

Prevention of Homelessness and Rough Sleeping Strategy 2020-25

The Homelessness and Rough Sleeping Strategy’s priorities are aligned with the Council’s vision which is to make Havering an even better borough that is Cleaner, Safer, Prouder Together. As a result, the Corporate Plan reflects our desire to work as teams across the council and beyond to make the borough an even better place to live, work and do business.

The plan focuses on four fundamentals which are all linked around economic growth, investment in infrastructure, improving our neighbourhoods and helping people achieve under the following themes:

1. End long-term rough sleeping

We will achieve this by:

Coordinating services for rough sleepers	<ul style="list-style-type: none">• Provide an integrated outreach team to engage and build relationships with rough sleepers with mental health and psychological support needs• Provide safe environments supporting the emotional and psychological needs of the individuals using them• Provide healthcare and pathway navigators to plan appropriate services• Work with NHS to improve the hospital discharge process• Empower staff to build effective relationships with rough sleepers
Developing specialised support and housing solutions	<ul style="list-style-type: none">• Develop a long-term housing solution for Havering's long-term rough sleepers as part of the COVID-19 restart and recovery plans• Develop a flexible tenure scheme to allow housing flexibility those who are at risk of homelessness• Enhance our cold weather provision• Commission supported housing for rough sleepers who have mental health and substance misuse issues
Bringing together all community support	<ul style="list-style-type: none">• Promote volunteering and support schemes• Discourage begging through CPN and alternative donation schemes• Support EU nationals to obtain settled status• Develop a homeless charter for local businesses



3. Supporting people who become homeless

We will achieve this by:

Developing & providing specialist supported housing options.	<ul style="list-style-type: none">• Build a high-quality new welcome and assessment centre for families, whilst phasing out our existing hostel provision• Provide on-site, specialist support & suitable accommodation to meet all needs• Work with hospital discharge teams to help people move into appropriate accommodation
Improving the quality of existing temporary accommodation	<ul style="list-style-type: none">• Support Children and Adults services to provide higher quality and better value accommodation for some of the most vulnerable in society
Increasing the supply of quality accommodation	<ul style="list-style-type: none">• Develop a sophisticated and nuanced supply and demand model to better predict and provide appropriate temporary accommodation where necessary• Procure accommodation of a higher quality and value standard to meet variations in need

2. Reducing the number of people in temporary accommodation

We will achieve this by:

Reviewing the Housing Allocation Scheme to ensure that it supports the prevention of homelessness	<ul style="list-style-type: none">• Utilise under-occupations to free up family size properties• Developing an enhanced tenant incentive scheme to support tenants who may be under-occupying their property to move• Incentivise households to remain in private sector accommodation
Providing clear pathways into affordable housing, council properties or supported housing	<ul style="list-style-type: none">• Offer long-term, sustainable alternatives to those in temporary accommodation• Provide housing, training flats and second chances for care leavers• Offer pre-tenancy training for tenants, both face-to-face and online
Improving relations with landlords	<ul style="list-style-type: none">• Work with landlords to ensure more high-quality homes are available to rent• Improve energy efficiency and reduce costs for tenants• Develop a landlords' forum to improve the quality of housing management in the private sector and reduce evictions
Improving homelessness prevention by:	<ul style="list-style-type: none">• Work with schools to identify families at risk of homelessness and educate teenagers about their housing options• Provide free Wi-Fi in temporary accommodation• Enhance the “Find Your Own” scheme• Develop Tenancy forums to develop support networks and inform those in temporary accommodation of relevant changes to legislation• Support prevention through outreach with health services, community hubs and landlord liaison services• Develop an evictions protocol with social landlords and offer early financial assistance
Building and buying more affordable housing	<ul style="list-style-type: none">• Develop more affordable build-to-rent homes to support our temporary and permanent accommodation provision as part of our country-leading regeneration programme• Make sure we are getting our full allocation of nominations from Housing Associations, and more, to maximise the number of homes available to residents• Lobby for changes to LHA rates and a level playing field between private sector and TA subsidy• Negotiate better and earlier on S106 affordable housing agreements

4. Provide good value, integrated services that deliver excellent customer care

We will achieve this by:

Intelligent business practices and better coordinated working with partners	<ul style="list-style-type: none">• Enhance the protocols for joint working with colleagues in children's services, adult social care, mental health, and the learning disabilities services• Utilise a comprehensive 360-degree customer feedback process to develop services for people with lived experience of homelessness• Implement systems that support intelligence-led practices to help us to know what is happening across Havering• Enable enhanced system functionality to support online access and case monitoring
Ensuring we have well-trained, knowledgeable housing staff building valuable relationships with rough sleepers	<ul style="list-style-type: none">• Staff provide trauma-informed care using motivational interviewing techniques and strength-based approaches• Staff should be curious, compassionate, creative and constructive in providing solutions• Propose our duty to refer scheme to ensure people get an effective response
Ensuring we fully receive and utilise income streams	<ul style="list-style-type: none">• Disabled Facilities Grants (DFG), and better care funds to prevent homelessness• Ensure that we collect all income due in temporary accommodation• Review recharges to tenants and landlords post property inspection.• Review the standard lease agreement to make it fit for the future
Providing high-quality properties	<ul style="list-style-type: none">• Drive up the standard and quality of private sector leased homes• Develop incentives for residents who care for their property• Enhance the management of maintenance contractors to improve their performance• Fully utilise income streams such as the Disabled Facilities Grant (DFG) and better care funds to improve the standard of properties

