



# Homeless Prevention and Rough Sleeping Strategy Action Plan 2021 - 2026

<b>What</b>	<b>Objective 1: Reduction of multiple exclusion homelessness and rough sleeping</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Reduction in the numbers of repeat homelessness and rough sleeping</li> <li>2. Evidence of an increase in move on accommodation and support options for non-statutory rough sleepers</li> <li>3. Evidence of increased access and engagement with key services to meet needs (benchmarking)</li> </ol>
<b>No</b>	<b>How</b>
1.1	Develop and implement a local 'prevent, intervene and recover' model (government rough sleeping strategy) with key partners, with a specific focus to target those identified as most at risk of rough sleeping
1.2	Increase rehousing options for people with complex needs and a history of repeat homelessness
1.3	Pilot a 'Housing First' approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs, including those with pets
1.4	Ensure assertive outreach support and advice is provided to rough sleepers within 48 hours of receiving a location report
1.5	Carry out an annual review of the severe weather emergency protocol (SWEP) to ensure that it is robust, offers appropriate protection for rough sleepers, and proactively helps them to access more suitable housing and support
1.6	Develop information/leaflet/e-leaflet to increase awareness of assistance available to rough sleepers
1.7	Develop a monitoring system to record the support needs and housing history of rough sleepers in order to accurately inform future service provision, funding and commissioning

1.8	Work with key partners to improve access to services to promote health and wellbeing for rough sleepers, multiple exclusion and repeat homelessness
1.9	Speak to and involve former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing, so that better information is available to identify effective interventions
1.10	Carry out regular multi-agency street and health needs audit reports

<b>What</b>	<b>Objective 2: Prioritising early intervention and prevention of homelessness</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Local multi-agency commitment/charter implemented</li> <li>2. Report on the monitoring and feedback mechanisms implemented and reviewed (including equality data)</li> <li>3. Increase in homeless prevention levels, with a focus on PRS</li> <li>4. Pre-discharge protocols implemented and reviewed</li> <li>5. Report on the at-risk groups identified and targeted actions identified</li> <li>6. Annual review of tenancy strategy and allocation policy completed</li> </ol>
<b>No</b>	<b>How</b>
1.1	Introduce a local multi-agency Homelessness Prevention and Rough Sleeping commitment
1.2	Review and improve information to all homeless households including reviewing use of personalised housing plans (PHPs) and online information; implementing feedback mechanisms to monitor effectiveness – involve clients in the review process
1.3	Deliver general public and professional awareness and targeted advice surgeries/training on homelessness, prevention, housing and public duty to refer (PDTR)
1.4	Review homeless equality data to ensure that homelessness and housing services are accessible to all
1.5	Develop/review pre- eviction protocols with all housing providers and understand reasons for abandoned tenancies, arrears and evictions
1.6	Develop and implement a 'hospital discharge protocol' and establish a prison release/offender housing review
1.7	Monitor and report reasons for loss of private rented accommodation
1.8	Work with members of Carlisle Welfare Reform Board to jointly target households most at risk of future homelessness; ensuring those identified have access to timely specialist housing, welfare and benefit advice
1.9	Explore ways to improve service delivery outcomes for households with no local connection, no recourse to public funds (NRTPF) or households with language barriers and cultural differences
1.10	Carry out an annual review of the local Tenancy Strategy and the Councils Housing Allocation Policy

<b>What</b>	<b>Objective 3: Promote safeguarding and harm minimisation for people experiencing homeless and rough sleeping</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Report on the access barriers and gaps in provision to inform future commissioning and development of specialist accommodation and support services</li> <li>2. Report profiling the wider needs of people experiencing homelessness with high-risk safety issues shared across key agencies</li> <li>3. Key frontline staff in the council safeguarding training complete</li> <li>4. Key services in the council are prepared and trained to implement new duties as a result of the Domestic Abuse Bill</li> <li>5. Report on the achievements of the Domestic Abuse Project</li> </ol>
<b>No</b>	<b>How</b>
1.1	Work in partnership to support local existing priorities for safeguarding adults and children experiencing homelessness and rough sleeping
1.2	Establish a system of annual audit in cases where adults experience multiple exclusion/repeat homelessness/rough sleeping
1.3	Map access barriers and gaps in regional emergency accommodation and support for households who are experiencing (or at risk of) homelessness as a result of domestic abuse
1.4	Embed early intervention approaches and multi-agency targeted delivery options for homeless households identified as high risk (i.e. those released from prison; those with a history of ASB/offending; those with complex substance use; those in complex and high risk relationships; sex workers; county lines/ drug supply involvement etc.)
1.5	Develop a multi-agency case audit approach to serious incidents involving rough sleepers and other vulnerable groups to ensure that lessons are learnt, and service improvements identified across all agencies/organisations
1.6	Ensure all frontline staff all receive appropriate safeguarding (and refresher) training and domestic abuse training (in relation to new duties) and know how to report and escalate concerns
1.7	Undertake an audit of the needs of victims of domestic abuse and their children in safe accommodation; and perpetrators accessing emergency accommodation as a safeguarding measure
1.8	Implement the new duties on the council as a result of the Domestic Abuse Bill, and work with the county council to conduct needs assessments
1.9	Support all clients to access appropriate and timely support to meet wider needs identified especially in cases where safety needs are a factor

No	How
1.10	Map access to range of support services (outside of housing) to address wider high-risk safety issues particularly during times of crisis, including out of hours and weekends
1.11	Actively seek funding opportunities to continue and develop the local Domestic Abuse Project

<b>What</b>	<b>Objective 4: Increase access to flexible move on accommodation and support options</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Increase in the number of PRS landlords letting to people experiencing homelessness (benchmarking)</li> <li>2. Report on housing options for young people and single households aged under 35 years</li> <li>3. Report on positive move on from emergency accommodation</li> <li>4. Report on achievements of the Rapid Rehousing Pathway/Rough Sleeping Initiative Projects</li> </ol>
<b>No</b>	<b>How</b>
1.1	Improve the support and advice offered to private landlords in order to increase the supply of good quality, affordable private rented accommodation
1.2	Feasibility of establishing leasing scheme for private sector properties
1.3	Identifying gaps in emergency and affordable longer-term housing options for young people and single households under 35s; utilising the results to influence future developments across sectors
1.4	Develop and embed a move on pathway from emergency accommodation to tenancy and consider sustainable options to increase access to landlords and wider support
1.5	Actively seek funding opportunities to develop and deliver the rapid rehousing pathway (RRP)/rough sleeping initiative (RSI) with key partners
1.6	Review average rent levels/options and incentives across accommodation (including supported accommodation) to ensure this is not a barrier to employment (breaking down housing and intensive housing/support costs and considering tiered options or subsidised lettings)
1.7	Feasibility of establishing a flexible tenancy support and sustainment service to ensure that people receive the right level of support at the right time (link to point 5 & 6)
1.8	Strengthen and formalise the working relationships between the health and wellbeing coaches (HAWCs) and Housing Options/Tenancy Support and sustainment (RRP) officers
1.9	Develop and implement local temporary accommodation tenancy sustainment support resources as a pilot delivery programme; and explore wider feasibility options for other key partners

No	How
1.10	Work with Registered Social Landlords (RSL) partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness and rough sleeping to enhance move on strategy and RRP outcomes
1.11	Improve digital inclusion for clients experiencing homelessness
1.12	Explore feasibility and funding opportunities to establishing a local emergency move on furniture and peer led handy-person project

<b>What</b>	<b>Objective 5: Improve experiences and opportunities for young people and children experiencing homelessness</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Report on the impacts of a bespoke homeless prevention and support programme</li> <li>2. No of young people and children assisted (including care leavers)</li> <li>3. No of schools/college projects delivered</li> <li>4. Thematic event and impacts</li> </ol>
<b>No</b>	<b>How</b>
1.1	Develop a prevention programme to increase knowledge of housing and homelessness issues in partnership with young people
1.2	Scope and actively promote services that offer community support and befriending to children and young people experiencing homelessness or who have a history of homelessness to support positive and sustainable rehousing
1.3	Promote integrated personalised planning to include debt and wider poverty issues
1.4	Deliver training to council homeless frontline staff on Adverse Childhood Experiences (ACES)
1.5	Work with key partners to actively promote, develop and deliver a range of accessible activities, employment and training opportunities for young people and children experiencing homelessness
1.6	Develop a bespoke support programme to promote resilience and independence including life skills and tenancy sustainment
1.7	Link into and promote local youth hub services
1.8	Increase links and joint working with colleges/schools to increase awareness of homelessness prevention
1.9	Work closely with Children's Services/Pathways Services to ensure that care leavers with rehousing challenges are identified at the earliest opportunity to prevent homelessness; and support the delivery of the care leavers protocol
1.10	Scope and deliver multi-agency thematic event



<b>What</b>	<b>Objective 6: Increase key partnerships to respond effectively to local emergency situations impacting on homelessness and rough sleeping</b>
<b>Who</b>	Local authority to lead and deliver via a new multi-agency task and finish subgroup to be established
<b>Key progress measures</b>	<ol style="list-style-type: none"> <li>1. Review report on homeless emergency plans and protocols</li> <li>2. Review report of wider local resources available to meet homeless emergencies</li> </ol>
<b>No</b>	<b>How</b>
1.1	Develop local targeted advice surgeries and emergency protocols including online/virtual events
1.2	Review winter readiness, emergency plans and protocols to ensure they are responsive, effective and promoted
1.3	Feasibility of establishing local discretionary crisis fund and explore external funding opportunities
1.4	Establish two-way communication with other wider resilience forums as appropriate including Carlisle's Welfare Reform Board



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[www.carlisle.gov.uk/Residents/Housing-and-Homeless](http://www.carlisle.gov.uk/Residents/Housing-and-Homeless)