

# Homelessness Strategy Action Plan 2013-2018

## Strategic Priority One: Prevention

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.1	Maintain good quality housing options advice, casework and other interventions through the Council's Housing Options Team and Don't Lose Your Home or Business Service	<b>Years 1-5</b> – Ongoing training of staff and monitoring of outcomes, number of preventions and quality of service through customer surveys	Prevention of homelessness  Low numbers in temporary accommodation  Customer satisfaction	Housing Options Manager	Waverley Borough Council	Staff time and training	Maintain successful housing options approach  Understanding peoples needs  Value for Money
1.2	Continue to fund the HELP school education project run by Step by Step	<b>Year 1</b> – negotiate revised grant and confirm number of presentations in local Waverley schools.  <b>Years 2-5</b> monitor number of presentations, feedback from schools and impact on future homelessness numbers from young people	Prevention of homelessness among young people  Step by Step Education project is delivered by homeless young people following training and therefore helps them to develop their skills in terms of future employment opportunities.	Housing Needs Manager  Housing Options Manager	Waverley Borough Council  Step by Step	£2,000 a year from Government's homelessness grant to Waverley	Preventing Homelessness among Young People  Understanding Peoples' Needs  Gold standard priority of partnership working to address education, training and employment needs

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.3	Promote online housing options wizard on website and to statutory and voluntary agencies	<p><b>Year 1</b> – launch upgraded version of the wizard and promote it among staff customers and stakeholders</p> <p>Assist other Surrey Councils in implementing the wizard as part of Waverley’s contribution to the Surrey Homelessness Alliance</p> <p><b>Years 2-5</b> monitor usage and effectiveness and keep the content up to date to reflect changes in legislation and accommodation providers</p>	<p>Customers able to self serve so that the time of housing options advisers can be maximised to assist those less able to help themselves.</p> <p>Comprehensive and online and written advice for customers</p> <p>Increased use of wizard</p>	Housing Options Manager	<p>Waverley Borough Council</p> <p>Abritas IT supplier</p> <p>Surrey Borough/ District Councils</p>	Staff time	<p>Prevention of homelessness</p> <p>Government’s Gold Standard targets for homelessness services – written housing advice</p> <p>Partnership working</p>
1.4	Monitor Impact of Welfare Reform Changes	<p><b>Years 1-5</b> Monitor whether the welfare reform changes result in an increase in rent arrears/ homelessness and review whether the extra support services are able to prevent homelessness e.g. welfare reform officer post, discretionary housing payments, transfers and Homeswapper</p>	<p>Clear picture of impact of the welfare changes</p> <p>Ability to target resources such as discretionary housing payments, welfare benefit advice, downsizing advice to those most in need.</p>	<p>Landlord Services Manager</p> <p>Special Projects Officer</p> <p>Housing Needs Manager</p> <p>DLYH Manager</p>	<p>Waverley Borough Council</p> <p>Citizens Advice Waverley</p> <p>Tenants panel</p> <p>Welfare Benefit Group</p>	<p>Staff time</p> <p>Discretionary housing payments</p>	<p>Understanding Peoples’ Needs</p> <p>Partnership working</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
1.5	Continue to use the homelessness budget flexibly to help prevent homelessness e.g. spend to save payments, paying rent in advance, payments for landlord fees etc	<b>Years 1-5</b> – Monitor the homelessness budget to ensure that it is spent in the areas that deliver most value for money and meets the Council's statutory homelessness duties	Prevention of homelessness and minimising the upheaval of moving for customers	Housing Options Manager  Housing Needs Manager	Waverley Borough Council	Homelessness budget	Value for Money  Contributes towards Gold Standard priorities of not placing 16-17 year olds in B&B and not placing families in B&B longer than 6 weeks
1.6	Continue to fund Sanctuary Scheme to help victims of domestic violence safely remain in their homes	<b>Year 1-5</b> Monitor and review numbers, costs feedback from customers	Victims of domestic abuse made safe & able to avoid the upheaval of moving away from support networks	Specialist Options Officer	Waverley Borough Council  Police & Fire Services	Costs met from Homelessness budget on a spend to save basis	Value for Money  Understanding Peoples' Needs

## Strategic Priority Two: Accommodation

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.1	Maximise use of existing stock by addressing under occupation.	<p><b>Year 1</b> Continue to promote existing cash incentive scheme and homeswapper &amp; monitor whether the welfare reform changes release more family sized accommodation</p> <p>Introduce introductory &amp; flexible tenancies in Waverley's Council stock</p> <p><b>Year 1-2</b> Graduate trainee to carry out consultation &amp; research as to initiatives that would encourage householders to downsize</p> <p><b>Year 2-5</b> Identify and target resources on measures that will further reduce under occupation e.g. assistance to householders in arranging moves</p>	<p>Increased number of family sized properties available to let</p> <p>Older tenants moved to accommodation more suitable to their needs meaning less expenditure on disabled adaptations</p> <p>Reduction in number of households living in overcrowded situations</p> <p>Ability to require tenants to move to smaller accommodation or to make their own accommodation arrangements at end of flexible tenancy if their circumstances have significantly changed</p>	<p>Homechoice Manager</p> <p>Landlord Services Manager</p> <p>Service Development Manager</p>	Waverley Borough Council	<p>Staff time</p> <p>Existing cash incentive budget</p> <p>Additional money if additional incentives are identified</p>	<p>Measure to tackle overcrowding</p> <p>Maximise use of stock</p> <p>Affordable Housing</p> <p>Value for Money</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.2	Use freedoms from new financing arrangements of the HRA to development new Waverley owned affordable housing	<b>Year 1</b> - 9 <b>Year 2</b> - 28 <b>Year 3</b> – up to 30 <b>Year 4</b> – up to 30	Increase in affordable housing in Waverley	Housing Development Manager	Waverley Borough Council	£3,000,000 a year	Affordable Housing  Understanding Peoples' Needs
2.3	Re-develop site of temporary accommodation scheme at Ladymead, Womersh, into new Council owned affordable housing	<b>Year 1</b> Planning application for four family sized homes to be submitted in July 2013	Making best use of stock/assets  Additional affordable housing units for those in housing need on the Council's housing register	Housing Development Manager	Waverley Borough Council	£500,000	Value for Money - due to rent loss on current units  Affordable Housing  Understanding Peoples' Needs

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.4	Monitor impact of reduction in temporary accommodation units from 11 units to 6 following the re development of Ladymead, Womersley	<p><b>Year 1</b> Depending on homelessness demands, have flexibility to use permanent housing association stock as homeless prevention units or the Council's own stock as temporary accommodation when all other alternatives are exhausted</p> <p><b>Year 1-5</b> Subject to demands on the service explore a range of alternative options to address future homelessness e.g.</p> <ul style="list-style-type: none"> <li>- Homeless prevention units in existing and new housing association schemes</li> <li>-developing alternative Council owned temporary accommodation</li> <li>- enhancing the Council's private rented scheme to boost attractiveness to landlords e.g. golden hello payments, dedicated private rented officer post</li> <li>- developing further satellite units to assist in move on from existing homelessness hostels</li> <li>-private sector leasing schemes</li> <li>-review emerging 'social lettings' private sector schemes</li> </ul>	<p>Reduced void loss</p> <p>Flexibility to use assets to meet statutory homelessness duties</p>	Housing Needs Manager	<p>Waverley Borough council</p> <p>Housing Association partners</p> <p>Surrey Supporting People</p>	<p>Staff time</p> <p>Increased capital or revenue expenditure depending on outcome of review</p>	<p>Maximising housing stock</p> <p>Reducing numbers in temporary accommodation</p> <p>Preventing homelessness</p> <p>Affordable Housing</p> <p>Value for Money</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.5	Support and enable development of more affordable and supported housing developed by housing associations	<p><b>Year 1 - 2</b></p> <p><b>Year 2 - 79</b></p> <p><b>Year 3 – up to 50</b></p> <p><b>Year 4 – up to 50</b></p> <p><b>Year 1-5</b> Ongoing liaison with agencies / housing associations in regard to addressing gaps in provision for special needs groups – e.g. learning disabilities, complex needs, mental health etc</p>	Provision of more affordable housing	<p>Housing Strategy and enabling Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Housing Association Partners</p> <p>Homes &amp; Communities Agency (HCA)</p> <p>Town &amp; Parish Councils</p> <p>Single Housing Panel</p>	<p>Staff time</p> <p>Funding from HCA and private lending to housing associations</p> <p>Commuted sums</p>	<p>Affordable Housing</p> <p>Understanding Peoples' Needs</p> <p>Surrey Supporting People Strategy</p>
2.6	Continue to fund a supported lodgings placement for young people.	<p><b>Year 1</b> Fund one unit &amp; review arrangements with a view to commissioning more units if needed or de-commissioning if not.</p> <p><b>Year 2-5</b> Monitor effectiveness of the scheme and adjust/expand as necessary</p>	Additional accommodation with support to help homeless young people	<p>Housing Needs Manager</p> <p>Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>Step by Step</p>	<p>£5,000 a year (from existing homelessness budget) plus staff time to set up and monitor</p>	<p>Understanding Peoples' Needs</p> <p>Supports Gold standard challenge of not placing 16-17 year olds in B&amp;B</p>

No.	Actions	Action Targets	Outcomes	Lead officers	Partner Agencies	Resources	Comments/ Strategic link
2.7	Continue to monitor effectiveness of homeless prevention units. If initial effectiveness and success maintained, negotiate further provision within housing association schemes	<p><b>Year 1</b> Maintain regular liaison with Mount Green and First Wessex housing associations and monitor move on arrangements and wider outcomes for households placed in the units.</p> <p><b>Years 1-5</b> – subject to monitoring and homelessness trends, negotiate additional units in existing and future housing association schemes</p>	<p>Reduced temporary accommodation costs to general fund.</p> <p>Less need for Council owned temporary accommodation and potential void costs when empty</p> <p>Ability to help more needy households for whom accessing private rented accommodation is less achievable/realistic.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p> <p>Strategy and Enabling Manager</p>	<p>Waverley Borough Council</p> <p>Partner housing associations</p>	<p>Staff time</p> <p>Funding from HCA and private lending to housing associations</p>	<p>Value for Money – reduced void loss</p> <p>Affordable Housing</p> <p>Understanding Peoples' Needs</p>
2.8	Explore possibility of a satellite move – on property to help free up supported housing bed-spaces at Vaughan House, Guildford	<p><b>Year 1</b> – Following hand back of a Council property leased to Surrey County Council for clients with mental health needs, assess its suitability for leasing to Riverside Housing as a move on property for Vaughan House.</p> <p><b>Year 1-5</b> Subject to outcome of the above, monitor effectiveness and if successful explore a similar model for other supported schemes using existing or new Council or housing association stock.</p>	<p>Frees up scarce supported housing placements for those most in need</p> <p>Reduced B&amp;B costs</p> <p>Helps Waverley maintain access to out of area homeless hostels for high need Waverley clients</p> <p>Move on accommodation prepares vulnerable clients for independent living</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Riverside Housing Association</p> <p>Other Housing Associations</p> <p>Surrey Supporting People</p>	<p>Staff time</p> <p>Costs of any necessary repairs / re-modelling</p>	<p>Value for Money</p> <p>Affordable Housing</p> <p>Housing Pathways and Partnership challenges from Gold standard</p> <p>Understanding Peoples' Needs</p>



No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.9	Explore leasing an unused, difficult to let Council owned flat in Churt for use as learning disability accommodation	<p><b>Year 1</b> – Undertake options appraisal of the site through the Housing Delivery Board</p> <p>Subject to the above, enter into negotiations with learning disability provider in regard to leasing arrangements</p> <p><b>Years 2-5</b> – Monitor outcomes and explore options for any other existing or new build properties to be used for supported housing for different vulnerable client groups</p>	<p>Meeting the housing needs of vulnerable clients</p> <p>Reduces void loss</p>	<p>Housing Needs Manager</p> <p>Housing Delivery Manager</p>	<p>Waverley Borough Council</p> <p>Supported Housing Associations</p> <p>Surrey Social Services (Adult Social Care)</p>	Staff time	<p>Partnership and Housing Pathways challenges from Gold Standard</p> <p>Value for Money – reduces void loss</p> <p>Understanding Peoples’ Needs</p> <p>Affordable Housing</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
2.10	Increase capacity in supported housing in Waverley	<p><b>Year 1</b> New provision of 4 supported housing bed spaces in Farnham for clients recovering from drug/alcohol problems - July 2013</p> <p>New provision of 3 supported housing bed spaces for homeless clients with a previous offending history – September 2013</p> <p>Development of 3 self contained move-on flats for those with low support needs at Belmont House, Farnham – March 2014</p> <p>Development of 2 self contained move-on flats at Aarons Hill, Godalming for those with mental health needs – March 2014</p> <p><b>Years 2-5</b> Explore other opportunities to develop further supported housing</p>	<p>Helps provide move on accommodation for those completing intensive treatment and support</p> <p>Maximises chances of ex-offenders not returning to a life of crime and helps them be rehabilitated into society</p> <p>Frees up more intensively supported units</p> <p>Frees up more intensively supported units</p>	<p>Housing Strategy and Enabling Manager</p> <p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Transform Housing &amp; Support</p> <p>Waverley Borough Council</p> <p>Surrey DAAT (Drug and Alcohol Action team)</p> <p>Probation</p> <p>Surrey Supporting People</p>	Staff time	<p>Understanding Peoples' Needs</p> <p>Affordable Housing</p> <p>Housing Pathways and Partnership challenges from Gold standard</p>

### Strategic Priority Three: Improvement

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
3.1	Meet the 10 Gold Standard challenges set by the CLG	<p><b>Year 1</b> Complete self diagnostic tool kit and participate in peer review process. Apply for bronze standard</p> <p><b>Year 2-5</b> apply for Silver and Gold standard</p>	<p>Benchmarking Waverley's homelessness services</p> <p>Continuous improvement</p>	Housing Needs Manager	<p>Housing Options Section</p> <p>Woking and Guildford Councils</p>	Staff time	<p>Continuous improvement</p> <p>Central government priority</p> <p>Value for Money</p> <p>Understanding People's Needs</p>
3.2	Extend Waverley's assistance to non priority need homeless customers	<p><b>Year 1</b> With partners in the other Surrey Boroughs and Districts agree and implement a minimum offer of assistance for non priority need homeless applicants e.g. Deposit grant to help secure private rented accommodation</p> <p><b>Year 2-5</b> Monitor and review outcomes</p>	Safety net of assistance for all homeless applicants	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Surrey Boroughs/ Districts</p>	Staff time and £20,000 grant from CLG	<p>Gold standard challenge of a suitable private sector offer for all client groups</p> <p>Prevention of Homelessness</p> <p>Customer Care</p> <p>Value for Money</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
3.3	Enhance Waverley's deposit bond scheme for landlords	<p><b>Year 1</b> Create an online landlord resource centre for private landlords that work with Waverley</p> <p><b>Years 1</b> Explore the merits of formalising a golden hello payment for landlords that sign up to assist customers referred by Waverley</p> <p><b>Year 2-5</b> Subject to assessment of impact of welfare reform on homelessness numbers, costs and access to private rented accommodation, create an additional role within the housing options team dedicated to securing private rented properties, liaising with landlords and promoting the Council's deposit bond scheme</p>	<p>More landlords offering to accept referrals of customers from the Council</p> <p>Maintaining low temporary accommodation numbers</p> <p>Mitigate potential loss of private sector properties in and around Waverley to other boroughs / districts e.g. London Boroughs</p>	Housing Options Manager	<p>Waverley Borough Council</p> <p>Private landlords and lettings agents</p>	<p>Staff time</p> <p>£3,000 for one off golden hellos for new landlords from existing Homelessness budget</p> <p>£40,000 for Private sector accommodation officer role</p>	Value for Money – spend to save approach
3.4	Extend customer surveys	<p><b>Year 1</b> Review and update customer satisfaction form and pilot additional survey to those in deposit bond properties.</p> <p><b>Year 2-5</b> use analysis of surveys to drive improvement of services</p>	Better understanding of customers needs and effectiveness of the housing options service	Housing Options Manager	Waverley Borough Council	Staff time	Understanding Peoples' Needs

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
3.5	Develop a local alternative to the No Second Night Out model for rough sleepers	<p><b>Year 1</b> Monitor reports of rough sleeping from Streetlink and any staff resource implications in responding</p> <p>Use travel warrants to help rough sleepers with no connection to Waverley with onward travel to hostels/usual area of residence</p> <p>Liaison with support providers for Waverley rough sleepers and advice through Options wizard, Options interview and assistance to access alternative accommodation</p> <p>Carry out rough sleeping estimate in Autumn 2013 in co-operation with partners (Ranger service, Faith Forum, Police, Citizens Advice Waverley).</p> <p><b>Years 2-5</b> – Review outcomes from year one and adapt accordingly</p>	Reduce chances of 'revolving door' homelessness	Housing Options Manager	<p>Waverley Borough Council</p> <p>Homeless Hostels</p> <p>Supported Housing providers</p> <p>Faith Forum</p> <p>Citizens Advice Waverley</p>	Staff time and help with travel costs from homelessness budget	<p>Gold standard challenge – No Second Night Out</p> <p>Understanding Peoples' Needs</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
3.6	Make use of additional powers from the Localism Act 2011 to discharge homelessness duties in the private sector where appropriate	<p><b>Year 1</b> -Amend procedures and paperwork and review outcome of cases assisted in this way</p> <p><b>Years 2-5</b> – Monitor and review outcomes</p>	<p>Strengthens prevention approach. Helps when negotiating with potentially homeless clients who see homelessness as a route to social housing</p> <p>Helps keep numbers in temporary accommodation to a minimum</p>	Housing Options Manager	<p>Waverley Borough Council</p> <p>Private landlords/ Lettings agents</p>	Staff time and costs of deposit bond, rent in advance etc	Builds on success of homeless prevention approach

## Strategic Priority Four: Support

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
4.1	Maintain the housing support service provided to vulnerable people by the Housing Options Support Officer	<b>Years 1-5</b> – Ongoing support to clients placed in private sector accommodation and homeless prevention units and providing specialist housing options advice to vulnerable customers approaching the Council as homeless	Targeted advice and support to vulnerable clients  Reduction in repeat homelessness	Housing Options Support Officer  Specialist Housing Options Officer	Waverley Borough Council	Staff time	Understanding peoples' needs
4.2	Don't Lose your Home or Business Service	<b>Years 1 - 5</b> Continue to run, promote and monitor the Council's Don't Lose your Home or Business Service  Ensure service complements and works in partnership with the range of other support services e.g. Welfare reform role, Citizens Advice Waverley	Prevention of homelessness  Maximising of income/benefit entitlement for Waverley residents  Helping local Waverley Businesses	Don't Lose your Home or Business Manager  Housing Needs Manager	Waverley Borough Council	Staff time	Understanding Peoples' Needs
4.3	Recruit to Supporting People funded support officer role for Council tenant support	<b>Year 1</b> – Advertise and recruit to fixed term contract until April 2014. Review and assess effectiveness and in liaison with Supporting people Team explore options for extending the service post April 2014 subject to funding and effectiveness	Targeted support to vulnerable Council tenants to help them sustain their tenancies and achieve greater independence	Landlord Services Manager	Waverley Borough Council  Surrey Supporting People	Staff time  Revenue Funding from Surrey Supporting People	Understanding Peoples' Needs

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
4.4	Recruit to Welfare Reform Support Officer role	<p><b>Year 1</b> – Re-appoint to the role following resignation of previous post-holder.</p> <p>Monitor effectiveness so the post-holder targets those most in need.</p> <p><b>Year 2-5</b> – Ongoing review</p>	<p>Help Council tenants manage the changes of welfare reform and maximise rental collection for the Council</p> <p>Likely increase in number of tenants downsizing thus freeing up more family homes.</p>	<p>Senior rents Accounts Officer</p> <p>Landlord Services Manager</p>	Waverley Borough Council	Staff Time	Understanding Peoples' Needs



## Strategic Priority Five: Partnership Work

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
5.1	Maintain Housing Service representation and participation at multi agency meetings e.g. Surrey Housing Needs Managers Meeting, CBL sub regional meetings, Surrey Homelessness Officers group, South West Surrey Domestic Abuse Forum, Surrey Supporting People Joint Management Board, MARAC, MAPPA, Social Services case conferences, Housing Association Forum. Waverley Single Housing Panel	Years 1-5 Ongoing	Raised awareness of housing best practice elsewhere in the County  Economies of scale on jointly commissioned projects / initiatives  Information sharing	Housing Needs Manager  Housing Options Manager  Specialist Options Officer	Waverley Borough Council  Surrey Supporting People  Surrey Boroughs/Districts  Hart and Rushmoor Councils  Surrey County Council  Surrey Police  Surrey PCT  Housing Associations	Staff time	Prevention of Homelessness  Understanding Peoples' Needs  Value for Money  Gold Standard challenge of Housing Pathways and Partnership working

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
5.2	Continue to manage and coordinate Single Housing Panel	<b>Years 1-5</b> To continue to arrange and manage the Single Housing Panel and promote to stakeholders	Housing needs of vulnerable single people met  Maximise use of supported housing stock	Housing Options Manager  Senior Homechoice Officer	Waverley Borough Council  Supported housing providers  Floating Support Services  Health  Social Services  Probation	Staff time	Understanding peoples needs  Gold Standard challenge of Housing Pathways and Partnership working
5.3	Launch and monitor outcomes of Waverley Family Support Service	<b>Year 1</b> – recruit and train support workers  Monitor outcome of team around the family approach with partners	Vulnerable families supported to get their lives back on track  Increased school attendance  Reduction in anti-social Behaviour	Waverley Family Support Manager	Waverley Family Support Team  Social Services  Police  Schools  Health	Staff time and grant payments from Surrey County Council	Understanding Peoples' Needs  Government's Troubled Families Agenda

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
5.4	Work with partners to maintain and develop Severe Weather Emergency Provision (SWEP) for single homeless clients	<p><b>Year 1</b> Agree SWEP arrangements for winter 2013-2014 and explore whether local emergency accommodation provision can be added to the scheme</p> <p><b>Years 2-5</b> Review previous years provision and agree enhancements/working arrangements for following years</p>	Minimising risk of harm for rough sleepers / single homeless during extreme winter weather	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Housing Options Service</p> <p>Guildford, Woking and Surrey Heath Councils</p> <p>York Road Project, Woking</p> <p>Number Five Project, Guildford</p> <p>Stonham Housing Association</p> <p>Faith groups</p>	<p>Staff &amp; volunteer time</p> <p>Surrey Supporting People funding / Surrey Homelessness Alliance Funding</p> <p>Capital funding for essential items – wash kits, camp beds</p> <p>Voluntary contributions of food</p>	<p>Partnership and Housing Pathways challenges from Gold Standard</p> <p>Understanding Peoples' Needs</p>
5.5	Continue to support the work of Citizens Advice Waverley and monitor performance through Service level agreement	<b>Year 1-</b> regular monitoring of service level agreement and reports to CMT and committee as required	Independent advice in regard to housing and welfare benefits etc	<p>Community Services Manager</p> <p>Housing Benefit Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Citizens Advice Waverley</p>	Grant 2013-14	<p>Understanding Peoples' Needs</p> <p>Value for Money – spend to save</p>

No.	Actions	Action Targets	Outcomes	Lead Officers	Partner Agencies	Resources	Comments/ Strategic link
5.6	With other Surrey Borough & District Councils agree revised 16-17 year old protocol with Surrey Social Services	<b>Year 1</b> – agree revised protocol <b>Years 1-5</b> – Monitor effectiveness of the joint protocol	Prevention of homelessness for 16-17 year olds	Housing Needs Manager  Housing Options Manager	Waverley Borough Council  Surrey Borough and District Councils  Surrey Social Services	Staff time	Supports Housing Pathways and not placing 16-17 year olds in B&B Gold Standard Challenges
5.7	As part of Surrey Homelessness Alliance help other Surrey Boroughs & Districts procure and implement housing options wizard	<b>Year 1</b> – attend implementation meetings as needed <b>Years 2-5</b> – monitor effectiveness	Consistent online housing options advice across Surrey	Housing Options Manager	Waverley Borough Council  Surrey Boroughs and Districts	Staff time  CLG grant	Partnership and written advice priorities from Gold Standard challenges

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