

APPENDIX

01

Islington Council homelessness and rough sleeping strategy Action plan

Action plan

Goal 1: Preventing homelessness

Objective 1:

Improve our prevention service for customers.

1. Commit to ending homelessness

Progress made / Future actions

Homelessness is not inevitable and it can be prevented. Work to end homeless through partnership work across Islington.

Launch a Homelessness Prevention and Reduction Board to strategical challenge and change how services are provided across all statutory agencies to end homelessness.

Timeframe: Ongoing

Lead: Housing Needs

2. Evaluate Trailblazer pilot for agencies working with those at risk of domestic violence and abuse.

Progress made / Future actions

Further to evaluation, advice surgeries were mainstreamed into the service in September 2020. Islington Council implemented the homelessness provisions contained within the Domestic Abuse Act in June 2021.

Timeframe: Completed

Lead: North London Housing Strategy Manager

3. Review Personal Housing Plans

Progress made / Future actions

PHPs continue to be reviewed and adapted on an ongoing basis as greater clarity is available through developing case law. Following national best practice and input from our partners, a new Personal Housing and Wellbeing Plan is due to be implemented.

Timeframe: Completed

Lead: Housing Needs Managers / Partners joint working

4. Provide support by enhancing skills and employment opportunities through the council's iWork and partner organisations.

Progress made / Future actions

We signpost those at risk of homelessness and those who are already homeless to IMAX and make referrals to floating support. We maintain ongoing constructive relationships with partners and stakeholders to support our service users and improve our service.

Timeframe: Ongoing

Funding obtained from the MHCLG to launch a partnership with BEAM to ensure all homeless people can access employment and training opportunities.

Timeframe: Ongoing monitoring for lifetime of contract (1 year) BEAM

Lead: All teams across Housing Needs / iWork

5. Produce advice and guidance to people with NRPF and disseminate to BME groups via the voluntary sector.

Progress made

We revamped website content and shared guidance with services working with NRPF clients, including third sector organisations in Islington such as Manor Gardens and Community Language Services

Future actions

We continue to empower refugees and migrants to reach their full potential and obtain their views to support service delivery through our service user group, newsletters, and training / work placement opportunities.

Timeframe: Ongoing

Lead: NRPF

6. Proactively minimise statutory homelessness acceptances through our prevention work to enable people to either remain in their home or find alternative accommodation.

Progress made

Pre-lockdown, we provided targeted prevention at surgeries for Black, Asian and Minority ethnic groups and non-Black, Asian and Minority ethnic groups at locations such as Children's Centres. Our statutory homelessness acceptances have been 377 in 2019, 318 in 2020 and as at end May 2021, 84.

Future actions

Post-lockdown work is ongoing to maximise homelessness preventions to keep people in their homes by working with landlords, signposting to services such as iWork and BEAM.

Timeframe: Ongoing

Lead: Early Homeless Prevention Service / Housing Solutions / Triage / SHPS

7. Ensure that all service users are able to access our services all through all methods of communication and improve the customer journey.

Progress made / Future actions

Work with our communications colleagues to review website information to ensure that it is accessible to all individual vulnerable groups and continuously review to ensure website follows national best practice examples.

Timeframe: Website review completed June 2021

Develop digital platforms for housing needs and strategy services by further integration for homelessness applications, online Personal Housing and Wellbeing Plans and exploring other digital possibilities.

Timeframe: Ongoing

Improve and monitor the quality of the telephone service offer using telephony software to improve how quickly we return messages (phone and by email) left by partners/ applicants and that we should be aiming to do this within allocated timescales. Improve 'trust and reliability' in the service so that when we say we will do something, we follow through with it.

Timeframe: Ongoing

Offer a face to face service to residents who are digitally excluded and or vulnerable.

Develop Microsoft Teams and Zoom interviews and service provision/offer.

Timeframe: October 2021

Lead: Housing Needs Manager / Communications / Housing Needs Manager

8. Develop a more customer-focussed service and make sure with experience of homelessness have a voice and are involved in determining the solutions to their own issues, and homelessness in general

Progress made / Future actions

Restructure the housing needs service to ensure it focussed on service-user, reduces handover between teams, and is at homeless prevention, with a Rapid Rehousing Focus at the heart of the service offer. Streamlining the communication process and allowing empathetic relationships to form between officer and customer. Aim to resolve the enquiry at the first point of contact with the service user knowing the journey through the service from this first contact.

Timeframe: April 2022

Lead: Housing Needs Manager

Conduct service user and partner's surveys using the same questionnaire and approach every six months going forward to measure our service improvements.

Timeframe: Ongoing / every 6 months.

Lead: Housing Strategy Resident Participation Manager

Undertake Customer Focus group meetings facilitated by Homeless Link

Timeframe: November 2021

Organise Mystery Shopping exercises to review the quality of the service offer.

Timeframe: January 2022

Appoint a critical friend to help to challenge the service.

Timeframe: February 2021

9. Enhance our existing mediation service to reduce homelessness caused by family and friend exclusions, and private sector tenancy terminations.

Progress made / Future actions

This area of prevention remains a priority for the service and all our officers work to ensure that in circumstances where exclusions by a family or friend that we negotiate with the main tenant and raise awareness of schemes and incentives such as the New Generation Scheme and our work with private landlords.

Skills training for staff on mediation has started and we are developing our approach to tackling youth homelessness. A dedicated officer supporting applicants with their housing via the NGS scheme to negotiate or delay the applicant's threat of homelessness

Timeframe: Ongoing

Lead: Housing Options

Established the Homelessness Prevention Board. First meeting in October 2021

Timeframe: Ongoing

Lead: Partnership working through Homelessness Prevention Board

Objective 2:

Work towards eliminating rough sleeping and help people into settled housing

- 1. Commit to eliminating rough sleeping in Islington: Prevention - Stopping people sleeping rough for the first time. Intervention – Support to those currently sleeping rough to move off the streets. Recovery – Support to those who have slept rough to ensure they don't return to the streets.**

Progress made / Future actions

Ensure all people sleeping rough, or about to sleep rough have a Personal Housing and Well-Being Plan and prevention of homelessness and rough sleeping is at the heart of our service provision. Offer employment and training opportunities to all homeless and former rough sleeping people.

The June 2021 rough sleeping count identified 9 people sleeping rough with 2 people accommodated immediately. The remaining 7 people have been offered accommodation and support. The council and partner agencies are committed to eliminating rough sleeping.

Timeframe: Ongoing

Lead: All Housing Needs Managers

- 2. Further develop Housing First scheme to house rough sleepers or former rough sleepers with high support needs.**

Progress made / Future actions

Four Housing First professionals have signed up providing the service and 14 people signed up on the scheme, all of whom had experienced rough sleeping. We continue to expand the scheme. Funding from the recent bidding round for the Rough Sleeping Initiative will further support our work in this area. Housing First to be expanded to ensure the council ensures no one returns to live on the streets of Islington.

Timeframe: Ongoing for lifetime of contract

This goal is supported by the purchase of 60 1 bed properties

Timeframe: 40 by end of 2021/22 and 20 for next year

Commence in-house Housing First team.

Timeframe: December 2021

Lead: Complex Needs and Homelessness Manager

- 3. Established street population co-ordinator role to tackle the street population issues through the use of problem-solving, and collaborative working with partners and the community particularly in relation to hotspot locations**

Progress made / Future actions

The immediate issue of the Stroud Green Road hotspot has been addressed through consistent partnership working. This remains a key focus in order to prevent any further issues in the area. The coordinator is still actively in the community tackling new and emerging issues as and when they arise.

The Community safety team is now integrated into the Homes and Neighbourhoods directorate to target this area of support for rough sleepers.

Timeframe: Ongoing

Lead: Community Safety

- 4. Provide additional support to street population groups encompassing entrenched rough sleepers and those with accommodation but engaged in street begging via access to health services e.g. substance misuse services, physical health services and enhancing access to skills and employment services etc.**

Progress made / Future actions

Between April 2020 and March 2021 the council accommodated 351 people under the Everyone In initiative. These people either slept rough or were about to sleep rough within the next 24 hours. The council is committed to providing secure accommodation to these people with appropriate Housing First or floating support.

Our Homelessness outreach surgeries have recommenced after being suspended by Covid-19.

We continue to fund via our rough sleeper grant specialist substance misuse and physical health nursing to work with people on the streets, addressing any presenting need and encouraging holistic approach to supporting people who are living on the streets.

We are working with CANDI to recruit psychologists to improve the health, housing stability and independence of homeless people through integrated health and homeless sector psychologically informed environment partnerships that work to address the complex trauma and multiple disadvantage that underpins and maintains experiences of homelessness.

Timeframe: Completed / ongoing recruitment and service development

Lead: Complex Needs and Homelessness Manager

5. Provide additional mental health input and support to hard to engage rough sleepers by conducting street based mental health assessments through EASL (Enabling Assessment Service London).

Progress made / Future actions

We continue to fund EASL via our rough sleeper initiative grant. This is an invaluable partnership between LBI, St Mungos and EASL to ensure that the mental health needs of people experiencing rough sleeping is met.

Timeframe: Ongoing

Lead: Complex Needs and Homelessness Manager

6. Increase provision of existing emergency accommodation for rough sleepers with medium to high support needs.

Progress made / Future actions

This was achieved largely because of the national lockdown and the Government's "Everyone In" message. This allow us to redirect some of our RSI money to fund a 29 bed self-contained unit on the Holloway Road. This is the first step away from rough sleeping for people with complex needs.

Timeframe: Completed

Continued funding of hotel and hotel security

Timeframe: Completed /ongoing

Secured funding from the GLA to purchase a former care home and create a bespoke supported accommodation service for 30 people who are experiencing homelessness.

Timeframe: 31 March 2022

Lead: Complex Needs and Homelessness Manager

7. Increase Move on support for clients in supported / temporary accommodation

Progress made / Future actions

Despite Covid and the suspension of CBL, we were able to make supported choice offers to residents in supported accommodation which in turn created voids which we could use for rough sleepers or those in TA.

Timeframe: Completed

30 direct offers have been made to former rough sleepers or people living in our supported housing pathway.

Timeframe: Completed

Purchase of 60 1 beds funded by GLA and MHCLG and developing an in-house Housing First offer to support these properties.

Timeframe: 40 by end of 2021/22 and 20 for next year

Lead: Complex Needs and Homelessness Manager

8. Continue to work with MHCLG to identify and obtain funding to work towards eliminating rough sleeping.

Progress made / Future actions

Continue to apply for funding as it becomes available to local authorities. All funding available has been applied for successfully including: Next Steps Accommodation Programme, Rough Sleeper Accommodation Programme, and Protect Fund. We recently secured nearly £3 million from the recent bidding round for the Rough Sleeping Initiative.

Timeframe: Ongoing

Lead: Complex Needs and Homelessness Manager

9. Provide additional wrap around support to those with No Recourse to Public Funds who feature in rough sleeper statistics to ensure they are able to exercise treaty rights and supported by other council services and voluntary sector services where appropriate.

Progress made / Future actions

Since March 2020, 79 rough sleeping/homeless cases supported discretionary on public health grounds since March 20 of which 15 are EEA nationals provided with wrap-around support by Community Safety Outreach team. 38 cases closed during Q1-Q3 2020/21 through resolution of status and access to mainstream housing and welfare benefits. Legal representation at OISC Level 3 contracted for the equivalent of one day/week for one year to support rough sleepers regularising status.

Timeframe: Ongoing

Lead: NRPF

10. Joined-up support services, bringing together central government, councils, charities and welfare groups, will work side-by-side to tackle the underlying issues of rough sleeping, such as healthcare and substance misuse, in order to build on the local partnerships that were developed during the pandemic – providing rough sleepers with a route off the street for good.

Progress made / Future actions

We are reviewing our approach through the Homelessness Prevention and Rough Sleeping Forum meetings in July and September 2021.

Timeframe: December 2021

Build on the local partnerships that were developed during the pandemic.

Improve the knowledge of the latest homelessness legislation for partnership agencies to assist tackling and preventing rough sleeping via training events for partner agencies.

Timeframe: Ongoing

Lead: All Housing Needs managers

11. Contract review of with the commissioned outreach provider to consider the appropriate delivery mechanism which may include the provision of outreach services via an in-house service.

Progress made

Ongoing. The contract was reviewed and a procurement exercise was undertaken. Unfortunately it was not possible to appoint a new provider due to lack of competition.

Future actions

Aiming to deliver the best rough sleeping outreach service possible through procurement or development of an in-house offer.

Timeframe: Ongoing

Lead: Community Safety

12. Update messages for the public in relation to rough sleepers

Progress made / Future actions

We are reviewing our approach through the Homelessness Prevention and Rough Sleeping Forum meetings in July and September 2021.

Timeframe: Ongoing

Lead: Housing Needs / Communications

Objective 3:

Support the development of Housing Pathways for each customer group

1. Provide housing advice at an early stage through outreach surgeries.

Progress made / Future actions

The purpose of providing this service in this manner is to ensure housing advice is accessible to all members of the community, whilst offering a valuable service for hard to reach groups who might otherwise struggle to access our service for support or less likely to seek advice due to language barriers, cultural barriers, prison release, family and children commitments. The outreach officers offer advice on harassment, domestic violence, unlawful evictions, ongoing disrepair issues or disputes from landlords and excluders; providing general housing advice and assistance.

During lockdown and to date, face-to-face surgeries were not possible but following review, online homelessness outreach surgeries recommenced in April 2021 and Review completed in May 2021.

Timeframe: Completed

Officers have been able to provide the same face-face service either over the telephone or by using video conferencing, including the consented third party or interpreters for clients behalf and following new protocols have been set out for facilitators/coordinators to contact our designated officers. They can also, if necessary arrange for the client to be dealt within our office (exceptional circumstances). We continue to provide face-face interactions via MS Team /Zoom and will arrange third party to be present as well as organising interpreters due to language or disabilities such as being profoundly deaf (BSL).

Timeframe: Ongoing

Meeting surgeries co-ordinators regularly to update on services, new protocols and presently arranging to meet with all co-ordinators to provide update on new protocols concerning the cancellation of temporary accommodation following a suitable offer of alternative accommodation.

Timeframe: Ongoing

We work with small community groups such as Family support agencies, Probation services, Children Centres, Job Centre Plus or any other institutes which work closely with clients with housing needs. The outreach officers are also required to setup close working relationship/partnership with our internal and external counter parts such as Residential Environmental Health and private landlords so that the contacts be shared across the team.

Timeframe: Quarterly review and meeting with surgeries co-ordinators twice a year.

Continue to identify new surgeries. Currently working with an Islington letting agent and private landlords that have provided properties in borough and having ongoing issues concerning unaffordable rents.

Timeframe: Continue to identify new surgeries quarterly.

Lead: Preventions and Options Managers

2. Work to ensure services are in place to meet the needs of individuals who are leaving hospital and who are being released from prison.

Progress made / Future actions

Duty to Refer expanded to Duty to Prevent. We receive referrals at an early stage from third sector providers and voluntary and community sector organisation through our portal.

Timeframe: Completed

Ensure no one leaves hospital without being provided with accommodation and support. No one leaves a hospital and sleeps on the streets of Islington. Implement a new hospital discharge protocol with all health partners. We are in the process of recruiting a hospital discharge coordinator who will be based in the Triage team and will be a single point of contact

Timeframe: Ongoing

Ensure services are in place to assist prisoners as soon as they have said they have no fixed abode (NFA) to prevent homelessness when released. Ensure no one leaves prison without being provided with accommodation and support: No one leaves Prison and sleeps on the streets of Islington. We are in the process of recruiting a prison release coordinator who is based in triage team and will be a single point of contact

Timeframe: Ongoing

3. Manage expectations of individuals and partner organisations by developing a campaign on raising awareness of the realities of homelessness and housing options across tenures.

Progress made

Working with communications team and our corporate colleagues to develop a leaflet for tenants in the private sector who may be impacted by the Covid pandemic to make sure that there is awareness about the importance of contacting our service early. Also working with private sector landlords to mitigate Covid impacts.

We reviewed our rough sleeping communications plan and have included case studies and information on social media & in Islington Life Magazine to highlight the realities of homelessness and how people can help.

Published a winter briefing which outlined our work in supporting people experiencing homelessness during the pandemic.

Future action

Information has been published on the council website and we are developing a communications campaign for private rented sector forum to do this.

Continue to work with communications and work with partners through the Homelessness Forum.

Help homeless people to raise their aspirations and help them to access employment, education and training. Work in partnership with BEAM to identify employment and training opportunities for homeless households.

Further develop our communications strategy to raise awareness and highlight good practice and achievements.

Timeframe: Ongoing

Lead: Housing Needs / Private Sector Partnerships / Communications

Objective 4:

Support victims of domestic violence and abuse

1. Provide support for victims of domestic violence and abuse

Islington's approach to tackling VAWG has taken a lead from the Mayor's Office, and the partnership published its current VAWG strategy for the borough in 2017. Since then, significant efforts have been made across the partnership to make Islington a safer place for women and girls.

The progress of Islington's VAWG strategy 2017-21 has been reviewed regularly by the VAWG Board which has recognised progress made but continues to identify gaps and areas for further improvement.

Progress made / Future action

Initiatives include the development of a number of new services and initiatives, such as the Keel Multi Agency Team working with families affected by domestic abuse, the Domestic Abuse Health Pathfinder project, and the FGM Prevention toolkit for practitioners.

In Homes and Neighbourhoods, our housing options team carry out risk assessments and provide advice to non-council tenants who are affected by domestic abuse supporting victims to make an informed choice.

Timeframe: Ongoing

Lead: VAWG / Housing Options

2. Become an accredited landlord for Domestic Abuse, which will include evaluating how the current services we provide meet the housing needs of domestic abuse victims.

Progress made

Homes and Neighbourhoods work to gain DAHA accreditation was delayed due to Covid.

Future action

Support the White Ribbon Accreditation Programme.

The North London Domestic Abuse Reciprocal Agreement is to be resurrected and re-launched next month.

Sensitively resolve and assist with domestic abuse cases with specialist knowledge and liaise between council services.

Timeframe: DAHA accreditation due Winter 2021.

Objective 5:

Increase the supply of secure, affordable homes to ensure sufficient supply of accommodation

1. Build at least 681 new general needs homes at social rent.

Progress made

Delivery impacted by COVID and Brexit.

Future action

Completion of 461 new homes for council rent with a further 297 new council homes under construction.

Timeframe: 2022

Lead: New build team

Objective 6:

Review how temporary accommodation is procured and provided

1. Work to support the supply of accommodation that is affordable including for under 35s

Progress made / Future actions

Work has been undertaken with private sector landlords to secure affordable accommodation for under 35s.

We continue to ensure that Homelessness Prevention Grant is used effectively to reduce the number of households living in temporary accommodation.

This goal is supported by the purchase of 60 1 bed properties further application to GLA funding streams to purchase 60 2 beds.

Timeframe: Ongoing

Lead: Private Housing Partnerships

2. Reduce use of private sector TA by purchasing at least 50 properties.

Progress made / Future actions

150 additional homes have been purchased for use as affordable temporary accommodation over the past 18 months. This has allowed the council to house families, who were often housed outside of the borough, close to their support networks, council services and schools. The programme used borrowing and receipts from RTB sales that we would have had to hand back to the government with interest if they were not used. Because they are used as temporary accommodation it also means that they cannot be re-sold again under RTB legislation so we can retain these incredibly important homes for as long as we need them.

Timeframe: Completed

Lead: Housing Business Plan Manager

3. Review the council's need for an use of short stay TA

Progress made

Review has been undertaken and we are now moving away from using long-leased accommodation and instead use Reception Centres and GNTA for first stage placements.

Future actions

Goal has been set for no homeless households in Nightly Paid Temporary Accommodation for more than 28 days.

Work to eliminate the usage of shared B&Bs for homeless families and single people

Timeframe: End of financial year 2021-22

Lead: Private Housing Partnerships

4. Explore alternative opportunities for provision of short term TA such as meanwhile sites in the borough and earmarked for decant.

Progress made / Future actions

We use our relationships with registered providers operating in the borough to meet housing need including where sites are under development for use as TA.

Timeframe: Ongoing / as opportunities arise

Lead: Private Housing Partnerships

Objective 7:

Work with Partners to ensure that the strategy is based on realistic assumptions

1. **Arrange and host regular Islington Homelessness Forum meetings to raise awareness with partners and share best practice.**

Progress made / Future actions

During the lockdown the forum became a rough sleeping task force and was aimed at addressing issues that arose during lockdown and Everybody In. Moving forward the attendees have been expanded, the Forum has been re-named as the Homelessness Prevention and Rough Sleeping Forum and regular meetings are now timetabled.

Timeframe: Quarterly

Homelessness Reduction and Prevention Board established

Timeframe: First meeting September 2021

Continue to work with our partners to review progress made on this Action Plan annually.

Timeframe: Annual review

Lead: Complex Needs and Homeless Manager

2. **Increase joint working with the Police to establish a consistent approach to rough sleepers across the borough and that the police are aware of the support that is available for rough sleepers.**

Progress made / Future actions

Achieved via the community safety team and the ability to fund a PC via the RSI grant. The Community Safety team is now integrated into the Homes and Neighbourhoods directorate.

Timeframe: Completed / ongoing

Lead: Community Safety

Objective 8:

Improve our understanding of the connection between homelessness and health and wellbeing

- 1. Establish and evidence base of approaches and failed preventions to better understand the issues, such as ethnicity.**

Progress made / Future actions

Completed in 2019. Annual EQIAs are now undertaken for our housing allocations.

Timeframe: Completed

Lead: Public health

- 2. Organise a health and wellbeing event for rough sleepers in known hotspots to promote the range of support services that are available.**

Progress made / Future actions

Achieved despite social distancing with a low key event held in front of Union Chapel.

Timeframe: Housing Needs

Lead: Completed

Objective 9:

Improve standards in the private rented sector

- 1. Assess new HMO licence applications and renewals to ensure that the correct type of occupancy agreement is used and the key terms are fair**

Progress made / Future actions

Processes set up and now embedded as a mainstream activity.

Timeframe: Completed

Lead: Environmental health

- 2. Provide guidance for Landlords through the Landlords' Forum and Newsletter and Review the Landlords Charter.**

Progress made / Future actions

Develop a partnership charter with Private Rented Sector Landlords and the National Residential Landlords Association

Timeframe: December 2021

Landlords Forum restarted with next meeting due in September 2021

Timeframe: Ongoing

Lead: Private Housing Partnerships

- 3. Devise message for landlords to encourage lettings to households in receipt of HB / UC in the private rented sector.**

Progress made / Future actions

Our grants programme helps improve housing standards through programmes such as our 'safe and warm' programme and helps people remain independent in their homes.

Timeframe: Ongoing

Lead: Private Housing Partnerships

- 4. Improve standards in the private rented sector by introducing property licencing schemes, starting in Finsbury Park.**

Progress made

The additional HMO licensing scheme went live on 1 February 2021 which means that all HMOs with 3 or more households require a 5 year licence and will be inspected at least once during the licensing period.

The selective licensing scheme covering all privately rented property (single and 2 household HMOs) went live on 1 February 2021.

Future actions

The case for extending selective property licensing to a further 2-4 wards in the borough is currently under consideration.

Timeframe: Setting up an additional HMO Licensing – completed.

Setting up selective licensing scheme in Finsbury Park – completed.

Extending selective licensing to a further 2-4 wards 2022/23.

Lead: Environmental Health

- 5. Implement and use civil penalties against rogue landlords, using Housing and Planning Act powers and bear down on poor practice by letting agents**

Progress made / Future actions

Enforcement action mainstreamed and used in relation to non-compliance with tenancy deposit and tenancy fees. Full range of enforcement powers including the use of civil penalties, and Housing and Planning Act powers against rogue landlords are used and we continue to promote high standards of professionalism amongst landlords and managing agents through our Landlords Forum, and accreditation schemes.

Management standards are set for licenced premises and non-compliance with management standards or failure to licence can result in civil penalty notices ranging from £1000 to £30,000 or prosecution.

Timeframe: Ongoing **Lead:** Environmental Health

Objective 10:

Ensure the strategy meets the challenges that are likely to arise during the lifetime

1. Implement programme to scrutinise quality of service provided to clients and include front line staff and service users in annual review.

Progress made / Future actions

Customer journey exercise was undertaken which led to a comprehensive review of files.

Timeframe: Completed

We regularly review complaints to identify themes and learn from complaints.

Timeframe: Ongoing

Analysis of Everybody In scheme carried out by Camden and Islington Public Health team and Fulfilling Lives through telephone and in person interviews with service users.

Timeframe: Completed

Resident Engagement officer is now in post and focus groups planned to ascertain the quality of housing needs services provided and satisfaction levels of residents who utilise our services and implement service improvements identified through resident feedback.

Timeframe: 6 monthly survey

We will complete an annual review of residents' protected characteristics of our lettings data. This will establish a robust evidence base on how our lettings allocation scheme is meeting housing needs, and we will take action as a result if there are underrepresented groups.

Timeframe: Annual review

Lead: Housing Needs / Housing Strategy

2. Manage relationships with partners who have a Duty to Refer.

Progress made / Future actions

We have regular, established meetings with the public bodies with the duty to refer - DWP, local hospitals, the probation and prison service and job centre and now receive regular referrals from these bodies through developed processes.

Timeframe: Ongoing

Homeless Reduction and Prevention Board has been established

Development of service co-location of Job Centre Plus, Probation, Hospital's, Solace, and Children's services.

Timeframe: October 2021

Lead: All Housing Needs managers

3. Manage relationships with partners who have a Duty to Refer.

Progress made / Future actions

We have regular, established meetings with the public bodies with the duty to refer - DWP, local hospitals, the probation and prison service and job centre and now receive regular referrals from these bodies through developed processes.

Timeframe: Ongoing

Homeless Reduction and Prevention Board has been established

Development of service co-location of Job Centre Plus, Probation, Hospital's, Solace, and Children's services.

Timeframe: October 2021

Lead: All Housing Needs managers

4. Review impact of Brexit and provide training in relation to NRPF

Progress made / Future actions

10 sessions on protecting EEA nationals' rights after Brexit delivered to Adult Social Care staff and Senior Leadership Team, Mental Health managers, Housing Repairs, Children Social Care managers, IMAX.

Joint working with Communications on publicity (case studies and presentations) for the EUSS council campaign

The NRPF Network published good practice on supporting vulnerable EEA nationals.

Timeframe: Completed

Lead: NRPF

5. Review and utilise our RSS and DHP scheme

Progress made / Future actions

Review undertaken and application process for schemes is now simplified.

Timeframe: Completed

Lead: IMAX

6. Review of Universal Credit on homelessness

Progress made / Future actions

The impact of Universal Credit is under continuous review.

Communications work underway to anticipate impact of UC when the moratorium on evictions comes to an end and as heightened by the pandemic.

Timeframe: Ongoing

Lead: Universal Credit Housing Group