

# Homelessness Prevention and Rough Sleeping Strategy 2019 - 2024

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Preventing homelessness is everyone's business



**Mansfield**  
District Council



# Foreword

**Homelessness is probably one of the most difficult and complex issues any housing authority has to tackle. Mansfield is no different from many towns and cities across the country in seeing an increase in the number of people needing a roof over their head.**

In this Homelessness Strategy, Mansfield District Council sets out how it plans to approach this issue in respect of its statutory duties taking into account new legislation. There is now an increased onus on local authorities to help prevent people from becoming homeless – in all its various forms, rough sleeping being the most extreme and obvious manifestation.



In Mansfield, we have taken on board our new responsibilities by reorganising our Housing teams to refocus attention on homelessness prevention. This has meant increasing the number of officers who deal with rent arrears and debt, which are major causes of eviction and, subsequently, homelessness. Helping people transfer to the new Universal Credit benefit without falling into debt has also been a major focus of this work.

Our revised responsibilities also mean reforming and working more closely with the private rented sector. Mansfield District Council is committed to significant investment in social housing with a £21m programme to build more than 100 new council homes in the next five years.

Local councils are facing ever mounting pressures on budgets due to reductions in Government grants. As a result, the private sector will continue to be an important element in providing the kind of and quantity of rented housing needed to meet local demand. So it is important to ensure that this sector works as well for tenants as it does for landlords.

Every tenant deserves to live in a safe and decent home and to be treated fairly. We need to find ways to make private rented housing financially more accessible to people in need of a home and better ways of resolving disputes between tenants and landlords.

Another core aspect of the new Homelessness Reduction Act is the need to work together with partners to help prevent homelessness. People at risk of becoming homeless often have complex needs and it is the job of local authorities to ensure that those at risk of homelessness are referred to agencies which can help them with underlying issues.

It can mean finding housing solutions to recovering patients who have nowhere suitable to live after a spell in hospital. Mansfield's ASSIST scheme is working wonders in this field and making a huge impact in reducing bed blocking in the NHS.

It may also mean working closely with Nottinghamshire County Council to ensure care leavers are supported and transfer to independent living without falling into homelessness. Domestic abuse is another area where working effectively with partners in the voluntary sector can bring results.

Finally, an important aspect of our strategy in Mansfield is to take a holistic and longterm approach to helping people who are at risk of, or who are homeless. Put simply, we want to enable them to move back into accommodation in a sustainable way and there is a lot more involved than just handing someone a set of keys to a property. I would like to thank Homeless Link for their help and hard work in bringing together this strategy for all three councils - Mansfield, Ashfield and Newark and Sherwood. It will help us to focus collectively to find a way of reducing homelessness in all of our districts, something that can only be welcomed by every single person who lives here.

**Executive Mayor Andy Abrahams**

# Introduction

In 2018, Mansfield District Council decided to carry out a Homelessness Review and develop a local Homelessness Strategy, under the terms of the Homelessness Act 2002 and the Homelessness Reduction Act 2017. The review and strategy follow on from the council's existing strategy document, that covered the period 2013-2018.

The review was commissioned in partnership with Ashfield and Newark & Sherwood District Councils. Homeless Link were engaged to carry it out. Homeless Link were also commissioned to help the councils to produce their local homelessness strategies. This strategy document sets out Mansfield District Council's response to the joint homelessness review, which can be found at [www.mansfield.gov.uk/homeless](http://www.mansfield.gov.uk/homeless).



# Vision and aims

It is Mansfield District Council's vision that the population should be living in, or can access, homes that are affordable, warm and within a safe community that promotes the health and wellbeing of residents.

Central to achieving this vision is ensuring that homelessness affects the smallest possible number of residents and where it does, there is help available to quickly resolve their situation so that it does not happen again. This Strategy identifies a number of priority areas and actions that need to be taken to ensure this vision is achieved.

## **The aims of this Strategy are to:**

- Prevent as many residents as possible from becoming homeless.
- Ensure that if anyone has to sleep rough, it is brief and does not happen again.
- Help as many residents as possible to move seamlessly from one home to another without the need for emergency or temporary accommodation.
- Provide a good quality service that customers are highly satisfied with.

## **The objectives of this Strategy are:**

- To improve financial resilience amongst the population at risk of homelessness, through a proactive and integrated local welfare benefits system.
- To increase the amount of social housing available to homeless households and increase the sustainability of social housing tenancies.
- To deliver additional supported housing and housing related support as required.
- To increase the amount of PRS housing available to homeless households and increase the sustainability of PRS tenancies.
- To ensure the support needs of homeless households and households at risk of homelessness are appropriately met, in order to reduce their risk of homelessness and the risk of homelessness increasing their support needs.
- To end rough sleeping and street activity and encourage the community to do their bit to end homelessness.
- To achieve high customer satisfaction with the outcome and experience of the support provided by Housing Options.
- To ensure services are designed based on robust evidence and effectively monitored and evaluated.

The council recognises that it cannot achieve this vision on its own and a central theme to this Strategy is partnership working.

# Acknowledgements

Mansfield District Council would like to thank all the service users, providers and practitioners from across all sectors, who contributed to the Homelessness Review and the development of this strategy.

## The Homelessness Review

The Homelessness Review that underpins this strategy followed the methodology set out below:

- A call for evidence, aimed at harnessing the intelligence of local providers, local authority officers and commissioners, across the housing, welfare benefits, social care, criminal justice, health and community safety sectors, through semi-structured interviews.
- Quantitative analysis, using an existing modelling tool which provides a coherent methodology for estimating future levels of need - and for modelling of the housing and support solutions required by people who are homeless or at risk of homelessness.
- Mapping of the current supply of commissioned and non-commissioned services, to enable comparison against the estimations of need produced by the quantitative analysis.
- A survey of support needs, completed by providers, covering an extensive sample of accommodation based services, in order to gain a deeper understanding of service users' characteristics, pathways, support needs, engagement with services and move-on requirements.
- Service user engagement through interview, focus groups and surveys.
- A particular focus on the Private Rented Sector, by embedding the topic in all of the above and engaging with an industry body for lettings and management agents with members in the area.

A Project Steering Board comprising representatives from the three councils involved oversaw the review. Regular presentations were made to (and discussions held with) the Joint Homelessness Interagency Forum during the course of the project.

The review also included a desk top study, looking at current national, regional and local policy. The national and regional policy context is set out in the review document. The local Mansfield policy context is set out below.

# The Local Policy Context

## Corporate Plan

Preventing and reducing homelessness is of the utmost importance to Mansfield, as demonstrated by many of the aims and objectives set out in the Council's Corporate Plan. These include:

- Enabling people to live independent lives through provision of good quality affordable housing.
- Ensuring housing provision is safe and appropriate to the needs of the community.
- Working in partnership to tackle homelessness.

Mansfield District Council is also committed to including homeless people in the wider community, as well as mitigating the negative impact that homeless can have. Specifically, the Council wants to:

- Create thriving markets and vibrant town centres.
- Maintaining strong and safe communities where people are able to enjoy their home and neighbourhoods.
- Engage with the community, listening, talking to and involving people in developing a cohesive tolerant community.
- Support people to live longer through healthier lifestyles.

These priorities have informed the development of the council's Housing Strategy.

## Housing Strategy 2016-2021

As regards housing specifically, the council is committed to:

- Increasing the supply of good quality housing across all tenures, to promote choice.
- Ensuring effective management practices across the private and social rented sector.
- Promoting community cohesion and continuing to tackle anti-social behaviour and domestic abuse.
- Providing more specialist housing accommodation.
- Working towards an integrated approach to providing housing, care and support to vulnerable people with specialist housing needs.
- Making best use of existing stock to meet individual housing need.
- Improving the provision of high quality housing related support.
- Ensuring strong links are maintained between housing and health and social care.
- Developing a more targeted response to ensure conditions in the private rented sector does not have an adverse impact on health inequalities.
- Promoting independent living, for example through the provision of information, Disabled Facilities Grants and council House adaptation.

Working in partnership is key to the council's approach. For example, the council's ASSIST team has been working in partnership with Nottinghamshire County Council social care workers and clinical staff on the wards of Kings Mill Hospital in Sutton in Ashfield. As a result, hundreds of patients that needed additional support in order to be discharged from hospital have been helped. The scheme has unblocked beds and saved the NHS £1.4m.

# Homelessness in Mansfield

## Progress since the 2013-2018 Strategy

Key intended outcomes from the Mansfield District 2013-18 Homelessness Prevention Strategy were to:

- Improve access to affordable housing in the private rented sector and in social housing.
- Manage the impact of welfare reform so that the risk of homelessness is reduced.
- Encourage more people to approach information and advice services for help at an early stage.
- Ensure that fewer people become homeless as a result of debt.
- Ensure that fewer young people become homeless or remain homeless.
- Ensure that fewer people are rough sleeping.
- Ensure that more people with complex needs are able to access the accommodation and support they need.
- Help homeless people access the health services they need.

Unfortunately, like much of the UK, the district of Mansfield has seen further cuts in services and funding. However, working as a partnership under the Joint Homeless Interagency Forum, Mansfield has seen success in meeting these outcomes. We have:

- Successfully implemented the Homeless Reduction Act 2017 requirements, by employing additional Early Intervention Officers to assist in preventing homelessness and meeting with parents to enable the duty to refer.
- Secured funding for and increased membership of the partnership to increase the opening hours of the winter night shelter to 7 nights a week.
- Completed an increased number of Sanctuary Scheme installations to enable residents experiencing domestic abuse to remain safely in their home.
- Enhanced partnership working between a range of agencies, including police, probation, DWP, social care, health, substance misuse, community, voluntary and faith groups. Including the development of a Community Safety Hub.
- Developed a Community Safety Outreach Team to provide much needed support to residents with issues such as substance misuse, mental health, rough sleeping.
- Secured funding for and delivered a countywide Street Outreach Service for rough sleepers. Including the provision of a Nurse to provide services to rough sleepers in a place that is comfortable for them.
- Set up an arrangement with the credit union to allow people to access cash bonds.

These achievements provide a firm basis for our 2019-2024 strategy, which will be informed by the findings of the 2018 review.



# Key Findings from the Homelessness Review

The Homelessness Review found that in 2017/18 Mansfield had the largest number (189) of people considered statutorily homeless out of all the district councils involved.

Furthermore, Mansfield had a significantly higher number of statutorily homelessness people (4.04) per 1,000 population than the two other Mid Nottinghamshire Councils. This figure is higher than the East Midlands average (2.29) and the average for England (2.41) However, the level has decreased very slightly overall in the last 10 years from a high of 4.58 per 1000 households.

Mansfield has consistently had highest level of numbers of people accepted as being homeless of all the Nottinghamshire District Councils. Last year, Mansfield had its highest level of homeless acceptances since 2008. Numbers had been falling since 2008 but peaked in 2012-13 (180 acceptances) and again last year at 189.

Mansfield has a high proportion of young people under 25 who were considered statutorily homeless - at 37% of all decisions in 2017/18.

## Reasons for Homelessness and Risk of Homelessness

As regards causes of homelessness, the picture in 2018/19 (based on data from the new H-CLIC recording system that, from April 2018 has underpinned implementation of the Homelessness Reduction Act 2017) was as follows:

Cause	Homeless people	People threatened with homelessness
Loss of Tenancy or Mortgage Repossession	33	76
Family or friends no longer able to accommodate	37	13
Relationship break-up (non-violent)	32	11
Domestic abuse	31	9
Other	30	9
Not known	22	14
<b>Total</b>	<b>185</b>	<b>132</b>

For the first six-months of 2018/19, Mansfield had 103 people under 26. Under 26s make up 23% of people who contacted Mansfield Housing Options. Of those who were already homeless when they approached housing option, 26% were under 26.

This and other relevant data was used in the quantitative analysis that formed part of the review. The analysis used an existing modelling tool, which provides a coherent methodology for estimating future levels of need - and for assessing the balance of housing and support solutions required. The analysis suggested that the following approximate levels of service provision would be required going forward.

Type of Service Required 2019-20	Mansfield
Prevention of homelessness through advice, assistance and mediation etc.	59
Tenancy sustainment / resettlement support	100
Access to alternative affordable accommodation	391
Housing First level support	22
Crisis Accommodation	50
Supported Housing	70
Refuge Accommodation	4



# Themes and priorities

## Theme 1 - Reducing the Impact of Poverty on Homelessness

**Objective – To reduce the extent to which poverty causes or heightens the risk of homelessness**

**Outcomes:**

- Improved financial resilience amongst the population at risk of homelessness
- Reduction in the risks associated with financial and other crises
- Increased provision of proactive, good quality advice, in advance of and during crises
- Integrated working across all parts of the welfare benefits system

What we will do	How we will do it	By when	Lead organisation
Encourage people to save with Credit Unions	Support the Credit Union to remain a visible presence in the district  Encourage and raise awareness through the Homeless Network so that all relevant agencies make appropriate referrals to the Credit Union, MDC financial Inclusion and CAB	Ongoing	MDC Housing Solutions with Credit Union Bond Scheme
Support people with budgeting and debt	Ensure that informed advice is disseminated and available to all services supporting vulnerable people	Ongoing	MDC, Landlord Services, Financial Inclusion Officer, Paper Bond Scheme, Housing Revenues
Help people facing one-off financial difficulties	Encourage and promote creative use of Discretionary Housing Payments, Bond Schemes, Rent in Advance Schemes etc.	Ongoing	DWP, Financial Inclusion Officer
Help people to get the Universal Credit to which they are entitled	Ensure that UC claimants have access to IT and the support to use it, get emergency funding while they wait for their money, do not get sanctioned and have direct payments to landlords fully facilitated.  To explore setting up a Universal Credit Co-ordinator Role or, ensure that other agencies collectively provide a similar service	Ongoing  2019/20	MDC Landlord Services, Housing Revenues, DWP  Joint with ADC and NSDC

What we will do	How we will do it	By when	Lead organisation
Co-ordinate Housing Benefit in the run up to UC migration	Encourage the council HB team and the DWP continue to work closely together in the interests of claimants, building on the advantages of co-location where possible	As determined by UC roll out	MDC Housing Revenues, DWP
Ensure tenants living in Supported Housing get the Housing Benefit to which they are entitled	<p>Ensure efficient administration of HB payments to tenants of supported housing (including all specified accommodation)</p> <p>Confirm that HB teams will have a role in both payment of HB in respect of supported housing residents and interpretation of the “exempt/specified” accommodation rules that facilitate this</p>	<p>Ongoing</p> <p>Spring 2019</p>	MDC Landlord Services, Financial Inclusion, Revenues
Reduce food insecurity, the poverty cycle and the health damages caused by poor nutrition	<p>Support people to have improved access to good quality food and nutrition, free food and cooking skills etc. Ensure Incredible Edible is developed across the Mansfield footprint</p> <p>Encourage a community wide culture of growing food by various mediums and learning and developing through Feel Good Gardens activity</p>	<p>Ongoing across the 5 year Homeless strategy action plan commencing at Shaftsbury Ave and Sandy Lane site, then developing at Tideswell Court MDC temporary accommodation</p>	<p>Feel Good Gardens and MDC</p>

**How we will measure success:**

- Monitor the prevention of homelessness by local welfare benefits services
- Monitor the amount of DHP spent on the prevention of homelessness
- Monitor the referrals made to Housing Options by DWP and other local welfare benefit partners
- Review case studies of the customer experience of the local welfare benefits services

## Theme 2 - Responding to the Shortage of Social Housing

**Objective – To increase the amount of social housing available and ensure that social tenancies are sustainable**

### Intended outcomes:

- Increased development of affordable General Needs social housing
- Increased floating support to tenants taking up and living in General Needs social housing
- Tackle the underlying causes of tenancy failure in social housing
- Improve access to social housing for homeless/rough sleepers/those with a poor tenancy history
- Reduced evictions from social housing

What we will do	How we will do it	By when	Lead organisation
Continue to sponsor a strategic programme of social housing development	Continue to nurture relationships with existing RP partners.	Ongoing	MDC Homefinder Choice Base Lettings
Provide more extensive and intensive “floating support”	Build on existing tenancy support arrangements to help ensure that fewer tenancies fail and enable customers to come back seeking support if a problem occurs, utilising external funding wherever available	Ongoing	MDC Landlord Services, Housing Solutions and Temporary accommodation
Work pro-actively with RPs to prevent evictions where possible	<p>Work with RPs to prevent tenants from building up a poor track record</p> <p>Broker deals with RPs whereby tenants with poor track record will be given further chances</p> <p>Engage to ensure a “commitment to refer” programme, with an earlier alert system in place to prevent homelessness</p>	2019	Team Leader CBL Private Sector Enforcement Team Leader

What we will do	How we will do it	By when	Lead organisation
<p>Add value to support services by reducing reliance on income to eat healthily and access nutrition.</p> <p>Develop a culture of community growing spaces and food self-sufficiency spaces, to enable people to sustain their homes</p>	<p>Provide access to a range of facilities such as community gardens across Mansfield, Incredible Edible and training to develop skills and raising awareness.</p>	<p>Commence the support and make it sustainable over the 5 years of the Homelessness Strategy Action Plan</p>	<p>Feel Good Gardens MDC Temporary Accommodation</p>
<p>Increase to 50 units of TA</p>	<p>MDC to develop a further 5 units of dispersed temporary accommodation</p>	<p>2019/20</p>	<p>MDC</p>

**How we will measure success:**

- Number of additional social homes delivered
- Additional tenancy sustainment support delivered
- External funding secured
- Number of social housing evictions
- Number of households rehoused in social housing

# Theme 3 - Supported Housing and Housing Related Support

**Objective – To optimise the amount and type of supported housing and Housing Related Support available**

**Intended outcomes:**

- A co-ordinated approach to commissioning/managing supported housing and housing related support
- Clarification of pathways into and out of supported housing
- Reductions in length of stay in supported housing and Temporary Accommodation
- Increased focus on the additional support needs of residents in supported housing and Temporary Accommodation
- Enhanced management of street activity and rough sleeping amongst those accommodated in supported housing and Temporary Accommodation
- Enhanced services for those taking up and trying to sustain their tenancies

What we will do	How we will do it	By when	Lead organisation
Resolve the “commissioning” issues left in limbo following the demise of the Supporting People framework	<p>Involve a wider range of stakeholders in discussions around commissioned and non-commissioned supported housing</p> <p>Ensure that planning, commissioning and funding arrangements are put in place for Floating Support, by applying for grant funding</p>	Ongoing	MDC, NCC and other stakeholders through the Homelessness Network
Take advantage of the ongoing opportunity to “fund” supported housing through payment of Housing Benefit for higher than normal rents	<p>Ensure close liaison between HB teams and both strategic and operational housing and homelessness colleagues</p> <p>Ensure liaison between Housing Needs and HB teams on pro-active promotion of exempt/specified accommodation that will meet identified need</p> <p>Ensure DWP is also engaged in this debate, to avoid the pitfalls currently occurring for those on UC</p>	Ongoing	Derventio, Exaireo Joint homelessness Interagency forum, Framework, YMCA
Enable new provision to emerge on a non-commissioned or quasi commissioned basis			

What we will do	How we will do it	By when	Lead organisation
	<p>Ensure some quality control of exempt/specified accommodation</p> <p>Include providers of exempt/specified accommodation are included in local forums and strategic discussions</p>	Will take account of the implementation timetable for government policy on supported/ exempt/specified accommodation	
Reduce length of stay in supported housing and Temporary Accommodation	Monitor length of stay in temporary accommodation to ensure it does not increase	Ongoing	MDC Temporary Accommodation, Housing Solutions, Homefinder.
	Maximise and promote the availability of Local Authority/Registered Provider move on accommodation with Floating Support	Ongoing	
	Monitor length of stay in Supported Housing	Ongoing	
Address the additional support needs of residents in supported housing and Temporary Accommodation	Ensure that the needs of substance misusers are met	Ongoing	CGL, Hospital Discharge Scheme,
	Improve and monitor reporting of alcohol support needs	Ongoing	Mental Health Partnership
	Ensure mental health support needs are met	Ongoing	Derventio, Exaireo MDC Engagement and Development Officer, Housing Solutions
	Explore increasing the amount of supported housing for people with mental health problems	Ongoing	
	Ensure the needs of those with dual diagnosis are met	Ongoing	MDC Engagement and Development Officer
	Clarify the pathways into supported housing for those coming out of prison including improved working relationships with The Duty to Refer process	2019/20	



What we will do	How we will do it	By when	Lead organisation
	Ensure that people being discharged from hospital with long term mobility problems are allocated appropriate accommodation	Ongoing	MDC ASSIST , Hospital Discharge Scheme
Promote meaningful use of time for residents of supported housing and Temporary Accommodation	Improve monitoring of and support to those engaged in street activity	2019/20	MDC Community Safety, Hoarders Support Group, Feel Good Gardens,
	Ensure that clients who are not in paid work are engaged in a wide range of other activities	Ongoing	YMCA
	Encourage young people in to employment or volunteering		
Address any gaps in housing related support services by applying for grant funding with relevant stakeholders	Enhance services for homeless people taking up new tenancies in the social and private sectors, existing tenants with support needs, existing tenants who become at risk of homelessness and people who have moved on from supported housing	Ongoing	MDC, PRs, Community Safety
	Apply for funding available in partnership		
Minimise exclusion and encourage engagement by offering probationary trial periods in social housing	Offer introductory tenancies to all new applicants in social housing	2019/20	MDC Landlord Services.
Minimise the impact of separation between homeless people and their pets	To explore development of a pet sanctuary and or fostering scheme for homeless people with pets.	Ongoing	Early Engagement Officer Street Outreach Team
Support and encourage people with Mental Health and Physical Disabilities to access horticulture	Encourage and engage people in practical and meaningful activities, provide access to community gardens and Incredible Edible, to stimulate a range of responses that influence lifestyles, behaviours and overall health	Commence Spring 2019	Feel Good Gardens MDC Temporary Accommodation Scheme.

What we will do	How we will do it	By when	Lead organisation
Support Homeless People living in the council's Temporary Accommodation to live healthily and independently	As above	Commence Spring 2019	Feel Good Gardens
Reduce health inequalities for those who are excluded	Seek Funding for appropriate skilled staff and volunteers for Community Gardens	Ongoing	Feel Good Gardens
Influence the appropriate local strategies, developments and decision making processes	As above	Ongoing	

**How we will measure success:**

- Number of additional supported housing schemes delivered
- Additional housing related support delivered
- External funding secured
- Average length of stay in supported housing
- Tenancy sustainment rates in move on accommodation
- Number of households refused supported housing
- Monitor trends in support needs

# Theme 4 - Working with the Private Rented Sector (PRS)

**Objective – To increase access to the PRS and ensure that PRS tenancies are sustainable**

**Intended outcomes:**

- Increased access to good quality PRS accommodation
- A decrease in the number of people who become homeless due to the ending of Assured Shorthold Tenancies is a major cause of homelessness
- Better understanding of the underlying causes of homelessness
- Enhanced tenancy support services for tenants accessing and living in the PRS

What we will do	How we will do it	By when	Lead organisation
Improve strategic relationships with PRS agents and landlords	Work with PRS landlords and agents to ensure that local property and management standards are adequate – and that PRS landlords and agents are fit and proper persons	Ongoing	MDC Engagement and Development Officer, Housing Private Sector, Purseglove, Ask Lettings  Temporary Accommodation and Housing Solutions
	Promote confidence in UC by working with lettings & management agents who already understand it and helping agents and landlords who do not	2019/20	
	Promote Direct payments of UC to landlords/agents	2019/20	
Improve access to good quality PRS accommodation	Explore finding more ways (including leasing) of sourcing properties owned by landlords who are willing to let to formerly homeless people referred by the council	2019	MDC Engagement and Development Officer, Housing Solutions Early Intervention Officer, Temporary Accommodation
	Discourage agents and landlords from applying “no DSS” rules	Ongoing	
Reduce the extent to which ending of Assured Shorthold Tenancies is a major cause of homelessness	Encourage and enable people who have been given NTQ/NRP in the PRS to report this to the council at an early stage	Ongoing	Mansfield District Council Housing Solutions, Homefinder

What we will do	How we will do it	By when	Lead organisation
	<p>Work pro-actively with PRS agents and landlords to prevent evictions where possible and develop the Call before you Serve scheme in Mansfield</p> <p>Gain, through research and liaison, a better understanding of the underlying causes behind both no fault and contentious evictions. Investigate why ending of assured shorthold tenancy is the main reason for statutory homelessness</p>		
Enhance tenancy sustainment services	<p>Ensure help is available when the tenant moves in, to ensure that problems with references, deposits, fees, rent in advance, utility connections etc do not get the tenancy off to a bad start</p> <p>Ensure on-going support is available so that any problems that put the sustainability of the tenancy at risk can be managed at an early stage to prevent homelessness.</p> <p>Avoid encouraging tenants to cling on to properties once they have had an eviction notice served, as this means they will build up arrears and a poor track record Early Intervention Officers to discuss this with all applicants during the Personal Housing Plans</p>	Ongoing	MDC Early Intervention Officer
Develop a culture of community growing spaces and food self-sufficiency to enable people to sustain their homes	<p>Encourage and engage people in practical and meaningful activities , provide access to community gardens and Incredible Edible, raising awareness through local GPs and the Homeless Network</p> <p>Encourage organisations, businesses and private landlords to support the best use of plantable spaces</p>	Spring 2019	Feel Good Gardens

What we will do	How we will do it	By when	Lead organisation
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Innovate, explore further external funding streams by showcasing easy ways to grow your own in small ways and spaces

**How we will measure success:**

- Monitor the number of homeless households accessing the PRS
- Monitor the number of households prevented from becoming homeless from the PRS



# Theme 5 - Addressing the Causes and Consequences of Homelessness

**Objective – To reduce the risk of homelessness for vulnerable groups and prevent homelessness from exacerbating their vulnerabilities**

**Intended outcomes:**

- Enhanced services for people experiencing Mental Ill Health
- Enhanced services for people experiencing Physical ill Health
- Enhanced services for Substance Misusers
- Enhanced services for Offenders
- Enhanced services for Vulnerable Young People
- Enhanced services for people affected by Domestic Violence

What we will do	How we will do it	By when	Lead organisation
Reduce the risk of homelessness for people experiencing <b>mental ill health</b> and prevent homelessness from exacerbating their vulnerability	Set up voluntary duty to refer arrangements with GPs	Ongoing	Mansfield Homeless Network and MDC Engagement and Development Officer, ASSIST, NWAL
	Promote awareness of housing options and develop clear protocols for ensuring that discharged patients are not at risk of homelessness		
	Ensure housing related support for those being discharged		
	Ensure sufficient suitable supported housing is available		
	Ensure support is available when clients move on to independent living		
	Clarify pathways into and eligibility criteria for supported housing		
Work with MH services to ensure the centrality of housing and support to mental well-being and recovery			
Ensure MDC and other service providers tailor their services to be trauma informed	NWAL to continue to support survivors of domestic abuse who are experiencing mental ill health, to keep updated in protocols around patient discharge ensuring safe pathways for survivors		

What we will do	How we will do it	By when	Lead organisation
	MDC to continue a program of training to all frontline staff to ensure they are trauma informed and offer appropriate service delivery		
Reduce the risk of homelessness for people experiencing <b>physical ill health</b> and prevent homelessness from exacerbating their vulnerability	<p>Ensure the supply of suitable affordable housing to the hospital discharge scheme</p> <p>Ensure Issues such as utility connections and suitable furniture are taken into account</p> <p>Provide floating support to enable people to sustain their tenancies.</p> <p>Ensure any referrals to supported housing take account of physical health needs.</p> <p>NWAL to ensure all services are adaptable and accessible to survivors who are experiencing physical ill health.</p>	Ongoing	Hospital Discharge Scheme, CBL Team Leader, Temporary Accommodation, NWAL
Reduce the risk of homelessness for <b>substance misusers</b> and prevent homelessness from exacerbating their vulnerability	<p>Continue with the county wide contract that provides a wide range of adult substance mis-use services</p> <p>Ensure services understand the need to reach out to substance mis-users. They need to be pro-active and community based, as they are in the hubs, where community safety and prevention of eviction services also feature. They also need to reach rural areas – not all clients can make the journey to one of the main centres</p> <p>Address the lack of appropriate supported housing for this client group</p>	Ongoing	MDC Community Safety Team Engagement and Development Officer Housing Option Team Leader CBL

What we will do	How we will do it	By when	Lead organisation
NWAL to continue to support survivors who misuse substances	NWAL will continue to accept survivors who have experiences of substance misuse	Ongoing	NWAL
	NWAL will continue to work with and support partners by raising awareness around the correlation between substance misuse and domestic violence	Ongoing	
Reduce the risk of homelessness for <b>offenders</b> and prevent homelessness from exacerbating their vulnerability	Address the systemic issues putting offenders at heightened risk of homelessness, especially when leaving prison. Work closely with prisons to get referrals at an early stage (as per 'Through the Gate' guidelines)	Ongoing	Prison Service, Housing Options, Probation Service
	Ensure that offender managers get early enough information when an offender is going to be released to no fixed abode		
	Ensure the "Through the Gate" scheme is present in all prisons		
	Maintain good relationships between the National Probation Service and the district councils, building on existing efforts to prevent homelessness		
	Increase the amount of dedicated accommodation for offenders		
Support female offenders who experience domestic abuse	NWAL will continue to build referral and service pathways for female offenders who have /had experienced domestic abuse	Ongoing	NWAL
Reduce the risk of homelessness for young people and prevent homelessness from exacerbating their vulnerability	Improve working relationships between non-commissioned and commissioned services	Ongoing	YMCA, MDC, Framework, Social Care, Mental Health Services, NWAL
	Involve non-commissioned services in County level discussions on how to meet the needs of vulnerable young people		



What we will do	How we will do it	By when	Lead organisation
	<p>Ensure young people do not miss out on what the non-commissioned sector has to offer.</p>		
	<p>Contribute to the Nottinghamshire County Council Youth Homelessness Strategy in 2020</p>		
	<p>Meet the specific needs identified included:</p> <ul style="list-style-type: none"> <li>· Services up to the age of 25</li> <li>· Joining up with domestic violence services</li> <li>· Mother and baby provision</li> <li>· Help with the transition from children to adult services, especially in the area of Mental Health</li> <li>· Prevention of relationship and family breakdown.</li> </ul>		
	<p>Address the barriers to social housing experienced by young people moving on from SH, enabling them to apply direct</p>		
	<p>Address the barriers experienced by young people who are vulnerable and who have support needs but who are not care leavers and find it more difficult to access supported housing</p>		
	<p>Ensure that the risk of homelessness is addressed when young people transition from children's to adult services and cliff edges are avoided (at 21 or 25)</p>		
	<p>Carry out preventative work with families where one or more members is at risk of homelessness. Where a YP leaves home and the 'family difficulty' disappears remember the YP also needs support</p>		

What we will do	How we will do it	By when	Lead organisation
Supporting and advocating for young people experiencing domestic abuse either in their own intimate relationships or witnessing it in their family constructs	Offer support to individuals and promote family resilience by providing various bespoke programmes in Mansfield	Ongoing	NWAL
Reduce the risk of homelessness for people affected by <b>domestic violence</b> and prevent homelessness from exacerbating their vulnerability	<p>Stabilise the funding for non-commissioned providers</p> <p>Explore further services for women with no recourse to public funds; NWAL will continue to offer services for women/young adults with no recourse to public funds in Mansfield.</p> <p>NWAL will continue to work with MDC to ensure that a move on provision including DV Support is provided to each individual/family, NWAL will develop clear pathways ensuring access to NWAL services are clear and that these are communicated and promoted throughout local communities and with our partners.</p> <p>NWAL to support MDC by taking the lead in regard to identifying trends and accompanying actions to reduce negative impacts of domestic abuse to all survivors including the consequence of threatened or actual homelessness.</p> <p>Ensure appropriate move on provision from refuges</p> <p>Continue with efforts to prevent violent breakdowns in relationships from causing homelessness</p> <p>NWAL to support commissioned DV services by continuing positive professional communication and an action plan from this document</p>	Ongoing	Nottinghamshire Woman's Aid, NIDAS

What we will do	How we will do it	By when	Lead organisation
Address the causes of homelessness and consequences of homelessness	Market the benefits of Therapeutic Horticulture developing easy access and provision across the community for Mansfield	Ongoing	MDC temporary Accommodation Feel Good Gardens Joint Homelessness Interagency Forum
Support Vulnerable People to access Therapeutic Horticulture	Ensure all the mediums of Therapeutic Horticulture are maximised		MDC Temporary Accommodation, Feel Good Gardens

**How we will measure success:**

- Monitor the number of households prevented from becoming homeless from institutions
- Monitor the number of households seeking housing advice and assistance following institutional discharge
- Monitor the support needs of homeless households and the services they are accessing
- Monitor the preventative programmes delivered and outcomes realised
- Monitor the prevention of homelessness for those with support needs

# Theme 6 - Reducing the Impact of Homelessness on the Community

**Objective – To promote inclusion of homeless people in the wider community and manage the risks associated with negative perceptions of them**

**Intended outcomes:**

- Reduced levels of rough sleeping
- Re-affirmed multi-agency commitment to ensuring that no one needs to sleep rough in the District
- Continued rapid identification of assessment of rough sleepers utilising street outreach services
- Continued inclusive, area based approaches aimed at engaging and building trust with rough sleepers and those at risk of having to sleep rough
- Where appropriate, enforcement action to prohibit individuals from engagement in undesirable street activity
- Provision of a mixed and flexible range of person-centred support and accommodation

What we will do	How we will do it	By when	Lead organisation
Ensure statutory and voluntary services complement each other	<p>Co-ordinate the efforts of district council, County Council, NHS, Criminal Justice, independent provider and voluntary sector services</p> <p>Ensure Rough Sleeping is brief and non- recurrent</p> <p>Continue to ensure issues are openly discussed at inter agency forums, to manage and minimise negative impact of street activity by rough sleepers</p> <p>Develop single, personalised multi-agency support plans, dovetailing PHPs with wider support planning and tailoring PHPs to the needs of the different client sub groups.</p> <p>NWAL to continue to attend multi agency strategic and operational meetings and support the multi-agency communications by keeping all agencies updated on NWAL service delivery</p>	Ongoing	MDC, Community Safety, Framework Outreach Service Police, Probation Services and Prison NWAL

What we will do	How we will do it	By when	Lead organisation
Ensure that housing and support options are available even to those with the most complex needs	<p>Commission or otherwise facilitate and explore the provision of a specialist supported Housing First service</p> <p>Ensure provision of support to and sensitive arrangements for very vulnerable individuals who have been persuaded to present to homelessness services by working with partners e.g. winter shelter, soup kitchen, outreach services, community safety</p>	Ongoing	<p>Housing Solutions, Engagement and Development Officer Derventio Housing Trust , Exaireo Housing</p> <p>Derby City Mission, Community Safety Outreach services, MDC housing Solutions, Local Churches, Local charities, NWAL</p>
Tackle undesirable street activity in identified locations	Continue with multi agency approaches and establish a Homeless Reduction Board as required by the MHCLG Strategy and Delivery plan	Ongoing	Homeless network, JHIF, MDC
Engage positively with clients	<p>Facilitate peer to peer support networks utilising the experience of those who have been through the homelessness process</p> <p>Embed lived experience into service design and delivery</p> <p>NWAL to support learning by providing case studies on an agreed schedule, to support professional learning on a multi-agency scale.</p> <p>Counter any negative publicity surrounding the social inclusion of homeless and vulnerable people. Seek feedback from those who have accessed local services</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	Homeless Network, JHIF, MDC, NWAL
Support those living in MDC temporary accommodation to make meaningful use of their time	Provide access to community gardening and Incredible Edible to improve nutrition, increased physical activity and improved Mental Health	Commencing Spring 2019	MDC Temporary Accommodation Scheme Feel Good Gardens

What we will do	How we will do it	By when	Lead organisation
	<p>Provide workshops and guidance to encourage healthy eating cooking and self-sufficient growing of edibles.</p> <p>Promote growing of residents' fruit and vegetables on site at MDC Temporary Accommodation</p> <p>Encourage Rough Sleepers to access the community gardens to improve health and wellbeing</p>	Commencing Spring 2019	
Contribute to the Locality Hub's integrated services to prevent homelessness and enhance sustainability	Provide housing input to the Integrated locality hubs to give advice and assistance to enable independent living	Ongoing	MDC ASSIST in partnership with Health, Social Care

**How we will measure success:**

- Monitor the number of rough sleepers
- Monitor street activity
- Monitor the welfare needs of rough sleepers and the services they are accessing
- Monitor the prevention charter pledges and outcomes

# Theme 7 - Improving Customer Services for People who are Homeless or at Risk of Homelessness

**Objective – To maximise the positive impact of the Homelessness Reduction Act 2017**

**Intended outcomes:**

- Provision of personalised advice in plain English (or other languages if required)
- Increased positive engagement with clients, ensuring sustainable PHPs
- Increased awareness of and positive engagement with PHPs
- Development of integrated, multi-agency support plans
- Increased provision of sustainable housing options, together with reductions in the use of B&B use and unsuitable TA
- Increased provision of support to those seeking and taking up social and PRS tenancies
- Improved multi agency arrangements around “duty to refer”

What we will do	How we will do it	By when	Lead organisation
Ensure housing advice is given in plain English, in a timely fashion	<p>Review documentation for plain English</p> <p>Ensure all new HRA terminology is explained to improve the customer journey</p> <p>Pay attention to the need of vulnerable groups with communication challenges</p>	Ongoing	Early Intervention Officers, MDC
Provide high quality, personalised housing advice	<p>Ensure that the housing options included in PHPs are available, suitable and sustainable</p> <p>Utilise the new “56 day” rule as an opportunity for more creative intervention</p> <p>Make sure clients are aware that they have PHPs and that they must be acted upon</p> <p>Manage expectations from an early stage, providing more effective pathways into the PRS if social housing is unavailable</p>	Ongoing	Early Intervention Officers, MDC

What we will do	How we will do it	By when	Lead organisation
Ensure that PHP outcomes are sustainable	<p>Adopt a prevention first approach</p> <p>Support people with PHPs through the choice based lettings process</p> <p>Support people with PHPs to access the PRS</p> <p>Ensure the availability of tenancy training</p> <p>Remove any unnecessary barriers to services</p>	Ongoing	Early Intervention Officers, MDC
Development of integrated, multi-agency support plans	<p>Clarify the differences and interfaces between PHPs and Support Plans – and make sure they complement one another</p> <p>Encourage those with PHPs to share them with the people and agencies that can support them</p>	Ongoing	MDC Early Intervention Officers, Temporary Accommodation, Supported Housing Providers
Establish robust duty to refer arrangements	<p>Work with the DWP on “duty to refer”, capitalising on the co-location of many DWP and council offices</p> <p>Review the administrative processes around duty to refer. Potentially, there should be one route only for duty to refer, which would ensure consistency of approach and robust data</p> <p>Ensure “non mandatory” referrers such as Police, GPs etc. are part of the system</p>	Ongoing	DWP, MDC Engagement & Development Officer
Contribute to integrated support plans by improving quality of life indicators	<p>Involving homeless or potentially homeless people in community gardening and improving their physical and mental health by horticultural therapy, providing access to positive engagement to improve mental health and physical disability, including reducing stress and</p>	Commencing Spring 2019	Feel Good Gardens



What we will do	How we will do it	By when	Lead organisation
Reduce the impact of exclusion	associated depression exacerbated by their challenging circumstances. Supporting Community Payback Teams and preventing re-offending by providing access and information on services and encouraging ongoing activity	Ongoing	MDC

**How we will measure success:**

- Customer satisfaction rates
- Homeless prevention rates
- Duty to Refer numbers and outcomes
- Monitor the number of pathways developed and the outcomes
- Training courses delivered
- Monitor the number of people with lived experience involved in the design and delivery of homelessness



## Theme 8 - Improving the Data Available to all Relevant Agencies

**Objective – To ensure that all agencies have access to the data they need, in order to plan effectively to tackle and prevent homelessness**

**Intended outcomes:**

- Improved monitoring of the changing nature and scale of homelessness
- More robust data on which to base medium and long term decision making
- More robust data on which to base performance management across the system

What we will do	How we will do it	By when	Lead organisation
Make the best possible use of the new data available from the systems underpinning the HRA 2017	Use HCLIC to improve data collection Use HCLIC data to inform immediate service design and future commissioning decisions	Ongoing	CBL Team Leader, Early Intervention Officers
Gather information on the purpose and effectiveness of supported housing provision	Make the Survey of Support Needs an annual exercise to monitor length of stay, the wider support needs of clients and pathways into services	Ongoing	CBL Team Leader
Ensure all agencies report relevant data to a central point	Initiate discussion around formation of a Homelessness Reduction Board which would have the potential to host co-ordinated data collection and analysis	Ongoing	NWAL to lead on this in conjunction with other agencies

**How we will measure success:**

- Good practice examples identified
- Remedial action taken against poor performance
- Use of data in service design and decision making
- High/improving performance

## **Future review**

Mansfield District Council (in partnership with Ashfield and Newark & Sherwood District Councils) have also asked Homeless Link to carry out a progress review later in 2019, in order to more fully assess the impact of the Homelessness Reduction Act 2017. This legislation came into force on 1 April 2018 and was in the process of being implemented when the Homelessness Review was carried out. The findings of this further review will be made available in due course.



**Homelessness  
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Preventing homelessness is everyone's business