

APPENDX A

PREVENTING HOMELESSNESS

ACHIEVING THE GOLD STANDARD

Gold Standard Recommendation	What we do now	How we could improve
<p>Corporate commitment to prevent homelessness, which has buy in across all local authority services</p>	<p>To ensure that the priorities of the Corporate Plan 2013-15 are achieved by carrying out the following actions:</p> <ul style="list-style-type: none"> •Work with partners to ensure that public services work in the most efficient and effective way to support families in most need. •Help the community manage the changes to housing and council tax, supporting those who are in need. •Continue supporting the voluntary sector to provide advice and information for those most in need 	<ul style="list-style-type: none"> • Explicit commitment from the lead elected member to a Homelessness Strategy based on the principles of the Gold Standard in the foreword to new Homelessness Strategy.
	<p>Performance Management:</p> <ul style="list-style-type: none"> • Local performance Indicator – percentage of casework with satisfactory outcome • Housing advisors complete initial assessment form (green form) and closure form to show outcomes (yellow form) • Housing advisors also prevent homelessness by ensuring that home seekers with complex needs are placed in the correct need category, and can bid for vacancies through Leicestershire CBL. • Regular team meetings to monitor workflow issues 	<ul style="list-style-type: none"> • Leicestershire Homelessness Delivery Group to develop performance review/benchmarking on county wide basis
	<ul style="list-style-type: none"> • Joint services commissioning through Leicester and Leicestershire Project for single persons and NSNO as well as Leicestershire CBL 	<ul style="list-style-type: none"> • As set out in Project aims and objectives
	<p>Effective partnership arrangements:</p> <ul style="list-style-type: none"> • Welfare Reform Liaison Group • Local Housing Forum • Health and Wellbeing Partnership • Housing Liaison Group (Community Safety) 	<ul style="list-style-type: none"> • Emerging arrangements for intervention with troubled families • Increase frequency of meetings of Housing Forum to half yearly

<p>Active partnership working with voluntary sector and other local partners to address support, education, employment and training needs</p>	<ul style="list-style-type: none"> • Service Level Agreement with Seven Locks Housing about provision of temporary accommodation • Leicestershire CBL contributes to homelessness prevention through effective management of casework so that households with complex needs who are at risk of becoming homeless get appropriate priority as High Need • Housing Advisors focus on income maximisation to make best use of limited resources; referral arrangements with Citizen Advice Bureau • Provision on application forms for information about housing register and homeless applicants to be shared with partners as appropriate • Jubilee Food Bank in Market Harborough led by Congregational Church; also referrals to Freecycle and British Heart Foundation 	<ul style="list-style-type: none"> • Further development of temporary accommodation services via Leicestershire Homelessness Delivery Group • European funding support for education and employment delivered via Acorn Employability
<p>Offer a Housing Options prevention service, including written advice, to all clients</p>	<ul style="list-style-type: none"> • Advice on housing options is included as part of the decision letter. • Monitoring to ensure that home seekers placed in the priority group because of homelessness are bidding for suitable vacancies 	
<p>Adopt a No Second Night Out model or an effective local alternative</p>	<ul style="list-style-type: none"> • Reporting survey form sent to voluntary and faith groups including details of gender, age and location 	<ul style="list-style-type: none"> • Develop a countywide outreach service for rough sleepers in partnership with a supported housing provider. (This project is to be led by the City).

<p>Have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support</p>	<ul style="list-style-type: none"> • “Housing Matters” - County Wide Floating Support (Bridge) to ensure homelessness prevention with single hub for managing referrals based in Loughborough • Council is represented on the Leicestershire Learning Disabilities pathways to housing group • Move on Planned Protocol for assessment (tenure sustainment) of people resident in supported accommodation • Referrals of ex offenders to Housing Matters and housing options risk assessment. Support through • Needs assessment for 16/17 year olds as part of child protection protocol • Referral to supported hostel for drug and alcohol users 	<ul style="list-style-type: none"> • Self help guide to advise on sources of financial assistance
<p>Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords</p>	<ul style="list-style-type: none"> • Fact sheet available on HHS website • Rent deposit enables finding alternative accommodation as alternative to homelessness 	<ul style="list-style-type: none"> • Quality affordable private sector rented housing clearly identifiable and promoted through Landlord Accreditation Scheme • Develop common approach to landlord and tenant accreditation in Leicester and Leicestershire • Development of a Leicestershire web-based property lettings shop for landlords ('Local Pad') – common bond scheme for non statutory singles • Private Sector Leasing Scheme with Hinckley and Bosworth Borough Council as lead authority • Local Pad web based advertising and search portal for private rented properties.
<p>Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme</p>	<ul style="list-style-type: none"> • Property Sustainment Policy • Signed off applications for mortgage rescue for consideration by East Midlands Housing Association 	<ul style="list-style-type: none"> • Review Property Sustainment Policy
<p>Have a</p>	<ul style="list-style-type: none"> • Current Homelessness Strategy 	<ul style="list-style-type: none"> • Plan for achievement of

<p>homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs</p>	<p>includes a commitment to proactive approach to preventing homelessness and working in partnership to resolve homelessness issues</p>	<p>Gold Standard as part of Homeless Strategy Review</p> <ul style="list-style-type: none"> • Working towards peer review through Homeless Delivery Group
<p>Not place any young person aged 16 or 17 in Bed and Breakfast accommodation</p>	<ul style="list-style-type: none"> • Joint Working Protocol with local Children & Young Peoples Services which is subject to regular review • Telephone contact; mediation visits in cases of family breakdown, where it is appropriate • Leaving Care Protocol- priority on housing register 	<ul style="list-style-type: none"> • Leicestershire CBL allocations policy allows 16and over to go on housing register • Troubled Families initiative
<p>Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks</p>	<ul style="list-style-type: none"> • Focus on sustaining existing accommodation • Individual action plans to assist families find appropriate move on options • Ongoing monitoring of decision times 	<ul style="list-style-type: none"> • Review private rented sector options for temporary accommodation provision • Health and Wellbeing Board – ensuring access to medical services