

Item 7 – Appendix 2

Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Housing Supply	Increase the supply of affordable housing in the borough	Influence future house building and planning to meet smaller household needs			Exclusion by parents, family or friends		
		Influence future housing supply to include more affordable purchasing options such as shared ownership & help to buy			Termination of an assured short hold tenancy		
		Raise awareness of purchasing options & ensure all are considered as a prevention to homelessness when providing advice and assistance through the housing options			Termination of an assured short hold tenancy		
		Ensure the Council makes good use of adapted properties via its Accessible Housing Register	Early maximisation of priority banding for potentially homeless applicants in need of adapted properties, even where they are not yet homeless within 28 days		Termination of an assured short hold tenancy		
					Exclusion by		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Housing Supply	Increase the supply of supported housing in the borough	Increase the provision of supported housing for people with Autism, learning disabilities and mental health problems			parents, family or friends		
		Increase the provision of supported housing for under 25s including homeless 16 & 17 year olds			Exclusion by parents, family or friends		
		Work with Adult Social Care to identify suitable accommodation and support services which meet REACH standards			Exclusion by parents, family or friends		
		Encourage a programme of move on from Supported accommodation to free up spaces			Exclusion by parents, family or friends		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Housing Supply	Increase the supply of good quality private rented housing in Thurrock	Improve working relationships with private landlords and options for longer tenancies			Termination of an assured short hold tenancy		
		Develop incentives for Thurrock landlords to take Thurrock homeless applicants as a discharge of duty			Termination of an assured short hold tenancy		
		Develop improved monitoring of private landlords – e.g. Landlord licensing schemes			Termination of an assured short hold tenancy		
		Develop an offer for under occupying elderly home-owners	Package of options available for owners who are frail or elderly in return for long lease arrangements		Termination of an assured short hold tenancy		
		Joint working with environmental health and other enforcement agencies to ensure that landlords carry out their responsibilities to provide safe and sanitary conditions in order to prevent homelessness			Termination of an assured short hold tenancy		
		Encourage under occupying residents to take in lodger			Exclusion by parents, family or friends		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Housing Supply	Improve cross boundary working and monitoring of placements within Thurrock to ensure maximisation of Thurrock properties for Thurrock residents	Improve working relationships with London boroughs and set up information sharing agreements particularly regarding households with complex needs such as mental health, medical, specialist schooling and ASB issues			Termination of an assured short hold tenancy		
		Regularly remind London boroughs of their duty to notify Local Authorities when placing people out of borough under s208 Housing Act 1996 and monitor placements closely including impacts on other services			Termination of an assured short hold tenancy		
		Work with other boroughs in the sub region and consider cross boundary joint partnerships to incentivise landlords			Termination of an assured short hold tenancy		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Finance	Improve knowledge & understanding of money management and budgeting skills	Improve working partnerships with Housing benefits & agree dedicated officers for the housing solutions service			Mortgage or rent arrears		
		Increase understanding of access to welfare benefits amongst staff and customers			Mortgage or rent arrears		
		Improve access to debt advice and encourage its use			Mortgage or rent arrears		
		Offer programmes to Increase understanding of money management & budgeting skills within secondary schools & colleges			Mortgage or rent arrears		
		Investigate the use of prevention funds for loans to clear debts and pay deposits in advance – set up processes for			Mortgage or rent arrears		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		monitoring and recharging					
Tenancy sustainment	Improve Tenancy sustainment across all tenures	Monitor Council evictions of Introductory and secure tenancies to determine appropriate levels of support and monitoring			Mortgage or rent arrears		
		Increase awareness of the implications of evictions amongst tenants of all tenures			Mortgage or rent arrears		
		Investigate options for increased floating support across all tenures including secure tenancies			Mortgage or rent arrears		
		Consider options for pre-tenancy training for potential tenants across			Mortgage or rent arrears		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		all tenures					
Domestic abuse & sexual violence		Increase access to specialised refuge spaces for people with complex needs such as drug, alcohol and/or mental health issues			Violence or Harassment		
		Promote the domestic abuse service within housing as the single point of entry for all homeless and tenant domestic abuse cases			Violence or Harassment		
		Increase training and awareness of sexual and domestic abuse for housing staff			Violence or Harassment		
		Research options for safe houses within Council stock			Violence or Harassment		
		Agree a working protocol with Domestic abuse support agencies			Violence or Harassment		
		Promote the sanctuary			Violence or		

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		scheme as an alternative to moving home across all tenures			Harassment		
Non Priority homeless	Increased options for non-priority need homeless groups	Increase emergency provision and self-referral options – HMOs, hostels etc.			Exclusion by parents, family or friends		
		Investigate options for cross boundary working to achieve better options for non-priority need customers			Exclusion by parents, family or friends		
		Consider rehousing options for non-priority need groups including those coming out of prison or hospital					
		Review the Joint Referral Panel to ensure there is an effective means of addressing co-operation and pathways to accommodation for non-					



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		statutory homeless groups					
Education & mediation		Work in partnership with schools and colleges to promote staying at home			Exclusion by parents, family or friends		
		Develop an education programme for teachers and assistants to enable them to teach pupils about homelessness and its implications			Exclusion by parents, family or friends		
		Set up regular conferences to update knowledge for teachers and assistants					
		Reduce the number of parental evictions through the Young Person's mediation service			Exclusion by parents, family or friends		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
Partnership working	Develop Agreed Housing Pathways	Develop a robust hospital discharge policy for both mental health and physical health			Termination of an assured short hold tenancy		
		Improve knowledge of partnership support provisions and how to access them			Termination of an assured short hold tenancy		
		Explore options for a “Housing First” approach			Exclusion by parents, family or friends		
		Homelessness forum to be set up and partners to take the lead on identified areas			All causes of homelessness		
		Work with supported			Exclusion by parents, family		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility	
		housing providers to incentivise “move on” schemes			or friends			
Partnership working	Improved communication between agencies	Ensure partners including health visitors and GPs are linked with customers in temporary accommodation through better notification & communication methods			All causes of homelessness			
		Ensure partners are updated with regards to customers applications and outcomes			All causes of homelessness			
		Increase the use of case reviews at the earliest stage of threatened homelessness for complex cases	Increased number of and confidence in case reviews with agreed outcomes and defined actions			All causes of homelessness		
					All causes of			

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		Set up quarterly partnership forums for sharing information, training & developing links with the Housing solutions teams			homelessness		
Partnership working	Develop a corporate commitment to preventing homelessness	Increase opportunities for joint working, shadowing, training and regular partnership meetings to improve relationships and develop named contacts			All causes of homelessness		
		Develop SLAs and working protocols between Housing solutions and partner agencies			All causes of homelessness		
		Improve commitment to, and attendance at, the mental health forum by all partners			All causes of homelessness		
		Increase the knowledge of members around homelessness prevention			All causes of homelessness		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		and the advice they can provide to constituents					
		To adopt a commitment to preventing homelessness which has “buy in” across all local authority services	Homelessness prevention is on the agenda for all corporate directives		All causes of homelessness		
Partnership working	Improve Working relationships between agencies to achieve better outcomes for customers	Work in partnership with the Job Centre to maximise job opportunities for customers					
		Ensure housing options advice incorporates signposting to employment and training advice					
		Develop better working practices to offer customers with complex needs the support they require sooner – including increasing the use of multi-disciplinary case reviews			All causes of homelessness		
		Develop better mechanisms for			All causes of homelessness		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		identifying vulnerable people sooner					
		Make use of the floating support service as a means of helping young people to remain at home where they are threatened with exclusion			Exclusion by parents, family or friends		
Customer service	Improve the customer experience and reduce unnecessary confusion and anxiety	Manage customer expectations better			All causes of homelessness		
		Improve effective communications between officers and customers		Improved satisfaction levels amongst service users	All causes of homelessness		
		Improve delivery of advice ensuring accuracy and relevance and written advice is always provided			All causes of homelessness		
		Investigate the option of a one stop shop for all housing options either within the Civic offices or in another location			All causes of homelessness		
		Ensure means of communications for Non-English speakers and			All causes of homelessness		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		those with sight and hearing impairments					
		Improve HED to incorporate better options advice, signposting to employment and to make more user friendly			All causes of homelessness		
Strategic planning	Investigate Welfare reforms and finance to determine long term impacts	Explore the long term impacts of welfare reforms on privately rented households – particularly the impact of Universal Credit - and any mitigations			Mortgage or rent arrears		
		Investigate possible influences on LHA rates in conjunction with neighbouring boroughs			Mortgage or rent arrears		
		Tackle under occupation across all tenure types but in particular social housing tenants unaffected by the bedroom under-			Mortgage or rent arrears		

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		occupation reforms					
		Investigate all funding streams to ensure effective use for homeless prevention including homelessness grant, DHP & DWP funding and one off government funding opportunities			Mortgage or rent arrears		
Strategic planning	Improve Monitoring to enable the highest standards of future strategic planning	Continue to monitor equality strands against local and national trends to ensure no specific group is being adversely impacted			All causes of homelessness		
		Ensure statistics collected are more detailed and consistent to enable a better understanding and assist with forward planning			All causes of homelessness		
		Ensure staff are trained in how to capture data accurately and that consistent definitions are			All causes of homelessness		



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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		used					
		Improve the collection of data around homeless applicants with supported housing needs and autism in order to inform further development			All causes of homelessness		
Strategic Planning	Up-grade the current Housing Management system to include homelessness case management and data collection	Ensure homeless officers are involved in the implementation programme for the new ICT system					
		Ensure sufficient expertise within the Housing department to update data requirements if necessary					
		The new Housing IT system must capture appropriate and accurate data - ensure the correct parameters are set					

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		during the design stages					
	Review the priority given to homeless customers through the Housing allocations Policy	Consider impact of priority bandings for statutory homeless and those who are homeless at home			All causes of homelessness		
		Consider options for improving priority to non- statutory homeless groups			All causes of homelessness		
Temporary Accommodation	Minimise use of temporary accommodation and ensure that when necessary it provides accommodation of a high standard	Ensure high standards of accommodation are maintained and that customers are linked in with GPs, health visitors, support services etc.					
		Ensure there is sufficient provision of adapted temporary accommodation					
		Ensure no 16 & 17 years are placed in B & B accommodation					

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Key area	Objective	Action required	Outcome required	Measure of success	Homelessness cause addressed	Completion By	Lead responsibility
		Eliminate the use of B & B for all customers except in an emergency and then for a minimal period					