

Islington Council Homelessness and Rough Sleeping Strategy Action Plan

Preventing homelessness

Objective	What we will do	Who will do it? Lead service or partner	When we will do it by? Target date
Improve our prevention service for customers	1. Be proactive in minimising statutory homelessness acceptances through our prevention work to enable people to either remain in their home or find alternative accommodation.	Housing Needs	Ongoing
	2. Review of our approach to Personalised Housing Plans, and look to produce a corporate plan jointly with Children’s Services.	Housing Needs	Every six months
	3. Enhance our existing mediation service to reduce homelessness caused by family and friend exclusions, and private sector tenancy terminations.	Housing Needs	Annual review
	4. Continue to provide support by finding employment opportunities, through the council’s iWork and partner organisations.	Housing Needs iWork	Annual review
	5. Evaluate the Trailblazer pilot and consider implementation of recommendations	Housing Needs	Spring 2019
	6. Produce advice and guidance to people with No Recourse to Public Funds, and disseminate to BME groups via the voluntary sector.	No Recourse to Public Funds	Spring 2019
Work towards eliminating rough sleeping	7. Develop a Housing First pilot scheme to house rough sleepers or former rough sleepers with high support needs.	Housing Needs	Annual Review

		Strategy and Change	
	8. Create a 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.	Housing Needs	Annual Review
	9. Increase provision of existing emergency accommodation for rough sleepers with medium/high support needs.	Housing Needs	Annual Review
	10. Increase 'Move on' support for clients in supported/temporary accommodation.	Housing Needs	Annual Review
	11. Provide additional support to entrenched and hard to engage rough sleepers with complex needs.	Housing Needs	Annual Review
	12. Provide additional mental health input and support to hard to engage rough sleepers.	Housing Needs	Annual Review
	13. Provide additional wrap around support to No Recourse to Public Fund rough sleepers.	No Recourse to Public Funds	Annual Review
	14. Review Staging Post referral criteria to increase acceptance rate for rough sleepers with low level support needs.	Housing Needs	Annual Review
	15. Support No Second Night Out, working in Partnership with our outreach provider, St Mungos.	Housing Needs	Ongoing
	16. Continue to work with MHCLG to identify and obtain funding to work towards eliminating rough sleeping	Housing Needs	Ongoing
Support the development of Housing Pathways for each customer group	17. Manage expectations of individuals and partner organisations by developing a campaign on raising awareness of the realities of homelessness and housing options.	Housing Needs	Annual Review
	18. Review programme of housing advice outreach surgeries.	Housing Needs	Quarterly
	19. 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	Housing Strategy, Improvement and Partnerships Homes and Communities	Spring 2019

Relieving homelessness

Objective	What we will do	Who will do it? Lead service or partner	When we will do it by? Target date
Increase the supply of secure, affordable homes to ensure sufficient supply of accommodation	20. Build 550 new general needs homes at social rent.	New Build Team	2022
	21. Implement recommendations from the behavioural change research to help people to downsize in order to release existing social housing which can be let to overcrowded families.	Housing Needs	Spring 2019
Make better use of the private rented sector	22. Review the effectiveness and future direction of Islington Lettings.	Private Housing Partnerships	Spring 2019
	23. Support private sector tenants to help raise awareness of their rights, such as in relation to retaliatory evictions, and responsibilities, through the development of factsheets.	Housing Needs	Annual Review
	24. Research areas in London and the South East that have a supply of accommodation that is affordable for under 35s.	Housing Needs	Annual Review
Review how temporary accommodation is procured and provided	25. Reduce use of private sector temporary accommodation by <ul style="list-style-type: none"> • Purchasing 95 properties in and out of borough and out of borough for temporary accommodation • Increasing reallocation of one-bedroom general needs properties to temporary accommodation 	Housing Strategy, Improvement and Partnerships	Late 2020 Ongoing

	26. Develop an offer for under 35s singles with low or no support needs.	Private Housing Partnerships	Spring 2019
	27. Review the council's need for, and use of, short stay temporary accommodation, including its reception centres.	Private Housing Partnerships	Spring 2019
	28. Explore alternative opportunities for provision of short term temporary accommodation, such as meanwhile sites in borough and properties earmarked for decant.	Private Housing Partnerships	Annual Review

Strategic objectives

Objective	What we will do	Who will do it? Lead service or partner	When we will do it by? Target date
Work with Partners to ensure that the strategy is based on realistic assumptions	29. Arrange and host regular Islington Homeless Forum meetings to raise awareness with partners and share best practice.	Housing Needs	Three times each year
	30. 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 to rough sleepers.	Community Safety	Ongoing
Ensure that the strategy meets challenges that are likely to arise during its lifetime	31. Manage relationships with partners who have a Duty to Refer.	Housing Needs	Every six months
	32. Implement programme to scrutinise quality of service provided to clients, and include front line staff and service users in annual review.	Housing Strategy, Improvement and Partnerships	Annual Review
	33. Review impact of 'Brexit' and provide training in relation to NRPF.	No Recourse to Public Funds	Ongoing
	34. Review impact of Universal Credit on homelessness.	Housing Strategy, Improvement and Partnerships	Quarterly review

	35. Review and utilise our Resident Support Scheme (Discretionary Housing Payments) scheme.	Housing Strategy, Improvement and Partnerships	Autumn 2019
Improve our understanding of the connection between homelessness and health and wellbeing	36. Establish an evidence base of approaches and failed preventions to better understand the issues, such as ethnicity and gender.	Public Health	Annual Review
	37. Explore available data on the connection between health, including mental health, and homelessness, including rough sleeping, including the factors that increase the risk of homelessness.	Public Health	Summer 2019
	38. Undertake qualitative work to assess the impact on health and wellbeing of families in temporary accommodation.	Public Health	Summer 2019
	39. Organise a Health and Wellbeing event for rough sleepers in known hotspots to promote the range of support services that are available.	Community Safety	Ongoing
Improve standards in the private rented sector	40. Improve standards in the private rented sector by introducing property licencing schemes, starting in Finsbury Park	Residential Environmental Health	Winter 2019
	41. Implement and use civil penalties against rogue landlords, using Housing and Planning Act powers.	Residential Environmental Health	Spring 2019
	42. Bear down on poor practice by lettings agents by tackling unfair terms in private sector tenancies.	Trading Standards	Annual Review
	43. Assess new HMO licence applications and renewals, to ensure that the correct type of occupancy agreement is used and that the key terms are fair	Trading Standards	Ongoing
	44. Provide guidance for Landlords through the Landlords' Forum and Newsletter.	Private Housing Partnerships	Annual Review
	45. Review the Landlords' Charter.	Private Housing Partnerships	Spring 2019

Improve communications in relation to homelessness	46. Devise message for landlords to encourage lettings to households in receipt of Housing Benefits/ Universal Credit in the private sector.	Private Housing Partnerships	Spring 2019
	47. Update messages for the public in relation to rough sleepers.	Community Safety	Ongoing
	48. Update messages for the public to reduce stigma associated with homelessness	Housing Needs	Ongoing