**Mansfield Homelessness and Rough Sleeping Strategy**

**2024-25 Action Plan**

This twelve months focus plan, as part of the Mansfield Homelessness and Rough Sleeping Strategy 2024-29, incorporates feedback received from the participants and organisations who attended the launch of the strategy in March 2024.

The following priorities are what we will focus and report on for the next twelve months. The following will be published on the MDC website every twelve months along with twelve months of data collection from the service.

We will report quarterly to the Mid Nottinghamshire Homeless Interagency Forum and provide yearly updates to the MDC Overview and Scrutiny Committee.

**Priority 1 - Early intervention through effective partnership working**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescale** |
| Intervene and communicate with  partners at an earlier stage to prevent  homelessness wherever possible - Deliver an enhanced Sanctuary Scheme offer | Engagement & Development Officers | Review Sanctuary Scheme with Notts Woman’s Aid and County to enhance the offer. Internally train members of the team to survey properties to carry our works quickly when needed.  Officers have started Level 2 Crime Prevention Training. Contract with React to deliver scheme for 12 months. | Sanctuary Working Group. Safe Accommodation Meeting - County | * Review of scheme complete – 10.12.24 * Crime prevention training will be complete by March 2025. |
| Continue to bid for funding to develop  specialist projects with partners for  complex needs clients - Deliver and evaluate the effectiveness of the  Healthy Homes Hub | Engagement & Development Officers & Graduate Student | Report on data for homeless prevention and the financial savings of the project. Encourage more referrals from the private sector to improve property standards. Link in with selective licensing scheme in district.  Homeless prevention report completed by Graduate student. Funding confirmed for project for 2025-26. | Healthy Homes Hub Working Group. Private Sector Housing Team. | Complete |
| Continue the Domestic Abuse Housing Alliance (DAHA) accreditation and work towards enhanced accreditation for  survivors of domestic abuse - Case review internally to ensure compliance with the DAHA framework | Engagement & Development Officers | Monthly strategic and operational groups to continue the standards. Monthly audits on cases for enhanced accreditation. One year anniversary review in May 2024.  Action plan in progress to proceed towards re-accreditation by 2026. CLT report due January 2025. Evidence for accreditation can be submitted now and quarterly monitoring meetings from DAHA taking place. | DAHA Strategic and Operational Meetings. DAHA Regional Meetings. | 31st March 2025 |

**Priority 2 - The provision of an accessible, agile and responsive homelessness service**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescale** |
| Prioritise training and development of  MDC employees in line with current  legislation - Review training needs annually and participate in regular development sessions for ongoing training needs | Housing Operations & Safeguarding Manager, Housing Solutions Team Leader, Accommodation Manager, Engagement & Development Officers | Create annual training programme including trauma informed services. Including team surveys to gather feedback.  Training Plan in situ and continuously on the agenda for the monthly managers meeting. Budgets aligned for future three years. | Managers meetings. Team meetings | Complete – Minos training, Trauma Informed Training, Conflict Management Training, Domestic Abuse Training all completed. |
| Provide robust and effective advice  service for those facing homelessness,  including out of hours emergency  response - Continue to provide specialist homelessness advice and support including access to translation services and accessible information | Housing Solutions Team Leader | Review service to monitor demand and adapt resources to need. | Manager Meetings | Complete |
| Provide homelessness advice at  outreach services - Housing Solutions staff attend drop in weekly  sessions | Housing Solutions Team Leader | Monitor the demand for outreach service and collect KPI’s for sessions. Regularly review what support is needed in outreach services for service users to access support, including feedback from the Freedom project.  Additional outreach worker in place until 31st March 2025 for additional resource.  Delivering virtual drop ins for the Beacon. | Manager meetings. Homeless Network Meetings | Complete |
| Ensure our Housing Solutions service is accessible for all - Housing Solutions staff ensure they are recording all accessibility needs for clients when having initial contact, and then recording it appropriately for all staff to be aware | Housing Solutions Team Leader | Case audits on a monthly basis and recording Translation services.  Monthly audit meetings taking place and all managers completely audits on a monthly basis including independent managers. | Team Meetings, Manager meetings. Internal audit | Complete |

**Priority 3 - Access to affordable, quality and sustainable accommodation across all sectors**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescales** |
| Inspect and assess supported housing  providers that provide accommodation to  vulnerable people - Deliver and evaluate providers through the Supported Housing Improvement Programme  (SHIP) | Housing Operations & Safeguarding Manager, Engagement & Development Officers (SHIP) | Project ongoing. Adapt service to be mainstreamed in line with Government legislation that is happening in 2025-26. Work in partnership with County and other districts.  County needs assessment has been commissioned by Homeless Link and will be complete by April 2025. Secured funding for SHIP team for 2025-26. | SHIP LA Network Meeting. Housing Sub Group | Complete |
| Refurbishment of MDC temporary  Accommodation - Refurbishment will incorporate client feedback and  trauma informed approach | Housing Operations Manager, Accommodation Manager | Decant to commence January 2025, with works starting February 2025. Survey was sent out to all residents for their feedback and input into the design.  incorporated into refurb planning. | Internal Design Services | 31st March 2025 |
| Ensure Homefinder provides an efficient  service that is reflective of the current  need in the local area - Review the Homefinder policy, procedures and processes and ensure regular review of applicant’s banding. | Housing Operations & Safeguarding Manager, Housing Solutions Team Leader | Draft of new policy has been started, in partnership with Ashfield DC. Timescales to be confirmed for public consultation. New policy in situ by June 2025. Staff consultation complete. | Working Group joint with Ashfield District Council | 31st March 2025 |
| Further develop the support available  to help those who are facing  homelessness to secure private  rented accommodation - Financial assistance towards rent in advance using  grants and funding. | Housing Operations & Safeguarding Manager, Housing Solutions Team Leader, Accommodation Manager. | Prevention material advertising the financial support that is available for private rented access.  Survey to TA clients requesting feedback on the barriers and ideas on incentives.  Survey completed and feedback has been fed into the PRS access project started in October 2024 for a 12 month pilot project. | Temporary Accommodation Team Meeting, Homeless Team meeting. | 31st March 2025 |
| Develop relationships with the Private  Rented market - Develop joint-working relationships with local landlords and incentives available to secure offers of accommodation for our applicants | Accommodation Manager | Research Manchester City Council PRS scheme to see the viability of replicating it in Mansfield. Host landlord forums jointly in Mid Notts. Call Before You Serve development.  PRS Access project started in October 2024 with cash incentives for landlords, 12 month pilot. | Mid Notts Landlord Forum | 31st March 2025 |
| Help those who are facing potential  homelessness caused by financial  difficulty - Continue to chair and develop the Homeless Network and link in with the Mansfield Fuel Bank and Food Network | Engagement & Development Officer | Re-launch Mansfield Homeless Charter including co-production with voluntary network. Identify early intervention at food network venues.  Evaluate Beacon Freedom project funded for 12 months. | Mansfield Homeless Network. Mansfield Food Network | 31st March 2025 |

**Priority 4 - Tackle rough sleeping by developing and improving pathways**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescale** |
| Continue to explore funding for the  Mansfield Housing First, First Steps  Project for rough sleepers - Evaluate and bid for other avenues of funding to  continue project | Housing Operations & Safeguarding Manager, Engagement & Development Officers | Work alongside DLUHC to explore avenues of funding.  MHCLG, awaiting potential for a one year settlement and then multi-year settlement in the Spring. Employability project exploration with Action Housing. | DLUHC Monitoring meetings. RSI Steering Group | 31st March 2025 |
| Work with partners to break down  barriers in pathways for complex  needs clients - Work with the Making Every Adult Matter (MEAM)  network | Engagement & Development Officers | Discuss complex cases that are rough sleeping or at risk of to explore pathways for accommodation or sustainment.  Attending MEAM meetings. | MEAM Notts County Council Meetings, Rough Sleeper Action Group (RSAG) Meetings. | 31st March 2025 |
| Work with the County Districts and  Boroughs to continue county-wide  services under the Rough Sleeping  Initiative (RSI) funding - Evaluate and explore avenues of funding to continue the County Street Outreach team | Housing Operations & Safeguarding Manager, Engagement & Development Officer | Work alongside DLUHC to explore avenues of funding.  Taking part in the Notts Women’s Census to explore future funding opportunities.  Awaiting future funding from MHCLG for 2025-26. | DLUHC Monitoring meetings. RSI Steering Group | 31st March 2025 |
| Use ‘System Flex’ wherever  appropriate to allow complex needs  clients to access services - Support the Housing Solutions team to record instances of system flex for wider reporting | Housing Solutions Team Leader, Engagement & Development Officers | Discuss complex cases that are rough sleeping or at risk of to explore pathways for accommodation or sustainment. Ensure that internal teams are up to date with the various services as part of RSI funding.  System flex is being reviewed under case audits and in the monthly monitoring meetings. | MEAM Notts County Council Meetings, Rough Sleeper Action Group (RSAG) Meetings, Team Meetings. | Complete |

**Priority 5 - Linking health, well-being and housing together to improve the life chances and aspirations of those affected**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescale** |
| Engage with Health colleagues to  strengthen the link between health  and housing - Engage with hospital colleagues in regards to a hospital discharge service | Housing Operations & Safeguarding Manager | Encourage a County wide offer for hospital discharge  Attending meetings with County to discuss options. | Place Based Partnership Meetings | 31st March 2025 |
| Work internally with the Health and  Wellbeing Team to improve the food  and fuel support for customers - Attend and contribute to the Food Co-ordinator  Network | Engagement & Development Officer | Encourage our service users to attend food clubs.  Attending food network meetings. | Mansfield Food Network | 31st March 2025 |
| Link with wellbeing services and  develop projects for people staying in  temporary accommodation - Deliver cook and eat sessions in temporary  accommodation and link with children’s services in the area for children’s projects in temporary accommodation | Accommodation Manager | Enhance the skills of customers in temporary accommodation to sustain accommodation  Cook and eat taking place for occupants. | Health and Wellbeing Team | 31st March 2025 |

**Priority 6 - Delivering holistic support solutions to sustain long term tenancies and prevent homelessness and rough sleeping**

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| **Action** | **Lead** | **Progress** | **Meetings** | **Timescale** |
| Continue to improve our Housing First  offer for rough sleepers with complex  needs - Regularly review our Housing First service to ensure it is fit for purpose and connect with  Homeless Link to deliver a Housing First project  which is based on up to date evidence and learning from the wider Housing First community | Engagement & Development Officers | Regular audits of Housing First fidelity checks. Re-training with Homeless Link on Housing First for all staff. Partner engagement on Housing First principles.  Fidelity checks and KPI’s reviewed in new contract. | RSI Mansfield Meetings | 31st March 2025 |
| Promote the Trauma-Informed  approach amongst MDC and RSI staff - Hold joint yearly training on the Trauma-Informed  approach for all MDC housing staff and RSI staff to ensure continuity and standardisation of learning | Engagement & Development Officers | Review case studies and work with County to embed trauma informed practice within the service.  Further training is being explored | County RSI Meeting | 31st March 2025. |
| Strengthen links with Nottinghamshire  Prevention and Resettlement (NPRS)  team and connect them with our  Tenancy Management team - Re-introduce ourselves to the NPRS service and hold a meeting with them and Tenancy Management to build better relationships and start joint working tenancies | Engagement & Development Officers | Explore tenancy sustainment avenues to prevent rough sleeping  Tenancy sustainment service within MDC being reviewed to prevent homelessness and link to pre-eviction panel. | Team Meetings | 31st March 2025 |
| Work with Tenancy Services to  identify opportunities for prevention  and support with MDC tenants - Design a mutually beneficial early warning procedure for the tenancy management team to prevent evictions and review homeless prevention letters to improve the  response from customers and advice | Engagement & Development Officers | Explore the option of developing a pre-eviction panel.  Pre-eviction panel to start in January 2025. | Managers meetings, team meetings | 31st March 2025 |