

Hull Preventing Homelessness and Rough Sleeping Strategy Action Plan

ID	Action	Lead	Date/progress	Rationale and impact
Improving access to housing and preventing homelessness				
1.1.	Amend the Housing Options offer to reflect the new duties set out under the Homelessness Reduction Act (HRA) – the Act requires that homelessness advice and assistance services are ‘frontloaded’.	Hull City Council	Complete Now seeking to mirror duty for all partners - ongoing	All homeless presentations receive a HRA 2017 compliant response – this means households develop a co-produced personal housing plan and receive help and support earlier than before – all of this helps to prevent homelessness. The development of Duty to Refer ensures that those in contact with partner agencies are referred to HCC when they disclose they are homeless/threatened with homelessness.
1.2.	Expand the self-help offer so that households who are able to have access to information to prevent their own homelessness	Hull City Council	Ongoing. Website updated with required information.	Focus now on making tools available to those who can help themselves and resolve their own housing situation – including promotion of Let’s Help You website (for help with accessing PRS).
1.3.	Review the Children, Young People and Families Service and Housing Service joint working protocol	Hull City Council	Complete – awaiting sign off	Protocol sets out how the two services work together to avoid homelessness and subsequent increased risk to families with CSC involvement. Needs to be broadened to take into account all of the working that takes place in light of ever closer working arrangements.
1.4.	Develop an education and communications campaign aimed at sofa surfers	Preventing Homelessness Focus Group	2020	Sofa surfing arrangements can often end abruptly and result in immediate crisis, delivering a campaign which aims to provide sofa surfers with proactive advice

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				and encourage more secure forms of housing.
1.5.	Develop shared tenancies/shared housing options across all tenures	Giroscope, HEY MIND, HCC and Hull Resettlement Project	Complete	Expand the range of affordable housing options available to households and ultimately prevent cases of homelessness. Shared Tenancies project in delivery with 67 units of accommodation.
1.6.	Review the operation of Hull's Discretionary Housing Payment (DHP) scheme to ensure best use of this resource – including exploring use of DHP for private rented sector bonds and rent in advance. Develop better pathways into the private rented sector from the Housing Options Team.	Hull City Council	October 2018 – complete. DHPs being used for PRS payments and homelessness prevention fund being used more regularly for this purpose. PRS Access Team now in place and 'accessed' over 90 tenancies with 20+ landlords on board.	Provide better access to the PRS for prevention and relief of homelessness; the social housing stock in Hull has shrunk significantly and access to rented housing more difficult as a result – the PRS therefore provides as-yet unutilised housing via the Options Team for those threatened with homelessness.
1.7.	Continue to work with partners to support a holistic, multi agency response to those affected by domestic abuse.	HCC/Hull DAP	Ongoing DA Hub to be created 2021/22	Housing Related Support recommissioned in 2018 with an increase in units of DA floating support able to provide in reach into non-DA specific HRS. Domestic Abuse Partnership has staff co-located with the Options Team and this multi-agency approach to be expanded via the DA hub.
1.8.	Explore proposals to address the shortfall in the Gypsy and Traveller accommodation	Hull City Council	2021	A shortfall is identified in the Local Plan and requires remedy in order to prevent future potential homelessness.

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				Plans are being progressed to develop transition/stopping places.
1.9.	Expand the 'Passport to a property' programme which prepares young people and those who have not previously held a tenancy for independent living	Hull City Council	Complete	The programme will reduce tenancy failure and prevent cases of homelessness.
1.10.	Increase awareness of homelessness, and the support available for those at risk of homelessness, amongst education and training providers and the wider Voluntary and Community Sector in Hull	Preventing Homelessness Focus Group	2019	To be undertaken as HCC expands Duty to Refer networks and incorporate non-specified partners in order to prevent homelessness.
1.11.	Continue to identify households subject to Welfare Reform changes and provide proactive advice and support	Hull City Council and RSLs	Ongoing	HCC-wide preparation includes a comprehensive communications campaign with partners and the wider public about UC and steps which can be taken to mitigate negative impact.
1.12.	<p>Explore options for the provision of furniture packages or furnished accommodation and decorating services for those moving onto independent living.</p> <p>a) Provide 'starter packs' for those leaving hostel provision</p> <p>b) Prevention Fund to be used for this purpose by Housing Options Team where a tenancy is at risk due to lack of furniture</p>	Preventing Homelessness Focus Group	<p>Complete</p> <p>Complete</p>	<p>Increased capacity in hostel provision (enabled by faster 'flow' from hostel to general needs housing)</p> <p>Greater chance of tenancy sustainment from those coming from hostel provision Greater chance of tenancy sustainment</p>
1.13.	Develop an offender housing protocol in partnership with the police, prisons and	Hull City Council,		

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	<p>probation services to ensure that people being released from custody/prison, who do not have a permanent address, are able to access appropriate accommodation.</p> <p>a) Develop Duty to Refer arrangements with local prisons and probations services/Shelter</p> <p>b) Develop a consistent/Duty to Refer process for police releasing from custody</p>	Humberside Police, prisons and Probation Services	Complete	<p>Duty to Refer arrangements work well and see consistent referrals ensuring that homelessness is prevented from prison release.</p> <p>Over 400 referrals made in the 12 months the Duty to Refer has been in operation.</p>
1.14.	Continue to develop the Council's tenancy sustainment offer in order to provide targeted support to those tenants at risk of losing their tenancy.	Hull City Council with Humber NHS Foundation Trust	<p>Complete</p> <p>Fully developed service in place.</p>	<p>Sustainment offer and workers are now embedded in housing teams.</p> <p>A mental health worker has been seconded into the sustainment team to assist those whose tenancies are at risk due to mental health conditions.</p>
1.15.	Review housing pathways for veterans and armed forces leavers to ensure there continues to be a clear and appropriate access route to civilian housing	Hull Military Covenant Forum	October 2018 - ongoing	<p>Pathway is currently under review with partner agencies and led by Hull's Armed Forces Military Covenant.</p> <p>Existing links with veterans service providers and the Options Team to be further developed in light of HRA 2017.</p>
1.16.	Work with health commissioners and providers (including GPs and social prescribing services) to develop an awareness of homelessness and services available to support patients who are homeless	Hull City Council, MH Crisis Care Concordat Group	Ongoing	<p>Homelessness is clearly high on the agenda of health partners – both strategic and operational activity is taking place to progress homelessness/health initiatives.</p> <p>Homelessness features regularly on the agenda of the Health and Wellbeing</p>

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				Board and NHS Hull CCG are in the process of commissioning a homeless hospital discharge service.
Relieving homelessness and tackling rough sleeping				
2.1.	<p>Review and expand the support offered to people sleeping rough via the rough sleeper outreach service -</p> <ul style="list-style-type: none"> a) Extend offer to ensure access to physical and mental health and substance misuse services. b) Increase levels of outreach to ensure capacity exists for follow up appointments and accompanied assessments as required. c) Training provided to outreach staff on 'assertive outreach' 	Hull City Council Emmaus	<p>Complete</p> <p>SM workers now routinely joining outreach. MH pathways still to be developed.</p> <p>Expanded outreach team from September 2018. Allows for support to access follow-up appointments.</p> <p>Staff have completed training and assertive outreach training is a core component of</p>	<p>Rough sleeping outreach is often our sole channel of communication and engagement with those sleeping rough.</p> <p>Enhancing this service (such as including capacity to provide SM and MH interventions) ensures that access to services can be negotiated via rough sleeper's leader workers (i.e. outreach officers).</p> <p>Rough sleeper count is reducing since implementation.</p>
2.2.	Continue to support the reconnection service for those from abroad who find themselves homeless with no recourse to public funds.	Hull City Council and Humbercare	Ongoing	<p>This ensures that those with no recourse are not left destitute and have a means of returning home when this is their wish.</p> <p>Of the rough sleeping population (25 - 1 person has no recourse to public funds)</p>
2.3.	Develop a cohesive discharge protocol with health providers and the Housing Options Team to ensure that where	Hull CCG, Hull City Council, HEY Hospitals	Complete	Bespoke pathways from health settings (including HRI and MH teams) to housing have been developed (based on Duty to

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	people are homeless/have no fixed abode and are admitted to a health facility their housing situation can be addressed alongside their discharge being planned	NHS Trust, Humber NHS Foundation Trust.		Refer and reviewed, existing housing pathways). Homeless discharge service in place - ensures that discharge is more routinely planned and that follow-up care required post-discharge is planned.
2.4.	Explore options for developing a day centre in Hull	Preventing Homelessness Focus Group	2020 Assessment Hub in place with various partner agencies offering 'day centre'-type service offers. Need for standalone day centre to be reviewed in early 2022.	Provide service intervention point for those sleeping rough or in hostel accommodation in order to ultimately reduce rough sleeping.
2.5.	Undertake a feasibility study for wet house provision	Preventing Homelessness Focus Group	2020	Reduce numbers of people sleeping rough by providing specific accommodation and support options for those unable to access normal HRS provision.
2.6.	Adopt a Making Every Adult Matter (MEAM) approach	Hull City Council and Humbercare	Complete Changing Futures funding obtained for delivery of MEAM and associated activity from 2021/22 onwards	Initial case studies for the small, pilot cohort are encouraging - individuals in receipt of MEAM support are managing to sustain tenancies for longer periods of time. Strategic MEAM Board will ensure that the requisite systemic change happens across organisational boundaries.
2.7.	Pilot Housing First	Preventing Homelessness Focus Group	Ongoing	Reduce numbers of people sleeping rough; scheme to be based on Homeless Link guidance. Young people scheme (10 units) being delivered via Targeted Youth Support.

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2.8.	<p>Review use of Hull City Council properties as temporary accommodation</p> <p>a) Develop 24/7 offer</p> <p>b) Expand temporary offer to make use as 'trial tenancy' housing for those who have been sleeping rough</p>	Hull City Council	<p>October 2018 – behind schedule, to be delivered in 2019</p> <p>December 2018</p>	Further reduce B&B use (though minimal usage at present) and ultimately ensure that HCC does not place any households in B&B; slow down of HCC void times has hindered progress towards nil-use of temporary accommodation but will remain a target for the Council.
2.9.	<p>Undertake a comprehensive review of existing Housing Related Support and a needs assessment ahead of HRS recommissioning</p> <p>a) Provide increased levels of resettlement support to ensure tenancy sustainment in move-on</p> <p>b) Develop Single Point of Coordination for HRS provision in order to assist access and move-on from HRS provision</p>	Hull City Council and HRS providers	Complete	<p>The HRS review found that more resettlement support (post-accommodation based service use) was required in order to support people move-on from hostel accommodation and sustain general needs tenancies. The recommissioning exercise has attached floating support to more intensive support.</p> <p>Single Point of Coordination in place and being continually developed. SPOC complimented move-on support will ensure that people in HRS provision are moved out with an appropriate package of support in a timely manner.</p>
2.10.	Continue to offer advice to specified exempt accommodation providers, providing advice about location and standards and ensure supported housing providers are prepared for any future funding reform plans	Hull City Council	<p>Complete</p> <p>Supported Accommodation Review Team in place to provide this support, advice and enforcement.</p>	Improve the quality of supported housing provision in the city and reduce repeat homelessness.

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	<p>a) Set up multi-disciplinary inspection team to assess the quality of housing standards, the levels and type of housing management being provided and review exempt HB claims in the supported housing sector (where not directly commissioned).</p> <p>b) Encourage non-registered providers of supported housing to seek registered provider status.</p>		<p>Complete – team in place and undertaking needs-led inspection and audit.</p> <p>Ongoing – biggest non-registered provider recently registered.</p>	
2.11.	<p>Support the development and ongoing improvement of homelessness specific health provision including the primary care inclusive health service, the Pathways model (hospital admission and discharge project) and support an integrated commissioning approach which brings together NHS commissioners and providers, drug and alcohol services and the Council.</p>	NHS Hull CCG	Complete	<p>Reduce repeat hospital admissions for those who are homeless and improve hospital discharge to ensure that everyone is discharged to suitable accommodation.</p> <p>Service in place and co-located with Rough Sleeper Assessment Hub.</p>