

2020 Annual Review of Southwark Homelessness Prevention and Rough Sleeping Strategy Action Plan 2018-22

All actions will be led by Project & Change Management team in Housing solutions.

The revised action points referring to progress made from 2019 to date are highlighted in the **Timeframe** section in RED

The COVID-19 responses and future actions to mitigate the spread of the virus are highlighted under the **COVID-19 response / future actions** section in BLUE

Priority One: Homelessness prevention.

We will deliver a leading prevention service through the early adopter trailblazer project in preparation of meeting the aims and intentions of the Homelessness Reduction Act.

Reference	Description of issue	Action	Timeframe	COVID-19 Response/ future actions
1.1	Eliminate usage of shared B&Bs for homeless families and under 18s.	Achieve the NPSS gold challenge	<p>The NPSS gold challenge has been achieved.</p> <p>The council continues to eliminate the usage of shared B&B for families and under 18s.</p>	<p>During the COVID-19 outbreak the council moved 278 homeless households from all forms of shared living arrangements.</p> <p>Work is on going.</p>
1.2	Ensuring our service is assessed with transparency, by being reviewed by an independent advocacy body.	Shelter to continue annual review of our homelessness service.	Annual review with quarterly updates published online.	<p>Independent Shelter mystery shop conducted in April 2020 following the closure of the Homesearch centre.</p> <p>“Shelter rated the service At 80% “a very good score”</p> <p>The council will continue to promote independent mystery shopping exercises to adopt</p>

				best practice
1.3	Ensure the Flexible Homelessness Support Grant is used effectively to reduce the number of households living in temporary accommodation.	Produce and deliver a report on how effectively the FHSP funding has been utilised.	The flexible homeless support grant continues to support the council in delivering the elements with the HRA 2018	<p>The increase in costs from the “Everyone In initiative” meant that even with the funding increase the council is still facing a significant budget shortfall of £8.6m predicted by the end of 2020-21 financial year.</p> <p>The council is reviewing the budget to ensure it is adequate for future service provision</p>
1.5	Contribute to the national approach of homelessness reduction by evaluating the impact of the prevention trailblazer in Southwark.	Sharing our findings with DCLG, our peers and partners at events, forums and meetings.	Southwark have been involved in delivering a number of national presentations and supporting MPs with providing evidence of impact Parliamentary debates on homelessness and rough sleeping.	<p>The council has joined “Crisis” local authority practice network.</p> <p>The purpose of the network is to explore good practice with a number of local authorities in order to plan ahead of the COVID-19 second wave.</p> <p>The overall aim is deliver projects that support local and national efforts to end homelessness and improve the development, sharing and implementation of evidence-based practice.</p>

1.6	Develop improved understanding of why some BME communities are disproportionately represented within homelessness services together with the development of appropriate early intervention and prevention measures to address this over representation.	<p>Improve our customer insight through focus group involvement and improved data collection.</p> <p>Develop appropriate early intervention and prevention measures to address this over representation.</p>	<p>Focus groups held beginning in early 2018 and new prevention measures assessed and implemented by March 2019. COMPLETE (and ongoing). Feedback incorporated into service Action Plan.</p> <p>H-CLIC data will provide far greater data quality for BME impact analysis. This will be assessed and analysed during the annual reviews.</p>	<p>The council is in the process of developing a new role Health Partnership officer who will take the lead on gathering information that can support BAME communities working in partnership with the health sector and social subscribers.</p> <p>Evolve the Duty to refer model to a duty to co-operate model in partnership with the health sector and minimize the spread of COVID-19</p>
1.7	Ensure we are compliant with the Homelessness Reduction Act 2017 when it comes in to force in April 2018.	<p>Review the final version of the Code of Guidance and update our working practices and strategy where necessary.</p> <p>Staff to continue to attend training on the HRA17 when the opportunities arise.</p>	<p>A report was drafted October 2020 titled the "Homelessness Reduction Act Review Report"</p> <p>The report made reference to how Southwark have delivered the different elements within the HRA 2018 in comparison to the national response summarised in the Evaluation of the Implementation of the Homelessness Reduction Act final report.</p> <p>Overall Southwark continue to lead the way with the Duty to Refer process, taking advantage of the extended prevention duties. Please refer to Main report for further details.</p> <p>The council continue to invest in staff training to embed the ethos of the act.</p>	<p>All COVID -19 guidelines to be considered when delivering the act HRA 2018</p> <p>All outreach work to fall inline with COVID-19 guidelines</p> <p>PPE equipment to be ready available for Housing Solutions officers.</p>

1.8	Social services and homelessness working together in partnership to provide an increasingly effective service.	Longer term the council is developing plans to co-locate homelessness and social services at a new central site in the borough. These plans will build on the good foundations that the services have developed together and reflect a one- council mind set where all services are	Due to the impact of COVID-19 plans to develop Queens road 4 have been put on hold We continue work in collaboration using Microsoft teams and Zoom On going .	Both Social services and Housing Solutions are following COVID-19 Guidelines to minimize outbreaks and protect the NHS by using PPE equipment during outreach work. Future partnership meetings to be held remotely.
1.9	Homeless prevention pathways and advice for all cohorts.	Develop homelessness LGBT online advice and review advice and accessibility for physical disability cohort.	LGBT and physical disability online advice published by November 2018. COMPLETE. HYP Southwark: LGBTQ+ Inclusivity training delivered to Housing Solutions 2019. Partnership formed with Stonewall housing to deliver training courses in 2020. Learning outcomes are as follow <ul style="list-style-type: none"> - understanding the historical content of LGBT community - Attendees to Reflect on their own attitudes and use of inclusive language - Understanding the impacts of housing legislation on LGBT communities. 	All training courses held remotely to comply with COVID -19 guidelines.

1.10	Ensure the council works cohesively to resolve and prevent homelessness.	<p>Expanding on the work initiated from the TA Board, continue to hold frequent strategic cross-departmental meetings.</p> <p>Multi-agency workshops to address anti-social behavior by improving understanding of emerging issues and finding solutions to address these.</p>	<p>6 new contracted posts titled the Prevention officers will undertake outreach work and develop partnerships with resident services, BEAM, local police, schools and community centers to prevent homelessness.</p> <p>New "Kineara partnership" formed to provide residents with access financial support, legal advice and advocacy.</p>	<p>The officers will comply with COVID -19 guidelines and communicate using remote platforms during COVID restrictions.</p>
1.11	Tackle youth homelessness	Co-ordination of related programmes under the over-arching 16+ project. In particular, the 16+ Programme, the Care Leavers Partnership Programme and the 16+ Housing Strategy.	<p>16+ Front Door Planning Workshop Meetings held throughout quarter 3 and quarter 4 2020 and 2021</p> <p>Meetings include Community mental health team (CAHMS), Youth offending team (YOS), and the salvation army.</p> <p>Next steps are to develop a project plan to tackle youth homelessness.</p>	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms during COVID restrictions.</p>

1.12	Managers to demonstrate leadership and represent the <i>Southwark Ways of Working</i> to provide an excellent customer-centered approach to tackling homelessness.	Aiming for all Housing Solutions management to complete training for a recognised leadership qualification. Officers will also be encouraged to complete the training. The homelessness service will generally encourage staff to take relevant developmental and skills training at every opportunity.	All leaders and managers in Housing Solutions to have commenced a qualification by September 2019. COMPLETE. Further training now being developed for the future.	All managers to comply with COVID -19 guidelines and communicate using remote platforms during COVID restrictions
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Priority Two: Tackle rough sleeping.

We will use the Rough Sleeping Prevention Trailblazer funding to continue to make even more progress at tackling rough sleeping in Southwark.

Reference	Description of issue	Action	Timeframe	COVID-19 Response/ future actions
2.1	Aim to eliminate rough sleeping in the borough in collaboration with partner agencies St Mungo's and No Second Night Out.	Introduce Housing First and No First Night Out models.	Housing First model proving to be a great success in 2020 See COVID-19 response section for breakdown	During the Pandemic, the Housing First teams have successfully accommodated 10 cases into settled accommodation. 2- cases settled in Housing Association tenancies 6- cases settled in social housing council tenancies 2-cases settled in Private Rented Sector tenancies. Work on going

2.2	Aim to eliminate rough sleeping in the borough.	Work with our partner St Mungo's to help those from outside the UK to access available services, accommodation and legal advice or supported reconnection to their country of origin.	<p>A report was drafted in October 2020 "titled the Homelessness - Rough Sleeping update" providing a comprehensive briefing of how Southwark responded to the "everyone in initiative".</p> <p>The council is also working with Southwark law centre to help regularize the stay for non eligible applicants assisted through the "everyone in initiative</p>	<p>During the pandemic across all forms of rough sleeping and homeless prevention, Southwark prevented or ended 864 people from sleeping rough.</p> <p>Work on going as the aim is to eliminate rough sleeping altogether.</p>
2.3	Meet all the aims set out in the trailblazer rough sleeper action plan	Follow the latest version of the detailed Rough sleeping prevention trailblazer pilot action plan and meet all of the specific targets.	This objective was completed in December 2019. COMPLETE.	No COVID-19 action required
2.4	Improve our signposting, information and advice for rough sleepers.	Invite partner organisations to provide presentations on their work at the Southwark Homelessness Forum and task and finish groups to facilitate signposting.	The council continue to hold Homeless forums on a quarterly basis inviting all partner agencies to attend for information sharing purposes	No COVID-19 action required
2.5	Continue to support the rough sleeping prevention and outreach work of agencies and partners.	Through the commissioning process provide best value to the borough.	<p>Southwark are in the process of formed a working partnership with Street storage to assist entrenched rough sleepers.</p> <p>This partnership will provide safe storage providing an opportunity for rough sleepers to attend interviews, visit other services, places of worship, use public transport and sleep safely at night. This will also provide the opportunity for rough sleepers to gain and maintain employment,</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.

			attend rehabilitation facilities and secure permanent accommodation.	
2.6	Act as a leading good practice borough on eliminating rough sleeping.	Monitor progress of the Rough Sleeping Advisory Panel, look for opportunities to contribute to national policy and implement Good practice following advice from the panel.	Southwark Council's response to rough sleeping during the COVID-19 public health pandemic has been viewed positively by key partner agencies, community/ faith organisations and central Government	The Rapid rehousing Team responsible for this response followed COVID -19 guidelines wearing PPE equipment while completing outreach work.
2.7	Improve the knowledge of the latest homelessness legislation for partnership agencies to assist tackling and preventing rough sleeping.	Expand access to the Housing and Social Care Partnership Board to include Public Health. Identify gaps in services that require more training on the new homelessness legislation and deliver the training to key personnel for dissemination.	Future meeting to be scheduled with the Health sector regarding development of the Health partnership officer role building on networking to expand the Duty to refer model and link with social subscribers	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.
2.8	Meet all the aims of the Rough Sleeping Initiative Grant bid	Develop a project plan for the Rough Sleeping Initiative Grant bid and meet all of the specific targets.	Objectives complete in 2018 new initiatives to be developed (Work on going)	COVID-19 guidelines to be included in future developments.
2.9	Feedback during the public engagement period from the Drug and Alcohol Action Team (DAAT) suggested that given the complexity of the issue about people with mental health and substance use issues sleeping rough, it would be beneficial for DAAT to meet with Housing Solutions to explore if there is more that can be done to ensure this	Arrange initial meeting with DAAT and Housing Solutions. Identify service and information gaps and develop action plan to deliver possible improvements.	Objective complete new initiatives to be developed (Work on going)	COVID-19 guidelines to be included in future developments.

	cohort are getting their needs met.			
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Priority Three: Vulnerability and Health.

We will ensure our services remain accessible to the most vulnerable households and can support those who need it most, such as those affected by domestic abuse.

We aim to increase the resilience of households and communities, equip them with the necessary skills to prevent crises, such as homelessness, before they occur.

We will end the use of nightly rate (bed and breakfast style) temporary accommodation with shared facilities for homeless families.

Reference	Description of issue	Action	Timeframe	COVID-19 Response/ future actions
3.1	We aim to improve our digital platforms so that most households choose this out of preference for their convenience which also assists us with managing a growing demand.	Develop digital platforms for housing solutions, improved information on web pages, further integration for homelessness applications, online Personal Housing Plans and exploring other digital possibilities.	<p>The council have upgraded the telephone advice service using an 8x8 system</p> <p>· From the outset the upgraded telephone advice line now provides a number of options to choose from. Whether they require advice regarding their Private sector housing, Financial support in light of COVID 19 issues or they require general advice regarding their housing options. This system now routes their calls to the specialist team they need</p> <p>Web pages expanded throughout 2021.</p> <p>(work on going)</p>	All systems are fully remote and support the COVID-19 guidelines to minimize outbreaks.

3.2	Ensure digital inclusion requirements of customers continue to be taken into account.	We will continue to provide a full range of ways to approach and access the services.	<p>Exciting pilot development in Housing Solutions is underway as we are developing a chat bot service that will provide intuitive responses and enhanced customer experience. We anticipate this service feature to improve our customer service by having the ability to answer queries 24/7, through an online platform</p> <p>Our residents now have an option to rate the experience and the quality of the advice we provide by completing a mini survey at the end of each call.</p>	<p>All systems are fully remote and support the COVID-19 guidelines to minimize outbreaks.</p> <p>Outreach workers are available for face to face contact to ensure the council is not excluding residents and customers who are not digitally savvy.</p>
3.3	Target mental health as a priority area for homelessness prevention.	<p>Housing Solutions will work cross-departmentally by formalising and extending multi-agency meetings with increased regularity.</p> <p>Housing Solutions will work with Public Health and Adult Social Services to provide resilience and wellbeing training for staff and partners.</p> <p>We will develop champions to further embed mental health, wellbeing and resilience into the culture of our homelessness services.</p>	<p>Housing solutions continue to take on the responsibility as corporate parents providing job opportunities for care leavers.</p> <p>Southwark Council's Public Health and Housing Solutions services have been working jointly on the creation of a Homelessness, Health and Wellbeing Working Group.</p> <p>Practice Learning Time presentation held Annually to discuss emerging issues and create awareness.</p> <p>Officers from Housing Solutions have signed up to complete Mental Health First Aider training.</p>	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.</p>

3.4	Ensure pathways for people to move out of supported housing are identified.	Work with supported housing providers, private and social landlords.	<p>The Beam initiative launched in August 2019 has identified households in Supported Accommodation who are candidates for crowd-funded training courses to gain skilled employment and move into private rented accommodation.</p> <p>Southwark Council established a Mental Health Move on Strategy group in May 2019, which has been attended cross-departmentally. This has challenged accountability and helped remap service provision and pathways.</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.
3.5	Assess the impact of the policies upon people threatened by or actually homeless.	Refresh the housing allocations scheme and review regularly.	<p>Consultation currently taking place On a revised scheme which is currently at a final stage of drafting. Waiting on approval from new cabinet member for housing</p>	COVID-19 guidelines to be included in future developments
3.6	Ensure the Hospital Discharge Protocol meets the needs of the individual and agencies as it is working across all hospital areas.	Review the Hospital Discharge Protocol	<p>New protocol agreed in September 2019. Updated on website</p> <p>(work on going)</p>	COVID-19 guidelines included in New protocol developed

3.7	<p>Target of zero homeless families in shared nightly rate temporary accommodation.</p> <p>Reduce the usage of self-contained nightly rate accommodation.</p>	<p>Developing other supplies of temporary and permanent accommodation.</p> <p>Work with a micro focus to avoid nightly rate placements and end them quickly when they occur.</p>	<p>Southwark housing choice and supply team have drafted a number of reports</p> <p>“Housing allocations Overcrowding and under occupation report”</p> <p>“Out of Borough Placement Policy and benefits”</p> <p>“Private Rented Sector Accommodation Policy”</p> <p>The reports provide a detailed explanation of how the council aims to reduce nightly paid accommodation and offer affordable long term housing for customers and residents</p>	<p>COVID-19 guidelines included in all reports.</p>
3.8	<p>Address areas for service improvement.</p>	<p>Continue to monitor customer satisfaction and equalities data and collect feedback.</p>	<p>Annual review of equalities and satisfaction data company this report.</p> <p>The Housing Solutions dashboard is updated on a monthly basis providing an overview of performance across all services</p>	<p>The dashboard operates on a remote platform and is COVID-19 compliant.</p>

3.9	Ensure services are in place to assist prisoners as soon as they have said they have no fixed abode (NFA) to prevent homelessness when released.	We will review our Service Level Agreements and partnership working to assess any areas of weakness and look to address this.	<p>Southwark received 1 sixth of all Duty to refer referrals across London boroughs which demonstrates that we are encouraging commitment from referral agencies and Hospitals. The Housing Solutions teams have a lead officer responsible for responding to all prison referrals.</p> <p>(work on going)</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
3.10	Raise awareness about the housing options and the reality and risks of homelessness.	Assess current outreach work by partners in the borough. Develop and confirm Southwark's involvement with the aim to raise awareness within secondary schools, sixth forms and colleges on the realities of homelessness.	All outreach work has been restricted due to COVID-19 guidelines.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
3.11	Provide a sensitive and high quality service to domestic abuse survivors.	Review the findings from the domestic abuse mystery shopping exercise from 2017 and produce an action plan to provide the best possible service in one of our most sensitive areas of work. We also plan to conduct a further mystery shopping exercise to reassess our performance.	<p>Review findings and produce an action plan by December 2018. COMPLETE.</p> <p>Conduct follow up exercise in late 2018 or early 2019 in conjunction with partner's timetables. This work has been superseded for now by the partnership work and training in place with Solace Women's Aid. In 2019 Southwark's housing Solutions successfully achieved</p>	COVID-19 guidelines to be included in current and future developments

			<p>Domestic Abuse Housing Alliance and White Ribbon accreditations.</p> <p>In September 2020 Solace provided Domestic abuse training to the entire Housing Solutions service please refer to further develop awareness and equip officers to respond effectively to victims</p>	
3.12	Sensitively resolve and assist with domestic abuse cases with specialist knowledge and liaise between council services.	Develop a domestic abuse specialist based in the Integrated Homelessness Team with an understanding of mental health, social services and homelessness.	Partnership work established and providing success.	COVID-19 guidelines to be included in future developments
3.13	Reducing the impacts on victims of domestic abuse. Increase the numbers of domestic abuse survivors able to stay in their own home, where safe to do so.	Raise awareness and identify training opportunities across the Council, in particular with Housing Case Workers and Resident Services Officers. To identify signs of domestic abuse, carry out risk assessments and available options for potential victims including sanctuary schemes and legal remedies such as how to obtain injunctions and Non Molestation Orders.	Domestic abuse training scheduled throughout the year 2020 and will continue through 2021.	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.</p> <p>The council continues to invest in training to promote the awareness of domestic abuse and offer support to victims</p>

3.14	The Drug and Alcohol Action Team (DAAT) clients go through expensive residential substance use treatment options often do not have suitable housing to return to. These would be small numbers annually, but it represents a gap in service provision that could be better provided for.	Set up meeting between Housing Solutions and the DAAT to clarify and develop, if necessary, joined up working agreements. Tie in item with 2.9.	New initiatives to be created in development	COVID-19 guidelines to be included in future developments.
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Priority Four: Responding to the local housing market.

We will respond to the challenging local housing market conditions by working collaboratively with, and offering advice and support to, households and landlords to develop suitable private rented sector offers for all client groups.

Reference	Description of issue	Action	Timeframe	COVID-19 Response/ future actions
4.1	Ensure our policies remain relevant to ongoing homelessness and housing context.	Review procurement and placements policies.	<p>Southwark housing choice and supply team have drafted a number of reports</p> <p>“Housing allocations Overcrowding and under occupation report”</p> <p>“Out of Borough Placement Policy and benefits”</p> <p>“Private Rented Sector Accommodation Policy”</p> <p>The reports provide a detailed explanation of placements policies and future procurement model</p>	COVID-19 guidelines included in all reports.

4.2	Assisting households to secure settled accommodation.	<p>Explore the best options for utilising the Private Rented Sector with the incentives of longer term tenancies.</p> <p>Promote the private rented sector as a viable housing option.</p>	<p>Southwark's Housing solutions service continue to work with Help2rent, providing a self service property finding platform for residents faced with homelessness. Between April 2020 – December 2020 the Help2 rent platform accounted for 78 properties (28%) procured by the service.</p> <p>The Help2rent partnership further developed as a result of the COVID-19 pandemic in which further support was provided to residents placed into Hotels on an emergency basis.</p>	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread</p>
4.3	Identify solutions for reducing usage of temporary accommodation, in particular nightly rate and hostel.	<p>Consider adopting powers under the Localism Act for implementing a policy and procedure for discharging duty into the private rented sector where appropriate.</p> <p>Explore the possibility of developing new accommodation supply through investment funding and setting up joint ventures.</p>	<p>A review of the housing allocations scheme is set to be consulted upon in 2021. The draft scheme sets out a number of incentives to attract residents to the option of renting accommodation in the private sector and thus a steer away from going into temporary accommodation.</p>	<p>The COVID-19 pandemic has brought about a new relationship with the local hotels. The council is now exploring self contained temporary accommodation within the hotels.</p>

4.4	Ensure the new resettlement service is functioning effectively and supporting households in the private rented sector.	Review the resettlement service and seek feedback from households placed outside of Southwark as a last resort where no accommodation could be secured in borough.	<p>The Housing Solutions resettlement service has increased in size and officers support households placed in both Temporary accommodation and the private rented sector.</p> <p>The team also work in partnership with Thames reach to assist customers finding employment to tackle the affordability issues within Southwark</p> <p>(work Ongoing)</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
4.5	Ensure we have a clear and transparent process for prioritising households for temporary and permanent accommodation acquired by the Procurement team.	Procurement team to develop and agree with all referring teams on a prioritisation process.	<p>Private sector and Temporary Accommodation placing framework mentioned within the “Housing allocations Overcrowding and under occupation report”</p> <p>Work ongoing.</p>	COVID-19 guidelines included in all reports.
4.6	Identify efficiency savings in accommodation procurement.	<p>Work together to maximise the market power of councils to procure accommodation at a reasonable price.</p> <p>Working with London Ventures to develop a property listing platform solution.</p>	<p>Southwark customers and residents are able to register and access the online property finding service.</p> <p>The council is working in collaboration with the West midlands project to access accommodation outside of the borough.</p> <p>Ongoing meetings with the Temporary Accommodation management team.</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

4.7	Identify ways of maintaining tenancies.	Begin monitor tenancy sustainment where we have placed households into the private rented sector and use the data to revise our policies accordingly.	Data on the number of tenancies and sustaining provided on a monthly basis. Identified average time required for support.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
4.8	Maximise the number of empty homes brought back into usage to provide more accommodation supply in the borough.	Refresh the Empty Homes Policy with the aim of improving the packages on offer to encourage more landlords to bring empty properties back into use. Work to identify and make best use of empty homes where possible, such as using empty homes for temporary accommodation.	Ongoing - Regular mailshots to landlords advertising the council's services. Last mailshot in September 2020. Landlord's forum to be held remotely to encourage better performing landlords and to attract new business from private landlords to increase the supply of suitable and affordable accommodation.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
4.9	Increase the profile of the Private Rented Sector Procurement Team to attract new business.	Expand how we access the landlord market by attending local property auctions, investment shows and developing online and media content.	Online website refreshed and promoted on all correspondence. Ongoing - mailshots promoted within the borough.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
4.10	Look to improve the quality and value for money of the temporary accommodation provided for no recourse to public funds (NRPf) households.	Get a clearer picture of the cost and type of accommodation used for housing NRPf households and agree moves to better quality and better value for money temporary accommodation.	Southwark have signed up to the Setting the Standard initiative in which all providers of nightly paid TA will ensure they meet a minimum standard.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

4.11	Addressing the regional chronic housing shortage with a joined up approach.	<p>Work in partnership with London Ventures to explore and develop initiatives for London-wide procurement of temporary accommodation and private sector rental accommodation.</p> <p>Develop accessible online platforms, specifically for homeless households to assist self-serve property finding, empowering households to resolve their own homelessness and improving service efficiency.</p>	See 4.2. & 4.6	All services to comply with COVID-19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
4.12	Overcome obstacles preventing households from resolving the threat of homelessness where they are unable to afford a deposit to secure a private rental property.	Work in partnership with London Ventures to develop a transition insurance product. Transition Insurance is being considered as an alternative to a rent deposit for some households. The challenge is to develop a product that appeals to landlords, tenants and local authorities assisting in homelessness prevention.	<p>Landlords are offered a transitional insurance product in order protect interest in property and to incentivize the landlord/agent to take a property.</p> <p>176 insurance products sold since August 2019.</p> <p>Partnership to be reviewed with recent lettings guidelines</p>	All services to comply with COVID-19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

Priority Five: Responding to the Welfare Reforms.

We will work closely in partnership with support agencies and local services to offer solutions that ensure households are able to maintain tenancies and their homes sustainably.

Reference	Description of issue	Action	Timeframe	COVID-19 Response/ future actions
5.1	Support proposals which could alleviate homelessness and oppose those that may have unintended consequences which may increase the risk of homelessness.	Contribute to consultations on national policy relating to homelessness, including collaborating with partners and regional bodies. Disseminate trailblazer findings.	<p>Housing Solutions attended the MHCLG updated Code of Guidance working group for revised domestic abuse priority need legislation anticipated to commence in 2021.</p> <p>Provide regular updates at LGA Policy Advisor Network meetings for national local authorities.</p> <p>Regular liaison and correspondence between Southwark and MHCLG on financial and social impact of Covid-19.</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
5.2	Assisting households affected by the Welfare Reforms.	Continue to hold Welfare Reform Events. We will identify households, who are likely to become affected by, or are already affected by, Welfare Reform and conduct outreach work to find the best solutions for each case.	The council is now planning a remote road show scheduled for early 2021 to engage with accepted homeless households in nightly paid temporary accommodation. The aim is to reduce the numbers in temporary accommodation by promoting the benefits of securing long term Private sector housing that is truly affordable through the help to rent scheme and other external letting agent	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

5.3	Help tenants cope with housing costs.	Ensure 100% of DHP is spent and managed throughout the year. This is achieved by having a fair and clear policy on how the fund is spent.	The budget is set at £1.3 million, the spend year to date (April to end of December 2020) is £964,537.06; comparing this figure to the same period in 2019/2020 the team spent £909,082.07.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
5.4	Disseminate information from the council to landlords and share good practice.	Continue to hold the Landlords Forum.	Meetings continued to be held using remote platforms	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
5.5	Keep landlords engaged with the benefits of working in partnership with the council and improving the conditions of their tenancies and properties.	Send regular e-bulletins to landlords and agents on our circulation list.	Periodic email bulletins of government guidance and promoting Council services have been sent throughout the year to our landlord community.	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
5.6	Identify households affected by welfare reform and provide targeted support and advice.	Work with agencies, such as the Job Centre Plus, to help with budgeting and finding alternative solutions to housing needs (for example, providing a deposit so that households can move into a more affordable property, finding employment, downsizing through Smart Move or Mutual Exchange schemes).	<p>The council is working with Beam, Thames reach and the Job Centre Plus to provide housing assistance as well as financial solutions.</p> <p>Households are identified by data received on a monthly basis directly from Revenues and Benefits of those affected by Welfare reforms, and applicant are contacted on a monthly basis for maximization of benefits or funds available to them.</p> <p>Conditionality is attached to DHP applications, i.e. all Ben Cap applicants are required to liaise with either BEAM or Thamesreach. All Bedroom Tax applicants are</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

			<p>required to register for downsizing. Job Centre Plus outreach sessions ceased following the pandemic. Remote sessions are being sought, awaiting JCP response.</p> <p>Thamesreach remote outreach sessions commence in November 2020.</p>	
5.7	<p>Help homeless people to raise their aspirations and help them to access employment, education and training.</p>	<p>Ensure that homeless services work with agencies such as Southwark Works to actively engage with homeless people.</p>	<p>Southwark has agreed a partnership with Beam commencing August 2019 to launch an innovative approach to helping homeless people get the training they need to access skilled jobs. Beam crowdfunds employment training for individual homeless people through its website. Southwark will provide 50 households as part of an initial pilot.</p> <p>Due to the success of the pilot, which was due to last for 18 months and complete on February 2021, the project has used up all 50 spaces for crowd-funding campaigns.</p> <p>Currently, 97 Southwark residents are on Beam's waiting list since the partnership paused in August 2020. Beam has proved a highly cost effective way to reduce the harm to local marginalised communities caused by the</p>	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread</p>

			<p>pandemic</p> <p>Thames Reach successfully commissioned for the new homelessness lot of Southwark Works contracts. Regular meetings arranged and plans developed to allow Thames Reach to co-locate at the Homeseach Centre and build on a close working relationship with Southwark.</p>	
5.8	Minimise the number of avoidable rent arrears evictions in the borough.	Manage the Rent Arrears Fund, which provides a maximum payment of £500 to stop landlords evicting tenants because of rent arrears.	<p>The council set a target of 50 cases and £50k. This target has been surpassed. YTD the council have prevented 63 cases and spent £47k. This is 26% above the initial target.</p> <p>An extra £20k has been granted and the target increased to 70 cases.</p> <p>Work on going</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread
5.9	Develop partnerships to help support the work of Housing Solutions.	Develop a comprehensive record of current agencies and support services locally and identify agencies to develop working arrangements with.	<p>Project complete</p> <p>The council works with a number of partners listed below</p> <p>Thames Reach BEAM Job centre plus</p>	All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread

5.10	Agree priority assistance with our partners for homeless households, including those threatened with homelessness.	Assess current Service Level Agreements (SLAs) and develop new ones with our partners.	<p>New Care leaver protocol guidance issued in October 2020. Experienced Practitioner to develop new protocols.</p> <p>Meetings ongoing between Housing Solutions and Resident Services to review working arrangements with hospital discharges and domestic abuse cases.</p>	<p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread</p>
5.11	Ensure an effective process is in place for the new 'duty to refer' set out in the Homelessness Reduction Act.	Engage with public bodies and local agencies to develop local protocols and referral arrangements.	<p>Duty to Refer presentations provided to staff at Peckham JCP, Kings College Hospital, Bermondsey Spa Medical Centre and North and South GP federation meetings through 2020.</p>	<p>New Health partnership officer role to engage with the health sector on all matters relating to health and COVID -19</p> <p>All services to comply with COVID -19 guidelines and communicate using remote platforms as often as possible during COVID restrictions to minimize the spread.</p>