

## Swale Borough Council Homelessness Strategy 2008 - 2012

### Homelessness Strategy Delivery Plan

Ref	Action	Timescale	Outcome / Target / PI	Lead Officer
<b>Strategic Aim 1: To prevent homelessness through offering realistic options and choice</b>				
<b>Objective 1: Enable more people to access the private sector</b>				
1.1	Introduce a private landlord accreditation scheme	Complete June 2009  Twice Yearly	<ul style="list-style-type: none"> <li>• Provide a list of recognised landlords who manage their properties to a good standard that is recognised across the whole of Kent.</li> <li>• To provide further Landlord training sessions.</li> </ul>	Marisa Swingler (Housing Initiatives Officer)
1.2	Introduce a Landlord feedback form to be sent to all landlords annually	October 2009	To establish Landlords views and use this to provide a better service.	Marisa Swingler Rebecca Walker
1.2	Introduce a pilot scheme for qualifying offers to discharge homeless duty	September 2009	To reduce the numbers of homeless families in temporary accommodation and to improve the prevention tool kit.	Roxanne Sheppard
<b>Objective 2: Improve information to customers about housing options and the delivery of the homelessness service</b>				
1.4	Develop a directory of services, web based or otherwise	Draft complete April 2009	<ul style="list-style-type: none"> <li>• To enable customers to access up to date information or details of a</li> </ul>	Sally Lee Kerry Newbury

**Swale Borough Council Homelessness Strategy 2008 - 2012**

	to provide service users and partners with up to date information	Complete August 2009  Review Quarterly	specific service provider.  <ul style="list-style-type: none"> <li>To review information quarterly and update when required.</li> </ul>	
1.5	Update Housing Options Leaflets	June 2009  Review Quarterly	<ul style="list-style-type: none"> <li>To enable customers to access efficient information or a specific service provider.</li> <li>To review information quarterly and update when required.</li> </ul>	Zoe Callaway
1.6	Review and update service standards	End of July 2009	Clear customer expectations of the service they will receive.	Alex Rocke
<b>Objective 3: Increase the prevention options for young people</b>				
1.7	Develop a “crash-pad” facility at the Foyer managed by Amicus including an SLA.	November 2009	Reduce youth homelessness by providing accommodation in the short term to enable exploration of other housing options.	Roxanne Sheppard Alyson Puxley
1.8	Extend the Amicus Young Persons Engagement Project at Sittingbourne Community College	September 2010	<ul style="list-style-type: none"> <li>Reduce homelessness through informing young people about their housing options.</li> <li>If successful extend the</li> </ul>	Eileen Martin Kerry Newbury

**Swale Borough Council Homelessness Strategy 2008 - 2012**

	to include information and advice about housing options. If successful extend to other schools.	September 2011	scheme to other schools.	
<b>Strategic Aim 2: To provide good quality Temporary Accommodation (TA), minimise length of stay and reduce numbers</b>				
<b>Objective 1: Improve Tylden House</b>				
2.1	Explore Options to reduce shared facilities	June 2011	To no longer use hostel accommodation with shared facilities and to provide self contained temporary accommodation.	Roxanne Sheppard
2.2	Agree with Amicus Horizon management improvements to ensure move on within twelve weeks	August 2009  Review monthly	<ul style="list-style-type: none"> <li>To reduce the length of time a homeless household spends in hostel accommodation.</li> <li>Monitor move on monthly.</li> </ul>	Roxanne Sheppard
<b>Objective 2: Explore the possibilities of providing Bed and Breakfast accommodation in the Borough</b>				
2.3	Contact all B&B accommodation providers in the Borough to discuss working with them	Complete August 2008	No Bed and Breakfast available within Borough.	Roxanne Sheppard
<b>Objective 3: Increase options for move on accommodation for customers in TA</b>				
2.4	Use the private sector to secure	September 2010	To improve choice for homeless households placed in temporary	Roxanne Sheppard

**Swale Borough Council Homelessness Strategy 2008 - 2012**

	suitable / affordable housing		accommodation.	
<b>Objective 4: Extend the use of the rent deposit scheme to provide move on from supported accommodation</b>				
2.5	With key partners, amend the criteria for the rent deposit scheme (RDS) to include people in supported accommodation who are ready to move on.	September 2009	To free up supported accommodation and provide effective move on whilst increasing housing options.	Roxanne Sheppard
2.6	Identify customer's from the register who would be suitable for an amended RDS.	September 2009	To free up supported accommodation and provide effective move on whilst increasing housing options.	Kerry Newbury
<b>Strategic Aim 3: To work in partnership to maximise housing options and improve the quality of life for local people</b>				
<b>Objective 1: Assist those who are under-occupying their home and wish to move</b>				
3.1	Analyse Home Swapper and Housing Register to identify people looking to downsize and contact to offer assistance if possible.	October 2009	Produce a quarterly monitoring report for Housing management Forum	Kerry Newbury Lettings Manager (Amicus)
3.2	Evaluate transfer incentive scheme	May 2010	Extension of the transfer incentive scheme if the	Kerry Newbury

## Swale Borough Council Homelessness Strategy 2008 - 2012

	with a view to gauging cost effectiveness of extending this.		evaluation proves positive.	
<b>Objective 2: Assist those who are overcrowded</b>				
3.3	Identify cases of overcrowding from the Housing Register	October 2009	To ensure the computer system (Northgate) is implemented and working effectively.	Roxanne Sheppard
3.4	Encourage concealed households to consider other housing options	October 2009	To ensure the computer system (Northgate) is implemented and working effectively.	Roxanne Sheppard
<b>Objective 3: Review the operation of CBL to ensure maximum customer satisfaction and minimum void times</b>				
3.5	Develop customer satisfaction surveys.	September 2009	To establish customer views on service and to take action to improve the service.	Kerry Newbury
3.6	Establish performance indicators to measure void re-let times, priority given to applicants and number of refusals (by applicants and housing associations).	September 2009	Better understanding of the scheme for customers.	Kerry Newbury
<b>Objective 4: Increase levels of money and debt advise to residents</b>				
3.7	Review the current arrangements to	December 2009	Improved customer access to an important element of	Kerry Newbury Mark Seagull

**Swale Borough Council Homelessness Strategy 2008 - 2012**

	provide financial/welfare benefits advice on an outreach basis and make recommendations for improvement.		homelessness prevention.	
3.8	Introduce sundry account policy for Amicus Horizon	Complete January 2009		
3.9	Introduce pre-tenancy checks to enable tenancy sustainment	Complete August 2008		
<b>Objective 5: Fully implement the Prevention of Homelessness Protocol</b>				
3.10	Encourage all housing associations to sign up to the prevention of Homelessness Protocol via the Housing management forum.	November 2009	Reduction in homelessness due to early intervention by Housing Associations and timely notification to the Local Authority.	Roxanne Sheppard
<b>Objective 6: Increase options available for people subject to domestic violence (DV)</b>				
3.11	Review and evaluate the approach to domestic abuse in Swale.	December 2009	Provide a more co-ordinated and coherent approach.	Laura Jobson (Home-start) Roxanne Sheppard

## Swale Borough Council Homelessness Strategy 2008 - 2012

3.12	Investigate funding options for another safe house in Swale.	December 2009	More options for those subjected to DV in a local context.	Karen Waters
<b>Objective 7: Develop joint monitoring and training</b>				
3.13	Arrange training about the Homelessness Protocol event for housing associations working in Swale.	October 2009	Better understanding of each others responsibilities and to develop a joint approach.	Lettings Manager (Amicus)
3.14	Arrange a training event for housing and social services staff about the prevention of homelessness in general and 16/17 year olds in particular.	February 2010	Better understanding of each others responsibilities and to develop a joint approach.	Children Services Roxanne Sheppard Kerry Newbury
<b>Strategic Aim 4: To provide quality, accessible service to all customers</b>				
<b>Objective 1: Improve consultation with customers about the service and how it could be improved</b>				
4.1	Ascertain what improvements can be made through regular customer satisfaction surveys	Quarterly	Improve service by taking account of customer's views and aspirations.	Roxanne Sheppard Kerry Newbury
4.2	Use customer feedback through focus groups, for	End of Dec 2009	To enable customers to comment on specific aspects of the service.	Sue Davis

**Swale Borough Council Homelessness Strategy 2008 - 2012**

	example to inform the development of the directory, service standards and the leaflet updates			
<b>Objective 2: Review and improve service delivery at the front desk including interviewing facilities</b>				
4.3	Review staffing arrangements at reception	End of June 2009	Improve customer service.	Alex Rocke
4.4	Organise new private interview rooms	November 2009	Improve customer confidentiality for those accessing the service.	Kerry Newbury
<b>Objective 3: Ensure a comprehensive understanding of the needs of BME, disabled and vulnerable groups to ensure that the service meets those needs</b>				
4.7	Complete Equality Impact Assessments (EIAs) on housing options and Amicus, identify gaps and draw up a joint action plan.	December 2009	Ensuring the service is delivered fairly and sensitively.	Jill Kent (Homes and Communities Manager) Roxanne Sheppard
<b>Objective 4: Provide housing options tailored to the needs of travellers</b>				
4.8	Deliver the parts of the Gypsy and traveller survey	September 2009	Ensuring that services available for the Gypsy and traveller community are delivered in a	Jill Kent Tim Hammond



**Swale Borough Council Homelessness Strategy 2008 - 2012**

	action plan that relate to access to services and housing options that emerged from the Sittingbourne survey.		sensitive manner.	
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Complete June 2009