

Strategic Priority 1: To prevent homelessness by providing a comprehensive range of services							Updates
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale	
Ensure all households understand the housing options that are available to them by providing high quality service.	Information available re: -preventing homelessness, securing accommodation if homeless and the rights of those who are homeless or threatened with homelessness - any help or support (provided by us or any other local organisations) that is available for those who are homeless or likely to become homeless as well as how to access that help -specific to the particular groups specified in s179(2) who are at increased risk of becoming homeless and self-help information	Clear, accessible, up to date self-help information on the Councils website	Review web page hits	Existing	Housing Strategy Officer	April 2018 Reviewed every 6 months to ensure information up to date	Reviewed & improved website information published 3 rd April 2018, includes information relating to particular groups specified s179(2) who are at increased risk of becoming homeless. Housing advice webpages provide self-help information for securing alternative social and private rented accommodation, including guide to applying to Home Options. Information updated as required, may be subject to change.
	Develop triage approach to facilitate informed and effective use of interview time	Information provided on a self serve basis as part of initial homelessness enquiry/ referral prior to interview Review available toolkits/ good practice	Information collated through self serve facility	Existing MHCLG funding to support homeless system IT upgrades (£9,202 all authorities nationally)	Senior Housing Manager Housing Strategy Officer	Reviewed annually	Online homelessness referral available from April 2018 collates key triage information. Updated Oct 2018 to include 1) agency 'duty to refer' information including referrer contacts 2) free text 3) quick identification of homeless tonight requiring immediate action to enable prioritization of cases. Internal staffing structure review led to effective duty rota system, which provides continuity for customers with initial enquiries progressed by point of contact housing adviser and non duty casework days.
	Provide quality advice by telephone, in person, supported by IT solutions	IT homelessness module developed to effectively facilitate PHPs Ongoing staff supervision, training and procedures updates Consideration of virtual interview options		Existing MHCLG funding to support homeless system IT upgrades	Senior Housing Manager	April 2018 Reviewed annually	IT homelessness module developed to effectively facilitate PHPs & PHP updates against individual customer/ adviser actions. Development of template PHPs relating to client or homelessness circumstances, for instance prison leavers. Ongoing supervision /121s & training (including Derbyshire/ Staffordshire wide consultancy training- The Art of being Brilliant June 2018, Andy Gale Feb 2019, Minos Peridos July 2019, various NHAS courses & Shelter webinars) Procedure updates include temporary accommodation placement policy for out of area placement and 'contact lost'. Interviews predominantly over phone unless otherwise required . Face to face interviews available upon request.
	Develop methods to collect customer feedback to inform and improve service delivery	Work with customer services to develop approach to customer feedback	Feedback mechanisms in place Feedback informs & improves service delivery.	Existing	Housing Strategy Officer	Reviewed annually	Customer satisfaction surveys developed with Institute of Customer Service (ICS). During Feb 2020 questionnaires sent to a random selection of 4000 One Vue account holders (including those receiving housing benefit and council tax reduction) across both authorities. Further questionnaires to be sent and results will be analysed by ICS and compared with other organisations.
	Partner organisations provide quality advice relevant to customer needs	Communications with partners through Homelessness Forums	Meeting minutes	Existing & shared use of partners resources (i.e. training)	Housing Strategy Officer	Reviewed annually	HPBC and SMDC Homelessness Forums hosted every 6 months, well attended by range of partner organisations, with for instance updates from DWP re UC & organizations supporting NEETs (BBO & Ixion). Ongoing communications with key partners i.e. CABs, Adullam as part of SLA review/ ongoing joint working
	Explore advice and support available to people from abroad who may become ineligible households to ensure an effective response	Explore guidance and benchmark with local authorities Develop procedures and up to date accessible website information	Clear, relevant information available		Housing Strategy Officer	July 2020 Reviewed every 6 months	-Relevant website 'eligibility' information available & homelessness online referral portal allows potential non eligible to complete/ access housing advice service. -EU Settlement Scheme information available on website, shared with partner organisations and HPBC tenants newsletter. -Domestic abuse advocate working with housing advice team is developing experience and knowledge of assistance available to ineligible households experiencing domestic abuse, i.e. applying for DVV (victims of domestic violence concession)

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	Ensure realistic perceptions of housing options (including availability of social housing), homelessness and knowledge of support services	Clear, accessible, up to date self-help information on the Councils website Monitor & publish social lettings information Consider opportunities to provide advice and information to young people through schools & mediation.			Housing Strategy Officer	Reviewed annually	Homeless and housing advice webpages provide relevant information Limited social lettings information published Home Options website, enhancements will be considered as part of system changes associated with Home Options allocation policy review. However user account bid history feedback allows for consideration of availability, provides; 1) Overall bids/ expressions of interest for a property 2) Rank/ position on a shortlist 3) Priority band & priority date consequently offered property.
Implement Homelessness Reduction Act	Continue to deliver and develop Implementation Plan	Work with local authority services, stakeholders, and partners (statutory, voluntary and third sector) to deliver the Plan	Greater prevention Delivery monitored by Transformation Board	Existing MHCLG New Burdens	Senior Housing Manager. Housing Strategy Officer	Ongoing – key aspects in place by 3 rd April	HRA Act Implementation Plan updates concluded, Transformation Board project closed. Aspects to be taken forward included in homelessness strategy action plan.
Develop Positive Pathways	Consideration of best practice and work with partners and partnerships to develop Pathways for young people and vulnerable adults with complex needs	Partnership work with County Councils and other partners (statutory, voluntary and third sector) and existing partnerships (i.e. DHOG) to deliver.	Better joint working and outcomes for these client groups – increased prevention	Existing DCC Transformational Challenge Fund	Housing Strategy Officer	Reviewed annually	Ongoing work with DCC & SCC re YP housing pathways. SCC -16/17yr old joint working protocol, care leavers offer & protocol and SCC guarantor scheme. DCC -16/17yr old joint working protocol & care leavers offer. Housing First meeting relating to pathway for Vulnerable adults with complex needs, rough sleeper services data as available and rough sleeper strategy (Derbyshire & SMDC) to inform going forward.
Improve prevention toolkit	Good practice and projects developed	Guidance and good practice considered	Homelessness prevention with best use of existing resources	Existing	Senior Housing Manager. Housing Strategy Officer	Reviewed annually	-CBYS good practice pilot launched. -Budget supports for instance staffing, Prevention Fund, additional TA & DHP top up. -Authority meetings with MHCLG Homelessness Advice and Support Team (HAST) officers to consider current practice and inform PI changes. -HAST event attendance March 2020
	Effective projects commissioned with SLA performance monitoring Customers signposted to relevant organisations and initiatives for help & support	As stipulated within SLAs and annually as part of budget setting process. Maintain up to date information on available services Develop cost benefit analysis (i.e. NPSS toolkit)	Performance meets targets Homelessness preventions with best use of existing resources	Existing	Housing Strategy Officer	Reviewed annually	2019/20 SLAs and performance monitoring in place Central HAT support & accommodation resource updated to facilitate appropriate referral options.
	Enhanced partnership working	Develop means (including IT solutions) to facilitate early referrals through the s213B Duty to Refer Development of joint working/ data sharing agreements, which set out and facilitate agreed best practice. Work with public health services. Funding opportunities secured to maintain and enhance services	Early intervention & homelessness prevention. Customers achieve sustainable and healthy living solutions	Existing and new funding opportunities Public Health MHCLG various	Housing Strategy Officer	In place for 1 st October 2018 when duty commences Reviewed annually	Website information and online homelessness referral updated to facilitate 'duty to refer' for Oct 2018. Homelessness Forums attended by range of partner organisations. Joint working protocols ongoing include 1) social services 16/17 year old joint working 2) social services care leavers 3) CRC prison leaver 4) RP pre- eviction 5) mental health discharge Derbyshire Public Health –joint working re Health & Housing Systems Group (HHS) and Derbyshire Homeless Officers Group (DHOG) –with for instance rough sleeper funding secured. Successful partnership grant funding; -MHCLG domestic abuse 18/20, 20/21 (SOTCC, NBC & North Staffs & GLOW) SM refuge & additional bed spaces, yp worker, domestic abuse advocate role working with HAT. DCC Derbyshire wide bids with HPBC providers to enhance services, accommodation and Derbyshire domestic abuse line. -MHCLG PRS Access fund 19/20 (DHOG & SMDC) CBYS & additional prevention officer capacity to support earlier intervention. -MHCLG Cold Weather 19/20 (SMDC, HPBC, DDDC) application submitted to secure accommodation and settlement packages for rough sleepers, pending outcome. -MHCLG Rough Sleeper Initiative 19/20, 20/21 (DHOG & SMDC) provide Rough Sleeper Outreach workers, Rough Sleeping Coordinators and Supported Lettings Workers (tenancy support) up to March 2021. Commissioned service provider P3 delivering services.

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	Help households remain together where it is safe with mediation	Build staff capacity to address through training, Home Visits, and ongoing work with social services support.	Homelessness prevented and moves in a planned way rather than crisis	Existing	Housing Strategy Officer	Reviewed annually	
	Help those experiencing domestic abuse to have access appropriate services, support and accommodation	Work with County Council and partners to address need Sanctuary Scheme provision	Range of appropriate services, support and accommodation in place (including refuge provision)	Existing	Housing Strategy Officer	Reviewed annually	July 2019 MHCLG consultation response provided in relation to 'domestic abuse accommodation-based services'. Proposals include formation of Local Partnership Boards to assess need, produce strategy and commission accommodation based services (including refuge). Further guidance pending re needs assessment methodology and implementation. MHCLG successful 18/20, 20/21 domestic abuse services funding applications – North Staffs & ARCH for SM refuge & child worker, additional beds, advocate role. DCC Derbyshire wide bid with HPBC providers to extend support & accommodation. Both successful.
	Review use of Prevention Fund to ensure resources effectively utilised	Work good practice and housing advice service to develop and implement Council wide policy	Homelessness Prevented	Existing	Housing Strategy Officer	Reviewed annually	Prevention Fund procedure reviewed Mar 2019.
	Review use of DHP to ensure resources effectively targeted to prevent homelessness and explore options to help secure a move to alternative accommodation (i.e. cash rent deposits)	Consider guidance and good practice Work with housing benefit service to develop DHP policy and implement		Existing	Senior Benefit Officer. Senior Housing Manager. Housing Strategy Officer	Reviewed annually	DHP procedure reviewed July 2019 Advice Officer work with DHP recipients, assistance to resolve need for DHP -housing advice provided and monitoring to review activity (i.e. to access alternative affordable accommodation with Home Options application & bids etc). Increased DHP demand relating to UC, 19/20 top up funding made available from homelessness prevention budget.
	Establish availability of Derbyshire Discretionary Fund (DCC)	Work with DDC re ongoing availability of DDF			Housing Strategy Officer		DCC survey completed Jan 2019, evaluation findings received, ongoing availability at present time.

Strategic Priority 2: Ensure suitable accommodation is available to address and prevent homelessness							Updates
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale	
Increase the supply of affordable housing and maximise the use of existing housing	Work with developers and RPs to increase new build affordable housing	Through planning, regeneration services and revision of the Housing Strategy	Number of new build affordable properties (PI)	Homes England grant funding, S106 and Right to Buy receipts	Regeneration Manager Housing Strategy Officer	Ongoing activity reviewed annually. Housing Strategy in place end 2018.	Ongoing site specific s106 delivery work within Regeneration. LGA Building Council Homes grant funding application Jan 2019 each authority- unsuccessful Ongoing Transformation Board projects relating to Accelerated Housing Delivery programme
	Support empty homes work, particularly supporting growth of rented sector	Delivery of recent Empty Homes Strategy and cross service working group	Empty Homes brought back into use Transformation Board review progress	Existing skills within are being used to identify and map the location of empty homes	Housing Strategy Officer	Empty Property Strategy in place end 2017. Progress reviewed Trans Board	Empty Homes Strategy & working group in place to deliver & review action plan.
	Work with RPs in relation to implementation of flexible/ fixed term tenancies	Work with RPs to establish whether adopting, and if so, considerations/ actions/ homelessness prevention opportunities upon tenancy end		Existing resource	Housing Strategy Officer	Reviewed annually	Current positions to be established.
	Review & establish nomination agreements	Work with RPs to review existing & establish nomination agreements (50%)	Nomination agreements agreed and in place Nominations monitored annually (LAHs return)	Existing resource	Housing Strategy Officer	Reviewed annually	Nominations relating to new build development incorporated within s106 agreements negotiated as part of planning permission. Draft nominations agreement to be circulated for consideration internally and externally with RPs.
	Review mutual exchange options	Reviewed against best practice	Clear information available about available options/ initiatives	Existing resource	Senior Housing Manager. Housing Strategy Officer	Reviewed annually	Opportunity to match exchange applicants with Home Options applicants has been explored, and facilitated on occasion.
Ensure that repossession is the last resort	Review HPBC eviction processes, including support available to customers at eviction warrant stage	Consider guidance and good practice and work closely with rent collection team and Senior Housing Manger		Existing resource	Senior Housing Manager	Reviewed annually	HAT offer advice & assistance at Possession Order stage and at eviction warrant application stage.
	Enable early identification and proactive prevention of potential evictions from social tenancies	Work closely with RPs to review existing & establish joint working arrangements/ protocols	Formal arrangements in place & operating. Closer joint working, with referrals facilitating earlier intervention made to HAS. Increased homelessness prevention.	Existing resource	Housing Strategy Officer	Reviewed annually	RP pre- eviction protocol developed and circulated amongst RPs, GDPR considerations to be suitably addressed. 'Commitment to refer' introduced by NHF, to determine which organisations signed up/ operate.
	Review prevention options available to Owner Occupiers	Review available good practice/ initiatives, equity release schemes.	Customer information available	Existing	Housing Strategy Officer	Reviewed annually	Home Options allocation policy review incorporates owner occupier eligibility and priority for social housing.
	Respond to ongoing need for money, debt & budgeting advice, with digital access support	Annual SLA & monitoring Increase personal budgeting support & digital assistance through delivery of UC Implementation Plan		Existing	Housing Strategy Officer Senior Benefits Officer	Reviewed annually	Additional interim funding capacity to Leek & Cheadle Citizens Advice 18/20. 19/20 SLA with CABs in place. Advice Officer supported 'trusted partner' DWP funded referrals for UC budgeting support and digital assistance until Apr 2019, after which 'trusted partner' Citizens Advice.
Minimise use of Temporary Accommodation (TA)	Review use of TA and develop policy/ procedures Consider the impact of changing funding arrangements for supported accommodation	Review existing provision and use (including type, duration, out of area placements)	Policy/ procedure in place No 16/17 year olds or families with children in B&B for longer than 6 weeks. Quarterly monitoring established	Existing resources	Housing Strategy Officer	Review – end 2018 Policy/ procedure – June 2019 Quarterly monitoring	TA use reviewed, to minimise use of B&B additional temporary accommodation provision supported with MHCLG Cold Weather funding 2018/19. Additional furnished temporary accommodation provision. HPBC 3x1b,2x2b 1x3b. SMDC 1x4b. Out of Area TA placement policies and designated temporary accommodation procedure developed. Quarterly monitoring re 16/17 year olds and families with children considered alongside quarterly HCLIC monitoring. Aug 2018 government announcement that supported housing funding will continue to be covered by housing benefit, as opposed to short-term accommodation funding through council grants.
Review options for single people (including those aged under 35 years)	Commission services related to the SPHP & Access to PRS projects YP supported accommodation scheme alternative such as Nightstop in SM	Review available good practice/ initiatives (sharing & lodging schemes, accommodation finding services)	Options available for singles, under 35's to support sustainable access to accommodation.	Existing resources	Housing Strategy Officer	1 st April 2019 Reviewed annually	Services related to the SPHP & Access to PRS projects tendered Jan 2019 and in place April 2019. Ongoing work with supported accommodation providers to consider need and means to support delivery of supported accommodation

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Maintain supported accommodation options	<p>Consider the impact of changing funding arrangements for supported accommodation from 2020</p> <p>Work with partners to support 'move on' agenda</p> <p>Improve performance monitoring in relation to schemes receiving Intensive Housing Management funding</p>	<p>In partnership with providers and working groups DHOG/HPOG/County Councils</p> <p>Through Homelessness Forums & MOPP</p> <p>Review performance monitoring procedures with providers</p>	<p>Revised funding arrangements in place with minimal impact to existing supported accommodation.</p> <p>Revised monitoring procedures in place which inform service quality considerations</p>		<p>Housing Strategy Officer</p> <p>Senior Benefits Officer</p>	Reviewed annually	<p>Aug 2018 government announcement that supported housing funding will continue to be covered by housing benefit, as opposed to short-term accommodation funding through council grants.</p> <p>Move on arrangements in place with Derbyshire MOPP and SM move on policy to be reviewed as part of housing allocation policy review.</p>
Ensure vulnerable and homeless households are appropriately prioritised on the housing registers	Review allocations policy to make best use of stock & take into consideration HRAct 2017	Complete review through Home Options Working Group	Length of time to rehouse via Home Options data	Existing	<p>Senior Housing Manager</p> <p>Housing Strategy Officer</p>	Reviewed annually	Allocation policy review ongoing, final draft to be agreed between Home Options partners. Public consultation period estimated to commence Apr 2020, with member report following.

Strategic Priority 3: Improve the Private Rented Sector Offer							Updates
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale	
Advice and initiatives to support both tenants and landlords	<p>Deliver a 'call before you serve' early intervention landlord service pilot</p> <p>Improve property & management standards through Landlord Accreditation Schemes, enforcement activity, establishing Landlord Forums & building staff capacity to address illegal eviction</p>	<p>Work with DHOG & DASH to develop, deliver and evaluate pilot.</p> <p>-Promotion of Landlord Accreditation Schemes. -Improved landlord information on websites, Universal Credit awareness raising sessions & FAQs. -Work with Environmental Health and Benefit Services to establish Landlord Forum & consult with landlords. -Staff training.</p>	<p>Earlier intervention, enabled to remain or planned moves and rehousing options available</p> <p>Improved landlord relationships and joint working</p> <p>Increased prevention and relief of homelessness.</p> <p>'Discharge of duty' through private rented discharge policy</p>	<p>Existing</p> <p>MHCLG PRS Access 19/20</p> <p>MHCLG PRS Innovation and Enforcement Grant Fund 2019/20</p> <p>NHAS</p>	<p>Senior Housing Manager</p> <p>Housing Strategy Officer</p>	<p>CBYS pilot scheme established during 2018/19</p>	<p>Private landlords & RPs updated Autumn 2018 in respect of Universal Credit & support they & tenants can access to prevent loss of tenancy.</p> <p>CBYS services implemented 2019, promotion with internal service areas, partner organisations including DWP, and housing benefit landlord letter updates (Nov 2019). Service shortlisted as a finalist in 2 categories for the LGC awards 2020.</p> <p>Private rented webpages developed for landlords to promote CBYS, landlord accreditation and provide legislative updates.</p> <p>Successful MHCLG PRS Access fund 19/20 (DHOG & SMDC) CBYS & additional prevention officer capacity to support earlier intervention. Further MHCLG Private Rented Sector Innovation and Enforcement Grant Fund 2019/20 partnership application to support CBYS provision, submitted Nov 2019, unsuccessful.</p> <p>Arrangements for joint SMDC & HPBC Landlord Forum Event April 22nd 2020. Confirmed speakers include DWP, CBYS, DASH, NLA, FCA accredited landlord tax accountancy service. Various organisations & support providers shall have tables/ stands for service promotion & Q&A follow up.</p> <p>NHAS training attended by HAT during 2019 1) PRS & AS Tenancies 2) housing status & security of tenure. Upcoming NHAS 2020 training opportunities include 'advising on possession proceedings'.</p>
Improve access to the private sector	<p>Recommission services related to both the Access to the Private Rented Sector and Single Persons Housing Projects. This will include Pre-tenancy training and Tenancy Support.</p> <p>Explore schemes that offer affordable shared accommodation</p> <p>Review Rent Deposit Bond Schemes and Prevention Fund</p>	<p>Develop tender specification and work with procurement services</p> <p>Consider good practice</p> <p>Council wide RDBS & Prevention Fund policies developed with housing advice service and partners</p>	<p>Homelessness preventions</p> <p>'Discharge of duty' through private rented discharge policy</p>	<p>Existing</p>	<p>Housing Strategy Officer</p> <p>Senior Housing Manager</p>	<p>Tender during 2018/19, services in place by 1/4/2019</p> <p>Revised RDBS & Prevention Fund schemes in place June 2020</p>	<p>Services related to both the Access to the Private Rented Sector, SPHP & additional Tenancy Sustainment Officer tendered Jan 2019 (includes Pre-Tenancy Training and Tenancy Support). Adullam commissioned service provider delivering services from April 2019.</p> <p>Prevention Fund review completed reviewed Mar 2019. Use of Fund increasing, effective means to prevent and address homelessness.</p> <p>RDBS review ongoing, benchmarking with other local authorities undertaken.</p>

Strategic Priority 4: Ensure sufficient support is available to address and prevent homelessness							Updates
Aims	Actions	How/ Planned Activity	Outcome/ Impact/ Evidence/ Performance Measure	Identified Resource	Lead(s)	Timescale	
Reduce rough sleeping	<p>Help people off the streets & into settled accommodation</p> <p>Develop effective partnership working through a joint working protocol in HP with Nightstop</p> <p>Explore opportunities to support voluntary sector.</p> <p>Contribute to development & delivery of Derbyshire & Staffordshire Moorlands Rough Sleeping Strategy</p>	<p>Work closely with outreach service providers (Brighter Futures, P3) DHOG and other partners to develop services (in particular High Peak outreach provision post 31.3.2018).</p> <p>Consider good practice and develop protocol and monitored</p> <p>Through the local delivery of the rough sleeper partnership project</p> <p>Task & Finish group 'Derbyshire & Staffordshire Moorlands Rough Sleeping Partnership'</p>	Number of reported/ seen rough sleepers & outcomes of interventions	<p>Existing</p> <p>MHCLG RSI</p> <p>MHCLG Cold Weather Fund</p>	<p>Housing Strategy Officer</p> <p>Senior Housing Manager.</p>	<p>Reviewed at DHOG and annually</p>	<p>Work with High Peak Homeless Help (HPHH) (formerly Nightstop) to agree principles of joint working, including homelessness referral demonstration, & MOU completion Nov 2019. MOU outlines roles and available services & actions aligned with following agreed principles;</p> <ol style="list-style-type: none"> 1) People experiencing homelessness have access to relevant information, services and support 2) Improve understanding and information in order to inform the homelessness response and advocate appropriately 3) Partnership working will help to improve outcomes for people experiencing homelessness <p>MHCLG 'Rough Sleeper Initiative' grant funding 19/20 & 20/21 secured for Derbyshire authorities and SMDC (excluding Derby City) to provide Rough Sleeper Outreach workers, Rough Sleeping Coordinators and Supported Lettings Workers (tenancy support) up to March 2021. Commissioned service provider P3 mobilised Dec 2019. Service data will be used to inform interventions.</p> <p>Bi-monthly rough sleeper estimates/ counts undertaken from July 2019.</p> <p>Voluntary sector support available through Derby City mission ended, further opportunities to support voluntary sector added as an action going forward.</p> <p>MHCLG Cold Weather 19/20 application (HPBC, SMDC and DDDC) to secure accommodation and settlement packages for rough sleepers, pending outcome.</p> <p>Task & Finish group developing a Derbyshire & Staffordshire Moorlands Rough Sleeping Strategy. Draft vision & objectives agreed. Estimated timescale April 2021, added as an action going forward.</p>
Mitigate the impact of Welfare Reforms	<p>Money, debt, budgeting and digital support provided</p> <p>Stronger links with Credit Unions</p> <p>Work with agencies to increase access and options for access to employment</p> <p>Ensure that DHP is effectively targeted to prevent homelessness and explore options to help secure a move to alternative accommodation</p>	<p>Annual SLA & monitoring.</p> <p>Increase personal budgeting support & digital assistance through delivery of UC Implementation Plan</p> <p>Consider joint working good practice with Credit Unions</p> <p>Map & make available clear, accessible, up to date self-help information on the Councils website re employment related services</p> <p>Work with housing benefit service to develop DHP policy and implement</p>		Existing	<p>Senior Housing Manager</p> <p>Senior Benefits Officer</p> <p>Housing Strategy Officer</p>	<p>Reviewed Annually</p>	<p>CAB SLA provision relating to money, debt and budgeting support in place.</p> <p>Apr 2019 changes to local authority role, DWP fund instead CABs nationally to undertake digital assistance and budgeting support. DDCAB 'Universal Support' pilot underway from Jan 2019.</p> <p>Homelessness Forum attendance by agencies that provide employability assistance and promote service availability/ referrals.</p> <p>-DHP procedure reviewed July 2019</p> <p>-Advice Officer work with DHP recipients, assistance to resolve need for DHP -housing advice provided and monitoring to review activity (i.e. to access alternative affordable accommodation, Home Options application & bids etc).</p> <p>-Increased DHP demand, 19/20 top up funding made available from homelessness budget</p>
Ensure that vulnerable people can access support around various issues where it may impact upon the ability to maintain a home.	<p>(As above)</p> <p>Support options for female lone parent households (25-44 age group)</p> <p>Tenancy support provision –particularly to address gap in SM</p> <p>Access to furniture and white goods within the Staffordshire Moorlands - particularly to address gap in SM</p>	<p>Map & promote available options related to this and all other customer groups.</p> <p>Clear, accessible, up to date self-help information on the Councils website</p>		Existing	<p>Senior Housing Manager</p> <p>Housing Strategy Officer</p>	<p>Reviewed annually</p>	<p>Tenancy Sustainment Officer role commissioned Adulam post from 19/20</p> <p>Ongoing work with Emmaus Potteries and William Carr Trust Haregate Community Centre relating to SMDC furniture provision.</p>

Strategic Priority 4: Ensure sufficient support is available to address and prevent homelessness							Updates
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Improve support needs data collection	Collate data from Assessments and HCLIC monitoring, which can inform understanding and service commissioning	Establish quarterly reporting	Greater understanding of customer support needs/ gaps, which can be used to inform service commissioning/ funding opportunities	Existing	Housing Strategy Officer	Quarterly monitoring established by end 2018	Quarterly HCLIC monitoring undertaken and support needs assessment data available.