the	Assist more than 50 (per annum) Cambridge City	2.1 Update social lettings agency	Completed	James McWilliams CCC HAS	August 2016	Green

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private rented sector	customers in housing need to access the private rented sector	business plan.				
		2.2 Seek long term funding for social lettings agency via Housing Scrutiny Committee	Report to committee on 22/09	CCC HAS	September 2016	
		2.3 Re-establish the single homelessness service as a tri-authority partnership, revise the Reconnections Policy and local authority Memorandum of Understanding	Completed.	CCC HAS	April 2016	
3. Rough Sleeping	Reduce the number of individuals sleeping rough in the City from an annual baseline of 135 per annum	3.1 Develop clear recommendations from the rough sleepers' survey.	Key recommendations are: <ul style="list-style-type: none"> • Access to services • Professional support • Mentoring & friendship support • Prison discharge • Care leavers 	CCC HAS Cambridge Link-Up Hope Cambridge	July 2016	
		3.2 Implement a clear action plan based on the findings of the RS survey	<ul style="list-style-type: none"> • Outline programme developed to research and implement improvements in access to services, in mentoring and friendship support and in professional support • Initial discussions with key players and funding sources under way • Paper written by CJ with recommendations for items not covered by 3.2b 	Hope Cambridge	Scoping – by July 2017 Analysis – by January 2018	
		3.2b Review current housing	<ul style="list-style-type: none"> • Discussions underway with partner organisations. 	CCC HAS	August 2017	

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		provision for prison leavers; produce report and recommendations	Report published with recommendations.			
		3.3 Develop more targeted work with young people to prevent homelessness – especially those not in employment, education or training (NEET) or those in Pupil Referral Units	Started	<i>Centre 33 (C33)</i>	July 2018	
		3.4 Evaluate and address demand for training flats available for people accessing the county council's Making Every Adult Matter (MEAM) service	Working group to review a draft proposal to take to targeted RP's. Good lead with one particular RP. Funding bids in with DCLG and Rotary Club. In process of recruiting a Housing First Project Manager	<i>Cambs County Council Chronically Excluded Adults team (CEA)</i>	March 2018	
		3.5 Develop a joint approach to tackle begging and busking activity, which is used to support a street-based lifestyle	4 year funding agreed by Safer Communities for the MEAM service to support this work. New deadline to review future partnership working between CCC Enforcement Officers and new MEAM support role Street Aid launched. This work is on-going.	<i>CCC HAS CCC Safer Communities</i>	September 2017	
		3.6 Roll out an agreed hospital discharge protocol	Completed	<i>CCC HAS</i>	July 2016	
		3.7 Investigate, with partners, whether more joined-up support	Move-on data collection project underway.	<i>CCC HAS</i>	June 2018	

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		<p>services can be developed to help customers all the way through a housing pathway towards independent living.</p> <p>This will also include improving monitoring of move-on rates from the hostel system, and analysing what more could be done to improve move-on.</p>				
		<p>3.8 Conduct a commissioning review of floating support to provide further clarity on referral pathways to ensure homeless service users are not 'slipping through the net'.</p>	<p>Extract from previous Commissioning Review circulated. Services due for retender in June 17.</p> <p>The City Council will be engaging with the County council to determine how services are commissioned moving forward.</p>	<p><i>County - Housing commissioner</i></p>	<p>September 2018</p>	
		<p>3.9 Evaluate the case for commissioning severe weather emergency provision (SWEP)</p>	<p>Completed</p>	<p><i>CCC HAS</i> <i>Jimmy's Cambridge</i> <i>Hope Cambridge</i></p>	<p>November 2016</p>	
		<p>3.10 Change, Grow, Live (CGL) to agree and implement a plan that will strengthen its performance in a range of areas.</p>	<p>Rough Sleepers Action Plan completed and distributed to partners for feedback at meeting on 24th Aug. Arrangements made to meet more frequently with key partners.</p>	<p><i>CSMHOT</i> <i>CCC HAS</i></p>	<p>RSAP completed June 2016. Implementation on-going.</p>	
4. Mental Health	<p>Improve support services for those with mental health issues or</p>	<p>4.1 Work with the county council to monitor the impact of the Mental Health Prevention and</p>	<p>The Housing Related Support Commissioning Review was published in Oct 2017.</p>	<p>Mental Health Commissioner <i>(County)</i></p>	<p>October 2017</p>	

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	a dual diagnosis with mental health as a primary issue	Community Services (floating support) team in relation to homelessness support				
		4.2 Establish a monitoring system to assess the efficacy of the County Council's dual diagnosis strategy	Drug and alcohol JSNA due out in Sept. To include on the application of dual diagnosis strategy. A subsequent decision will be made on whether service delivery or strategy requires review.	County Council DAAT	March 2019	
5. Homelessness Prevention	Introduce new measures to enhance existing homelessness prevention options	5.1 Conduct a review of the Council's homelessness prevention fund	Some data collected to inform consideration of the efficacy of some of the awards made. Reviewing this data as at June 17. 11/17 Procedure being redrafted in preparation for the implementation of the HRA	CCC HAS	Revised deadline of Dec 2016	
		5.2 Establish a definition of repeat homelessness and baseline figures. Work out causes of repeat homelessness and actions to tackle those Agree repeat homelessness monitoring arrangements to assess progress	Analysis of 15-20 case studies is planned. Completed, to be presented to HSIP on 12/12/17	Wintercomfort CSMHOT Jimmy's Cambridge	March 2018	
		5.5 Continue to pursue shared housing models with Registered	Hundred Houses has completed a shared housing	Housing providers	No deadline	

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		Providers	unit as at June 17	CCC HAS		
6. Minimising use of temporary accommodation and bed and breakfast	Ensure that average stays in temporary accommodation do not exceed 5 months. Aim to use bed and breakfast accommodation in exceptional cases only	6.1 Introduce revised eviction process for s188 & s190 applicants in the light of the Supreme Court decision on R v Newham LBC & Lewisham LBC 2014 and the decision that applicants are not entitled to a court order when in temporary accommodation.	Letting agreements amended, notices with legal department for amendment. Reported to committee in June. Occupation agreements redrafted by the legal team. Will be implemented after the amalgamation of TA with HAS is complete.	CCC HAS	July 2017	
		6.2 Improve performance on cases settled within 33 working days. Aim for at least 75% within this figure. Introduce systematic analysis of cases outside 33 days and create an audit trail	2015-16 figures published. 2016-17 targets confirmed. Performance for quarter 2 was 79%	CCC HAS	Target assessment March 2017	
		6.3 Aim for 15 2-bed direct lets to homeless households from Registered Provider partners per annum	N/A This action was a response to silting up of TA stock. This has now eased. This action will be reviewed when the 2019 strategy is written.	CCC HAS	March 2017	
		6.4 Conduct a 6 monthly review of temporary accommodation requirements and act on review recommendations	Last review conducted February 2016. Recommendation that one bedroom properties are replaced by 3 beds to achieve better balance.	CCC Temporary Accommodation Service	July 2017 Complete?	

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			Need more 2 bed properties, target is 12, currently have 7. Deadline revised to after the amalgamation of TA and HAS is complete.			
		6.5 Prepare for the introduction of the Homelessness Reduction Act	HRA now implemented.	CCC HAS Plus several other officers from CCC HAS	31 st March 2018	
7. Mitigating impact of welfare reform	Develop a multi-agency procedural approach to supporting those affected by the benefit cap in Cambridge	7.1 Procedure agreed and implemented. Full statutory homelessness duties averted where homelessness threat is as a direct consequence of the 'cap'.	Procedure completed Deadline revised so implementation can be monitored once the cap is rolled out. Group to continue to meet as work is ongoing.	CCC HAS CCC HAS CCC Revenues & Benefits CHS CAB	March 2017	
8. Bringing empty homes back into use	Implement and monitor the Council's emerging scheme to bring long-term empty homes back into use (30 per annum)	8.1 Introduce an empty homes loan scheme	Started. 30 pa target hit in 2015-16	CCC Environmental Health CCC Environmental Health	Draft April 2016 Implement June 2016	
		8.2 Develop and implement one 'partnership scheme' in 2016/17 (an empty home/scheme).	Partner deal struck with HOPE Cambridge	CCC Environmental Health CCC Environmental Health Jimmy's Cambridge	March 31 st 2017	

RAG guide:

Complete	Started and on track for completion within deadline	Will not or unlikely to hit deadline	Not started
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