

South Nottinghamshire
Homelessness Strategy
2017-2021

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Councillors Foreword

As the Housing Portfolio Holders for Broxtowe, Gedling and Rushcliffe Councils, we are pleased to introduce South Nottinghamshire's second joint Homelessness Strategy. We would like to take this opportunity to thank all of the organisations and individuals who have contributed towards its development.

Since the South Nottinghamshire Councils produced the first joint homelessness strategy in 2013, significant progress has been to improve services and deliver a range of housing initiatives, of which a number of examples are outlined within this Strategy. We recognise that at a time of increasing pressures on homelessness services due to factors such as welfare reform; rising house prices and increased funding challenges for support services, it is more important than ever to ensure that existing services are effective at rising to new and increasing challenges.

The strategy outlines the key homelessness issues in South Nottinghamshire and sets our priorities for action. We are determined to continue to work effectively with partners across the public, private and voluntary sectors to maximise opportunities to deliver this Strategy. If you think you can help us to deliver on these priorities please come and talk to us.

Introduction

The three Boroughs of Broxtowe, Gedling and Rushcliffe have strategic responsibility for meeting our legislative requirements under the Homelessness Act 2002. Section 1(4) of the Homelessness Act 2002 requires Local Authorities to publish a new homelessness strategy within a period of 5 years. This is the second joint homelessness review for the three Boroughs; the last joint homelessness strategy was published in 2013.

The South Nottinghamshire Homelessness Strategy sets out how the three Councils and our partners aim to tackle homelessness over the next five years.

By building on successful partnerships and service provision and by developing new and improved ways of working we can assist anyone who is threatened by or is experiencing homelessness in South Nottinghamshire.

The strategy sets the agenda, enabling us to continue to meet the needs of people in South Nottinghamshire and to eliminate the threat of homelessness from their lives which fully reflects the national priorities for a continued focus on homelessness prevention.

The South Nottinghamshire Homelessness Strategy sets out:

- The homelessness challenges facing South Nottinghamshire
- How the strategy was developed
- The key objectives of the strategy
- How we will deliver the strategy

The strategy sets the framework for improving access to housing. Supporting vulnerable people and minimising rough sleeping continue to be our priorities, together with a greater emphasis on developing clear pathways and effective preventive interventions.

Since publication in 2013, there has been significant progress through the implementation of South Nottinghamshire's first homelessness strategy through stronger partnership working between the three Councils and our partners.

The strategy was based on the following main strategic objectives:

- No one should have to sleep rough in South Nottinghamshire
- All local authorities will work with partners to reduce the number of homeless applications they need to consider year on year
- All councils will minimise the use of Bed & Breakfast accommodation for homeless households, with the long term aim of ending it altogether
- Knowing that there is insufficient social housing to meet demand, all potentially homeless clients will get the help they need to access private rented housing
- All young people in South Nottinghamshire should learn about homelessness, realistic housing options, domestic abuse and healthy relationships in school
- All client groups with special needs will have clear and up to date referral pathways so that it is clear which agency is responsible for providing services to them at what time

Key Achievements

The three Councils have worked effectively to improve homelessness services over recent years, examples of these achievements are outlined below:

- Delivering over 500 affordable homes through successful partnerships during 2013 to 2016
- Successfully bidding for funding to commission research into the accommodation and support needs of 19-35 year olds to identify current gaps, further challenges through welfare reform and identify opportunities to minimise negative impacts
- As part of a Nottinghamshire-wide consortium, successfully bidding for £370,000 of funding over 2 years to provide a county-wide rough sleeper service and extend street outreach services across Nottinghamshire
- Achieving 4,645 homelessness preventions from 2013 to 2016 across the three areas
- Successful provision and support of accommodation for 56 Syrian Refugees as part of the Syrian Vulnerable Person's Resettlement Programme and Vulnerable Children's Relocation Programme
- Successfully delivering Private Landlords partnership events, attended by over 60 landlords and letting agents
- Working with Broxtowe Youth Homelessness to deliver educational sessions to over 6,000 year 10 and 11 students in South Nottinghamshire to raise awareness, challenge stereotypes and equip young people with the knowledge to make informed housing choices and access support
- Utilisation of temporary accommodation at Hound Lodge and Elizabeth House to meet housing need across the three areas

- Contributing to the development of the County-wide Housing & Health Commissioning Group and the development of the Health and Wellbeing Plan, including identification of best practice pilot schemes
- Reviewed the implementation of the new Housing Allocations Policy and the Choice Based Letting system to ensure that it is accessible and meeting the needs of local residents

The three South Nottinghamshire Boroughs of Broxtowe, Gedling and Rushcliffe have a strong track record of collaborative working between the three areas and with other partners to prevent and relieve homelessness. This includes operating with a joint choice based lettings system for the three areas and broadly aligned allocations policies. The three Councils also collaborate closely on issues such as the provision of temporary accommodation. Additionally, the Councils work closely with Nottinghamshire County Council which has responsibility relating to a range of functions linked to homelessness, such as relating to younger persons supported accommodation as they hold the duty to assist under 18 year olds.

The South Nottinghamshire Councils are fully aware that effective partnership working is essential to delivering this homelessness strategy. There are a range of partnerships in place to deliver and monitor the strategy. Notably, the South Nottinghamshire Inter Agency Homelessness Forum was established in July 2012 to bring together a wide range of statutory and voluntary agencies involved in preventing homelessness and providing services to homeless people. The shared strategy and its action plan are far from being the only or main reason for the forum, but they are intended as a focal point to which all partners can contribute their actions and achievements and build a joined-up picture of the services available. The authorities have undertaken to report progress against the action plan to the forum on a regular basis, making it transparent and accountable, and avoiding the possibility that the action plan could be “left on the shelf”.

We fully rely on effectively working with our partners; our local communities; large and small private sector bodies ranging from developers and construction companies to private landlords; the broader public sector and our local third sector.

We recognise that we are all working to achieve the same goals and that it is in everyone's interests for South Nottinghamshire to have homes where people can thrive. However, we also understand that each of our partners will have their own considerations to take into account which may require a different approach to reflect local circumstances. Effective partnerships across all sectors built on a foundation of trust and mutual respect will enable partners to meet the key challenges identified in this strategy.

The last five years has provided very significant challenges with regard to preventing and relieving homelessness. Most notably, a reduction in the availability of support services has meant that housing options teams are dealing with increasingly complex workloads and clients with often very significant needs, including mental health. The reduction in support services means that clients who previously could approach specialist support services at an early stage are now approaching housing teams when they are at crisis point.

This means that it is more important than ever to ensure that the existing services are effective at rising to new and increasing challenges underpinned by strong partnerships.

Homelessness Reduction Act

The increased Government focus on homelessness prevention is welcome. The Homelessness Reduction Act, reforms the homelessness duties placed on local authorities to intervene at earlier stages to prevent homelessness which more closely reflects current legislation in Scotland and Wales.

The Act amends Part 7 of the Housing Act 1996 and requires local authorities to provide new homelessness services to all individuals affected, not just those protected under existing legislation. Its measures include:

- An extension of the period during which an authority should treat someone as threatened with homelessness from 28 to 56 days.
- Clarification of the action an authority should take when someone applies for assistance having been served with a section 8 or section 21 notice of intention to seek possession from an assured shorthold tenancy.
- A new duty to prevent homelessness for all eligible applicants threatened with homelessness, including providing a personal housing plan and keeping such assessments under review until any accommodation duty is discharged.
- A new duty to relieve homelessness for all eligible homeless applicants.
- A new duty on public services to notify a local authority if they come into contact with someone they think may be homeless or at risk of becoming homeless.
- Provision of personal assessments.

The new duties will have a significant impact on the way in which homelessness prevention services are delivered and how services will link to wider support such as training, employment and health to increase resilience to homelessness. The strategy will have a supplementary Homeless Reduction Act implementation action plan for each authority.

Homelessness in South Nottinghamshire – Key Findings

The extract data below provides a summary of housing need in South Nottinghamshire which has helped to inform the key priorities for action. Whilst this data provides a base of information for the purposes of the Strategy, it should be noted that a host of evidence is considered when making decisions as to where to allocate resources.

Housing Register Data (as at 17 February 2017)

Total numbers on the housing register

Area	Broxtowe	Gedling	Rushcliffe
Total number on housing register	1028	828	496
Of which band 1	32	46	11
Of which band 2	140	182	76
Of which band 3/4	856	600	409

Of those on the housing register, current housing situation

Area	Broxtowe	Gedling	Rushcliffe	Total
Bed and Breakfast	1	0	4	5
Council Tenant	324	11	47	382
HM Forces	2	0	0	2
Housing Association Tenant	95	277	136	508
In Social Services Care/Foster Care	3	1	1	5
Living in Hostel	15	7	4	26
Living with Family/Friends	130	113	73	316
Lodging	8	9	10	27
No Fixed Abode/Sofa surfer	26	31	14	71

Area	Broxtowe	Gedling	Rushcliffe	Total
Non secure tenancy – leased property	6	0	1	7
Non secure tenancy – own stock	1	1	2	4
Owner Occupier	102	108	64	274
Private Rented Tenant	299	244	111	654
Shared Ownership	1	4	2	7
Sleeping Rough	3	1	5	9
Tied Tenant	1	3	2	6
(blank)	11	18	20	49
Total	1028	828	496	2352

Of those on the housing register, current housing situation

Area	Broxtowe	Gedling	Rushcliffe	Total
Couple	54	34	32	120
Couple + Pregnant	8	6	2	16
Elderly Couple	95	97	51	243
Elderly Single	190	219	141	539
Family + 1 Child	132	92	39	263
Family + 1 Child + Pregnant	9	5	2	16
Family + 2 Children	105	70	26	201
Family + 2 Children + Pregnant	12	5	1	18
Family + 3 Children	72	44	16	132
Family + 3 Children + Pregnant	3	4		7
Family + 4 Children	19	14	7	40
Family + 4 Children + Pregnant		1		1
Family + 5 or more Children	3	8	2	13

Area	Broxtowe	Gedling	Rushcliffe	Total
Single	294	191	157	640
Single + 1	21	24	12	57
Single + Pregnant	10	11	6	27
Single with overnight carer	1	3	2	6
Total	1028	828	496	2352

Homelessness Data

Broxtowe

Year	2013	2014	2015	2016
Homeless decisions	39	34	26	25
Acceptance decisions	10	9	9	11
Of acceptance decisions, main reasons with numbers	Parents no longer willing or able to accommodate (2)	Parents no longer willing or able to accommodate (2)	Loss of rented or tied accommodation: Termination of assured shorthold tenancy (2); of rented or tied accommodation: Reasons other than termination of assured shorthold tenancy (2)	Rent arrears on: Private sector dwellings (2); Loss of rented or tied accommodation: Termination of assured shorthold tenancy (2)
Of acceptance decisions, age breakdown with numbers	16-24 (3) 25-44 (6) 45-59 (1)	16-24 (4) 25-44 (4) 45-59 (1)	16-24 (1) 25-44 (6) 45-59 (2)	16-24 (3) 25-44 (6) 45-59 (2)
Of acceptance decisions, number with children or pregnant	6	7	8	9
Of acceptance decisions, number placed in temporary accommodation	10	9	4	8

Year	2013	2014	2015	2016
Number of cases where homelessness was prevented or relieved	401	453	445	427
Of which, main specific reasons homelessness prevented and client was able to remain in own home - with numbers	Resolving housing benefit problems (28); Negotiation or legal advocacy remaining in private rented accommodation (5); Providing other assistance remaining private or social rented accommodation (3)	Resolving housing benefit problems (20); Providing other assistance remaining private or social rented accommodation (12); Debt advice (6)	Providing other assistance remaining private or social rented accommodation (16); Resolving housing benefit problems (12); Conciliation including home visits for family / friend threatened exclusions (9)	Providing other assistance remaining private or social rented accommodation (29); Conciliation including home visits for family / friend threatened exclusions (27); Resolving housing benefit problems (14)
Of which, main reasons homelessness was assisted to find alternative accommodation - with numbers	Offer of Local Authority own accommodation or nomination to a Registered Provider (186); Supported accommodation (59); Private rented sector accommodation without landlord incentive scheme (54)	Offer of Local Authority own accommodation or nomination to a Registered Provider (207); Private rented sector accommodation without landlord incentive scheme (69); Private rented sector accommodation with landlord incentive scheme (64)	Offer of Local Authority own accommodation or nomination to a Registered Provider (178); Private rented sector accommodation without landlord incentive scheme (61); Supported accommodation (59)	Offer of Local Authority own accommodation or nomination to a Registered Provider (162); Private rented sector accommodation without landlord incentive scheme (69); Supported accommodation (51)

Gedling

Year	2013	2014	2015	2016
Homeless decisions	85	74	125	112
Acceptance decisions	53	60	83	88
Of acceptance decisions, main reasons with numbers	Violence: Violent breakdown of relationship involving associated persons (12); Loss of rented or tied accommodation: Termination of assured shorthold tenancy (11); Parents no longer willing or able to accommodate (8)	Loss of rented or tied accommodation: Termination of assured shorthold tenancy (16); Violence: Violent breakdown of relationship involving associated persons (16); Non-violent breakdown of relationship with partner (6)	Loss of rented or tied accommodation: Termination of assured shorthold tenancy (25); Violence: Violent breakdown of relationship involving associated persons (19); Parents no longer willing or able to accommodate (13)	Loss of rented or tied accommodation: Termination of assured shorthold tenancy (25); Parents no longer willing or able to accommodate (11); Violence: Violent breakdown of relationship involving associated persons (8)
Of acceptance decisions, age breakdown with numbers	16-24 (24) 25-44 (20) 45-59 (8) 64-74 (1)	16-24 (20) 25-44 (31) 45-59 (9)	16-24 (30) 25-44 (47) 45-59 (6)	16-24 (29) 25-44 (53) 45-59 (6)
Of acceptance decisions, number with children or pregnant	31	37	54	60
Of acceptance decisions, number placed in temporary accommodation	23	27	24	26

Year	2013	2014	2015	2016
Number of cases where homelessness was prevented or relieved	263	313	177	192
Of which, main specific reasons homelessness prevented and client was able to remain in own home - with numbers	Negotiation or legal advocacy remaining in private rented accommodation (9); Mediation using external or internal trained family mediators (9); Providing other assistance remaining private or social rented accommodation (7)	Providing other assistance remaining private or social rented accommodation (18); Negotiation or legal advocacy remaining in private rented accommodation (13); Mediation using external or internal trained family mediators (4); Resolving housing benefit problems (4)	Providing other assistance remaining private or social rented accommodation (9); Resolving rent or service charge arrears in the social or private rented sector (7); Mediation using external or internal trained family mediators (5); Negotiation or legal advocacy remaining in private rented accommodation (5)	Providing other assistance remaining private or social rented accommodation (7); Negotiation or legal advocacy remaining in private rented accommodation (5); Conciliation including home visits for family / friend threatened exclusions (4)

Year	2013	2014	2015	2016
Of which, main reasons homelessness was assisted to find alternative accommodation - with numbers	Offer of Local Authority own accommodation or nomination to a Registered Provider (84); Private rented sector accommodation without landlord incentive scheme (77); Supported accommodation (19)	Offer of Local Authority own accommodation or nomination to a Registered Provider (134); Private rented sector accommodation without landlord incentive scheme (66); Supported accommodation (20)	Offer of Local Authority own accommodation or nomination to a Registered Provider (60); Private rented sector accommodation without landlord incentive scheme (35); Supported accommodation (22)	Offer of Local Authority own accommodation or nomination to a Registered Provider (62); Private rented sector accommodation without landlord incentive scheme (49); Supported accommodation (21)

Rushcliffe

Year	2013	2014	2015	2016
Homeless decisions	36	37	26	34
Acceptance decisions	21	17	17	21
Of acceptance decisions, main reasons with numbers	Parents no longer willing or able to accommodate (7); Violence: Violent breakdown of relationship involving partner (6); Loss of rented or tied accommodation: Reasons other than termination of assured shorthold tenancy (3)	Parents no longer willing or able to accommodate (4)	Violence: Violent breakdown of relationship involving partner (8); Parents no longer willing or able to accommodate (2); Non-violent breakdown of relationship with partner (2); Loss of rented or tied accommodation: Termination of assured shorthold tenancy (2)	Harassment, threats or intimidation: Other forms of harassment (4); Parents no longer willing or able to accommodate (4); Violence: Violent breakdown of relationship involving partner (4)
Of acceptance decisions, age breakdown with numbers	16-24 (7) 25-44 (9) 45-59 (4) 65-74 (1)	16-24 (5) 25-44 (11) 45-59 (1)	16-24 (4) 25-44 (11) 45-59 (2)	16-24 (3) 25-44 (15) 45-59 (3)
Of acceptance decisions, number with children or pregnant	15	10	12	12
Of acceptance decisions, number placed in temporary accommodation	16	14	18	15

Year	2013	2014	2015	2016
Number of cases where homelessness was prevented or relieved	217	256	276	225
Of which, main specific reasons homelessness prevented and client was able to remain in own home - with numbers	Resolving housing benefit problems (5); Providing other assistance remaining private or social rented accommodation (5); Resolving rent or service charge arrears in the social or private rented sector (3)	Sanctuary scheme measures for domestic violence (9); Resolving rent or service charge arrears in the social or private rented sector (4); Providing other assistance remaining private or social rented accommodation (4)	Resolving housing benefit problems (10); Conciliation including home visits for family / friend threatened exclusions (8); Providing other assistance remaining private or social rented accommodation (6)	Resolving housing benefit problems (9); Conciliation including home visits for family / friend threatened exclusions (7)
Of which, main reasons homelessness was assisted to find alternative accommodation - with numbers	Offer of Local Authority own accommodation or nomination to a Registered Provider (107); Private rented sector accommodation without landlord incentive scheme (55); Supported accommodation (23)	Offer of Local Authority own accommodation or nomination to a Registered Provider (161); Private rented sector accommodation without landlord incentive scheme (29); Supported accommodation (28)	Offer of Local Authority own accommodation or nomination to a Registered Provider (125); Private rented sector accommodation without landlord incentive scheme (70); Supported accommodation (31)	Offer of Local Authority own accommodation or nomination to a Registered Provider (108); Private rented sector accommodation without landlord incentive scheme (44); Supported accommodation (33)

Rough Sleepers

The three Boroughs undertake a count of rough sleepers every year as a single night snapshot in partnership with a range of local organisations. This data is submitted to the Department for Communities and Local Government in order to provide a national overview of the extent of rough sleeping. Data for the three Boroughs is as follows:

Year	2013	2014	2015	2016
Broxtowe	0	0	0	1
Gedling	0	0	0	0
Rushcliffe	1	0	3	0
England	2,414	2,744	3,569	4,134

Whilst the snapshot rough sleeper survey provides a useful overview of the extent of homelessness on a given night, the Nottinghamshire Homeless Watch survey provides a more comprehensive overview of the extent of rough sleeping in the County. The last survey report is available at:

http://www.rushcliffe.gov.uk/media/rushcliffe/media/documents/pdf/housing/HLG_finalHWreport2015.pdf

Private Rental Costs

Broxtowe – lower quartile rents and Local Housing Allowance (LHA)

Rent Costs pcm	Rents 1 October 2015 – 30 September 2016 (£ per month)	LHA (£ per month)	Shortfall (£ per month)
Shared room	255	289.21	(-34.21)
1 bedroom	395	393.90	1.10
2 bedrooms	475	469.13	5.87

Rent Costs pcm	Rents 1 October 2015 – 30 September 2016 (£ per month)	LHA (£ per month)	Shortfall (£ per month)
3 bedrooms	550	521.26	28.74
4+ bedrooms	700	656.50	43.50

Gedling – lower quartile rents and Local Housing Allowance (LHA)

Rent Costs pcm	Rents 1 October 2015 – 30 September 2016 (£ per month)	LHA (£ per month)	Shortfall (£ per month)
Shared room	282	289.21	(-7.21)
1 bedroom	395	393.90	1.10
2 bedrooms	475	469.13	5.87
3 bedrooms	550	521.26	28.74
4+ bedrooms	773	656.50	116.50

Rushcliffe – lower quartile rents and Local Housing Allowance (LHA)

Rent Costs pcm	Rents 1 October 2015 – 30 September 2016 (£ per month)	LHA (£ per month)	Shortfall (£ per month)
Shared room	303	289.21	13.79
1 bedroom	400	393.90	6.10
2 bedrooms	525	469.13	55.87
3 bedrooms	635	521.26	113.74
4+ bedrooms	895	656.50	238.50

Nottingham City (for comparison) – lower quartile rents and Local Housing Allowance (LHA)

Rent Costs pcm	Rents 1 October 2015 – 30 September 2016 (£ per month)	LHA (£ per month)	Shortfall (£ per month)
Shared room	312	289.21	22.79
1 bedroom	425	393.90	31.10
2 bedrooms	475	469.13	5.87
3 bedrooms	516	521.26	(-5.26)
4+ bedrooms	600	656.50	(-56.50)

Source: Valuation Office Agency (VOA)

*Whilst LHA rates do not reflect exact geographical borders of the Borough Councils, the LHA rate which applies to the majority of the Council boundary has been used.

An evaluation of lower quartile market rents identified shortfalls in LHA levels against lower quartile rents across the South Nottinghamshire Boroughs, with the only property types falling within LHA levels being shared properties in Broxtowe and Gedling. There are shortfalls in LHA levels for 1,2,3 and 4+ bed properties across the South Nottinghamshire Boroughs, especially on larger properties, with the most extreme example being a shortfall of £283.50 per month on 4 bed properties in Rushcliffe. This shortfall appears to be an emerging trend in the South Nottinghamshire Boroughs. The disparity between LHA and average rents means that for people on housing benefits, many properties, are unaffordable, resulting in people with least disposable income being in poor quality, insecure accommodation.

Where we want to be: the Challenges, Opportunities and Priorities:

The Challenge in South Nottinghamshire

Within South Nottinghamshire, we wish to work in partnership to reduce homelessness and minimise the negative impacts on our resident's lives. In order to achieve this, we have consulted widely with our partners to establish five key challenging but achievable objectives as stated below.

The objectives have been agreed in the context of current challenges and opportunities including relating to welfare reform; reductions in wider support for people at risk of homelessness and an increasing need to focus on prevention.

Priorities

The priorities within the strategy are based on the following principles:



Minimising Demand

We will work on a strong multi agency basis to minimise the demand for homelessness services. We will deliver interventions to ensure that households know where to access advice and support at the appropriate time that assists them to avoid or deal with issues that could lead to homelessness. We will seek to work with partners to engage with young people to provide a consistent message about the difficulties of leaving home at a young age, the realities of housing choice, including affordability and the likelihood of needing to share accommodation.

Outcomes: How we will know we are there:

- There will be a choice of homes and tenures which meet a range of housing needs including for people with mental and physical health issues
- There will be effective engagement with young people around homelessness and its consequences
- There will be less homelessness
- The impact of welfare reform will be mitigated through the early identification and provision of interventions for affected households

To achieve this, we will:

- Work in partnership across the three Boroughs and with other partners to educate people in the reality and risks of being homeless
- Monitor the impact of Welfare Reform to both households and the housing sector and seek to minimise negative consequences
- Ensure good quality information and advice is available to prevent homelessness
- Ensure that our Allocations Schemes are easy to use and appropriately prioritise people in housing need
- Continue to work effectively and in a collaborative way across all three Boroughs and with other partners relating to homelessness prevention
- Work with partners to promote independent living skills and prevent relationship breakdown

- We will work with landlords across tenures to enable them to accommodate people in housing need, including those with support needs including mental and physical health issues
- We will seek housing and support solutions for people with specific needs and ensure there is equality of access

Reduce Crisis Presentations

Agencies across South Nottinghamshire have opportunities to reduce housing crisis amongst their core client groups. This can be achieved by working in a more joined up way to identify those households at high risk of homelessness by making sure agencies can recognise the indicators of housing stress and be able to act appropriately to prevent homelessness. Every opportunity should be taken as early as possible to prevent homelessness.

Outcomes: How we will know we are there

- There will be a more straightforward and transparent system to access affordable homes of all types
- There will be a reduction of households presenting as 'homeless tonight'
- there will be no 16 - 17 year olds placed into Bed and Breakfast accommodation
- There will be fewer families placed in to emergency accommodation

To achieve this, we will:

- Seek to offer consistent advice and assist at the earliest opportunity
- Ensure Homelessness Services are approachable and easy to access
- Advise and enable mediation within families to facilitate a return home to allow for a planned move rather than one in crisis, where appropriate
- Utilise evidence to assess and seek to minimise future housing issues

Deliver Effective Services at the Point of Contact

We will ensure that households who approach services across South Nottinghamshire will be able to access effective advice and assistance to prevent homelessness, either by enabling them to remain where they are or by facilitating a move into more appropriate accommodation.

Homeless households will be able to access pro-active homelessness prevention services, an assessment of need and a range of advice and options that will enable access to short stay or longer stay accommodation. These services will also provide access to other services promoting education, training and employment opportunities, health services, life-skills, debt and financial advice benefits advice. These will strengthen people's chances of resolving their housing problems.

Outcomes: How we will know we are there

- There are a range of housing pathways in place that enable people to resolve their housing difficulties
- There will be a reduction in the numbers of households entering temporary accommodation
- There will be effective services available by partners to assist people with a range of physical and mental health issues
- There is improvement in the health of homeless households and a reduction in the numbers accessing Accident & Emergency and other more acute services
- There will be effective and joined up services available for people with mental health issues who are discharged from hospital or care

To achieve this, we will:

- Seek to ensure that services are approachable

- We will take a proactive preventative approach to make every contact matter and easy to access
- Engage with partners to ensure that services are effective and joined up
- Undertake a full assessment of need
- Provide housing advice, facilitating access to short and longer stay accommodation and support
- Provide clear and meaningful housing and support pathways
- Work with a range of partners to provide access to other services that promote health and wellbeing, employment, education and training opportunities

Provide Appropriate Accommodation Options

It is crucial that partners are able to facilitate access to appropriate accommodation to prevent and resolve homelessness in the short, medium and long term. To effectively achieve this, we need to:

- Facilitate access to the Private Rented Sector for all groups. Landlords should feel confident that tenancies are sustainable
- Ensure that allocations of housing in the social sector are needs led through the Homesearch Choice Based Lettings system
- Ensure that there are appropriate pathways into supported housing and also appropriate pathways into move on accommodation where this is appropriate.

Outcomes: How we will know we are there

- There will be a clear pathway in place to enable people to progress to secure and sustainable accommodation
- There will be fewer failed tenancies
- There will be effective engagement with the Private Rented Sector

- There will be less incidences of homelessness
- There will be fewer households in temporary accommodation

To achieve this, we will:

- Seek to ensure that people have access to appropriate accommodation
- Continue to work effectively across the three Boroughs in the provision of temporary accommodation
- Ensure that a range of housing options are available and are used effectively
- Work with partners to support people to develop their independent living skills where appropriate
- Effectively engage with partners, including County Council, to further develop youth homelessness services
- Develop and strengthen partnerships with a range of housing providers and landlords, particularly the Private Rented Sector to build upon the range of housing and support options available to residents

Move People Away from Homelessness

It is essential that we seek to reduce incidences of repeat homelessness through enabling a range of options that will assist people in accessing education, training, employment or other appropriate support. This will assist people to move away from homelessness.

Outcomes: How we will know we are there

- Appropriate support will be in place to enable people to improve and maintain their independence
- There will be fewer incidences of repeat homelessness
- Opportunities will be taken to engage with partners to maximise projects relating to work and apprenticeships
- More homeless people will access education, training and employment opportunities

To achieve this, we will:

- Seek to ensure people have access to appropriate housing and support
- Ensure that there is sufficient move on options from supported accommodation
- Seek to ensure that there is accessible support if tenancies start to fail
- Ensure there are clear links to health promotion, education, training and employment opportunities

Delivering the Strategy

The South Nottinghamshire Homelessness Strategy has been developed through the South Nottinghamshire Inter Agency Homelessness Forum, bringing together a wide range of statutory and voluntary agencies involved in preventing homelessness and providing services to homeless people. The action plan will be progressed, reviewed and updated by the Forum annually to measure progress through the South Nottinghamshire Inter Agency Homelessness Forum, which meets quarterly. The action plan will also take account of changes in Government policy and at a County level.

Delivery against the plan will be reported to Members in each of the three Councils and an annual update will be available on each Council website. The overall Homelessness Strategy action plan will be developed in partnership with partner organisations and will be in line with the priorities outlined above.

South Nottinghamshire Homelessness Strategy Action Plan 2016-17

The South Nottinghamshire Homelessness Strategy Action Plan is a live document and is updated at least annually through the South Nottinghamshire Inter-Agency Homelessness Forum to reflect changes in national and local priorities and resources.

What we will do	How we will do it	By when	Lead organisations
Work in partnership across the three Boroughs and with other partners to educate people in the reality and risks of being homeless	Continue to work with partners such as Broxtowe Youth Homelessness to develop the peer support offer in local schools to educate school children in the realities of the housing market	On-going	Broxtowe Youth Homelessness Broxtowe, Gedling and Rushcliffe Borough Councils
Monitor the impact of Welfare Reform to both households and the housing sector and seek to minimise negative consequences	Work with partners such as the Department of Work and Pensions; Registered Providers and with our Housing Benefit Teams to identify and minimise impacts of welfare reform	On-going	Registered Providers Department of Work and Pensions Broxtowe, Gedling and Rushcliffe Borough Councils
Ensure good quality information and advice is available to prevent homelessness	Attend monthly prison housing surgeries to give housing options advice to prison leavers Explore common information and advice through leaflets and on the internet on a range of housing issues across South Nottinghamshire	On-going December 2017	Broxtowe, Gedling and Rushcliffe Borough Councils

What we will do	How we will do it	By when	Lead organisations
Ensure that our Allocations Schemes are easy to use and appropriately prioritise people in housing need	Upgrade the Abris Enhanced Housing Options module to enable a more effective allocations system and identification of wider housing options	March 2018	Broxtowe, Gedling and Rushcliffe Borough Councils
Continue to work effectively and in a collaborative way across all three Boroughs and with other partners relating to homelessness prevention	Continue to utilise the South Nottinghamshire Inter Agency Homelessness Forum to share best practice and scope responses to emerging policy changes such as the Homelessness Reduction Bill	On-going	South Nottinghamshire Inter Agency Homelessness members
Work with partners to promote independent living skills and prevent relationship breakdown	Continue to work through agencies such as Broxtowe Youth Homelessness to support tenancy training and mediation	On-going	Broxtowe Youth Homelessness Broxtowe, Gedling and Rushcliffe Borough Councils

What we will do	How we will do it	By when	Lead organisations
Work with landlords across tenures to enable them to accommodate people in housing need, including those with support needs including mental and physical health issues	<p>Fully engage with landlord representative organisations including the National Landlords Association (NLA); Decent and Safe Homes (DASH) and East Midlands Property Owners (EMPO) to maximise opportunities to utilise accommodation for people in housing need in the Private Rented Sector</p> <p>Hold at least one major private landlord event covering South Nottinghamshire every 12 months</p> <p>Continue to fully engage with Registered Provider partners to maximise accommodation for people in housing need</p>	<p>On-going</p> <p>Annually</p> <p>On-going</p>	<p>Private Landlords</p> <p>Registered Provider partners</p> <p>EMPO; DASH; NLA</p> <p>Broxtowe, Gedling and Rushcliffe Borough Councils</p>
Seek housing and support solutions for people with specific needs and ensure there is equality of access	Fully engage with County colleagues regarding understanding and meeting the housing and support needs of clients with specific needs	On-going	<p>Nottinghamshire County Council</p> <p>Broxtowe, Gedling and Rushcliffe Borough Councils</p>

What we will do	How we will do it	By when	Lead organisations
Seek to offer consistent advice and assist at the earliest opportunity	Continue to work through the South Nottinghamshire Inter Agency Homelessness forum to provide effective and consistent homelessness services Deliver upgrade the Arbritas Choice Based Lettings system which will provide and enhanced housing options offer	On-going December 2017	South Nottinghamshire Inter Agency Homelessness members
Ensure Homelessness Services are approachable and easy to access	Explore the introduction of satisfaction monitoring of homelessness services. Pilot a mystery shopping exercise of homelessness services in one Borough	December 2017 December 2017	Broxtowe, Gedling and Rushcliffe Borough Councils

What we will do	How we will do it	By when	Lead organisations
Utilise evidence to assess and seek to minimise future housing issues	<p>Continue to work in partnership to understand the key issues around homelessness in the South of the County, including benchmarking homelessness data and sharing best practice at the South Nottinghamshire Inter Agency Homelessness Forum</p> <p>Commission a study across South Nottinghamshire to better understand the gaps in the provision of housing and support for 19-35 year olds and to enable an assessment of the implications for welfare reform on this group</p> <p>Maximise opportunities through required changes in P1E homelessness data collection to improve data collection</p>	<p>On-going</p> <p>September 2017</p> <p>On-going</p>	Broxtowe, Gedling and Rushcliffe Borough Councils
Take a proactive preventative approach to make every contact matter and easy to access	Upgrade the Arbritas choice based lettings system to provide an enhanced housing options service in order to develop the prevention offer	March 2018	Broxtowe, Gedling and Rushcliffe Borough Councils

What we will do	How we will do it	By when	Lead organisations
Engage with partners to ensure that services are effective and joined up	<p>Where possible, develop joint working protocols to ensure a consistently high quality of homelessness services across South Nottinghamshire</p> <p>Develop service standards across the three Boroughs to ensure that customers are clear on the level of service they can expect</p>	September 2017	Broxtowe, Gedling and Rushcliffe Borough Councils
Provide clear and meaningful housing and support pathways	Develop full homelessness procedure guides for front line homelessness staff to ensure a consistent provision of services	September 2017	Broxtowe, Gedling and Rushcliffe Borough Councils
Work with a range of partners to provide access to other services that promote health and wellbeing, employment, education and training opportunities	Through the South Nottinghamshire Inter Agency Homelessness Forum, explore every opportunity to work with partners to increase resilience to homelessness by supporting clients to access health, training and employment services	On-going	<p>Broxtowe, Gedling and Rushcliffe Borough Councils</p> <p>South Nottinghamshire Inter Agency Homelessness Forum members</p>

What we will do	How we will do it	By when	Lead organisations
Seek to ensure that people have access to appropriate accommodation	Work with partners to identify and meet specialist housing provision needs including relating to mental health, learning disabilities, drug and alcohol usage, ex-offenders, physical disability	On-going	Broxtowe, Gedling and Rushcliffe Borough Councils South Nottinghamshire Inter Agency Homelessness Forum members and other partners as appropriate
Continue to work effectively across the three Boroughs in the provision of temporary accommodation	Improve cold weather emergency provision in all 3 boroughs by investigating arrangements with the faith sector and use of Temporary Accommodation voids Provide a consistent inspection process for B&B accommodation to ensure good quality provision Continuing to work across the three authorities in the provision of temporary accommodation to minimise Bed and Breakfast usage	On-going On-going On-going	Broxtowe, Gedling and Rushcliffe Borough Councils
Seek to improve the support for rough sleepers	Work closely with partners across the County (including City) to improve the support offered to rough sleepers, including through providing improved access to health care.	On-going	All Authorities in Nottinghamshire Framework Housing and other partners as required

What we will do	How we will do it	By when	Lead organisations
Effectively engage with partners, including County Council, to further develop youth homelessness services	Continue to engage with the Youth Homelessness Forum and County Council colleagues to implement the recommendations of the Joint Work Protocol to identify housing needs and opportunities to meet need	On-going	Nottinghamshire County Council Broxtowe, Gedling and Rushcliffe Borough Councils South Nottinghamshire Inter Agency Homelessness Forum members and other partners as appropriate
Seek to maximise funding to secure additional supported accommodation where a need can be evidenced	Engage with voluntary sector partners to identify suitable properties and funding for supported accommodation	On-going	Nottinghamshire County Council Broxtowe, Gedling and Rushcliffe Borough Councils South Nottinghamshire Inter Agency Homelessness Forum members and other partners as appropriate

What we will do	How we will do it	By when	Lead organisations
Develop and strengthen partnerships with a range of housing providers and landlords, particularly the Private Rented Sector to build upon the range of housing and support options available to residents	<p>Maximise opportunities to provide support to unlock opportunities in the Private Rented Sector where appropriate</p> <p>Seek to identify opportunities to reconfigure lower demand properties where appropriate to meet needs</p>	<p>On-going</p> <p>On-going</p>	<p>Broxtowe, Gedling and Rushcliffe Borough Councils</p> <p>South Nottinghamshire Inter Agency Homelessness Forum members</p> <p>Registered Providers</p> <p>Private Landlords</p> <p>County Council</p> <p>Other partners as appropriate</p>
Seek to ensure people have access to appropriate housing and support	<p>Reduce repeat homelessness by providing appropriate support</p> <p>Explore opportunities to develop floating support services</p>	On-going	Broxtowe, Gedling and Rushcliffe Borough Councils
Ensure that there are sufficient move on options from supported accommodation	<p>Ensure that allocations policies are regularly reviewed to ensure that provision of move on opportunities are maximised as appropriate</p> <p>Work with the Private Rented Sector to maximise opportunities for good quality move on accommodation</p>	<p>On-going</p> <p>On-going</p>	Broxtowe, Gedling and Rushcliffe Borough Councils

Homeless Reduction Act 2017

What we will do	How we will do it	By when	Lead organisations
Examine ways support needs can be addressed within personalised action plans	Explore options to utilise Notts Help Yourself website via Nottinghamshire County Council	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils
Ensure that staff are fully prepared for the new requirements of the HRA	Organise HRA operational training for front-line staff.	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils
Ensure that partner agencies are fully briefed and prepared for the new requirements of the HRA	Training and briefing sessions with partner agencies.	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils
Ensure that the Civica system is fully operational and compliant with the workflow and reporting requirements of the HRA	Work with Civica to ensure our requirements are communicated and work scheduled in within appropriate timescales including the need for staff training.	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils

What we will do	How we will do it	By when	Lead organisations
Work towards having a consistent approach with regard the requirements of the act to provide meaningful advice and assistance.	Joint work to populate the Enhanced Housing Options module within the Civica system with consistent advice and information.	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils
Explore ways to better prevent homelessness by earlier intervention on cases of loss of assured shorthold tenancies in the private rented sector	Work in partnership with DASH and other agencies to introduce a 'call before you serve' campaign.	April 2017	Broxtowe, Gedling & Rushcliffe Borough Councils