

Appendix A – Improvement Delivery Plan for Priority 2

PRIORITY 2: ROUGH SLEEPING, HOMELESSNESS AND MEETING HOUSING ASPIRATIONS					
Objective	Action	Outcome and Timeframe	Target	Service Area	November 2022 update
2.1 Reduce homelessness by improving the provision of housing related support	<ul style="list-style-type: none"> Design and deliver initiatives to improve the provision of employability and tenancy readiness support for people in housing difficulty and promote greater opportunities to sustain and access suitable long-term housing solutions (subject to funding availability). Work with specialist providers to enable the delivery of accommodation-based support services that meet the needs of vulnerable groups unable to access general needs accommodation. Work with commissioning and delivery partners to expand the provision of housing related floating support services to assist households to sustain existing accommodation or access new accommodation which meets their housing needs. 	<p><u>Outcome 4:</u> Increase the number of adaptations made to the homes of disabled people to support them to sustain their accommodation through the provision of DFGs.</p>	By April 2022 – 150 DFGs actioned annually	H&C	<p>Targets to be monitored</p> <p><u>2021/22</u> The total DFGs actioned was 177, however, 73 did not progress as they were refused, cancelled or applicant died. The final spend was £1,162,724 on 104 grants.</p> <p><u>April – Oct 2022</u> 89 DFGs have been approved thus far, with 46 DFGs completed. There has been a huge increase in demand and Occupational Therapist referrals this year. ESCC waiting list for assessment has been addressed. There is a shortage of contractors for the Home Improvement Agency but we are supporting them with recruiting more.</p>

Appendix A – Improvement Delivery Plan for Priority 2

		<p><u>Outcome 5:</u> New RP managed supported temporary accommodation is delivered in Rother.</p>	<p>Deliver 12 new supported temporary accommodation units by March 2023.</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>We have secured 22 houses and flats (units of accommodation) with 16 occupied and 7 under refurbishment, within one block of flats. There are a further 9 units under offer at various stages of purchase. Inclusive of the 22 units of accommodation are 8 units of accommodation that are used for Housing First, supporting former rough sleepers, and for which external grant has been secured from Homes England.</p> <p>We completed a pilot with a local RP, and will take the lessons learnt from that to form the basis of the tender for the Temporary Accommodation Support Scheme. In the meantime, the Housing Management Officer is delivering the support and property management in RDC owned Temporary Accommodation.</p> <p>A new Housing Partnership Lead recruited in partnership with East Sussex Public Health in order to achieve greater levels of joint</p>
--	--	---	--	----------------	--

Appendix A – Improvement Delivery Plan for Priority 2

					commissioning and service delivery across the whole system of services supporting homeless households.
		<p><u>Outcome 6:</u> The present level of floating support in East Sussex is sustained or increased</p>	<p>The existing level of floating support available in Rother is increased.</p>	H&C	<p>Targets to be monitored</p> <p>ESCC and local housing authorities commissioned a new provider to deliver the Floating Support Service (formerly Homeworks) until 2031. There is also increased capacity in this service to deliver floating support to the Homes for Ukraine scheme.</p>

Appendix A – Improvement Delivery Plan for Priority 2

<p>2.2 Reduce homelessness through closer joint working</p>	<ul style="list-style-type: none"> • Establish regular local multi-agency homelessness forum to design, deliver and monitor homelessness prevention measures • Restructure ESHOG to provide additional capacity to support partnership working across housing, development and homelessness services • Review eviction protocols and procedures with social landlords and private letting agents operating in Rother • RE-commissioned Homeless Unity Group (HUG) to improve community provision of rough sleeper support services • Work with Social Care and Health partners to develop a whole –system approach to supported housing delivery that meets the range of housing related support needs across the county. • Create systems change through a pan-Sussex governance structure (Changing Futures) • Deliver the Accommodation for Ex-Offenders (AFEO) project to support people who are leaving prison, and those who are homeless after 	<p><u>Outcome 5:</u> Improve access to the PRS for ex-offenders and provide additional tenancy sustainment services</p>	<p>By January 2022 commission specialist service to work with ex-offenders</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>Through Accommodation for Ex-Offenders (AFEO) we have additional financial resources until March 2023 – this is aimed at people who have left prison within last 12 months.</p>
		<p><u>Outcome 6</u> Levels of homelessness are minimised</p>	<p>Sustain the number of homeless applications at existing levels and reduce the average cost per unit of TA placements</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>We have seen significant increases in homeless applications and a need to place in temporary accommodation. The longer term impact of COVID19 is starting to be realised and the increase in the cost of living has meant we have seen more landlords selling their let properties with vacant possession or tenants being unable to afford previously affordable accommodation</p> <p>We have increased staff</p>

Appendix A – Improvement Delivery Plan for Priority 2

	<p>leaving prison within the last 12 months, access accommodation in the private rented sector.</p>				<p>resources to increase the scale of the Rother Tenant Finder Scheme, support temporary accommodation placements as well as created 3 new Prevention Officer posts, harnessing external budgets.</p>
		<p><u>Outcome 7:</u> Improve service level care pathways for all Changing Futures service users with Multiple Complex Needs</p>	<p>25 successful engagements in Year 1</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>The Changing Futures programme is newly operational and a confirmed nomination procedure is in place to accept clients onto the programme across all East Sussex Districts and Boroughs.</p>
		<p><u>Outcome 8:</u> New ESHOG structure to meet regularly to ensure that partners work closely together across sectors</p>	<p>Quarterly meetings to be held</p>	<p>H&C</p>	<p>Target to be monitored</p> <p>The East Sussex Housing Partnership Executive has been created, with its own dedicated lead officer, to replace the former East Sussex Housing Officer Group (ESHOG). A number of subgroups have been created to take a whole-system approach to developing solutions to homelessness throughout East Sussex.</p>

Appendix A – Improvement Delivery Plan for Priority 2

					<p>The Anti-poverty Strategy is adopted by the Council and is overseen by the Local Strategic Partnership, ensuring greater coordination of local support services and community groups to better alleviate the symptoms of poverty.</p> <p>RSI Board has been reinstated.</p>
<p>2.3 Reduce Homelessness</p>	<ul style="list-style-type: none"> • Review options that improve access to the private rented sector through closer partnership working with private landlords, to include: <ul style="list-style-type: none"> ○ Guaranteed Rent Scheme ○ Loans for rent in advance and deposit ○ Leasing • Improve the accessibility of the Housing Needs Service and its integration with related services through greater co-location, home visits and improved referral pathways under Duty to Refer • Deliver effective social housing allocations through the implementation of a revised Housing Allocations Policy for Rother and by adjusting Rother Local Plan to prioritise the type of affordable housing delivered for those in Band A. • Develop a mediation service to 	<p><u>Outcome 2:</u> Performance review of new prevention measures completed and recommendations for future initiatives made by Nov 2022</p>	<p>To deliver 100 tenancies per annum increasing to 200 tenancies per annum by 2024.</p>	<p>H&C</p>	<p>Additional Targets to be monitored:</p> <p>In September 2022, Rother Leasing was launched and we have secured our first property. We are now promoting this scheme through the Hastings & Rother Landlord Forum. We are working with comms team to design promotional material.</p> <p>The Rother Tenant Finder service continues to prevent homelessness. April – October 2022 – we delivered 55 tenancies through the Rother Tenant Finder and are on-track to achieve over 100 by yearend.</p>

Appendix A – Improvement Delivery Plan for Priority 2

	<p>sustain tenancies</p>				
		<p><u>Outcome 3:</u> Home visits carried out post-COVID-19 March 2022</p>	<p>To increase the levels of home visits</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>Home visits are undertaken within DFG, UKRS, RTF but capacity in Housing Needs service is too low presently. We have three new 'prevention' posts starting in 2023 which will increase capacity for Housing Needs to complete these and complete early interventions to prevent homelessness</p>
		<p><u>Outcome 6:</u> Homelessness prevention rates increase</p>	<p>To prevent evictions through positive interventions</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>We have three new 'prevention' posts starting in 2023 which will increase capacity for Housing Needs to complete these and complete early interventions to prevent homelessness.</p>

Appendix A – Improvement Delivery Plan for Priority 2

		<p><u>Outcome 7:</u> New Allocations Policy is operational</p>	<p>Reduce the Rother Housing list from 1600 (as at December 2019) to 1200 by end 2023</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>A new Policy is going to public consultation.</p> <p>At the DLUHC visit in Summer 2022 they advised to relook at our current and new allocations policy which we have done and taken the view that given changes in legislation and best practice we will re-draft a policy, still with the aim to go live by end of 2023.</p>
		<p><u>Outcome 8:</u> New mediation service commissioned by November 2022</p>	<p>Consulting with partners to commission mediation service</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>A mediation service has been commissioned through Homes for Ukraine funding as an indication of the take-up of this service in East Sussex, with particular focus on Rother.</p>

<p>2.4 Reduce rough sleeping through the development of a countywide rough sleeping accommodation pathway</p>	<ul style="list-style-type: none"> • Work with the voluntary sector to explore options for creating a street homelessness centre/hub in Bexhill, which improves the accessibility of services to rough sleepers, with outreach available to all areas of Rother • Work across local authority boundaries with housing, health and social care partners to expand the East Sussex Rough Sleeping Initiative, delivering services targeted at those experiencing multiple complex needs who are rough sleeping or at high risk of rough sleeping 	<p><u>Outcome 3:</u> Recommission Safe Space in April 2023</p>	<p>50 people with multiple complex needs accessing housing needs and assessments through the hub per year from 2021/22</p>	<p>H&C</p>	<p>Target to be monitored annually</p> <p>Each quarter approximately 30 individuals pass through the Safe Space</p>
		<p><u>Outcome 4:</u> Secure 3-year funding agreement for the RSI from DLUHC April 2022</p>	<p>30 individuals prevented or relieved from rough sleeping during 2021/22 with the target reviewed annually relative to demand.</p>	<p>H&C</p>	<p>Target to be monitored annually</p> <p>We successfully secured a 3 year funding agreement for the RSI, and a new provider has been commissioned from October 2022.</p> <p>51 former rough sleepers were accommodated during 2021/22 (Target was 30)</p> <p>29 former rough sleepers accommodated in the first half of 2022/23, which seven are in RDC Rough Sleeper accommodation (RSAP/NSAP).</p>

...

<p>2.5 Improve the delivery and accessibility of support and advice services to better meet housing needs.</p>	<ul style="list-style-type: none"> • Improve staff training, to ensure front line officers, partners and Members are aware of the range of support available as part of the Anti-Poverty Strategy aim to improve the promotion of services. • Continue to improve the triage of homeless applicants to enable greater levels of self-service and improve service accessibility • Put in place interventions that increase household incomes and improve tenancy access through raising the training and employment aspirations of those on low incomes - particularly those of young people and single parent households. • As part of the development of the Anti-Poverty Strategy development improve the accessibility of housing and homelessness advice services to local people 	<p><u>Outcome 4:</u> The new Housing Needs triage service is operating within the customer service team March 2022</p>	<p>Ensure 100% of enquiries are processed and appropriate support given in line with legislation</p>	<p>H&C</p>	<p>Target to be monitored annually</p> <p>The Customer Service pilot has been completed and the Housing Needs team now fund 1 FTE to triage and advise homeless cases</p>
		<p><u>Outcome 5:</u> Review remote access pilots in The Pelham and Rye Food Bank March 2022</p>	<p>Have six remote access points in place by November 2022</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>Rye Foodbank and The Pelham remote access has been piloted. A 3rd access point is going into Bexhill Foodbank in January. And a further three are being looked into in Battle, Rye and Bexhill</p>

...

<p>2.6 Support households to meet their housing aspirations – in particular, home ownership</p>	<ul style="list-style-type: none"> Put in place new initiatives which support households to access suitable and affordable housing, whether that be affordable rented, sub-market rent, shared ownership or other home ownership options 	<p><u>Outcome 1:</u> Research feasibility of provision of a mortgage scheme to assist households into home ownership</p> <p><u>Outcome 2:</u> Action plan setting out additional tenure access initiatives</p>	<p>Action plan in place by November 2022</p>	<p>H&C</p>	<p>Action to achieve target in progress</p> <p>We are working alongside Rent Plus on a development site in Battle to enable tenants to have the opportunity to purchase the properties they are letting at varying intervals of their tenancy.</p>
---	---	--	--	----------------	--