

HOMES & COMMUNITIES COMMITTEE

18 JANUARY 2021

HOMELESSNESS PREVENTION AND ROUGH SLEEPER STRATEGY- ANNUAL DELIVERY UPDATE

1.0 Purpose of Report

1.1 The purpose of this report is to inform members of the Homes and Communities Committee of the progress achieved to deliver objectives within the Homelessness Prevention and Rough Sleeper Strategy 2019 – 2024 and to inform of the findings of the second Homelessness Review 2020.

2.0 Background Information

2.1 After a jointly commissioned Homelessness Review was conducted in 2018 jointly with Mansfield District Council and Ashfield District Council, we launched the Newark and Sherwood Homelessness Prevention and Rough Sleeper Strategy 2019-24.

2.2 As a reminder, the aims of the strategy are to:

- Prevent as many residents as possible from becoming homeless
- Ensure that if anyone has to sleep rough, it is brief and does not happen again
- Help as many residents as possible to move seamlessly from one home to another without the need for emergency or temporary accommodation
- Provide a good quality service that customers are highly satisfied with

2.3 The objectives of the Strategy are:

- To improve financial resilience amongst the population at risk of homelessness, through a proactive and integrated local welfare benefits system
- To increase the amount of social housing available to homeless households and increase the sustainability of social housing tenancies
- To deliver additional supported housing and housing related support as required
- To increase the amount of private rental sector (PRS) housing available to homeless households and increase the sustainability of PRS tenancies
- To ensure the support needs of homeless households and households at risk of homelessness are appropriately met, in order to reduce their risk of homelessness and the risk of homelessness increasing their support needs
- To end rough sleeping and street activity and encourage the community to do their bit to end homelessness
- To achieve high customer satisfaction with the outcome and experience of the support provided by Housing Options
- To ensure services are designed based on robust evidence and effectively monitored and evaluated

2.4 To date (year 1) the delivery status in Newark and Sherwood for each of the objective outcomes has been rated as green or amber as detailed below:

OUTCOME	STATUS
<p data-bbox="252 226 963 259">1. Reducing the Impact of Poverty on Homelessness</p> <p data-bbox="217 304 1161 416"><i>Objective – To improve the financial resilience amongst the population at risk of homeless households through a proactive and integrated local welfare benefits system</i></p> <p data-bbox="217 461 593 495">What we will do in year one:</p> <ul data-bbox="217 539 1161 965" style="list-style-type: none"><li data-bbox="217 539 1161 707">• Research how NSDC and partners to improve their financial resilience to mitigate against adverse events that may cause homelessness (ending of a tenancy, relationship breakdown, bereavement, redundancy, large unexpected costs, etc) can proactively support households at risk of homelessness.<li data-bbox="217 752 1161 853">• Review the accessibility and take up of advice on money, debts and benefits provided by NSDC and partners by households at risk of homelessness.<li data-bbox="217 898 1161 965">• Work with partners to develop sustainable pathways out of homelessness that minimise the levels of poverty experienced.	

<p>Theme 2 - Responding to the Shortage of Social Housing</p> <p><i>Objective – To increase the amount of social housing available to homeless households and increase the sustainability of social housing tenancies by homeless households/at risk households</i></p> <p>No actions identified for year 1</p>	
<p>Theme 3 - Supported Housing and Housing Related Support</p> <p><i>Objective – To deliver the additional required supported housing and housing related support</i></p> <p>What we will do in year one:</p> <ul style="list-style-type: none"> • Identify the barriers to sustainable move on from supported housing. • Identify barriers to accessing supported housing by those households who need it. • Conduct an annual review of support needs of supported housing residents and evaluate if these needs are appropriately met • Create a governance structure that includes oversight of all supported housing and housing related support 	
<p>Theme 4 - Working with the Private Rented Sector (PRS)</p> <p><i>Objective – To increase the amount of PRS housing available to homeless households and increase the sustainability of PRS tenancies by homeless households/at risk households</i></p> <p>What we will do in year one:</p> <ul style="list-style-type: none"> • Work with partners and PRS landlords to remove the barriers to homeless households accessing the PRS, from, establishing any required products and services (subject to resource availability) using external funding where available • Secure funding to introduce the Call Before You Serve scheme in the district • Research the underlying causes of loss of a PRS tenancy 	

Theme 5 - Addressing the Causes and Consequences of Homelessness

Objective – To ensure the support needs of homeless households and households at risk of homelessness are appropriately met in order to reduce their risk of homelessness and the risk of homelessness increasing their support needs

What we will do in year one:

- Work with partners to ensure robust pathways to prevent homelessness upon discharge from an institution
- Work with partners to identify options to prevent the underlying causes of homelessness in the next generation (schools programme, family mediation/support, peer support, education/employment/training, perpetrator programmes, etc)
- Contribute to the development of Nottinghamshire County Council Youth Homelessness Strategy in 2020

Theme 6 – Reducing the Impact of Homelessness on the Community

Objective - To end rough sleeping and street activity and encourage the community to do their bit to end homelessness

What we will do in year one:

- Ensure any rough sleeping is brief and non-recurrent
- Work with partners to ensure the welfare needs of rough sleepers and those at risk of rough sleeping are met (winter shelter, breakfast club, soup kitchen, outreach nurse, day centres, public support, community safety, etc). Provide regular updates to the appropriate strategy governance group

<p>Theme 7 - Improving Customer Services for People who are Homeless or at Risk of Homelessness</p> <p><i>Objective – High customer satisfaction with the outcome and experience of the support provided by NSDC Housing Options and partners</i></p> <p>What we will do in year one:</p> <ul style="list-style-type: none"> • Conduct a 6/12 month review of the Duty to Refer operation and identify opportunities to enhance its contribution to preventing homelessness. • Tailored pathways – Work with partners to ensure there are clear pathways to resolving a household’s homelessness for the key causes of homelessness, integrating services wherever possible (end of AST, fleeing violence, friends/family exclusion, etc). 	
<p>Theme 8 – Improving the data available to relevant agencies</p> <p><i>Objective – Services are designed based on robust evidence and effectively monitored and evaluated</i></p> <p>What we will do in year one:</p> <ul style="list-style-type: none"> • Work with partners to develop a governance structure to oversee the delivery of this strategy • The governance structure will agree the monitoring and outcomes data to be reported to them • The governance structure will be responsible for identifying good performance and areas for improvement, ensuring any required remedial action is taken as appropriate • The governance structure will regularly share the monitoring and outcomes data with all relevant partners 	

2.5 The Councils Homelessness Prevention and Rough Sleeper Strategy Action Plan will be used as a working document to plan future actions and record existing work that is being carried out throughout the district to ensure we are on track for completion/amendment of the outcomes.

2.6 The action plan is compiled, reported and agreed through a joint Homeless Interagency Forum with Mansfield DC and Ashfield DC.

3.0 Actions to date – year 1 of the strategy

3.1 The Homelessness Prevention and Rough Sleeper Strategy Action Plan is attached at Appendix A, and includes all the successful outcomes recorded in relation to year 1. For ease, a summary of some of the key achievements is listed below:

Theme 1 - Reducing the Impact of Poverty on Homelessness
<ul style="list-style-type: none"> Proposals have been made for SLT to approve financial contributions from the Homelessness Prevention Fund to facilitate initiatives such as a Welfare Advice Officer with Citizens Advice, a Credit Union Coordinator and a Support package for homeless households to set up home Funding contribution/SLA and regular performance monitoring of a Debt Service, provided by Citizens Advice and funded jointly between Housing Options and Housing Management
Theme 3 - Supported Housing and Housing Related Support
<ul style="list-style-type: none"> Homeless Strategy representation on the NCC 16+ Supported Housing Review and the Youth Homelessness Forum Successful bid to the Next Steps Accommodation Programme to provide interim accommodation to rough sleepers with complex needs Commissioning of a Homelessness Review Phase 2 which includes a support needs survey (see 4.0)
Theme 4 - Working with the Private Rented Sector (PRS)
<ul style="list-style-type: none"> Provision within the Countywide Rough Sleeper Initiative to support private landlords via the Call before you serve initiative Countywide PRS Task and Finish Group
Theme 5 - Addressing the Causes and Consequences of Homelessness
<ul style="list-style-type: none"> Countywide Task and Finish Group for prison leavers Homelessness prevention in schools Hospital discharge protocol Strategic representation in a Countywide Family Hubs Task and Finish Group
Theme 6 - Reducing the Impact of Homelessness on the Community
<ul style="list-style-type: none"> Partnership with Newark Baptist Church and Salvation Army to provide 'The Well' drop in service for rough sleepers and vulnerably housed Joint countywide bid to the Rough Sleepers Initiative year 4 bid New Winter Night Shelter Provision in line with Public Health guidelines Successful bid to the Next Steps Accommodation Programme
Theme 7 - Improving Customer Services for People who are Homeless or at Risk of Homelessness
<ul style="list-style-type: none"> Enhanced Housing Options online toolkit to access Housing Options Service Review of the Duty to Refer process by the Rough Sleeper Coordinator
Theme 8 - Improving the data available to relevant agencies
<ul style="list-style-type: none"> Provision of a Joint Homeless Interagency Forum and networking group meeting

4.0 Homelessness Review 2018 and 2020

4.1 In 2018, Newark & Sherwood, Ashfield and Mansfield District Councils carried out a joint Homelessness Review and developed each councils latest local Homelessness Strategy, under the terms of the Homelessness Act 2002 and Homelessness Reduction Act 2017.

4.2 As the Homelessness Reduction Act (introduced in 2018) had only been in place for six months when the Homelessness Review took place, a second Homeless Review was commissioned to

take place after two years, which would allow us to understand the true impact of the Act on homelessness services.

- 4.3 Part of the review included a survey of support needs by looking at the characteristics of service users in supported or temporary accommodation that were in situ as at 31 July 2020.
- 4.4 The Mid Notts data relates to 445 individuals and is a significant increase on the first sample of 371 service users for whom snapshot data was provided relating to 19 September 2018.
- 4.5 The services in scope can be described as forming a “supported housing homelessness pathway” within the three council areas. Of the 445 service users surveyed, 124 (28%) were owed a statutory duty under homeless legislation (up from 59 or 16% in 2018), 45 (10%, down from 72 in 2018) were classed as “decision pending” with the rest being owed no duty – or none reported.
- 4.6 The table below shows a snapshot of the significant findings between the two reviews in 2018 and 2020:

Findings/support needs	Findings	Comparison to 2018
Findings		
Length of Stay in Services	The survey found that the average length of stay in all the types of supported housing (including Temporary Accommodation) was 67 weeks	41 weeks in 2018 This increase in average lengths of stay is worth noting and may be partly due to lack of movement during the COVID 19 lockdown.
Support needs		
Meeting Substance Misuse Related Support Needs	For the first time in 2020, the survey asked about how drug and alcohol support needs are being met. Of the 131 cases where information was provided, 95 service users’ needs had been, or were currently being met (73%). In 36 cases (27%), either service users had dropped out of treatment or had not had their needs met at all.	
Disability and Mobility	172 (38%) of service users were reported as being disabled. The most common disability was having a mental health condition. 196 (44%) of service users were reported as having this need. 87% had a diagnosis with the remaining 25 (about 13%) having no formal diagnosis of mental ill health.	An increase on the 130 (35%) reported in 2018.

	Of the 196 service users with mental health support needs, 86 (44%) had drug related support needs.	This compares with nearly 50% in 2018.
Offending, Anti-Social Behaviour (ASB) and Street Activity	<p>125 service users had some history of offending. This represents about 28% of the service users in the sample.</p> <p>18 service users were reported as being subject to ASB orders of one kind or another.</p> <p>A total of 49 service users were reported to be street active, engaging in street activities such as begging, gang activity and drug dealing.</p> <p>An additional 31 were reported as engaged in “other ASB”</p>	Similar to 2018 (106 or 29%)
Job Readiness and Meaningful Use of Time	<p>16% of service users were ready to work, or nearing readiness.</p> <p>For about 27%, working is unlikely ever to be an option.</p> <p>32% of service users were reported as having nothing meaningful to do with their time. Those whose preferred activity expressed an interest in being able to do a college course, go to the gym or meet friends to play games (or have a drink).</p>	
Dependence on Welfare Benefits	<p>Only 23 service users were reported as being in work or on a pension. The vast majority, were, therefore, dependent on benefits.</p> <p>202 service users were reported as being on Universal Credit, including some of those who were working (45% of the survey sample)</p>	
Tenancy Support	<p>23 service users were reported as being at high risk of eviction or abandonment.</p> <p>A further 29 were deemed to be at medium risk.</p>	

	A much larger number, 127 (28% of the survey sample) were reported to be in rent arrears.	
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4.7 ***Move-On Accommodation***

181 service users were described as ready to move on as at 31 July 2020 (41% of the survey sample); however, in 120 of these cases, their preferred move on destination was unavailable.

4.8 In effect, a further 120 units of supported housing (27% of the survey sample) could be freed up if the move-on accommodation were to be available. In particular, there is immediate demand for 92 units of general needs social housing.

5.0 **Digital Implications**

5.1 There are no digital implications arising from this report.

6.0 **Equalities Implications**

6.1 There are no equalities implications arising from this report. The information set out in the action plan demonstrates there is equal access to information and services.

7.0 **Financial Implications**

7.1 Although there are no specific financial implications coming out of this report, it is worth noting that the Council operate a Housing Options service dedicated to homelessness and rough sleeper prevention, which costs between £400k-£500k per annum. The Council also receives Central Government support through a number of dedicated grants. For 2020/21, these have amounted to just over £185k.

8.0 **RECOMMENDATION(S)**

- a) **That members note the update on the Homelessness Prevention and Rough Sleeper Strategies first year achievements and the findings from the Homelessness Review 2020.**
- b) **Also the partnership work that is being carried out to support the homeless strategy and frontline service delivery.**

Reason for Recommendation(s)

This report shows the activities within the first year to take the Council closer to eradicating homelessness and shows our ongoing commitment to support those in most need.

Background Papers

Nil.

For further information, please contact Cheska Asman, Homeless Strategy and Safeguarding Officer on Ext 5643.

Suzanne Shead
Director of Housing, Health and Wellbeing

Appendix A – Homelessness Prevention and Rough Sleeper Action plan 2019 - 2024

<p>Theme 1 - Reducing the Impact of Poverty on Homelessness</p>	<p>To improve the financial resilience amongst the population at risk of homeless households through a proactive and integrated local welfare benefits system</p>	<p>Research how households at risk of homelessness can be proactively supported by NSDC and partners to improve their financial resilience to mitigate against adverse events that may cause homelessness (ending of a tenancy, relationship breakdown, bereavement, redundancy, large unexpected costs, etc) Make recommendations to the appropriate strategy governance group</p>	<p>Proposals made for SLT to approve financial contributions to facilitate: A Welfare Advice Officer with Citizens Advice Funding to promote Nottinghamshire and Lincolnshire Credit Union, fund a Credit Union Coordinator in 2021 and facilitate a pop up shop by 2022 Enable Support packages for those homeless households moving from temporary or supported housing to furnish a new property</p>	NSDC	<p>Newark and Sherwood Citizens Advice Nottinghamshire and Lincolnshire Credit Union</p>	Year 1	
		<p>Review the accessibility and take up of advice on money, debts and benefits provided by NSDC and partners by households at risk of homelessness. Make recommendations to the appropriate strategy governance group</p>	<p>Funding/SIA and Performance management of the Debt Service funded jointly between Housing Options and Housing Management</p>	NSDC - Housing options and Housing Management	N&S Citizens Advice	Year 1	
		<p>Identify opportunities to integrate local welfare benefits services (such as NSDC Housing Benefit, DWP, Citizens Advice) with the NSDC Housing Options team to proactively support households at risk of homelessness. Make recommendations to the appropriate strategy governance group</p>			<p>Sherwood and Newark Citizens Advice Nottinghamshire and Lincolnshire Credit Union</p>	Year 2	
		<p>Work with partners to develop sustainable pathways out of homelessness that minimise the levels of poverty experienced. Make recommendations to the appropriate strategy governance group</p>	<p>Nottinghamshire and Lincolnshire Credit Union</p>	NSDC	<p>Sherwood and Newark Citizens Advice Nottinghamshire and Lincolnshire Credit union</p>	Year 1	

<p style="text-align: center;">Theme 2 - Responding to the Shortage of Social Housing</p>	<p style="text-align: center;">To increase the amount of social housing available to homeless households and increase the sustainability of social housing tenancies by homeless households/at risk households</p>	<p>Deliver the relevant NSDC core strategy objectives</p>			<p>Strategic Housing Team Registered Providers Housing Options Housing Management</p>	<p>Year 2 +</p>	
		<p>Work with social housing partners to deliver the required additional tenancy sustainment support, using external funding where available</p>			<p>Strategic Housing Team Registered Providers Housing Management</p>	<p>Year 2+</p>	
		<p>Research the underlying causes of tenancy failure in social housing. Make recommendations to the appropriate strategy governance group</p>			<p>Strategic Housing Team Registered Providers Housing Management</p>	<p>Year 2+</p>	
		<p>Identify the barriers to homeless households accessing social housing. Make recommendations to the appropriate strategy governance group</p>			<p>Strategic Housing Team Registered Providers Housing Management</p>	<p>Year 2+</p>	
		<p>Work with partners to reduce the number of evictions from social housing</p>			<p>Strategic Housing Team Registered Providers Housing Management</p>	<p>Year 2+</p>	

<p style="text-align: center;">Theme 3 - Supported Housing and Housing Related Support</p>	<p style="text-align: center;">To deliver the additional required supported housing and housing related support</p>	Work with partners to deliver the required additional supported housing using external funding where available			NCC Comissioners Supported housing providers Service Users	Year 2+	
		Work with partners to deliver the additional required housing related support using external funding where available			NCC Comissioners Supported housing providers Service Users	Year 2+	
		Identify the barriers to sustainable move on from supported housing. Make recommendations to tackle these barriers to the appropriate strategy governance group	NSDC are involved in the NCC 16+ Supported Housing Review NSDC officers attend the Nottinghamshire Youth Homelessness Forum which focuses on meeting the housing needs of young people. NSDC is committed to the Nottinghamshire Care Leaver offer and works with the Leaving Care Team to secure housing for care leavers. The Ready to Move assessment from supported housing to social housing identifies any barriers that prevent move on	NCC	NSDC NCC Comissioners Supported housing providers Service Users	Year 1	
		Identify barriers to accessing supported housing by those households who need it. Make recommendations to tackle these barriers to the appropriate strategy governance group	A survey of support needs of residents of temporary accommodation and supported housing was scheduled in April 2020, however, this has been put on hold due to the Coronavirus outbreak	NCC	NCC Comissioners Supported housing providers Service Users	Year 1	
		Conduct an annual review of support needs of supported housing residents and evaluate if these needs are appropriately met	A survey of support needs of residents of temporary accommodation and supported housing was scheduled in April 2020, however, this has been put on hold due to the Coronavirus outbreak	NCC	NCC Comissioners Supported housing providers Service Users	Year 1	
		Create a governance structure that includes oversight of all supported housing and housing related support			NCC Comissioners Supported housing providers Service Users	Year 1	

Theme 4 - Working with the Private Rented Sector (PRS)	To increase the amount of PRS housing available to homeless households and increase the sustainability of PRS tenancies by homeless households/at risk households	Work with partners and PRS landlords to remove the barriers to homeless households accessing the PRS, from, establishing any required products and services (subject to resource availability) using external funding where available	Newark and Sherwood DC have a dedicated PRS Officer to oversee the RealHome service and bond guarantee scheme The Landlord Liaison Officers work alongside Housing Options Teams across Nottinghamshire to secure PRS tenancies for single households, this started in Autumn 2019.	NSDC	Landlord Liaison Officer Call before you serve (DASH) Letting Agents Private Landlords	Year 1	
		Secure funding to introduce the Call Before You Serve scheme in the district	Funding has been secured from the MHCLG Rough Sleeping Initiative funding programme to introduce the Call Before You Serve scheme in Newark and Sherwood, this started in August 2019. Funding has been secured to continue this service until March 2021.	NSDC	Landlord Liaison Officer Call before you serve (DASH) Letting Agents Private Landlords	Year 1	
		Research the underlying causes of loss of a PRS tenancy. Make recommendations to address these causes to the appropriate strategy governance group	A countywide Task and Finish Group, linked to the LRF Housing Sub Group has been set up to consider and support private landlords	LRF Housing Sub Group	Landlord Liaison Officer Call before you serve (DASH) Letting Agents Private Landlords	Year 1	

<p style="text-align: center;">Theme 5 - Addressing the Causes and Consequences of</p>	<p>To ensure the support needs of homeless households and households at risk of homelessness are appropriately met in order to reduce their risk of homelessness and the risk of homelessness increasing their support needs</p>	<p>deliver the additional required supported housing and housing related support – see Theme 3</p>			<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools</p>	<p>Year 2+</p>	
		<p>Work with partners to ensure robust pathways to prevent homelessness upon discharge from an institution. Provide regular updates to the appropriate strategy governance group</p>	<p>Duty to Refer Countywide Task and Finish Group - prison leavers Hospital discharge agreement linked to Mansfield DC Homelessness prevention in schools in partnership with Broxtowe Youth Homelessness</p>	<p>NSDC</p>	<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools</p>	<p>Year 1</p>	
		<p>Identify the barriers to homeless households accessing specialist support and treatment. Make recommendations to tackle these barriers to the appropriate strategy governance group</p>	<p>Significant funding was secured from MHCLG in 2019/20 to provide services to rough sleepers and those at risk of rough sleeping in Nottinghamshire, including:- Street Outreach service, including a social worker and nurse A prison navigator A hospital navigator A mental health navigator 3 landlord liaison officers 2 Community Psychiatric Nurses</p>		<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools HO Officer (AW)</p>	<p>Year 2+</p>	
		<p>Work with partners to identify options to prevent the underlying causes of homelessness in the next generation (schools programme, family mediation/support, peer support, education/employment/training, perpetrator programmes, etc). Provide regular updates to the appropriate strategy governance group</p>	<p>Work has also begun to arrange engagement sessions in Newark and Sherwood schools and colleges in partnership with Broxtowe Youth Homelessness, this is currently on hold due to the Coronavirus outbreak. NSDC representation on a Task and Finish Group - Family Hubs</p>	<p>NSDC</p>	<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools HO Officer (AW)</p>	<p>Year 1</p>	
		<p>Work with partners to identify how households at risk of homelessness as a result of their support needs can be identified and proactively assisted as early as possible. Make recommendations to the appropriate strategy governance group</p>			<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools HO Officer (AW)</p>	<p>Year 2+</p>	
		<p>Work with partners to provide joined up support to households with multiple and complex needs at risk of homelessness. Provide regular updates to the appropriate strategy governance group</p>			<p>Prisons Hospitals NCC Commissioners Broxtowe Youth Homelessness Secondary Schools HO Officer (AW)</p>	<p>Year 2+</p>	
					<p>Prisons</p>		

<p>Theme 6 - Reducing the Impact of Homelessness on the Community</p>	<p>To end rough sleeping and street activity and encourage the community to do their bit to end homelessness</p>	<p>Ensure any rough sleeping is brief and non-recurrent</p>	<p>NSDC have created a new Winter Night Shelter Provision in line with Public Health Guidance. The provision includes a drop in service at Newark Baptist Church, emergency accommodaiton in B&B or void general stock and a Rough Sleeper Action Group. Newark and Sherwood are part of the countywide Rough Sleeper Initiative MHLG funding A successful bid has been awarded by MHCLG to the Next Steps Accommodation Programme</p>	<p>NSDC</p>	<p>Ronnie Tucker - Street Outreach Team Manager Public Protection Faith groups Notts Police</p>	<p>Year 1</p>	<p>Green</p>
		<p>Minimise and manage the negative impacts of street activity by rough sleepers, supported housing residents and others</p>			<p>Ronnie Tucker - Street Outreach Team Manager Public Protection Faith groups Notts Police</p>	<p>Year 2+</p>	<p>Yellow</p>
		<p>Work with partners to ensure the welfare needs of rough sleepers and those at risk of rough sleeping are met (winter shelter, breakfast club, soup kitchen, outreach nurse, day centres, public support, community safety, etc). Provide regular updates to the appropriate strategy governance group</p>	<p>Partnership working has resulted the the following to support rough sleepers: A weekly drop in at Newark Baptist Church to access meals, showering facilities, laundry and mentors (Impact) 'The Well' drop in service is available every day throughout winter to assist rough sleepers or vulnerably housed. Countywide Rough Sleeper Initiative year 4 planning (2021/22)</p>	<p>NSDC</p>	<p>Ronnie Tucker - Street Outreach Team Manager Public Protection Faith groups Notts Police</p>	<p>Year 1</p>	<p>Green</p>
		<p>Establish the Homeless Reduction Board as required by the MHCLG Rough Sleeping Strategy and Delivery Plan</p>			<p>Ronnie Tucker - Street Outreach Team Manager HO Officer (JF) Public Protection Faith groups Notts Police</p>	<p>Year 2+</p>	<p>Red</p>
		<p>Create a community homeless prevention charter and encourage partners, public, businesses, etc to pledge to do their bit to end homelessness</p>			<p>Ronnie Tucker - Street Outreach Team Manager Public Protection Faith groups Notts Police</p>	<p>Year 2+</p>	<p>Red</p>

<p>Theme 7 - Improving Customer Services for People who are Homeless or at Risk of Homelessness</p>	<p>High customer satisfaction with the outcome and experience of the support provided by NSDC Housing Options and partners</p>	<p>Regularly gather customer feedback and utilise this to continuously improve the service and its integration with our services. Provide regular updates to the appropriate strategy governance group</p>			<p>NSDC Customer Services Team</p>	<p>Year 2+</p>	
		<p>Research customer journeys into homelessness to identify early opportunities to prevent their homelessness and any barriers to doing so. Make recommendations to the appropriate strategy governance group</p>			<p>NSDC Customer Services Team</p>	<p>Year 2+</p>	
		<p>Conduct a 6/12 month review of the Duty to Refer operation and identify opportunities to enhance its contribution to preventing homelessness. Make recommendations to the appropriate strategy governance group</p>	<p>Countywide review of the Duty to Refer was completed and key agencies have been contacted to refresh their knowledge on this. Officers continue to liaise with agencies on a case by case basis to improve the quality and timeliness of referrals. This work is supported by the navigators mentioned above who are working to improve the pathways from their respective specialist settings.</p>		<p>NSDC Customer Services Team DWP Prisons</p>	<p>Year 1</p>	
		<p>Conduct an annual review of NSDC staff and partner training needs, arrange required training. Provide regular updates to the appropriate strategy governance group</p>			<p>NSDC Customer Services Team</p>	<p>Annually</p>	
		<p>Tailored pathways – Work with partners to ensure there are clear pathways to resolving a household’s homelessness for the key causes of homelessness, integrating services wherever possible (end of AST, fleeing violence, friends/family exclusion, etc). Provide regular updates to the appropriate strategy governance group</p>	<p>Enhanced Housing Options Toolkit Housing/Homelessness Webpages</p>	<p>Housing Options</p>	<p>NSDC Customer Services Team DV Coordinator</p>	<p>Year 1</p>	
		<p>Work with partners to identify how those with lived experience of homelessness can be included in the design and delivery of services. Make recommendations to the appropriate strategy governance group</p>			<p>NSDC Customer Services Team</p>	<p>Year 2+</p>	

Theme 8 – Improving the data available to relevant agencies	Services are designed based on robust evidence and effectively monitored and evaluated	Work with partners to develop a governance structure to oversee the delivery of this strategy	The Mid-Notts Joint Inter Agency Forum continues to meet 3 times a year, which provides an opportunity for information sharing and networking for a wide range of partners.	NSDC	All HO Officers	Year 1	
		The governance structure will agree the monitoring and outcomes data to be reported to them	Mid Notts Joint Inter Agency Forum			Year 1	
		The governance structure will be responsible for identifying good performance and areas for improvement, ensuring any required remedial action is taken as appropriate				Year 1	
		The governance structure will regularly share the monitoring and outcomes data with all relevant partners				Year 1	