

Homelessness Strategy Review Workshop Outcomes Nov 2010

Learning	Challenges	Priorities
<p>Partnership works and Sharing information on policies and protocols</p> <ul style="list-style-type: none"> • use this effectively (refer early) • coffee mornings • rent arrears forum • communication – still room for improvement – involve partners • rely on floating support • rough sleepers sub group has been good • delivery groups have served as a good place to link partners and key people – themed split works • Don't assume anything – consult • Clear messages • Seeing Partner's perspective • Housing directory a good idea 	<p>Capacity: _</p> <ul style="list-style-type: none"> • to work in partnership (given reduced services) links to voluntary sector • Customer led services rather than funded led services • Capacity to provide up to date and clear Communication to stakeholders • Difficult decisions about what can be kept given reduced budgets • Reliance on floating support and better communication with these services • Explore alternative funding streams 	<p>Communication</p> <ul style="list-style-type: none"> • Mystery shopping • Client focused • Use exiting links and groups to develop strategy • More partnership working • Introduce FAQ for all partners • Join messages /unified approach (Gov X) • Personal responsibility to be emphasised (manage expectations and empower people) • Provide information on changes 'what's next' • Shared training/ shadowing
	<p>Changes to HB/ welfare reforms and impacts including:-</p> <ul style="list-style-type: none"> • Changes in policy fast – difficult to plan • Outward migration and cost to education and social services (safeguarding) • Tracking out of borough placements • U35 Single room rate – will there be enough HMO's • Benefit cap and reduction of income after a year • Escalation of rents • Retaining links with private sector landlords • Vulnerable people sharing 	<p>Prevention</p> <ul style="list-style-type: none"> • Work with partners to mitigate hardship, focus on prevention of homelessness and tenancy Sustainment • Consistent, customer friendly, co-location • Safeguarding vulnerable people • Educating young people and work to keep them at home (where possible) • Education, training and employment

<p>More pathways</p> <ul style="list-style-type: none"> • Private sector options work (discharge TA duty as well) 	<p>Homelessness and Repeat homelessness</p> <ul style="list-style-type: none"> • Vulnerable people not being able to sustain tenancies • Rough sleepers and historical links to violent crime • Rough sleepers provision • Future overcrowding issues • Financial assessments • Equalities • Fixed term tenancies coming to and end • Parents evicting young people • Vulnerable people sharing • Young offenders – different to move-on • IH families 	
	<p>Supply</p> <ul style="list-style-type: none"> • Supply of new and affordable homes – bringing empty homes back into use • Sourcing private sector accommodation – haringey properties for haringey people • HA role in rent levels • Rental market being squeezed • Reducing cost of EA • More effective action in terms of hand backs and rejected stock 	<p>Maximise supply</p> <ul style="list-style-type: none"> • private sector partners required – emphasise support available for difficult issues/tenants • innovative ways of securing affordable homes (register, negotiate low rents) • make better use of social rented • work with housing associations to tackle overcrowding and under occupation • empty properties • procurement that generates income • manage quality of accommodation • Review what can be offered to PRS landlords •
<p>Continuously review</p> <ul style="list-style-type: none"> • Priorities and mechanisms which deliver them • Identify gaps and fill them • Starts with a bang then slows down • Links to other policies/strategies 		<p>Do processes still work or do we need new ones?</p> <ul style="list-style-type: none"> • Good record keeping • Build on last strategy • Bring in PRS (strategically)