

## South Derbyshire Homelessness & Rough Sleeping Strategy Action Plan 2021-2025

### Priority - Deliver an effective Housing Solutions Service designed to meet the needs of our customers

	Action	Task	Lead	Timescale	How we will measure success	RAG
1.1	<b>Develop a high quality, accessible and customer focused Housing Solutions Service</b>	Develop a range of customer standards in consultation with Customers		Yr 2	<ul style="list-style-type: none"> <li>All customers receive a high quality customer focused and consistent service that meets their individual needs</li> <li>Effective policies and procedures are in place and regularly reviewed</li> <li>All decisions are legally compliant</li> <li>Reduction in complaints</li> <li>High levels of customer satisfaction</li> <li>Improved client engagement, with a reduction in loss of contact and non-co-operation outcomes</li> </ul>	
		Ensure regular contact with customers throughout their journey		Yr 1		
		Develop a suite of policies and procedures to ensure legal compliance, consistent service delivery, improved customer outcomes while reducing duplication and waste		Yr 1		
		Introduce regularly case file monitoring		Yr 1		
		Embed a culture of performance management by analysing and discussing performance regularly at team meetings and one to ones.		Yr 1		
		Introduce a range of local performance indicators to be		Yr 1		

		monitored and reported on a monthly basis to focus on key areas of service delivery				
		Review notification letters, forms and other paperwork		Yr 1/2		
		Ensure a full range of factsheets are in place to provide accessible information for customers		Yr 1		
		Review the Personal Housing Plans regularly to ensure that they are tailored to the individual needs of the customer with a view to co-producing PHPs in the longer term		Yr 2		
		Explore how technology can be used to effectively maintain customer contact with reduced impact upon staff resources		Yr 2		
1.2	<b>Have the right resources in the right places to effectively manage demand and achieve improved customer outcomes</b>	Ensure that effective triage arrangements are in place to ensure timely assessments and decisions, and to manage customer demand through working with the Council's Customers Services		Yr 1	<ul style="list-style-type: none"> <li>• Customers receive a high quality consistent service that meets their individual needs</li> <li>• That sufficient resources are in place to focus on early intervention and effective prevention work</li> <li>• Reduction in the number of cases actually becoming homeless</li> <li>• Reduction in the use of B&amp;B and temporary accommodation</li> <li>• Staff have manageable caseloads</li> </ul>	
		Undertake a detailed operational review of the Housing Options Service in light of the impact of the Homelessness Reduction Act to ensure effective processes are in place to ensure homelessness		Yr 1/2		

		can be prevented wherever possible			<ul style="list-style-type: none"> <li>Reduce the footfall of customers attending the office, and increase in customer contact via the phone or digitally</li> </ul>	
		Ensure that a robust case management process and accompanying procedures are in place		Yr 1		
		Review caseloads, and structure to ensure that caseloads remain at a manageable level and opportunities for effective homeless prevention are maximised		Yr 2/3		
		Review the current systems and processes to ensure a streamlined service that reduces waste and duplication		Yr 1		
		Develop or invest in a fit for purpose ICT system that aligns Housing Options, Housing Register applications and Housing Management		Yr 1/2		
		Undertake a study to understand how technology can be used to effectively manage customer demand and alleviate pressure on staff across the whole service, including implementing learning from Covid		Yr 1/2		
1.3	<b>Increase the range of information available to clients</b>	Develop website information to provide a wide resource for customers to be able to take		Yr 1	<ul style="list-style-type: none"> <li>Demand on the Housing Solutions service is managed more effectively</li> </ul>	

	<b>via technology in order that they can self serve where they have the skills to do so.</b>	initial steps to prevent themselves from becoming homeless and resolve their own housing situation			<ul style="list-style-type: none"> <li>• More customers are able to resolve their own housing issue using information made available</li> <li>• Up to date website with a wide range of information available</li> <li>• Social media presence, providing information and updates</li> <li>• Reduce the footfall of customers attending the office, and increase in customer contact via the phone or digitally</li> </ul>	
		Develop the use of social media to provide information and updates to followers		Yr 2		
		Increase the use of video and telephone for interviews and assessments		Yr 1/2		
		Explore how webchats and text messages can be used to provide advice and updates to customers		Yr 2		
		Explore how IT solutions can be used to meet customer demand, including the development of a Housing Options Wizard		Yr 3		
1.4	<b>In partnership develop an integrated and holistic approach to tackling the underlying causes of homelessness, through joined up service delivery, joint protocols and effective referral arrangements</b>	Review existing joint protocols to measure effectiveness		Yr 2	<ul style="list-style-type: none"> <li>• Joined up approach to homeless prevention resulting in reduced homelessness</li> <li>• Improved customer outcomes</li> <li>• Seamless referral arrangements in place</li> <li>• Reduced levels of repeat homelessness</li> <li>• Closer working with partner agencies providing a comprehensive range of services tackling underlying causes of homelessness</li> <li>• Increase in homelessness prevention</li> <li>• Effective duty to refer systems in place</li> <li>• Closer working with partners at both a strategic and operational level with an enhanced focus on prevention and early intervention (to include Customer Services,</li> </ul>	
		Develop a range of comprehensive agreements and joint protocols with key partners		Yr 2		
		Continue to monitor duty to refer and identify opportunities for earlier notification		Yr 1/2		
		In partnership develop an online directory of services available across South Derbyshire		Yr 2		
		Ensure that homeless prevention is everyone's responsibility through the development of a training programme on the work		Yr 2		

		of the Housing Solutions service for key partners to include job shadowing and joint team meetings			Environmental Health, Children's Services, Adult Social Care, Health)	
		Ensure that there is a specific information available for client groups at an increased risk of homelessness (including veterans, care leavers, prison leavers, people leaving hospital, people experiencing domestic abuse, people with poor mental health and rough sleepers)		Yr 2		
		Ensure that all staff are trained to ask the veteran question		Yr 2		
		Ensure better data recording of clients who have a protected characteristic, including LGBTQ+		Yr 2		
		Ensure that clients from different ethnic groups are aware of the help and assistance available.		Yr 2		
1.5	<b>Ensure all staff have access to appropriate training and development opportunities</b>	Ensure all staff have access to appropriate training and opportunities for professional development		Yr 1	<ul style="list-style-type: none"> <li>• Provision of a high quality service with highly skilled staff</li> <li>• High levels of customer satisfaction</li> <li>• High staff morale</li> <li>• Improved customer outcomes</li> </ul>	
		Ensure staff have access to up-to-date and accurate information on legislation, case law and best practice		Yr 1		

		Explore opportunities for staff to develop specialisms		Yr 2		
		Develop in house skills to allow teams to support customers to improve their financial capability including access to education, training and employment.		Yr 2/3		
1.6	<b>Undertake an awareness raising campaign in relation to homeless prevention, and specifically the Housing Solutions Service</b>	Raise awareness of the Housing Solutions service with partners and customers to ensure that opportunities for prevention can be maximised		Yr 2	<ul style="list-style-type: none"> <li>• Housing Solutions are known widely across South Derbyshire and residents can access the services when required resulting in an increase in queries and opportunities for early intervention</li> <li>• Communities are aware of the approach and commitment to preventing homelessness in partnership</li> <li>• Most customers are approaching the service at the prevention stage</li> <li>• Increase in successful homeless prevention outcomes achieved</li> <li>• Increase in the number of households assisted to remain in their existing accommodation</li> <li>• Reduction in the use of temporary accommodation and B&amp;B</li> <li>• A range of clear advice and information available online to enable customers to</li> </ul>	
		Understand in detail the reason why many customers are only approaching South Derbyshire's Housing Solutions service once they are homelessness		Yr 2		
		Develop a range of promotional literature to include posters and flyers,		Yr 2		
		Use social media to update customers and partners on service developments		Yr 2		

					access the correct information at the right time	
		Hold an event to raise awareness of the service and launch the Homelessness Strategy		Yr 1	<ul style="list-style-type: none"> <li>Customers have access to a range of information to enable them to make informed choices</li> </ul>	
1.7	<b>Ensure that customer's expectations are realistic and attainable</b>	Ensure customers are provided with accurate information, particularly in relation to the availability of social and private rented accommodation to help manage expectation		Yr 1/2	<ul style="list-style-type: none"> <li>Increased customer satisfaction</li> <li>Improved client engagement, with a reduction in loss of contact and non-co-operation outcomes</li> <li>Customers attending services with informed expectations of services</li> <li>Customer's recognise that the Housing Register is the route to access social housing.</li> </ul>	
		Provide training for key partners/agencies in relation to the range of housing options available, and availability to enable them to assist in managing customer expectation		Yr 2		
		Provide accurate and up to date information to customers regarding social housing voids by property type and area to help manage expectations		Yr 1		
		Use social media to provide general information regarding Housing Solutions		Yr 2		

## Priority – Developing a joined up approach to homeless prevention and early intervention

	Action	Task	Lead	Timescale	How we will measure success	RAG
2.1	<b>Ensure that we have a strong corporate commitment to a joined up approach to ending homelessness across all services</b>	Seek a corporate commitment to prevent homelessness which managers and elected members across the Council can sign up to		Yr 1	<ul style="list-style-type: none"> <li>Homelessness prevention is a corporate priority for South Derbyshire</li> <li>All service areas within South Derbyshire work together to prevent homelessness</li> <li>Funding opportunities are used to jointly commission homelessness prevention services</li> </ul>	
		Train elected members and senior managers on homelessness		Yr 1/2		
		Train other internal departments on the role of the Housing Solutions team		Yr 1/2		
		Work across departments to jointly commission homelessness prevention services using various funding streams		Yr 2		
		Understand the true cost of delivering the Housing Solutions Service		Yr 1		
2.2	<b>Seek commitment from partners to collaborate to prevent homelessness</b>	Get partner agencies to sign up to a commitment of collaborate		Yr 2	<ul style="list-style-type: none"> <li>Joined up response across all partners to prevent homelessness</li> <li>Agencies work together to identify risks of homelessness and make speedy referrals</li> <li>Homeless prevention is everyone's responsibility</li> </ul>	
		Train partner agencies on the work of Housing Solutions		Yr 2		
		Explore with partners opportunities for the joint location of services to provide a multi-agency response for customers that meets the holistic needs of customers		Yr 3		



2.3	<b>Ensure homelessness is prevented through an effective homelessness prevention toolkit targeted at the main causes.</b>	Develop a checklist for staff to ensure that all prevention options/housing options are considered throughout the assessment process		Yr 1	<ul style="list-style-type: none"> <li>• Increase in homeless prevention and relief outcomes</li> <li>• Increase in the number of households supported to retain their existing accommodation</li> <li>• Decrease in homelessness against the main causes of homelessness</li> <li>• Reduction in the number of households placed in temporary accommodation and B&amp;B</li> </ul>	
		Ensure an effective response to all cases of family/friends evicting, including access to effective mediation and home visits, and supporting planned moves through the Housing Register		Yr 1/2		
		Provide a responsive service to prevent homelessness arising from the private rented sector through a dedicated Private Sector Liaison Officer post providing responsive support to landlords and tenants		Yr 2		
		Ensure a range of options are available to clients fleeing domestic abuse that promote choice		Yr 2		
		Develop pre-eviction protocols with the key social housing providers		Yr 3		
		Develop an agreement with relationship counselling/mediation services with appointments to be funded through the prevention fund in cases of relationship breakdown to enable time for planned moves		Yr 3		

		Ensure fast access to financial inclusion/debt advice is available for clients at risk of homelessness		Yr 1		
		Develop a Hospital discharge protocol		Yr 3		
		Develop a responsive service to home-owners at risk of homelessness		Yr 2		
		Research best practice across England into effective prevention initiatives		Yr 1		
2.4	<b>Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary</b>	Undertake customer journey mapping with people with lived experience of homelessness to understand the triggers for homelessness		Yr 2	<ul style="list-style-type: none"> <li>• Prevention is everyone's responsibility</li> <li>• Increase in homeless prevention cases</li> <li>• Timely and seamless referral arrangements are in place</li> <li>• Joined up approach to homeless prevention resulting in reduced homelessness</li> <li>• Improved customer outcomes</li> <li>• Reduced levels of repeat homelessness</li> <li>• Closer working with partner agencies providing a comprehensive range of services tackling underlying causes of homelessness</li> </ul>	
		Using the findings of the mapping exercise develop a range of prevention interventions		Yr 2		
		Train partner agencies on how to identify the trigger and risk factors linked to homelessness		Yr 3		
		Identify with partners opportunities for them to undertake prevention work or make timely referrals to other key services		Yr 3		
2.5	<b>Ensure that an upstream approach</b>	Review the national trailblazer schemes to identify what		Yr 2		

	<b>to homeless prevention is embedded within the Housing Solutions Service</b>	approached could be developed in South Derbyshire			<ul style="list-style-type: none"> <li>• Less households are homeless or threatened with homelessness within 56 days.</li> <li>• Any household at risk of homelessness gets help and support to prevent homelessness arising</li> <li>• Reduction in B&amp;B and temporary accommodation placements</li> </ul>	
		Identify or bid for resources to fund upstream prevention		Yr 2		
		Consider how sub-regional/cross authority responses can ensure the best use of resources and provide a joined up approach to preventing homelessness.		Yr 2		
		Implement local approach.		Yr 3		
2.6	<b>Work with partners to put in place measures to prevent homelessness linked to Covid</b>	Work with Housing Providers to ensure that people facing financial hardship are not left facing homelessness as a result of the impact of Covid 19.		Yr 1	<ul style="list-style-type: none"> <li>• Increases in homelessness linked to Covid are mitigated</li> <li>• Residents know where to go for advice and assistance</li> <li>• Customers approach the service at the earliest point</li> <li>• Sufficient service and provision are in place for those experiencing domestic abuse.</li> </ul>	
		Ensure that easily accessible information is available on Council websites for both private landlords and tenants detailing all the support and help available in relation to arrears		Yr 1		
		Ensure an adequate prevention fund is in place to cover private rent arrears linked to lost earnings due to Covid-19		Yr 1		

		Ensure that there is an increase in the availability of specialist income and money advice teams		Yr 1		
		Put in place a local publicity campaign to ensure that tenants, landlords and home-owners are aware of the assistance that is available, including the use of social media		Yr 1		
		Ensure that there is sufficient advice and support, including emergency accommodation provision, for those experiencing domestic abuse.		Yr 1		
2.7	<b>Ensure adequate access to services to improve customers financial capability, including access to education, training and employment.</b>	Work with Citizen's Advice to ensure fast track access to money and debt advice		Yr 2	<ul style="list-style-type: none"> <li>• Clients are able to sustain their accommodation</li> <li>• Reductions in repeat homelessness</li> <li>• Clients are able to access education, training and employment opportunities</li> </ul>	
		Work with internal colleagues to identify support for customers to access employment, training and education		Yr 2		

		Work with internal colleagues, support providers and Housing Associations to develop opportunities for clients to access employment including apprenticeships		Yr 3		
		Continue to work with Housing Management to ensure the pre-tenancy training continues to be available and that Housing Solutions Customers are able to access it.		Ongoing		

**Priority - Ensure an adequate supply of temporary accommodation to meet the needs of customers and reduce the use of Bed & Breakfast**

	Action	Task	Lead	Timescale	How we will measure success	RAG
3.1	<b>Carry out a review of the use of temporary accommodation, identifying future</b>	Undertake a detailed review and options appraisal of temporary accommodation to include recommendations on current and future predicted need		Yr 2	<ul style="list-style-type: none"> <li>Good quality temporary accommodation available across South Derbyshire that meets the identified need, with a range of unit sizes that reflect need</li> </ul>	

	<b>need and an options appraisal for future delivery arrangements</b>	Review to include a range of delivery options and providers for the future to ensure value for money			<ul style="list-style-type: none"> <li>• Well managed temporary accommodation arrangements</li> <li>• Reduced length of stay in temporary accommodation</li> <li>• Reduced use of emergency accommodation</li> <li>• Reduction in suitability requests</li> </ul>	
		Review the management of temporary accommodation, focusing on: <ul style="list-style-type: none"> <li>• the effectiveness of carrying out repairs and maintenance,</li> <li>• collecting rent and minimising arrears,</li> <li>• enforcement of tenancy conditions</li> <li>• support to help people manage their home.</li> </ul>		Yr 2		
		Ensure that procedures are in place for allocating temporary accommodation in a clear and transparent way		Yr 2		

3.2	<b>Minimise, and in the longer term end, the use of unsuitable B&amp;B accommodation by exploring alternative options for the provision of emergency nightly paid accommodation</b>	Improve throughput in temporary accommodation through effective monitoring, case work and maximising move on options		Yr 1	<ul style="list-style-type: none"> <li>Households are only placed in B&amp;B in emergencies and for no longer than 6 weeks</li> <li>Year on year reduction in B&amp;B placements</li> <li>In the longer term no households are placed in B&amp;B accommodation</li> <li>Other more suitable nightly paid accommodation is procured</li> <li>Households are not moved between different B&amp;B establishments</li> </ul>	
		Ensure that households accommodated have access to appropriate support where needed		Yr 2		
		Source alternative, more appropriate forms of emergency accommodation, including exploring options for procuring nightly paid accommodation, potentially on a sub-regional basis.		Yr 2		
3.3	<b>Develop move on plans for all households in temporary accommodation</b>	Ensure that all households in temporary accommodation have a personalised move on plan		Yr 1	<ul style="list-style-type: none"> <li>Reduced length of stay in temporary accommodation</li> <li>Reduction in the use of B&amp;B</li> <li>Customers able to access settled housing solutions speedily</li> <li>Customers have the skills to sustain a tenancy</li> </ul>	

		Ensure households in temporary accommodation have access to support and assistance to address underlying issues, including improving their financial capability		Yr 1		
3.4	<b>Ensure an adequate range of monitoring arrangements, processes and performance management measures are in place to monitor and manage the use of temporary accommodation</b>	Ensure that sufficient resources continue to be in place to effectively manage temporary accommodation and work with clients to move on from temporary accommodation		Ongoing	<ul style="list-style-type: none"> <li>• A reduction in the number of households placed in temporary accommodation</li> <li>• A reduction in the length of time households spend in temporary accommodation</li> <li>• In the longer term no households are placed in B&amp;B accommodation</li> </ul>	
		Set up regular temporary accommodation meetings with accountable actions and deadlines		Yr 1		
		Set up case conferences for complex cases to address move on issues on a case by case basis with accountable actions and deadlines		Yr 1		
		Ensure that effective risk assessments and risk management processes are in place		Yr 1		
		Implement local performance indicators to monitor use of temporary accommodation		Yr 1		



## Priority - Meet the housing and support needs of clients with multiple and complex support needs

	Action	Task	Lead	Timescale	How we will measure success	RAG
4.1	<b>Develop a better understanding of rural homelessness, and raise awareness within rural communities of how to access help</b>	Raise awareness with rural communities of the help and support available		Yr 2	<ul style="list-style-type: none"> <li>Understand the levels of and nature of rural homelessness</li> <li>Raise awareness within rural communities of the risks of homelessness and how they may be helped to prevent it.</li> <li>Ensure effective monitoring arrangements are in place</li> </ul>	
		Undertake research to understand the nature and extent of rough sleeping within the rural areas of the District		Yr 4		
4.2	<b>Ensure a rapid response is in place to respond to any reports of rough sleeping with prompt access to accommodation and support</b>	Working with DHOG, continue to ensure funding for the outreach service		Ongoing	<ul style="list-style-type: none"> <li>Accurate intelligence base into the nature and extent of rough sleeping across South Derbyshire</li> <li>Assertive outreach service in place resulting in a reduction in the number of people sleeping rough</li> <li>More effective reporting of rough sleeping by communities</li> </ul>	
		Ensure that the Street Link service is well publicised and linked into local services.		Yr 1		
		Ensure that emergency accommodation is available for anyone found sleeping rough.		Yr 1		
4.3	<b>Develop Housing First provision that meets the needs of</b>	Research best practice into Housing First Delivery		Yr 2	<ul style="list-style-type: none"> <li>Repeat homelessness is prevented</li> <li>Successful Housing First scheme is in place to meet the needs of clients with complex needs</li> </ul>	

	<b>people with multiple and complex needs</b>	Identify delivery and support partners to develop a pilot project.		Yr 2	<ul style="list-style-type: none"> <li>• Rough sleeping remains as close to zero as possible</li> <li>• Increased choice for clients</li> <li>• Improved client outcomes</li> </ul>	
		Review pilot and expand based upon learning and identified need.		Yr 3		
4.4	<b>Develop an integrated approach to working with complex individuals to ensure homelessness and repeat homelessness is prevented</b>	Establish a multi-agency complex needs group to support those clients with the highest needs out of homelessness		Yr 1	<ul style="list-style-type: none"> <li>• Improved outcomes for clients with multiple and complex needs</li> <li>• Reduction in repeat homelessness</li> <li>• Rough sleeping remains as close to zero as possible</li> <li>• Reduction in homelessness and repeat homelessness for families with complex and multiple needs</li> </ul>	
		Review existing provision and identify gaps and issues in meeting the needs of people with multiple and complex needs		Yr 2		
		Ensure that clients with complex needs are able to access social housing		Yr 2		
		Develop an integrated approach to working with complex families to ensure that homelessness is prevented		Yr 3		
		Ensure that corporate customer care staff receive training in relation to Housing Solutions and how to engage with customers with complex needs, or those that may be experiencing trauma		Yr 1		

4.5	<b>Improve housing outcomes for clients with poor mental health</b>	Learn from best practice approaches in meeting the needs of clients with poor mental health		Yr 3	<ul style="list-style-type: none"> <li>• Reduction in mental health crisis resulting in homelessness</li> <li>• Housing Solutions clients feel they are getting the appropriate support and treatment for their mental health</li> <li>• Customers able to successfully sustain their accommodation as they are receiving treatment/support for their mental health</li> </ul>	
		Continue to fund the Homeless Prevention service for clients with poor mental health		Ongoing		
		Review existing housing related support provision for clients with mental health		Yr 3		
		Provide training for Housing Solutions staff on mental health		Yr 3		
4.6	<b>Improve health and well being outcomes for homeless clients</b>	Undertake Homeless Link's Health Needs audit across South Derbyshire to better understand the health issues faced by the local homeless population		Yr 3	<ul style="list-style-type: none"> <li>• Improved health and wellbeing outcomes for homeless individuals</li> <li>• Improve choices in relation to health care for homeless individuals</li> </ul>	
		Work with colleagues in health to remove the barriers which some homeless people face in registering with mainstream GP services.		Yr 3		
		Ensure that all accommodation and support providers are		Yr 3		

		knowledgeable about health care services, and can help homeless people access health care services.				
		Promote health and wellbeing with Housing Solutions clients		Yr 3		
4.7	<b>Prevent youth homelessness through education, peer mentoring, mediation and emergency respite accommodation</b>	Deliver targeted Housing advice aimed at young people through social networking sites and school educational programmes		Yr 3	<ul style="list-style-type: none"> <li>• Reduction in youth homelessness</li> <li>• Reduction in repeat homelessness</li> <li>• Young people are able to make informed housing choices</li> <li>• Joined up services in place to prevent youth homelessness</li> <li>• Suitable provision is in place for young people with complex needs, including care leavers</li> </ul>	
		Deliver training to Housing Solutions staff focusing on young people to ensure that a tailored service is provided to young people		Yr 3		
		Ensure suitable provision of emergency accommodation available for young people		Yr 2		
		Working with Children's Services work to develop supported accommodation provision for young people with complex and multiple needs		Yr 3		
		Ensure that an effective home visiting and mediation service is		Yr 2		

		available, and publicise this to parents and all agencies working with young people				
		Working with Leaving Care ensure that an effective care leaver accommodation and support pathway remains in place		Ongoing		

### Priority - Develop and improve access to a wide range of settled and supported accommodation solutions

	Action	Task	Lead	Timescale	How we will measure success	RAG
5.1	<b>Maximise opportunities to develop more social and affordable housing</b>	Provide evidence to support the need for more affordable and social housing in the Local Development Plan		Ongoing	<ul style="list-style-type: none"> <li>• Increase in the number of affordable homes developed</li> <li>• Increase in the number of social homes developed</li> <li>• Increase in the development of affordable one bedroom accommodation</li> </ul>	
		Ensure the local development plan identifies the need for single person's affordable housing		Ongoing		
		Increase the range of accommodation options for single people under 35 years		Ongoing		
5.2	<b>Ensure the best use of social housing stock to</b>	Review the social housing allocation policy to ensure that it supports prevention and relief activity		Yr 1	<ul style="list-style-type: none"> <li>• Households in the greatest housing need are able to access social housing</li> </ul>	

	<b>prevent and relief homelessness.</b>	Ensure that homeless customers and those threatened with homelessness receive adequate priority for social housing through the allocation policy which promotes planned moves		Yr 1	<ul style="list-style-type: none"> <li>• Vulnerable clients are able to access social housing</li> <li>• The Allocations policy supports planned moves</li> <li>• Homelessness is not seen as the quickest route to access social housing</li> <li>• Customers and partner agencies have realistic expectations</li> <li>• The Council makes the best use of its housing stock</li> </ul>	
		Ensure that clients with complex needs are able to access social housing		Yr 1		
		Explore opportunities to re-designate low demand units of accommodation to provide accommodation for single people		Yr 2		
5.3	<b>Ensure the Allocations Policy supports prevention and relief activity through promotion of planned moves.</b>	Ensure that customers and partners understand that the main way to access social housing is through the Housing Register and that the allocations policy supports this through awareness raising		Yr 1	<ul style="list-style-type: none"> <li>• The Allocations policy supports planned moves</li> <li>• Homelessness is not seen as the quickest route to access social housing</li> <li>• Customers and partner agencies have realistic expectations</li> </ul>	
5.4	<b>Develop a comprehensive landlord offer to incentivise private sector lettings.</b>	Review Landlord incentives and develop a competitive landlord offer in consultation with private landlords		Yr 1	<ul style="list-style-type: none"> <li>• Increased access for Housing Solutions customers into the private rented sector</li> <li>• Increased number of private rented landlords working with South Derbyshire's Housing Solutions</li> </ul>	
		Market landlord incentives with a suite of options to suit individual landlord's requirements		Yr 1		

		Develop a rent a room scheme to encourage households to take in lodgers		Yr 2	<ul style="list-style-type: none"> <li>Housing Solutions becomes the first point of call for any private landlord in South Derbyshire looking to rent their property</li> <li>Competitive landlord offer in place</li> <li>Increased provision of accommodation available within the LHA shared room rate</li> <li>Increase in the number of people renting out a spare room</li> </ul>	
		Develop a shared house scheme to meet the needs of young single people with lower support needs, and learn from best practice		Yr 3/4		
5.5	<b>Develop appropriate models to take on the management of private sector properties, either directly as a Council or through a provider partner such as a social lettings agency or leasing arrangement.</b>	Explore the feasibility of developing a local/ social lettings agency in partnership with a Housing Association or Local Authority		Yr 1/2	<ul style="list-style-type: none"> <li>Increased access for Housing Solutions clients</li> <li>Longer tenancies available for Housing Solutions clients</li> <li>Increased provision of accommodation available within the LHA shared room rate</li> </ul>	
		Assess the financial feasibility of the Council leasing properties from private landlords to be used as prevention/relief solutions and final offers		Yr 1/2		
5.6	<b>Develop a coordinated approach to increase the provision of, and move on from, supported</b>	Implement Homeless Link's MOPP		Yr 3	<ul style="list-style-type: none"> <li>Improved throughput through supported housing</li> <li>Improved move on from supported housing</li> <li>Clients only residing in supported accommodation for as long as support is required</li> </ul>	
		Ensure that tenants in supported accommodation are ready to move on and have the necessary skills		Yr 3		

	<b>accommodation to meet identified needs.</b>	Review the priority given for move on through the Allocations policy		Yr 3		
		Identify the need for pre-tenancy training and how this can be targeted at clients in supported and temporary accommodation		Yr 3		
		Maximise opportunities to move on to private rented accommodation through a coordinated landlord offer		Yr 3		
		Work with partners to explore how supported accommodation provision can be increased in line with identified need		Ongoing		
		Develop Housing First provision to meet the needs of clients with the most complex needs as outlined in 4.3		Yr 2		
5.7	<b>Develop a range of affordable housing options for single people.</b>	Promote a room to rent scheme to increase the provision of households renting out a spare room		Yr 3	<ul style="list-style-type: none"> <li>• Reduction in homelessness for under 35s</li> <li>• Increased provision of accommodation available within the LHA shared room rate</li> <li>• Increase in the number of people renting out a spare room</li> </ul>	
		Explore with Housing Management and Housing Association partners how under-occupying social tenants may be able to rent our spare rooms		Yr 3		



		Work with housing strategy, private sector colleagues, Housing Associations to explore opportunities to develop a shared house scheme to meet the needs of young single people with lower support needs, and learn from best practice		Yr 3		
		Explore the possibility of reconfiguring some 2 and 3 bed council units into single person accommodation		Yr 3		