

Appendix B

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

Rachel Wilkinson – Community Safety Manager

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

	Action	Person Responsible	Completion date	Comments / Dependencies /Resources
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. Within existing resources
1.2	Review the service webpages and literature to ensure they are clear and accessible and available in a range of appropriate formats	Kelly Watts	April 2024 TBC - links to corporate timescales	Links to corporate website project.

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	for residents, service users and professionals.			Within existing resources
1.3	Create a friendly and informative short video to introduce the housing options service, 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.	Kelly Watts/ Guy Clayton	March 2023	Part of a wider piece of work due to be undertaken in Here for Hart programme. Resources – Communications Team.
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. Within existing resources
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. Within existing resources. Likely to commission externally.
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 Rachael Wilkinson	March 2024	Within existing resources plus commissioning external support

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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 Rachel Wilkinson Fleet Phoenix Vision for Youth	March 2023	Look at how youth services prevent family breakdown and parental eviction and explore strengthening links. Within existing resources
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. Within existing resources
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 Officers	April 24	Within existing resources
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	Within existing resources
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.

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				Within existing resources
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	Funding provided by Hampshire County Council

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

	Action	Person Responsible	Completion date	Comments / Dependencies / resources
2.1	Develop referral processes for financial services for service users to access financial advice.	Guy Clayton	December 2023	Within existing resources
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. Within existing resources
2.3	Refresh referral processes and joint working practices with prisons and probation.	Guy Clayton	September 2024	Countywide 'Minding the Gap' (Changing Futures) programme.

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				Within existing resources including discussions at county meetings
2.4	Refresh referral processes and joint working practices with hospitals.	Guy Clayton	September 2024	Within existing resources
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	Within existing resources
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	Within existing resources
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. Within existing resources
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. Within existing resources

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2.9	Ensure that there are suitable processes in place to assist care leavers who have accommodation problems and are homeless or facing homelessness.	Guy Clayton	March 2024	Within existing resources plus possible commissioning
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Priority 3: Recovery - having support in place to help to rebuild lives

	Action	Person Responsible	Completion date	Comments
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. Within existing resources
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. Within existing resources
3.3	Increase use of protocols and referrals set up with mental health services, probation, and	Guy Clayton	March 2025	Review whether Refernet can be used to streamline access.

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	education and employment services to support service users rebuild their lives.			Within existing resources
3.4	Go live with Housing First as clients are identified	Guy Clayton	Ongoing	Policy in place. Funding identified in ear marked reserves Within existing resources
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 Landlord Liaison Officers	April 23	3- and 6-month review meetings to be standard practice. Within existing resources
3.6	Develop a “shared lived experiences” model to provide advice and information people can relate to.	Kelly Watts Guy Clayton	September 2023	Possible commissioning of research
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	Existing staffing resources and use of housing capital reserves

Priority 4: Partnerships - working together to find effective solutions

	Action	Person Responsible	Completion date	Comments
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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	Within existing resources
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. Within existing resources
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. Within existing resources
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. Within existing resources
4.5	Actively engage with and support the work of the Domestic Abuse Forum.	Kelly Watts	Ongoing	Regular attendance at DA forum. Within existing resources

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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, Housing Enablers Network. Within existing resources
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