

## Runnymede Homelessness Strategy Action Plan 2014-2016

### Strategic Priority One: Increasing access to the private rented sector

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.1	<p>Provide good quality housing options advice, casework and other interventions through the Council's Housing Advice Team</p> <p>Create new partnerships with PRS landlords in line with HCA Empty Homes Grants and internal initiatives</p>	<p><b>Years 1 &amp; 2</b> – Ongoing training of staff and monitoring of outcomes, number of preventions and successful access to PRS</p> <p>To review the current PRS offer to landlords and recommend changes to housing committee</p>	<p>Prevention of homelessness</p> <p>Improved access to PRS and new routes into PRS through partnerships (PSL)</p> <p>Reduced/no use of B &amp; B</p>	<p>Strategic Housing Manager</p> <p>Business Development Officer</p> <p>Housing Services Manager</p> <p>Head of Housing</p>	<p>CAB Rentstart</p> <p>Omega Lettings</p> <p>Private Sector Landlords</p> <p>HCA</p>	<p>Staff time and training</p> <p>Additional budget for PSL initiatives</p>	<p>To work alongside the Temporary Accommodation Strategy and the Development Strategy to ensure a good supply of PRS and TA</p>
No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.2	<p>Promote RBC Living &amp; Homes as targeted housing options website to applicants and to statutory and voluntary agencies</p>	<p><b>Year 1 &amp; 2</b> promote RBC L &amp; H to staff customers and stakeholders and landlords</p> <p><b>Years 1 &amp; 2</b> monitor usage and effectiveness</p>	<p>Customers able to self serve so that the time of housing options advisers can be maximised to assist those less able to help themselves.</p>	<p>Strategic Housing Manager</p> <p>Voids &amp; Allocations Controller</p>	<p>Locata Housing Services</p>	<p>Staff time</p> <p>Staff time</p>	<p>Prevention of homelessness</p> <p>Government's Gold Standard</p>

		and keep the content up to date to reflect changes in legislation and accommodation providers	Comprehensive and online and written advice for customers				targets for homeless services – written housing advice  Partnership working
1.3	Monitor Impact of Welfare Reform Changes	<b>Years 1&amp; 2</b> Monitor whether the welfare reform changes result in an increase in rent arrears/ homelessness/ use of discretionary housing payments,	Clear picture of impact of the welfare changes  Ability to target resources such as discretionary housing payments, welfare benefit advice,	Strategic Housing Manager  Housing Benefit Lead officer  Housing Services Manager  Head of Housing	Citizens Advice Bureau (CAB)	Staff time  Discretionary housing payments	Partnership working  Affordability of PRS  DHP policy
<b>No</b>	<b>Actions</b>	<b>Action Targets</b>	<b>Outcomes</b>	<b>Lead Officers</b>	<b>Partner Agencies</b>	<b>Resources</b>	<b>Comments/ Strategic link</b>
1.4	Continue to use the homelessness budget	<b>Years 1&amp; 2 –</b> Monitor the homelessness budget to	Prevention of homelessness	Strategic		Homelessness budget	Prevention

	flexibly to help prevent homelessness	ensure that it is spent in the areas that deliver most value for money and meets the Council's statutory homelessness duties	Continued use of the prevention funding	Housing Manager Head of Housing			fund no longer stand alone and is combined with main LA grant
1.5	Ongoing work in creation of the Temporary Accommodation Strategy including Empty Homes initiatives	<b>Years 1 &amp; 2</b> –to increase the offer to landlords in the PRS and to procure new landlords through empty homes initiatives and HCA grant funding	Prevention of homelessness and ability to discharge main duty into the PRS	Head of Housing Business Development Officer	Omega Lettings HCA Transform Housing PSL landlords	HCA grant funding HRA budget	Partnership working Prevention of homelessness  Discharge of the main duty in line with PRSO Policy

## Strategic Priority Two: Reducing under occupancy in the social rented sector and sustaining tenancies

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.1	We will continue with our successful work in downsizing to address the impact of size criteria and to meet the health and welfare needs of tenants. We will also work in partnership with RPs in the Borough to achieve a mutually beneficial outcome for downsizing tenants where appropriate	<p><b>Year 1 &amp; 2</b> monitor whether the welfare reform changes release more family sized accommodation</p> <p><b>Year 1 &amp; 2</b> Identify and target resources on measures that will further reduce under occupation e.g. assistance to householders in arranging moves</p> <p>Encourage closer working with RPs</p>	<p>Increased number of family sized properties available to let</p> <p>Older tenants moved to accommodation more suitable to their needs meaning less expenditure on disabled adaptations</p> <p>Reduction in number of households living in underoccupation</p>	<p>Housing Services Manager</p> <p>Strategic Housing Manager</p>	<p>RPs CAB Surrey Save SCC ASC</p>	<p>Staff time DHP top up from HRA DFG funding ( Better Care Fund)</p>	<p>Measure to tackle downsizing and size criteria impact</p> <p>Best use of stock</p> <p>Available affordable housing</p> <p>Partnership working to link health and wellbeing</p>
1.2	We will review our independent Allocations Policy in March 2015 to measure the effectiveness since its implementation on 1 April 2014 and how it lends itself to the prevention of homelessness. In	<p><b>Year 1 &amp; 2</b> consult on the impact of changes introduced in April 2014</p> <p>Form a project group to review consultation and propose changes</p> <p>Work with LHS to agree system changes to HR</p>	<p>Best use of stock</p> <p>Focus on welfare reform implications</p> <p>Housing options for all applicants other than social housing</p> <p>Right to Move legislation impact</p>	<p>Strategic Housing Manager</p> <p>Head of Housing</p> <p>Voids &amp; Allocations Controller</p>	<p>RPs CAB Homelessn ess Task group LHS</p>	<p>Staff time Additional budget for LHS changes</p>	<p>Links to Temporary Accommodation Strategy and Development Strategy</p>

	particular we will review the impact on homeless households and the direct letting policy.	Online Consult on draft allocations policy and make recommendations to housing committee in Jan 2016  Implement new allocations policy in 2016	Easier on line registration for applicants				
No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.3	RBC works in partnership with SurreySave, Credit Union Community Bank, and we will continue to explore ways this partnership can help the local community. Our recently launched 'Money Mondays' have been very successful and we will build upon this success to support tenants and the local community to manage their finances and access loans in a safe and legal way.	<b>Year 1 &amp; 2</b> weekly Money Monday roadshows around the Borough  detailed money advice, preparedness for UC etc.  Housing Committee agreement for continued funding	Tenants ability to access jam jar accounts and other facilities  Awareness of welfare benefit changes  Preparation for Universal Credit  Staff awareness and training	Housing Services Manager  Head of Housing	Surrey Save	Staff time  Funding from housing committee 9 HRA)	Links to job club Prevention of homelessness Health 7 wellbeing agenda
1.4	We will continue to work RP partners to	<b>Year 1</b> To re-launch RP forums regularly	Conversations with RPs about the type	Head of Housing	RPs	Staff time	Links to Better Care

	prepare for future welfare benefits changes in order to support and assist our tenants and the local community, by way of shared good practice,.	<p><b>Year 2</b> To monitor nomination agreements more effectively</p> <p><b>Year 1 &amp; 2</b> To work with RPs in a more flexible way through the allocations policy to achieve lettings</p>	<p>of housing required</p> <p>To ensure RBC is achieving maximum use of nominations</p> <p>To work with RPs to minimise the impact of welfare reform through agreed lettings</p>	Strategic Housing Manager	CAB DWP SurreySave HCA		Fund, PSL opportunities through Empty Homes initiatives  Links to DHP policy
No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.5	We will continue to subscribe to Homeswapper, the social housing mutual exchange website database in order that tenants can find a suitable home for their needs both within and outside of the Borough.	<p><b>Year 1</b> Review use of Homeswapper</p> <p><b>Year 2</b> Look at alternatives such as LHA exchange Locata</p> <p>Consider termination of contract end of 2015</p> <p>Marketing of module to tenants through RBC L &amp; H</p>	<p>Reviewed system to offer better options to tenants</p> <p>Better value for money for RBC</p> <p>Awareness by wider audience of exchange options</p>	<p>Strategic Housing Manager</p> <p>Voids &amp; Allocations Controller</p>	LHS Homeswapper	Staff time	Links to review of the Allocations Policy and proposed system changes in 2016
1.6	RBC will provide access for tenants and applicants seeking advice on welfare benefits, in particular under occupation by way of	<p><b>Year 1 &amp; 2</b> Ensure better working with HB department</p> <p>Ensure better working with CAB for advice</p>	<p>Holistic approach to welfare benefit advice</p> <p>Trained and confident in providing</p>	<p>Housing Services Manager</p> <p>Strategic Housing Manager</p>	CAB DWP	<p>Staff time</p> <p>Training externally</p>	<p>Welfare reform implications</p> <p>Potential impact on HRA</p>

	the drop in service at the housing advice desk and continuation of CBL surgeries at the Civic Centre.	Ensure front line staff are fully trained and aware of changes.	information and signposting to other organisations	Head of Housing			
1.7	We will continue to work closely with LookAhead, our floating support providers, to ensure the most vulnerable tenants are referred to prevent their homelessness through their inability to sustain tenancies without such support	<p><b>Year 1 &amp; 2</b> Regular contract monitoring of the service</p> <p>Identifying gaps in the service</p> <p>Identifying areas not within the commissioned remit but being covered</p> <p>Ensuring maximum take up of places in RBC</p>	<p>Sustaining tenancies</p> <p>Contract group to raise gaps with funding commissioner for HRS providers</p>	Strategic Housing Manager	<p>Look Ahead</p> <p>SCC</p> <p>NW Surrey contract monitoring group</p>	Staff and partner time	Links to commissioning of HRS services in county and health and wellbeing agenda

**Strategic Priority Three: Building upon effective partnerships (securing the satisfactory provision of support for people in the district)**

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.1	working in partnership with other Surrey local authorities to secure funding from DCLG to enhance the current Family Support Programme with a specific focus on prevention of homelessness and addressing single non-priority homelessness which may result from this Team around the Family intervention.	<p><b>Year 1 &amp; 2</b> To submit a bid to DCLG for single non priority need homelessness as part of a Surrey group</p> <p>To agree a format of delivering the service</p>	To assist non priority single homeless applicants into accommodation through wrapping services around an individual as an extension of the FSP	Strategic Housing Manager	EBC SBC SH WBC GBC	Staff time DCLG funding Additional staff	Links into No Second Night out agenda  Link to FSP
1.2	continue to work in partnership with Citizens Advice Bureau (CAB) to provide debt counselling service and provision of Rentstart rehousing initiative for single non priority homeless applicants and couples with no	<p><b>Year 1 &amp; 2</b> To ensure maximisation of CABRentstart scheme through referrals</p> <p>To ensure maximisation of referrals to CAB for debt counselling and advice</p> <p>To provide training on housing matters and RBC</p>	<p>Rehousing of single non priority applicants</p> <p>Sustainment of tenancies and prevention of homelessness through good debt advice</p>	<p>Strategic Housing Manager</p> <p>Senior Housing Options Officer</p>	CAB	Staff time  Continued funding	Links into No Second Night out agenda



	dependent children.	working practices to CAB advisors where required	Good working relationships with CAB to support applicants				
No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.3	We have initiated a complete review of our supported housing in the Borough in 2014 to review existing contracts and service level agreements with support providers to ensure we are supporting the needs of the local community and to enable Runnymede to prevent homelessness through supported living	<p><b>Year 1 &amp; 2</b> Completed review of supported housing by end of December 2015</p> <p>New contracts and SLAs issued where appropriate</p> <p>Consultation with support providers on schemes being fit for purpose and aligning with RBC allocations policy</p>	<p>Fit for purpose supported schemes</p> <p>Updated contracts and SLAs aligning with allocations policy</p> <p>Accessible accommodation for RBC applicants</p> <p>Reviewed criteria for schemes</p> <p>New schemes/units</p>	<p>Strategic Housing Manager</p> <p>Head of Housing</p> <p>Business Development Officer</p> <p>Legal team</p>	Supported housing providers	Staff time	Links to TA strategy development strategy and review of the allocations policy
1.4	<p>to work towards the provision of a night shelter and emergency winter shelter for single non-priority homeless applicants in the north west of Surrey. for winter 2014.</p> <p>To review the use of</p>	<p>Year 1 To identify a suitable property for the winter of 2014</p> <p>To secure funding for the project</p> <p>To agree move on criteria and housing options for placements</p>	<p>Provision of accommodation for single non priority applicants</p> <p>Provision of SWEP accommodation</p> <p>Housing options for applicants in the project</p>	<p>Strategic housing manager</p> <p>Head of housing</p>	<p>Transform</p> <p>EBC</p> <p>SBC</p> <p>CAB</p> <p>Faith groups</p>	Staff time Additional Funding from GN fund	Links to No Second Night Out agenda

	our shared hostel in Hersham to expand the provision and the support for residents to enable them to access move on accommodation in the PRS through the Rentstart services in all three local authority areas	To work with other partners to ensure safety  To look at a longer term shelter in the NW of Surrey	Longer term agreement for the provision of a night shelter in the NW of Surrey				
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**Strategic Priority Four Preventing Homelessness through partnership working with Health & Communities (*preventing homelessness in the district and the satisfactory provision of support for people in the district*)**

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.1	The growing number of older people in the Borough will increase pressures on community care, and we will therefore work with SCC and health partners to focus on preventative care and extra care facilities/housing for older people.	<p><b>Year 1</b> To initiate a working group to look at current provision in the Borough</p> <p><b>Year 2</b> To produce an Older Persons Strategy</p> <p><b>Year 1</b> To consider the implications of the Care Act on housing providers</p>	<p>To agree through the Older Persons Strategy the provision of housing for older people in RBC over the next 5 years</p> <p>To work in partnership with specialist RPs to provide good quality accommodation</p> <p>To make best use of housing stock for families</p>	<p>Strategic Housing Manager</p> <p>Head of Housing</p> <p>Head of Community Services</p>	<p>SCC</p> <p>RPs</p> <p>Health partners</p>	Staff time	<p>Links to downsizing agenda</p> <p>Welfare reform implications</p> <p>Best use of stock</p> <p>Review of supported housing</p> <p>Review of allocations policy</p> <p>Review of Housing Strategy</p>
No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.2	We will also review our current offer of supported living for older applicants to	<b>Year 1 &amp; 2</b> To review existing IRL accommodation and services offer	To deliver a focused service to applicants depending on their health needs	<p>Head of housing</p> <p>Strategic</p>		Staff time	<p>Links to downsizing agenda</p> <p>Welfare</p>

	ensure we are meeting the needs of the community within our own stock.	To recommend changes where appropriate to Housing Committee	To achieve a wider applicant based dependent on need and age  To address hard to let IRL voids	housing manager Head of community Services			reform implications Best use of stock Review of supported housing Review of allocations policy Older Persons Strategy Review of Housing Strategy
1.3	MH applicants -We will also review the way in which we work with health professionals in the assessment of applicants for supported housing to ensure we are meeting the needs of the local community	<b>Year 1 &amp; 2</b> To consider a focussed panel for MH applicants  To review criteria for existing supported accommodation schemes  To be part of a working group to review MH hospital discharge policy across Surrey	Housing options for MH applicants  Fit for purpose supported accommodation  Professional buy in to the process	Strategic housing manager  Partnerships & policy officer	SCC CCG CMHRS Support Providers RPs	Staff time Partner time	Links to health & wellbeing agenda Links to CCG group
<b>No.</b>	<b>Actions</b>	<b>Action Targets</b>	<b>Outcomes</b>	<b>Lead Officers</b>	<b>Partner Agencies</b>	<b>Resources</b>	<b>Comments/ Strategic link</b>
1.4	Runnymede will continue to provide a sanctuary scheme to assist those victims of	<b>Year 1</b> Review the budget allowed for works  Agree a revised budget	Sufficient budgetary allowance for the increase in demand for works	Strategic Housing Manager	YS Surrey police MARAC	Staff time  Continued and	Links to community safety agenda

	<p>domestic abuse who wish to remain in their homes. This will need to be reviewed on a yearly basis for the life of this strategy due to budget restrictions and further spending cuts.</p> <p>We will review our domestic abuse strategy in line with our independent Allocations Policy to ensure we are meeting the needs of this applicant group.</p>	<p>from a corporate perspective for community safety</p> <p>Review the DA policy</p> <p>Training for DA outreach partners</p>	<p>Up to date DA policy</p> <p>Realistic options for applicants to remain in their homes safely</p>	<p>Head of Housing</p>		<p>increased funding to be identified</p>	<p>Links to MARAC and MAPPA</p> <p>Safeguarding of adults and children</p>
1.5	<p>Runnymede is working towards the creation of a job club similar to those found in Sunbury and Guildford. We are looking to work towards a service that provides the following:</p>	<p><b>Year 2</b> - pilot from January – August 2015 by King’s Church</p> <p>future workshops with RPs apprenticeships and work placements on Addlestone One Re-development.</p> <p>Depot and Community Services to provide work experience placements.</p>	<p>assist the local community to find employment, receive better education in terms of health and welfare, sustain families and homes and prevent homelessness from other social causes.</p>	<p>Partnership &amp; Policy Development Officer</p>	<p>RPs Staff Faith groups CAB Developers DWP</p>	<p>Staff time Partners time Funding and Bids</p>	<p>Links to health &amp; wellbeing agenda Prevention of homelessness</p>

