

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> | |

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|-----|--|---|---|---|---|-------------------|
| 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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 a 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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> | |

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| 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> | <p>Waverley Borough Council</p> <p>Surrey County Council</p> | 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 Housing Options Manager Specialist Housing Options Manager</p> | <p>Waverley Borough Council Surrey Boroughs / Districts Surrey County Council Surrey Police Health Housing Associations Probation Community Mental Health Recovery Service (CMHRS) South-West Surrey Domestic Abuse Outreach Service</p> | <p>Staff time</p> | |

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| 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 | |

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| 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 | To review the Council and its partners' progress in preventing homelessness and delivering the 23-28 homelessness strategy priorities. Identify and celebrate successes Identify emerging challenges and agree partnership actions to meet the challenges. | Housing Options Manager Housing Needs Manager | Waverley Borough Council Adult Social Care Children's Services Citizens Advice Waverley CMHRS Supported Housing Providers SW Surrey DA Outreach Health Probation Letting Agents / Private landlords Ethical Lettings Neighbouring Boroughs/Districts | Staff time Homelessness budget for refreshments and any printing | |

| 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> | |

