



Homelessness Strategy Action Plan 2022 - 2027

We continually reflect, review and improve our working practices and our offer to clients. The actions below are new workstreams rather than the 'business as usual' work explained fully in the Strategy.

Objective One: Prevent homelessness and sustain tenancies

Action	Outcome	How	Lead	Target Date
1. Secure the long-term funding of five posts in the Housing Service delivering homelessness prevention activities currently funded by government grant, in the event grant ceases	Posts secured to achieve a success rate of over 50% positive outcomes for prevention and relief cases (Annual KPI)	Annual Homeless Prevention Grant (or equivalent) and monitor through annual Council's Service & Financial Planning	Head of Housing Services	Review annually
2. Offer applicants more choice on the format of homeless application interviews	Applicants enabled to make telephone, video call and in person interviews	Providing access to alternative technologies	Housing Needs Manager	2022/23

Action	Outcome	How	Lead	Target Date
3. Secure the funding of two Council Money Advice posts in the event central government grant ceases	Posts secured to achieve a success rate of over 50% positive outcomes for prevention and relief cases (Annual KPI)	Annual Homeless Prevention Grant (or equivalent) and monitor through annual Council's Service & Financial Planning	Head of Wellbeing and Intervention	Review annually
4. Provide interest free loans to eligible households to secure accommodation, subject to the availability of funds	Scheme contributes to achieving over 50% positive outcomes for prevention and relief cases (Annual KPI)	Annual Homeless Prevention Grant (or equivalent) and monitor through annual Council's Service & Financial Planning	Housing Register & Prevention Team Leader	Reviewed annually
5. Explore opportunities to encourage the provision of good quality affordable HMOs in the borough	An additional HMO delivered per year to accommodate single people	Liaison with local private and social landlords and the third sector to identify opportunities to deliver homes	Housing Needs Manager	Annually

Objective Two: Respond to support needs

Action	Outcome	How	Lead	Target Date
6. Monitor the success and positive outcomes delivered by the new 12 month fixed term Prison Resettlement Worker currently funded from grant and identify longer term funding streams and accommodation options to assist this group	30 percent of clients assisted by worker to secure suitable accommodation	Prompt responses to Duty to Refers, casework to secure outcomes	Housing Needs Manager	2022/23 – 23/24
7. Work with substance misuse support agencies and Surrey County Council to identify options for those clients unwilling to engage with substance reduction programmes and agree alternative support and / or housing options	Two options delivered between 2022-27	Joint working with SCC Adult Commissioning Team, Public Health, local supported accommodation providers to explore options	Housing Needs Manager	Annual

Objective Three: Tackle Rough Sleeping

Action	Outcome	How	Lead	Target Date
8. Work up options to deliver supported	Reduced use of emergency	Use of s106 contributions to	Head of Housing Services	During the Strategy period

accommodation scheme(s) for single homeless cohort clients	accommodation by this group	purchase property, secure funding from SCC and others to provide support staff		
9. Work with local social landlords to deliver housing First accommodation	Grant funding secured for two units of accommodation used as Housing First	Partnership with Surrey County Council, supported housing providers to purchase and manage properties	Housing Needs Manager	2022/23

Objective Four: Improve access to and the range of accommodation options

Action	Outcome	How	Lead	Target Date
10. Investigate ways to assist and / or incentivise social housing tenants under occupying larger family homes to downsize	Achieve one downsize per year	Target under occupiers, understand barriers, work up proposals with Raven	Register Team Leader	Annual

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11. Purchase family sized street properties for temporary accommodation	Reduction in number of families placed out of borough in emergency housing	Purchase of street properties using s106 contributions	Housing Strategy Manager	2023/24
12. Provide grant funding to registered provider, and / or third sector partners to enable delivery of local supported housing, social and affordable homes	A 5 percent increase in numbers of affordable rented homes in the borough	Regular liaison with partners	Head of Housing,	Annual Review