

**Hart District Council**  
**Preventing Homelessness and Rough Sleeping Strategy**  
**Action Plan 2022-2025**

**Responsible Staff Members:**

**Kelly Watts** - Housing Solutions Manager

**Guy Clayton** - Social Inclusion & Partnerships Manager

**Nicola Harpham** - Strategy & Development Manager

**Priority 1: Prevention - having measures in place to prevent homelessness from happening**

	Action	Person Responsible	Completion date	Comments
1.1	Analyse available data to review the top 3 main reasons for homelessness and the causes for these, to monitor access to the service and to identify pathways to homelessness to inform future additional preventative activity.	Kelly Watts	April 2022 April 2023 April 2024 April 2025	Looking at main causes of homelessness using CA data and internal service data.
1.2	Review the service webpages and literature to ensure they are clear and accessible and available in a range of appropriate formats for residents, service users and professionals.	Kelly Watts	April 2024 TBC - links to corporate timescales	Links to corporate website project.
1.3	Create a friendly and informative short video to introduce the housing options service,	Kelly Watts/ Guy Clayton	March 2023	Part of a wider piece of work due to be

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	what they can support with and let people know what to expect. Promote this as part of a set of videos created for Here for Hart.			undertaken in Here for Hart programme.
1.4	Build upon existing services to develop more ways for people to access skills, training, employment and social inclusion opportunities.	Guy Clayton	March 2024	Here for Hart Supporting Communities' Plan.
1.5	Life skills development - for young people, people living independently for the first time and people who would benefit from assistance and advice to sustain a tenancy, to develop the skills and knowledge to manage money, access support, employment etc.	Guy Clayton	September 2024	Here for Hart Supporting Communities Plan.
1.6	Work with local schools, colleges and agencies working with young people to provide housing advice and information about homelessness including hidden homelessness, as an upstream prevention tool.	Guy Clayton	March 2024	
1.7	Link into agencies working with young people to better understand the causes of youth homelessness and how these could be prevented.	Guy Clayton Fleet Phoenix Vision for Youth	March 2023	Look at how youth services prevent family breakdown and parental eviction and explore strengthening links.
1.8	Working with partner agencies to encourage digital inclusion for people accessing housing advice, homelessness and rough sleeping services.	Guy Clayton	June 2023	Here for Hart Supporting Communities' Plan.

1.9	Build upon existing success with using the private rented sector for short-term and longer-term housing solutions. Understand best practice and explore new initiatives.	Kelly Watts and Landlord Liaison Officer	April 24	
1.10	Implement a regular temporary accommodation inspection programme to ensure all TA including Bed and Breakfast is of a suitable standard for Council referrals.	Kelly Watts with Hart Environmental Health Team	March 23 March 24 March 25 March 26 March 27	
1.11	Proactively advertise the services available including the Out of Hours service for service users, Councillors, the public and other agencies and professionals.	Kelly Watts	December 22	With assistance from Hart's Comms Team.
1.12	Periodically test the quality of the Out of Hours Service.	Kelly Watts	Bi-annual every year	6 monthly mystery shopper type checks to be carried out.
1.13	Review provision of services for survivors of domestic abuse, in line with the Hampshire Domestic Abuse Strategy 2021. Conduct a health check with the support (financial and other resources) of HCC.	Kelly Watts  Vicky Atkinson - Hampshire County Council	March 24	

**Priority 2: Intervention - having targeted support in place for those in crisis**

	<b>Action</b>	<b>Person Responsible</b>	<b>Completion date</b>	<b>Comments</b>
2.1	Develop referral processes and financial services for service users to access financial advice.	Guy Clayton	December 2023	

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2.2	Refresh referral processes for service users to access skills, training and employment advice.	Guy Clayton	March 2023	Here for Hart Supporting Communities' Plan.
2.3	Refresh referral processes and joint working practices with prisons and probation.	Guy Clayton	September 2024	Countywide 'Minding the Gap' (Changing Futures) programme.
2.4	Refresh referral processes and joint working practices with hospitals.	Guy Clayton	September 2024	
2.5	Refresh referral processes and joint working practices with health services, including mental health, learning disability, physical disability, drug and alcohol misuse services.	Guy Clayton	September 2024	
2.6	Work with the Citizens Advice to develop methods to identify people at risk of losing their homes through mortgage arrears and repossession, because of the pandemic.	Kelly Watts/Guy Clayton	December 23	
2.7	Explore provision of safe accommodation with support for survivors of domestic abuse, linking to the Council's commercialisation strategy.	Nicola Harpham Vicky Atkinson - Hampshire County Council	March 23	Link with the keep well collaborative and Changing Futures - County-wide work.
2.8	Explore the need and possibilities to provide more shared accommodation in Hart for under 35's requiring affordable accommodation.	Kelly Watts	December 24	Consultation highlighted the need for good quality shared accommodation and options for single females.
2.9	Ensure that there are suitable processes in place to assist care leavers who have	Guy Clayton	March 2024	

	accommodation problems and are homeless or facing homelessness.			
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**Priority 3: Recovery - having support in place to help to rebuild lives**

	<b>Action</b>	<b>Person Responsible</b>	<b>Completion date</b>	<b>Comments</b>
3.1	Review the tenancy sustainment support on offer internally and externally to ensure it meets the needs of service users.	Kelly Watts	December 22	Link to review of Heathlands Court.  Link to HCC Social Inclusion funding review.
3.2	Build upon existing services to develop more ways for people to access skills, training, employment and social inclusion opportunities.	Guy Clayton	March 2023	Here for Hart Supporting Communities' Plan.
3.3	Increase use of protocols and referrals set up with mental health services, probation, and education and employment services to support service users rebuild their lives.	Guy Clayton	March 2025	Review whether Refernet can be used to streamline access.
3.4	Go live with Housing First as clients are identified	Guy Clayton	Ongoing	Policy in place.
3.5	Ensure there are regular liaison and tenancy checks with landlords and tenants of private rented housing used by the Council to identify any issues and rectify them.	Kelly Watts (via Landlord Liaison Officer)	April 23	3- and 6-month review meetings to be standard practice.
3.6	Develop a "shared lived experiences" model to provide advice and information people can relate to.	Kelly Watts Guy Clayton	September 2023	

3.7	Review the accommodation provision and support services provided at Heathlands Court to ensure that they are fit for purpose and providing the best services to enable people to rebuild their lives.	Kelly Watts Nicola Harpham VIVID housing association	September 2022	
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#### Priority 4: Partnerships - working together to find effective solutions

	Action	Person Responsible	Completion date	Comments
4.1	Proactively promote the service and raise awareness of what the Housing Solutions Team can provide with professionals and the voluntary sector.	Kelly Watts	April 2022 April 2023 April 2024 April 2025	
4.2	Continue to support the development of Community Pantries and larders to improve access to affordable food and reduce food waste.	Guy Clayton	March 2024	Here for Hart Supporting Communities' Plan.
4.3	Work with CA to investigate using Refernet as a potential common referral process between organisations and professionals.	Guy Clayton Sam Mabbot - CAB	March 2023	Here for Hart Supporting Communities' Plan.
4.4	Explore opportunities for co-location of services (accessed virtually or in person), through some form of community hub.	Guy Clayton	March 2023	Here for Hart Supporting Communities' Plan.
4.5	Actively engage with and support the work of the Domestic Abuse Forum.	Kelly Watts	Ongoing	Regular attendance at DA forum.
4.6	Continue to attend county wide professional meetings to share best practice, and tackle and broader issues as a collective.	Kelly Watts Nicola Harpham Kirsty Jenkins	Ongoing	For example: Strategic Housing Officers Group. Housing Advisory Group,

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				Housing Enablers Network.
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