

## 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.	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 enhancing skills and employment opportunities, through the council's iWork and partner organisations.	Housing Needs iWork	Annual review
	5. To evaluate the Trailblazer programme with a view to mainstream the advice surgeries provided to commissioned refuges and local women's advice agencies working with those at risk as a result of domestic violence and abuse.	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. Further develop the Housing First scheme to house rough sleepers or former rough sleepers with high support needs.	Housing Needs Strategy and Change	Annual Review
	8. Create a street population co-ordinator role to tackle the street population issues through the use of problem-solving, and collaborative working with	Housing Needs Community Safety	Annual Review

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	partners and the community particularly in relation to the Stroud Green Rd and Finsbury Park areas.		
	9. Provide additional support to street population groups encompassing entrenched rough sleepers and those with accommodation but engaged in street begging via access to health service eg substance misuse services, physical health services and enhancing access to skills and employment services etc.	Housing Needs	Annual Review
	10. 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).	Housing Needs	Annual Review
	11. Increase provision of existing emergency accommodation for rough sleepers with medium/high support needs.	Housing Needs	Annual Review
	12. Increase 'Move on' support for clients in supported/temporary accommodation.	Housing Needs	Annual Review
	13. 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.	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 commissioned outreach provider, St Mungos.	Housing Needs	Ongoing
	16. Review the Contract with the commissioned outreach provider to consider the appropriate delivery	Housing Needs	Annual

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	mechanism which may include the provision of outreach services via an in-house service.		
	17. 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	18. 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
	19. Review programme of housing advice outreach surgeries.	Housing Needs	Quarterly
	20. 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

<b>Objective</b>	<b>What we will do</b>	<b>Who will do it? Lead service or partner</b>	<b>When we will do it by? Target date</b>
Increase the supply of secure, affordable homes to ensure sufficient supply of accommodation	21. Build at least 681 new general needs homes at social rent.	New Build Team	2022
	22. 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	23. Review the effectiveness of Islington Lettings with a view to increase the number of properties managed by the Council on behalf of private sector landlords.	Private Housing Partnerships	Spring 2019

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	24. 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
	25. 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	26. Reduce use of private sector temporary accommodation by <ul style="list-style-type: none"> <li>• Purchasing at least 50 properties in and out of borough for temporary accommodation and where feasible to purchase additional properties if opportunities arise;</li> <li>• Increasing reallocation of one-bedroom general needs properties to temporary accommodation.</li> </ul>	Housing Strategy, Improvement and Partnerships	Late 2020 Ongoing
	27. Develop an offer for under 35s singles with low or no support needs.	Private Housing Partnerships	Spring 2019
	28. Review the council's need for, and use of, short stay temporary accommodation, including its reception centres.	Private Housing Partnerships	Spring 2019
	29. 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

#### **Other key objectives**

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Work with Partners to ensure that the strategy is based on realistic	1. Arrange and host regular Islington Homeless Forum meetings to raise awareness with partners and share best practice.	Housing Needs	Three times each year

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assumptions	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 to rough sleepers.	Community Safety	Ongoing
Ensure that the strategy meets challenges that are likely to arise during its lifetime	3. Manage relationships with partners who have a Duty to Refer.	Housing Needs	Every six months
	4. 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
	5. Review impact of 'Brexit' and provide training in relation to NRPF.	No Recourse to Public Funds	Ongoing
	6. Review impact of Universal Credit on homelessness.	Housing Strategy, Improvement and Partnerships	Quarterly review
	7. 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	8. Establish an evidence base of approaches and failed preventions to better understand the issues, such as ethnicity and gender.	Public Health	Annual Review
	9. 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	Winter 2019
	10. Undertake qualitative work to assess the impact on health and wellbeing of families in temporary accommodation.	Public Health	Summer 2019
	11. 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

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Improve standards in the private rented sector	12. Improve standards in the private rented sector by introducing property licencing schemes, starting in Finsbury Park.	Residential Environmental Health	Winter 2019
	13. Implement and use civil penalties against rogue landlords, using Housing and Planning Act powers.	Residential Environmental Health	Spring 2019
	14. Bear down on poor practice by lettings agents by tackling unfair terms in private sector tenancies.	Trading Standards	Annual Review
	15. 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
	16. Provide guidance for Landlords through the Landlords' Forum and Newsletter.	Private Housing Partnerships	Annual Review
	17. Review the Landlords' Charter.	Private Housing Partnerships	Spring 2019
Improve communications in relation to homelessness	18. 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
	19. Update messages for the public in relation to rough sleepers.	Community Safety	Ongoing
	20. Update messages for the public to reduce stigma associated with homelessness	Housing Needs	Ongoing