

# 11. Homelessness Strategy Action Plan

Strategy Period: July 2008 to March 2011

The following pages outline the actions that will be taken over the next three years to further enhance the services available to households in Kingston.

The progress of the strategy will be monitored by the Homelessness Forum as well as sub-groups, internal forums, boards and meetings.

The plan will also be reviewed during the period to reflect any changes in resources, legislative requirements or good practice.



## Focusing on homelessness

**2010 Target to reduce by half the number of homeless households in temporary accommodation**

**National Indicators for 2008 to 2010**

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. Complete actions as listed in 2010 Target action plan including:	Reduce the number of households living in temporary accommodation	597	501	373	Financial resource Available lettings both social and private sector	2010 Target NI156	Housing Resources	
a. Creation and implementation of a visiting team to tackle homelessness from the main causes.								
b. Maintaining the Sanctuary Scheme for those wishing to remain in their own home.								
c. Use Qualifying Offers for those in Tenant Finder Service temporary accommodation.								
d. Use Qualifying Offers for those in Private Leasing to move to Home Finder lettings.								
e. Advertise Tenant Finder Service accommodation on Choice Based Lettings.								

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. contd Complete actions as listed in 2010 Target action plan including:	Reduce the number of households living in temporary accommodation	597	501	373	Financial resource Available lettings both social and private sector	2010 Target NI156	Housing Resources	
f. Advertise Home Finder accommodation on Choice Based Lettings.								
g. Continue Breathing Space Scheme and maximise lets to those leaving temporary accommodation.								
h. Maximise the number of Council and RSL lettings to households in temporary accommodation.								

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
2. Develop systems to identify appropriate housing solutions to avoid homelessness for young offenders.	A wide range of appropriate accommodation options, such as supported lodgings, for young offenders and an improved understanding for professionals about available options.	Develop protocols Implementation by March 09	Review Dec 2009		Available accommodation Financial resources for procurement and support	NI 46	Youth Offending Service Housing Resources	
3. Support the implementation of a rent deposit scheme for ex-offenders with floating support.	Offenders under Probation supervision living in settled and suitable accommodation at the end of their order or licence.	Implementation by Sept 2008			Available accommodation Financial resources for procurement and support	NI 143	Probation DAAT Supporting People	Housing Resources
4. Develop systems to identify appropriate housing solutions to avoid homelessness for care leavers.	A wide range of accommodation options, such as supported lodgings, for care leavers and an improved understanding for professionals about available options.	Develop protocols Implementation by March 09	Review by Dec 2009		Available accommodation Financial resources for procurement and support	NI 147	Prevention and Safeguarding Services Housing Resources	

## Other actions to assist homeless households during 2008/09 to 2010/11

### PREVENTION

Description of action	Performance indicator/milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. Keep discharge procedures up to date and train staff in order to prevent homelessness for those with mental health and housing needs.	Six monthly training rota for all staff to ensure that:  i) Existing tenants are protected. ii) Suitable housing solutions are identified to minimise delayed discharge.	September 2008  March 2008	Policy & Procedure Review in 06/09  September 2009  March 2009	September 2009  March 2009	Staff time	Homelessness Strategy	South West London & St George's Mental Health NHS Trust  Housing Resources	Kingston PCT  Supporting People
2. Develop a protocol with mortgage providers to enable prevention and advice to Kingston homeowners and tenant.	Explore development of a local protocol with lenders to provide early notification of default action to minimise risk of repossession and potential impact on any tenants.	Conclude feasibility study and draft local protocol by December 2008	Implement local protocol (if feasible) by April 2009		Staff time	Homelessness Strategy	Housing Resources	KCAB  Mortgage providers and lenders

## Other actions to assist homeless households during 2008/09 to 2010/11

### PREVENTION

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
3. Explore the development of a sub-regional domestic violence mobility scheme.	To minimise homelessness applications from those fleeing violence	Decision by December 2008	Implementation by April 2009		Staff time to monitor arrangements Integration into existing policy	Homelessness Strategy	Housing Resources	Sub-regional boroughs
4. Continue targeted housing advice to prevent homelessness and retention of any private sector tenancy.	Maximise the number of preventions as per the enhanced prevention definitions within the PIE return	Monitor for the first year and set targets for 09/10 & 10/11 in April 2009	To be set in April 2009	To be set in April 2009	Staff time KCAB KCAH	HSAP BVPP CPA	Housing Resources	KCAB KCAH
5. Promote the new Local Housing Allowance scheme.	Maximise awareness of the new scheme and its potential advantages for applicants.	Ongoing	Ongoing	Ongoing	Availability of accommodation providers to take LHA	Homelessness Strategy	Housing Benefit	All Partners
6. Monitor impact on homelessness prevention of implementing the Local Housing Allowance scheme.	Assess impact of LHA 'direct payments' policy Assess impact of LHA rent levels and transitional arrangements	Ongoing	Ongoing	Ongoing	Staff time	Homelessness Strategy	Housing Resources	Housing Benefit

## Other actions to assist homeless households during 2008/09 to 2010/11

### PREVENTION

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
7. Further develop existing joint work with Prevention and Safeguarding Services to support the prevention of homelessness for young people.	Enhance the joint approach to resolving difficult cases by way of revising existing protocols; maximising opportunities at case conferences or professional meetings and provide staff training on housing options.	Ongoing	Ongoing	Ongoing	Staff time	Homelessness Strategy	Housing Resources Prevention and Safeguarding Services	
8. Establish information sharing sessions and CAF training for housing staff in order to enhance Child Protection.	Regular six month briefing sessions for Housing & P&S staff.	November 2008	May 2009 November 2009	May 2010 November 2009	Staff time	Common Assessment Framework	Housing Resources Prevention and Safeguarding Services	
9. Review and enhance the use of Professionals Meetings to maximise prevention of homelessness opportunities and minimise evictions.	Re-establish rota and referral criteria  Review and report on effectiveness	October 2008	July 2009	July 2009	Staff time	Homelessness Strategy	Housing Resources	

## Other actions to assist homeless households during 2008/09 to 2010/11

### PREVENTION

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
10. Maximise the proportion of all Housing As-sociation rented lettings in the borough taken up by Council nominees.	Proportion of all HA rented lettings in the borough taken up by Council nominees.	80%	81%	82%	Staff time	Community Plan	Housing Resources RSLs	
11. Use of Grants to Move and other available purchase schemes to create vacancies in the social housing stock.	Number of Grants to Move completions Number of Homebuy completions * subject to prevailing housing market conditions	14*	14*	14*	Capital Resource programme Housing Corporation funding	AHAP Community Plan	Housing Resources	Tower Homes (Homebuy Agents)

## Other actions to assist homeless households during 2008/09 to 2010/11

### PROVISION

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. Explore the potential use of Choice Based Lettings system for the allocations of temporary accommodation.	Conduct a feasibility review		Review 2010/11	Review 2010/11	IT Resource Staff time	Homelessness Strategy	Housing Resources	
2. Work in conjunction with Supporting People for high need clients when new opportunities arise in providing housing and/or support services.	Increase the provision for those with dual diagnosis and difficult to manage behaviour.	Ongoing	Ongoing	Ongoing	Identifying accommodation Resources in facilitating support	Supporting People Plan	Supporting People Housing Resources	
3. Review the use and access arrangements to the YMCA for non-statutory homeless.	Maximise the number of units available to non-statutory homeless whilst maintaining a balanced community.	Ongoing	Ongoing	Ongoing	Staff time Move-on arrangements	Homelessness Strategy	Supporting People YMCA Housing Resources	KCAH Probation Police
4. Review the effectiveness of Choice Based Lettings with nominations and support for young people.	Establish the flexibility of nominations and report on the level used.	Review March 2009	Review March 2010	Review March 2011	Staff time Available accommodation	Homelessness Strategy	Housing Resources Prevention & Safeguarding Services	

## Other actions to assist homeless households during 2008/09 to 2010/11

### SUPPORT

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. Support the introduction of a 'drop in' day centre with access to health services.	Opening of facility for homeless people to medical care, advice and support	March 2009			Financial and staff resources Available accommodation	Supporting People Plan	Supporting People RSL	Housing Resources
2. Review the scope for floating support to prevent homelessness irrespective of tenure.	Implement changes Monitor arrangements	October 2008	Ongoing	Ongoing	Supporting People Resource	Community Plan	Supporting People RSL	Housing Resources Housing Management All Partners
3. Identify opportunities for the Resettlement Service to deliver support to a wider group, for example the recent Gypsy and Traveller pilot scheme and those already in accommodation who have long term or ongoing needs.	Identify opportunities	Ongoing	Ongoing	Ongoing	Supporting People Resource	Supporting People Plan	Supporting People Housing Resources	

## HEALTH AND HOMELESSNESS SUB-GROUP WORKPLAN 2008-2010

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
1. Ensure that health visitors identify the housing status of families as part of the family health need assessment and link with housing services as appropriate.	Implementation Improve access to prevention or advice options for those not already accessing housing services that come to the attention of health visitors.	March 2009	Ongoing	Ongoing	Kingston PCT resource	Homelessness Strategy	Kingston PCT	Housing Resources
2. Investigate and respond to the findings of the survey into primary health care access for those in temporary accommodation.	Conduct review  Complete review  Implement findings	Summer 2008  November 2008	  April 2009		PCT resources	Health and Homeless sub-group	Housing Resources  Kingston PCT	
3. Investigate the benefits and opportunities for developing a specialist link health visitor with local family hostels.	Implementation To improve access to primary care at the time of initial placement into a local family hostel.	March 2009	Ongoing	Ongoing	Kingston PCT resource	Homelessness Strategy	Kingston PCT	Housing Resources

## HEALTH AND HOMELESSNESS SUB-GROUP WORKPLAN 2008-2010

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
4. Improve knowledge sharing between housing and health care professionals.	Develop training for health visitors and housing staff on key issues.	September 2008	Ongoing	Ongoing	Kingston PCT resource	Homelessness Strategy	Kingston PCT	Housing Resources
5. Finalise implementation of the NOTIFY system and ensure that practitioners are aware of their responsibilities to take appropriate action once information is notified.	Overcome IT issues Identify key contacts within RBK and PCT Agree protocols on expected actions Implementation and training	October 2008 October 2008 November 2008 December 2008			IT resources Staff resource Training	Homelessness Strategy	Housing Resources	Kingston PCT Prevention & Safeguarding Services
6. Develop a protocol for TB identification for homeless hostels.	Introduction of referral or signpost mechanism. Review. Ensures that early diagnosis of TB can be made, given the increase in TB diagnosis in London.	October 2008	October 2009			Homelessness Strategy	Kingston PCT Housing Resources	

## HEALTH AND HOMELESSNESS SUB-GROUP WORKPLAN 2008-2010

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
7. Introduce a system of follow-up visits to those in temporary accommodation to ensure access to primary health care.	Implementation Review of visiting	Ongoing	Ongoing October 2009	Ongoing	Staff availability in Housing Resources	Homelessness Strategy	Housing Resources	Kingston PCT
8. Evaluate the potential for the General Medical Service model to be used for other homeless groups.	Review outcome of Kaleidoscope model Consider and identify other areas Implementation	July 2008 October 2008			Financial resources	Homelessness Strategy	Housing Resources Kingston PCT	DAAT
9. Develop screening and referral protocols on substance misuse as part of the national guidelines on assessment of misusers and tier 1 services.	Implementation	December 2008	April 2009		Staff resource Financial resource	Homelessness Strategy	DAAT Kingston PCT	

## HEALTH AND HOMELESSNESS SUB-GROUP WORKPLAN 2008-2010

Description of action	Performance indicator/ milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
10. Develop protocols between substance misuse and homelessness services so that homeless people with multiple needs can access a coordinated service.	Develop once screening and referral protocols established Implementation Training	To be set  To be set To be set	To be set  To be set To be set	To be set  To be set To be set	Staff resource	Homelessness Strategy	Housing Resources DAAT	
11. Produce a protocol to plan admissions into detox, rehab and after-care with a view to preventing homelessness or ensuring that suitable accommodation is available upon discharge.	Identify needs Develop protocol Implementation Training Review	October 2008 December 2008	April 2009 April 2009	April 2010	Staff resource	Homelessness Strategy	Housing Resources DAAT	
12. Complete the commissioning of day-care/after-care programme for drug users with feedback on the uptake and effectiveness of the day care programme commissioned.	Implementation Review	April 2008 October 2008			Staff resource Financial resource	Homelessness Strategy	DAAT	Kingston PCT

## HEALTH AND HOMELESSNESS SUB-GROUP WORKPLAN 2008-2010

Description of action	Performance indicator/milestone	Target 2008/09	Target 2009/10	Target 2010/11	Resources required	Corporate link to objective	Lead service	Partner service
13. Deliver training to professionals on drug awareness and hidden harm.	Training	October 2008	Ongoing	Ongoing	Staff resource	Homelessness Strategy	DAAT	Housing Resources All partners
14. Continue providing joint training for staff in housing and mental health to support the mental health and housing protocol.	Training	Ongoing	Ongoing	Ongoing	Staff resource	Homelessness Strategy	Housing Resources South West London & St. George's Mental Health NHS Trust	
15. Update protocols to include the provision of effective support techniques in hostels and day centres to address mental health problems.	Update protocols				Staff resources	Homelessness Strategy	South West London & St. George's Mental Health NHS Trust	Supporting People
16. Implement an effective discharge protocol with Kingston Hospital to ensure patients have suitable accommodation available upon discharge.	Assess need Agree protocol Implementation Training Review effectiveness	October 2008 December 2008 January 2009 January 2009		January 2010	Staff resource	Homelessness Strategy	Housing Resources Kingston Hospital	