

## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY

#### **ACTION PLAN: SCRUTINY PANEL - Homelessness (Pre Decision Scrutiny)**

Recommendations from Scrutiny Panel (Homelessness (Pre Decision Scrutiny) completed in April 2017

#### **Proposed dates for monitoring implementation of accepted recommendations**

Report received by Cabinet	Response received by Overview and Scrutiny Committee	Monitoring activity	Monitoring complete
June 2017	November 2017	June 2018	

**Recommendation 1:** The Council undertakes a comprehensive review of homelessness in the borough and develops a new 5 year Homelessness Strategy that is designed to substantially reduce the number of households that become homeless and the number of homeless families that are living in temporary accommodation.

Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>• Undertake a comprehensive review of homelessness</li> <li>• Produce a 5 year, multi-agency homelessness strategy</li> </ul>	<p>Housing Strategy Officer</p> <p>Housing Strategy Officer</p>	<p>An additional Project Officer (funded from Flexible Homelessness Support Grant) will be recruited on a fixed-term contract to support this work.</p>	<p>November 2018</p> <p>March 2019</p>	<p>The start of this work has been delayed to allow the Housing &amp; Wellbeing Team to concentrate on the implementation of the Homelessness Reduction Act 2017 which came into effect on 3 April 2018</p>

**Recommendation 2:** The Council establishes a Homelessness Strategy Implementation Group to direct, co-ordinate and monitor the action that the Council and its partners take to tackle, prevent and reduce homelessness in the borough

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>• <b>Establish a Homelessness Strategy Implementation Group</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	February 2019	This Implementation Group will be established shortly before the completion of the new 5 year, multi-agency homelessness strategy

**Recommendation 3:** The Council publishes an information leaflet, (electronic, paper base and in languages commonly known to be spoken by rough sleepers), for distribution to all Agencies, services and more widely available to members of the public, which sets out very clearly how its homelessness and housing advice services are organised – together with details of the services provided by other organisations and services – and how people can access them.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>• <b>Write, design and publish an information leaflet</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	October 2018	This piece of work has been delayed until the Housing Options & Advice has been reorganised in response to the implementation of the Homelessness Reduction Act 2017 which came into effect on 3 April 2018

**Recommendation 4:** A comprehensive review of rough sleeping services is carried out to ensure that all services are operating efficiently and effectively, and that there is no unnecessary duplication of effort between the Nightshelter, the Hope Centre, Oasis House, NAASH and other services.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>Review the way in which rough sleeping services are operating</li> </ul>	Housing Options & Advice Manager and Housing Strategy Officer	To be achieved within existing resources	October 2018	This work is ongoing and will be assisted by the Scrutiny Panel's review of the way in local groups and services are engaging with rough sleepers

**Recommendation 5:** A Homelessness Forum is established that engages with other statutory and non-statutory Agencies.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>Establish a Homelessness Forum</li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	September 2018	Quarterly meetings will start in September 2018

**Recommendation 6:** The Council carries out an annual review of rough sleeping in the borough that goes beyond the limitations of the Statutory requirements, for example personalised Development Plans are produced for each rough sleeper and that these continue to be implemented even after they have moved into permanent housing.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>• <b>Carry out an annual review of rough sleeping</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	December 2018	This work will be undertaken in conjunction with the annual Rough Sleepers Count, SWEP, the Nightshelter and the Homelessness Forum

**Recommendation 7:** There is active and meaningful involvement of individuals who have lived experience or service users with the development and delivery of services, and the implementation process.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>• <b>Service users &amp; individuals with lived experience will be routinely and meaningfully involved in shaping and delivering services</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	March 2019	<p>Nightshelter guests are already routinely involved in shaping services</p> <p>Individuals with lived experience will join the Homelessness Forum and become involved in the review of homelessness and the development of the 5 year homelessness strategy and its implementation.</p>

<b>Recommendation 8:</b> The Council considers its approach to assisting individuals with multiple and complex needs				
<b>Action</b>	<b>Implementation/responsibility by</b>	<b>Resources required/available</b>	<b>Target date</b>	<b>Achievement/Completed</b>
<ul style="list-style-type: none"> <li><b>The Council will review the way in which it (and other services) assists people who have multiple and complex needs</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	October 2018	This work is ongoing and will complement the work that is going on to determine how best to use the 'Housing First' model and successfully implement the Homelessness Reduction Act 2017
<p><b>Recommendation 9:</b> The existing arrangements for meeting the health needs of homeless people (including rough sleepers) are reviewed and strengthened – informed by a Health Needs Audit - to ensure that rough sleepers and people who are living in temporary accommodation are not only aware of, but are also helped to connect with, local support services.</p>				
<b>Action</b>	<b>Implementation/responsibility by</b>	<b>Resources required/available</b>	<b>Target date</b>	<b>Achievement/Completed</b>
<ul style="list-style-type: none"> <li><b>Review and strengthen the arrangements for meeting the health needs of rough sleepers and people living in temporary accommodation</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	October 2018	This piece of work has been delayed because of the need to concentrate on the implementation of the Homelessness Reduction Act 2017 which came into effect on 3 April 2018

**Recommendation 10:** . Details of the medical advice and treatment available to people who are homeless and/or sleeping rough – at various locations, including Maple Access and Oasis House – are communicated to all organisations and services in order that they can be shared with people who are homeless or at risk of becoming homeless.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>Details of the medical advice and treatment available will be collected and shared with all organisations and services</li> </ul>	Nightshelter Co-ordinator	To be achieved within existing resources	September 2018	This work is ongoing

**Recommendation 11:** The Council develops an ambitious plan, using SMART outcomes, for minimising its use of Bed & Breakfast accommodation and out-of-borough temporary accommodation

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>An ambitious plan will be developed to minimise the Council's use of B&amp;B and out-of-borough temporary accommodation</li> </ul>	Head of Housing & Wellbeing	To be achieved within existing resources	April 2018	<b>COMPLETED.</b> Although the number of households in temporary accommodation has continued to rise, 93% of homeless households were living in self-contained accommodation in the borough – and only two children were in B&B – at the end of May 2018.

**Recommendation 12:** The Council works imaginatively and collaboratively with Northamptonshire County Council, and other Agencies and organisations, to provide more support for homeless families in temporary accommodation and mitigating any adverse effects on the families' finances and the children's schooling and healthcare.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li><b>The Council works with the County Council to support homeless families in temporary accommodation</b></li> </ul>	Head of Housing & Wellbeing	To be achieved within existing resources	October 2018	The importance of this action has reduced, due to the sharp fall in the number of children placed in temporary accommodation outside of the borough. The proposed reorganisation of local government offers an opportunity for improving services in the future.

**Recommendation 13:** All nightly-purchased temporary accommodation that is used by the Borough Council should provide free Wi-Fi facilities.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li><b>All B&amp;Bs used by the Council will provide free Wi-Fi facilities</b></li> </ul>	Housing Options & Advice Manager	To be achieved within existing resources	April 2018	Completed

**Recommendation 14:** It is recommended to the Overview and Scrutiny Committee that when monitoring takes place, a previous service user is asked to attend the meeting to provide information.

	<b>Implementation/responsibility by</b>	<b>Resources required/available</b>	<b>Target date</b>	<b>Achievement/Completed</b>
<ul style="list-style-type: none"> <li>• <b>A former service user will be asked to attend the Overview &amp; Scrutiny Committee to provide information</b></li> </ul>	Head of Housing & Wellbeing	To be achieved with existing resources	June 2018	

**Recommendations to the Overview and Scrutiny Committee**

**Recommendation 15:** The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.

<b>Action</b>	<b>Implementation/responsibility by</b>	<b>Resources required/available</b>	<b>Target date</b>	<b>Achievement/Completed</b>
Included onto the O&S Monitoring Work Programme 2017/2018	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in June 2018	