



## Harlow Homelessness and Rough Sleeping Strategy Delivery Plan

Prevention – Support to prevent homelessness happening					
1	Key Activity	Start	Complete	Lead	Update
1.1	Implement and publicise the Tenancy Strategy	Nov 19	Dec 19	Senior Housing Operations Manager	
1.2	Develop early referrals arrangements – at prevention stage – between named officers in each agency	Jan 20	May 20	Housing Options & Advice Manager	
1.3	Formally develop a “commitment to refer” which goes beyond the legal “duty to refer”. This will include agencies not covered by the legal duty, plus will encourage up-stream referrals	May 20	Oct 20	Housing Options & Advice Manager	
1.4	Review information sharing protocols to ensure they are supportive of the prevention of homelessness	Dec 20	April 21	Housing Options & Advice Manager	
1.5	Review current information on where to go when	Apr 20	Sept 20	Housing Options &	

	facing homelessness, including website and printed literally			Advice Manager	
1.6	Cary out periodic social media campaigns to signpost those facing homelessness and to encourage early approaches	Dec 19	On-going	Housing Options & Advice Manager	
1.7	Review Personal Housing Plans to ensure they are fit for purpose and reflect best practice	Jan 20	May 20	Housing Options & Advice Team Leader	Workshop at Homelessness Partnership meeting
1.8	Review the staff structure of the housing options team to ensure it is configured to maximise homelessness prevention	Apr 20	Sept 20	Senior Housing Operations Manager	
1.9	Develop social media campaign which channels human interest in preventing homelessness – to improve reporting and support (targeted around gambling, alcohol, drugs?)	Dec 19	Ongoing	Housing Options & Advice Manager	Workshop at Homelessness Partnership meeting

### Intervention – helping those in crisis with swift targeted support

2	Key activity	Start	Complete	Lead	Update
2.1	Develop a private sector landlord offering / package. This will include incentives and support: <ul style="list-style-type: none"> <li>• Dedicated team</li> <li>• Landlord support</li> <li>• Tenancy sustainment</li> <li>• Stimulate supply</li> <li>• Build links with landlords</li> <li>• Landlord training</li> </ul>	Oct 19	April 20	Housing Options & Advice Manager	
2.2	Review temporary accommodation portfolio – focus on quality, supply and cost efficiency	Sept 20	April 21	Housing Options & Advice Manager	

2.3	Use RSI government funding to provide an outreach service / street work	Oct 19	Mar 20	Housing Options & Advice Manager / Streets2Homes	
2.4	Enhance and continue to implement Severe Weather Emergency Protocol	Oct 19	June 20	Housing Options & Advice Manager	
2.5	Explore what reconnection work can be done to target rough sleepers and those facing homelessness who have no recourse to public funds	Jan 20	Sept 20	Housing Options & Advice Manager / Streets2 Homes	
2.6	Continue to hold task and finish groups for rough sleepers and other complex clients, focussed on personalised plans	Oct 19	ongoing	Housing Options & Advice Manager / Streets2Homes	
2.7	Review the Housing Allocations Policy, with a focus on: <ul style="list-style-type: none"> <li>• Ensuring there is a robust local connections policy</li> <li>• Give due priority / reasonable preference to homeless households</li> <li>• Ensuring victims of domestic abuse are supported by the policy</li> </ul>	Nov 19	June 20	Housing Options & Advice Manager	

### Recovery – Rebuilding Lives

3	Key activity	Start	Complete	Lead	Update
3.1	Develop an information pack for new tenants to support tenancy sustainment (focus on maximising benefits and income)	Jan 20	Aug 20	Senior Housing Operations Manager	
3.2	Review support services available locally – produce a directory and ensure clients are referred to appropriate agencies as they move into temporary accommodation	Oct 20	Feb 21	Housing Options & Advice Manager	

3.3	Work with Essex County Council to review and shape support provision in Harlow	Oct 19	April 20	Housing Options & Advice Manager	
3.4	Review learning from the housing first pilots, and consider application to Harlow	Oct 20	May 21	Housing Options & Advice Manager	
3.5	Develop plans to retain in-reach services at Bromley Cottages	Nov 19	Jan 20	Housing Options & Advice Manager / Streets2Homes	
3.6	Explore options for developing volunteering opportunities within the housing service and partner agencies, to learn from those with lived experience	April 21	Oct 21	Housing Options & Advice Manager	
3.7	Review the sanctuary scheme to ensure it is still fit for purpose	June 20	Nov 20	Housing Options & Advice Manager	
3.8	Consider whether supported lodgings have a role to play	June 20	Nov 20	Housing Options & Advice Manager	

#### Partnerships – Collective Force

4	Key activity	Start	Complete	Lead	Update
4.1	Re-launch the Harlow Homelessness Partnership, with new accountabilities, terms of reference and chair	Jan 20	Feb 20	Housing Options & Advice Manager	
4.2	Ensure all opportunities for funding are explored (government initiatives and other funding streams)	Oct 19	Ongoing	Housing Options & Advice Manager / Senior Housing Operations Manager	
4.3	Review application forms for access to homelessness services to eliminate duplication of work for agencies, effort for clients and compliance with GDPR	Feb 20	Sept 20	Housing Options & Advice Manager	

4.4	Develop social media campaigns that help eliminate stigma associated with homelessness (“this can happen to anyone”)	Jan 20	Ongoing	Housing Options & Advice Manager	Will workshop at Homelessness Partnership meeting
4.5	Develop a multi-agency training plan – ensuring colleagues in all agencies are skilled in tackling homelessness	May 20	July 20	Housing Options & Advice Manager	Will workshop at Homelessness Partnership meeting
4.6	Review activity under Duty to Refer and develop improvements and training as required. Ensure Duty to Refer is fully understood.	Mar 20	Sept 20	Housing Options & Advice Manager	
4.7	Monitor the impact of the Homelessness Reduction Act	Oct 20	Dec 20	Housing Options & Advice Manager	
4.8	Review work on bringing empty homes in Harlow back into use	Jun 20	Dec 20	Housing Options & Advice Manager	
4.9	Explore options for developing Council owned Temporary Accommodation unit/s as part of its Local Plan development.	Sept - 20	On-going	Head of Community Wellbeing	
4.10	Review how training and employment opportunities can be developed as part of the Personalised Housing Plan approach. Review best practice where authorities are providing a “skills café”	Mar 20	Nov 20	Housing Options & Advice Manager	