

Homelessness Strategy Action Plan 2023 - 2028

Strategic Priority One: Rough Sleeping Interventions

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
1.1	<p>Year 1- Continue to embed the Rough Sleeping Outreach and Support Service</p> <p>Years 2-5 – Keep under review and explore alternative funding options ahead of RSI funding ending in 2025</p>	<p>Timely response to reports of rough sleeping.</p> <p>Ongoing follow up to those who do not initially engage with offers of help.</p> <p>Support to those placed in short term housing to help them sustain tenancies and engage with statutory and voluntary services.</p>	<p>Homechoice & RSI Manager</p> <p>Rough Sleeping Support Officer</p>	<p>Waverley Borough Council</p> <p>York Road Project</p>	<p>Rough Sleeping Initiative (RSI) funding 22-25</p> <p>Rough Sleeping Accommodation programme (RSAP) revenue funding</p> <p>Staffing</p>	
1.2	<p>Year 1- Explore options to increase short-term accommodation options for rough sleepers e.g. new build, short life properties, supported housing</p> <p>Years 2-5 – keep under review</p>	<p>Increase in accommodation options for clients – particularly for those with complex needs who struggle to stay in current emergency provision.</p>	<p>Homechoice and RSI Manager</p> <p>Housing Needs Manager</p> <p>Development Manager</p>	<p>Waverley Borough Council</p> <p>Supported housing providers</p>	<p>RSAP Capital Funding</p> <p>Short life Waverley owned accommodation identified for future development.</p> <p>Homelessness Prevention Grant</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
1.3	<p>Year 1 – Co-ordinate Waverley’s annual rough sleeping estimate in the autumn of 2023</p> <p>Years 2-5 – Continue for 2024-2027 - subject to Government requirements</p>	<p>An accurate estimate of those sleeping rough in the Waverley area to gauge the effectiveness of Waverley’s homelessness prevention approach.</p> <p>Statistical information for the Government</p>	<p>Homechoice and RSI Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Homeless Link</p> <p>Police</p> <p>York Road Project, Woking</p> <p>Probation</p> <p>Faith forum/groups</p> <p>Citizens Advice South West Surrey</p>	<p>Staff time</p> <p>Statutory and Voluntary agency time</p>	
1.4	<p>Year 1 – Co-ordinate Severe Weather Emergency Provision (SWEP) arrangements as required.</p> <p>Years 2-5 - Keep under review.</p>	<p>Rough sleepers provided with emergency accommodation and support during extreme weather events.</p> <p>Reduce the health and wellbeing risks for rough sleeping clients when there are weather extremes. This can also encourage re-engagement from clients.</p>	<p>Homechoice & RSI Manager</p> <p>Rough Sleeping Support Officer</p>	<p>Waverley Borough Council</p> <p>York Road Project, Woking</p>	<p>Staff time</p> <p>Homelessness Budget</p> <p>RSI 5 funding</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
1.6	<p>Year 1 – Fund Rough Sleeping Outreach Worker</p> <p>Year 2-5 Monitor and review as needed</p>	<p>Early follow up on Streetlink rough sleeping referrals in Waverley</p> <p>Rough sleeping client’s circumstances assessed and accommodation options advice, support and sign posting provided.</p>	<p>Homechoice and RSI Manager</p> <p>Housing Options Manager</p>	<p>Waverley Borough Council</p>	<p>RSI 5 funding</p> <p>Homeless prevention grant</p>	
1.7	<p>Year 1 – Fund 2 x complex needs bedspaces with Transform Housing.</p> <p>Years 2-5 – monitor and review arrangements as RSI funding ends March 2025</p>	<p>Homeless clients with more complex needs assisted with accommodation that otherwise would not be available.</p> <p>Provision of additional support helps increase chances of tenancy sustainment and engagement with support and health services</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p> <p>Homechoice & RSI Manager</p>	<p>Waverley Borough Council</p> <p>Transform Housing</p>	<p>RSI5 funding</p> <p>Homelessness budget</p>	
1.8	<p>Year 1 – Fund additional bedspace at York Road Project using RSI 5 funding.</p> <p>Years 2-5 – Monitor and review - funding ends March 2025.</p>	<p>Emergency first stage supported accommodation.</p> <p>Experienced support staff help clients progress to longer term accommodation options</p>	<p>Housing Options Manager</p> <p>Homechioce & RSI Manager</p>	<p>Waverley Borough Council</p> <p>York Road Project, Woking</p>	<p>RSI 5 Funding</p> <p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
1.9	<p>Year 1 -Monitor effectiveness of all the rough sleeper interventions (outreach, support, accommodation) and adapt the interventions to maximise resources and effectiveness.</p> <p>Years 2-5 – Ongoing monitoring and adjustment of service as needed</p>	<p>Reduction in number of entrenched rough sleepers</p> <p>Maximising/targeting resources where most needed</p>	<p>Housing Needs Manager</p> <p>Homechoice and RSI Manager</p> <p>Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>DLUHC RSI rep</p>	<p>Staff time</p> <p>RSI and Homeless prevention grant funding</p>	

Strategic Priority Two: Prevention

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.1	<p>Year 1 – Maintain good quality housing options advice, casework and other interventions through the Council's Housing Options Team</p> <p>Years 2-5 – Monitor and review and explore capturing customer feedback</p>	<p>Customers homelessness prevented and temporary accommodation numbers kept to a minimum.</p> <p>Staff receive required training and supervision.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Private landlords</p> <p>Letting agents</p> <p>Supported housing providers.</p>	<p>Staff time</p> <p>Training</p> <p>Partnership working</p>	
2.2	<p>Year 1 - Continue to use the homelessness budget flexibly to help prevent homelessness e.g. spend to save payments, paying rent in advance, etc.</p> <p>Years 2-5 – Monitor and review.</p>	<p>Prevention of homelessness and minimising the upheaval for customers.</p> <p>Value for Money by targeting resources at the most cost-effective solution to prevent homelessness.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Private landlords</p> <p>Letting agents</p>	<p>Homelessness budget</p> <p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.3	<p>Year 1 –Recruit to vacant Housing Options Officer roles and review staffing structure to ensure it has the capacity and resilience to meet demand/caseload</p> <p>Years 2-5 – Monitor and review.</p>	<p>Well trained staff team with sufficient capacity to assist clients approaching the Council as homeless.</p> <p>Clients given timely advice and support to prevent and relieve their homelessness</p> <p>Officers have manageable caseloads so they can correctly and fairly discharge the Council’s homelessness duties and keep the number of households having to be placed into emergency accommodation to a minimum</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p>	Waverley	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant</p>	
2.4	<p>Years 1-5 – Provide updated two-year spending plan for homelessness grant and RSI funding to management board and Exec in Feb of each year.</p>	<p>Senior management and Executive aware of the challenges and opportunities in preventing homelessness and effective targeting of resources to tackle homelessness.</p> <p>Outline implications of potential for reduced Govt. funding in 25-26, proposed mitigations and impact on Waverley’s own budgets</p>	<p>Executive Head of Housing Services</p> <p>Housing Needs Manager</p>	<p>Waverley</p> <p>DLUHC</p>	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.5	<p>Year 1 –Continue to support Ukrainian households and their hosts to help ensure the stability of placements and / or rematching to other hosts or referral to private landlords.</p> <p>Years 2-5 – Monitor & review</p>	<p>Prevention of homelessness and minimising the upheaval for customers</p> <p>Value for Money by targeting resources at the most cost effective solution to prevent homelessness.</p>	Resettlement Manager – Homes for Ukraine	<p>Waverley Borough Council</p> <p>Surrey County Council</p> <p>Local charities and support groups</p>	Government grants	
2.6	<p>Year 1 -Embed new working arrangements for the Sanctuary Scheme managed by the South-West Surrey DA Outreach Service to help victims of domestic violence safely remain in their homes.</p> <p>Year 2-5 - Monitor & review</p>	<p>Victims of domestic abuse made safe & able to avoid the upheaval of moving away from support networks.</p> <p>Reduced costs in providing emergency temporary accommodation.</p>	Specialist Housing Options Manager	<p>South-West Surrey Domestic Abuse Outreach Service</p> <p>Waverley Borough Council</p> <p>Waverley’s Building Contractor – Ian Williams</p> <p>Police</p> <p>Fire Service</p>	<p>Staff time</p> <p>Housing Revenue Account for Council homes needing security measures.</p> <p>DLUHC Domestic abuse grant passported to South-West Surrey Domestic Abuse Outreach</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.7	<p>Year 1 - Monitor impact of affordability crisis and refer households in need to the Housing Support Fund, Citizens Advice Waverley and other interventions.</p> <p>Years 2-5</p> <p>Monitor & review.</p>	<p>To ensure that households receive timely help with food, energy costs and debts so that they can continue to meet their housing costs</p>	<p>Housing Options Manager</p> <p>Community Services Manager</p>	<p>Waverley Borough Council</p> <p>Surrey County Council</p> <p>Citizens Advice South-West Surrey</p>	<p>Staff time</p> <p>DLUHC grant</p> <p>Council grant to Citizens Advice South-West Surrey.</p>	
2.8	<p>Years 1 - 5 – Monitor data from Government returns.</p>	<p>Local authority homelessness data uploaded to Government Portal (Delta), highlights primary causes of homelessness in Waverley & outcomes from prevention actions so resources can be targeted effectively</p>	<p>Housing Options Manager</p> <p>Specialist Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Statutory and Voluntary Partners</p>	<p>MRI (Jigsaw) IT database – yearly revenue cost</p> <p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.9	<p>Year 1 – Continue to invest in staff training and well-being.</p> <p>Years 2-5 - Monitor and review</p>	<p>Staff supported through regular 121s and given relevant training on emerging priorities and changes in legislation.</p> <p>Continued funding of Systemic Psychotherapist so staff have the voluntary option of monthly confidential supervision and wellbeing support.</p> <p>Refresh Safeguarding and Domestic Abuse training</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p>	<p>Training organisations</p> <p>Freelance Systemic Psychotherapist</p> <p>South West Surrey Domestic Abuse Outreach service</p> <p>Surrey County Council</p>	<p>Staff time</p> <p>Homelessness prevention grant</p>	
2.10	<p>Years 1-5 Ensure that online information regarding the Housing Options Service is up to date and is helping clients self-serve where possible</p>	<p>Customers able to self serve where possible so that telephone and in person interactions with the Housing Options team are maximised.</p>	<p>Housing Options Manager</p> <p>Website Manager</p>	<p>Waverley Borough Council</p>	<p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
2.11	<p>Years 1-5 – Ensure that as many housing options clients as are eligible are registered on the Council's Housing Register</p>	<p>Ensures that households who the Council has helped into private rented accommodation to prevent their homelessness, have maximised their chances of future social housing.</p> <p>This means that in the event of future threatened homelessness households may be able to resolve their difficulties by bidding successful for social housing.</p> <p>Reduced costs to the council in preventing homelessness.</p>	Housing Options Manager	Waverley Borough Council	Staff time	
2.12	<p>Year 1 – Urgently review the impacts of the potential Government funding shortfall for 25-26 and devise plans to ensure continuity and improved resilience of service (staffing and accommodation)</p> <p>Years 2-5 Monitor & Review</p>	Housing Options Service is sufficiently funded and staffed to provide an effective homeless prevention and relief service so the number of households having to be placed into emergency B&B/Hotel accommodation is kept to a minimum	<p>Housing Needs Manager</p> <p>Senior Accountant</p> <p>Financial Services Manager</p> <p>HR Business Partner</p>	<p>Waverley Borough Council</p> <p>Department of Levelling Up Housing and Communities</p>	Staff time	

Strategic Priority Three: Accommodation

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
3.1	<p>Year 1 –</p> <p>Encourage households under occupying social housing to downsize e.g. Transfer incentive scheme, mutual exchanges, high banding priority.</p> <p>Years 2-5 –</p> <p>Monitor & Review outcomes.</p>	<p>Family sized properties released for those who need them.</p> <p>Smaller households and those who are elderly or have disabilities helped into accommodation that is more suitable for their needs</p> <p>Social housing stock maximised</p> <p>Reduced use of Discretionary Housing Payment budget for under occupiers will mean budget can be targeted at those in greatest need.</p>	<p>Homechoice Manager</p> <p>Transfer/ Easy Move Officer</p> <p>Housing Needs Manager</p>	Waverley Borough Council	<p>Staff time</p> <p>Promotion of the Council's Easy Move scheme through tenant publications/ website</p> <p>Transfer incentive payment budget</p>	
3.2	<p>Year 1- Continue to fund three bed spaces at York Road Project, Woking</p> <p>Years 2-5 –</p> <p>Monitor & Review</p>	<p>Emergency first stage supported accommodation.</p> <p>Experienced support staff help clients progress to longer term accommodation options.</p>	<p>Housing Options Manager</p> <p>Homechoice & Rough Sleeping Manager</p>	<p>Waverley Borough Council</p> <p>York Road Project, Woking</p>	Homelessness Budget	

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3.3	<p>Year 1 -Develop new Waverley owned affordable housing.</p> <p>Years 2-5</p> <p>Development of new Waverley owned affordable housing</p>	<p>New Council-owned homes for Housing Register applicants</p> <p>(8 new units expected 23-24, 67 in 24-25)</p>	<p>Housing Development Manager</p> <p>Executive Head of Planning Services</p>	<p>Waverley Borough Council</p> <p>Building Contractors</p>	<p>:</p> <p>Housing revenue account development budget</p> <p>Staff time</p>	
3.4	<p>Year 1 - Support and enable development of more affordable and supported housing developed by housing associations / voluntary groups</p> <p>Years 2-5 –</p> <p>Monitor & review</p>	<p>Increase in supported and affordable housing for Housing Register applicants and customers facing homelessness.</p> <p>(72 Housing association affordable rent / Social rent units expected 23-24)</p>	<p>Executive Head of Housing Services</p> <p>Housing Strategy & Enabling Manager</p> <p>Executive Head of Planning Services</p>	<p>Waverley Borough Council</p> <p>Housing Associations</p>	<p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
3.5	<p>Year 1- Continue to fund 5 supported housing bed spaces at - Pilgrim Court, Milford - A2 Dominion</p> <p>Years 2-5 – Monitor and review</p>	<p>Supported housing provision for singles and small families.</p> <p>Clients receive support to help them develop independent living skills.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>A2 Dominion</p>	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant 2023-2024 £616,834</p> <p>DLUHC Homelessness Grant 2024-25 £622,744</p>	
3.6	<p>Year 1 – Continue to fund 2 x bed spaces at Simmonds Court, Farnham – Transform Housing</p> <p>Years 2-5 – Monitor and review</p>	<p>Supported housing provision for single homeless clients.</p> <p>Clients receive support to help them develop independent living skills.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Transform Housing</p>	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant 2023-2024 £616,834</p> <p>DLUHC Homelessness Grant 2024-25 £622,744</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
3.7	<p>Year 1 - Increase supply of private rented accommodation for all household groups, but particularly for single homeless households. e.g. :</p> <ul style="list-style-type: none"> -Monitor and review shared houses scheme with Ethical Lettings -Radio advertising to attract new landlords - Explore and trial landlord incentives -Liaison with agents/Landlords <p>Year 2-5 -</p> <p>Monitor and review</p>	<p>Housing Options team have a range of accommodation options that can be offered to those to whom a homelessness prevention or relief duty is owed.</p> <p>Reduced use of & cost of emergency B&B accommodation</p> <p>Waverley's deposit scheme remains attractive to landlords and is competitive compared with others.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Ethical Lettings</p> <p>Woking Borough Council</p> <p>Letting Agents</p> <p>Private landlords</p>	<p>Staff time</p> <p>Homelessness Budget</p> <p>DLUHC Homelessness Grant 2023-2024 £616,834</p> <p>DLUHC Homelessness Grant 2024-25 £622,744</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
3.8	<p>Year 1 - Explore opportunities to purchase additional bed spaces in supported housing schemes</p> <p>Years 2-5</p> <p>Monitor and review</p>	<p>Increase in number and variety of units for single vulnerable clients</p> <p>Reduced use of & cost of emergency B&B accommodation</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Supported Housing Providers e.g. York Road Project Woking, Transform Housing, A2 Dominion etc.</p>	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant 2023-2024 £616,834</p> <p>DLUHC Homelessness Grant 2024-25 £622,744</p>	
3.8	<p>Explore opportunities that may arise for capital investment in housing schemes (within or outside Waverley) in return for nomination rights to bed spaces</p>	<p>Increase in supply of emergency and short to medium term accommodation for homeless households.</p> <p>Reduced costs of emergency B&B accommodation</p> <p>Reduced rough sleeping.</p>	<p>Executive Head of Housing Services</p> <p>Housing Strategy and Enabling Manager</p> <p>Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>Housing Providers</p> <p>Other Borough / District Councils</p>	<p>Capital funding</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
3.9	<p>Year 1 – Monitor / review lease arrangements for unused / harder to let Council properties to assess effectiveness in preventing homelessness and providing move on accommodation from supported housing</p> <p>Years 1-5 – assess whether other Council owned units can be used similarly</p>	<p>Reducing void loss and maximising rental income to the HRA on harder to let properties</p> <p>Move on accommodation for supported housing schemes provides much needed turnover in higher support schemes to help prevent homelessness</p> <p>Use of harder to let stock to prevent or relieve homelessness</p>	<p>Housing Options Manager</p> <p>Executive Head of Housing Services</p> <p>Housing Needs Manager</p> <p>Legal Services Manager</p>	<p>Waverley Borough Council</p> <p>York Road Project</p> <p>Riverside Housing</p> <p>Ethical Lettings</p> <p>A2 Dominion</p>	<p>Staff Time</p> <p>Hard to let / under used Council accommodation</p>	
3.10	<p>Year 1 – Fund 7 supported housing bed-spaces at The Crescent, Woking</p> <p>Years 1-3 Review and monitor</p>	<p>Additional supported housing for vulnerable clients – scheme particularly suited to younger age group</p> <p>Enables vulnerable clients to receive support to help them develop independent living skills</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>Transform Housing & Support</p>	<p>Homelessness Budget</p> <p>DLUHC Homelessness Grant 2023-2024 £616,834</p> <p>DLUHC Homelessness Grant 2024-25 £622,744</p>	

Strategic Priority Four: Support

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
4.1	<p>Year 1 -Maintain and develop the Specialist Housing Options Service</p> <p>Years 2-5- Monitor and review</p>	<p>Assessment of the needs and homelessness duties owed to vulnerable housing options clients.</p> <p>Tenancy and welfare support to vulnerable clients living in all tenures to help ensure accommodation sustained and homelessness prevented.</p> <p>Co-ordination with other statutory and voluntary agencies e.g. Social Services, Domestic Abuse Outreach Service, Police, Health</p>	<p>Specialist Housing Options Manager</p> <p>Housing Needs Manager</p>	Waverley Borough Council	Staff time	
4.2	<p>Year 1 –Continue to use SCC funding to fund an additional Specialist Housing Options Officer role</p> <p>Year 2- 5 Monitor and review – SCC funding until 2025 with additional 2 year option</p>	<p>Additional resource to help the Council fulfil its HRA 2017 duties</p> <p>Tenancy and welfare support to prevent homelessness and promoted health and well being of clients</p>	<p>Housing Needs Manager</p> <p>Specialist Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>Adult Social Care Surrey</p>	<p>Staff time</p> <p>Surrey County Council Housing Related Support Funding</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
4.3	<p>Year 1 – Rough Sleeper Support Officer to continue to support rough sleepers recently placed in emergency accommodation.</p> <p>Year 2- 5 Monitor and review</p>	<p>Helps clients engage with health and welfare services</p> <p>Clients supported in setting up utilities and applying for the benefits they are entitled to.</p> <p>Clients develop independent living skills to enable them to sustain accommodation</p> <p>Clients encouraged to explore to volunteering opportunities and / or train for future employment</p>	<p>Homechoice and RSI Manager</p> <p>RSI support Officer</p>	Waverley Borough Council	Staff time and RSI 5 and RSAP funding	
4.4	<p>Year 1 – Refer complex need clients to Surrey Adults Matter/Bridge the Gap/Changing futures team.</p> <p>Year 2- 5 Monitor and review</p>	<p>Clients receive additional support hours from specialist services.</p> <p>Clients more likely to be able to address behavioural issues linked to mental health and drug/alcohol dependency.</p>	<p>Homechoice and RSI Manager</p> <p>RSI Support Officer</p> <p>Housing Options Manager</p>	Waverley Borough Council Surrey County Council	Staff time	

Strategic Priority Five: Partnership Work

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
5.1	<p>Years 1-5 - Maintain Housing Service representation and participation at multi agency meetings e.g. Surrey Housing Needs Managers Meeting, MARAC, MAPPA, Social Services case conferences, Housing Association Forum, CHarMM.</p>	<p>Partnership working to achieve best possible outcomes for clients, avoid duplication and maximise/share resources</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p> <p>Specialist Housing Options Manager</p>	<p>Waverley Borough Council</p> <p>Surrey Boroughs / Districts</p> <p>Surrey County Council</p> <p>Surrey Police</p> <p>Health</p> <p>Housing Associations</p> <p>Probation</p> <p>Community Mental Health Recovery Service (CMHRS)</p> <p>South-West Surrey Domestic Abuse Outreach Service</p>	<p>Staff time</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
5.2	<p>Year 1 - Continue to manage and coordinate Waverley's Single Housing Panel</p> <p>Years 2 – 5 Monitor and review</p>	<p>Housing and support needs of vulnerable clients assessed and suitable housing and support options identified.</p> <p>Partnership working to achieve best possible outcomes for clients, avoid duplication and maximise/share resources.</p>	Housing Options Manager	<p>Waverley Borough Council</p> <p>Supported housing providers</p> <p>Floating Support Services</p> <p>Health</p> <p>CMHRS</p> <p>Social Services</p> <p>Probation</p>	Staff time	
5.3	<p>Year 1- Explore opportunities to share best practice and work jointly with Guildford Borough Council on new initiatives / projects</p> <p>Years 2-5 - Monitor and review</p>	<p>Service improvement</p> <p>Economies of scale and value for money</p>	<p>Housing Needs Manager</p> <p>Housing Options Manager</p> <p>Homechoice and Rough Sleeping Manager</p>	<p>Waverley Borough Council</p> <p>Guildford Borough Council</p>	Staff time	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
5.4	<p>Year 1 – Attend regular care-leaver update meetings</p> <p>Years 2-5 – Monitor and review</p>	<p>To assess the needs of careleavers with a Waverley connection so that longer term housing pathways can be agreed to minimise risk of homelessness.</p>	<p>Housing Options Manager</p>	<p>Waverley Borough Council</p>	<p>Staff time</p>	
5.5	<p>Year 1 Continue to support the work of Citizens Advice Waverley and monitor performance through Service Level Agreement</p> <p>Years 2-5 – Monitor and review</p>	<p>Waverley residents receive independent, free advice in regard to debt, welfare benefits, employment and housing rights and responsibilities etc.</p> <p>Maximisation of income & welfare benefits, social inclusion and prevention of homelessness.</p>	<p>Community Services Manager</p>	<p>Waverley Borough Council Citizens Advice South West Surrey</p>	<p>Waverley Grant Staff time</p>	

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5.6	Years 1 – 5 – Arrange and co-ordinate regular private landlord forums	To engage with private sector landlords and letting agents to promote best practice and maximise opportunities to help homeless clients access private rented homes	Private Sector Housing Manager	Ethical Lettings Letting agents and private landlords	Staff time	
5.7	Years 1 – 5 – Arrange and co-ordinate annual Homelessness Strategy Conference / update meeting	<p>To review the Council and its partners' progress in preventing homelessness and delivering the 23-28 homelessness strategy priorities.</p> <p>Identify and celebrate successes</p> <p>Identify emerging challenges and agree partnership actions to meet the challenges.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Adult Social Care</p> <p>Children's Services</p> <p>Citizens Advice Waverley</p> <p>CMHRS</p> <p>Supported Housing Providers</p> <p>SW Surrey DA Outreach</p> <p>Health</p> <p>Probation</p> <p>Letting Agents / Private landlords</p> <p>Ethical Lettings</p> <p>Neighbouring Boroughs/Districts</p>	<p>Staff time</p> <p>Homelessness budget for refreshments and any printing</p>	

No.	Action	Aims / Outcomes	Lead Officers	Partner Agencies	Resources	Status / Comments
5.8	<p>Years 1-5 Offer opportunities to statutory and voluntary partners for senior housing options managers/team leaders to attend partner team meetings. to explain housing options customer journey and to better understand remits and challenges of partner services</p>	<p>Help partner agencies set realistic expectations for their customers about the help available from the Housing Options Team</p> <p>Mutual understanding from the Council and its partners as to challenges and constraints our organisations share.</p> <p>Explore opportunities to work collaboratively for the benefit of customers, particularly in regard to safeguarding.</p>	<p>Housing Options Manager</p> <p>Housing Needs Manager</p>	<p>Waverley Borough Council</p> <p>Adult Social Care</p> <p>Children's Services</p> <p>Citizens Advice Waverley</p> <p>CMHRS</p> <p>Supported Housing Providers</p> <p>Health</p> <p>Probation</p> <p>South-West Surrey Domestic Abuse Outreach Service</p>	<p>Staff time</p>	

