

APPENDIX 1 -ActionPlan

Objective 1: Prevention					
Action		Outcomes	Lead	Timescale	Update Feb 2022
1.1	Continue tenancy mediation service for private sector landlords and tenants and involve third sectors and partners if suitable.	<ul style="list-style-type: none"> · Fewer private sector evictions · Reductions in family evictions 	MBC Maidstone Mediation Private landlords	On-going	We continue to make referrals and service is operational
1.2	Provide low income households with finance and budget management advice and guidance through our Financial inclusion Officer and look to expand this in-house programme	<ul style="list-style-type: none"> · Fewer rent arrears amongst private sector tenants · Fewer private sector evictions · Additional staff 	MBC Registered Providers CAB	On-going	A number of staff are in post who support households in financial difficulties. Predictive analytics is fully embedded through the One View platform.
1.3	Work in partnership with MBC communications team to educate young people within the borough about the realities of homelessness	<ul style="list-style-type: none"> · Fewer young people presenting as homeless · Expectations will be in line with options. 	MBC Schools Housing support providers	December 2020	Housing Advice Manager has approached schools. Working towards embedding this.
1.4	Roll out the Predictive Analytics systems across MBC to help identify those at risk of homelessness	<ul style="list-style-type: none"> · Model operational · Clear outcomes demonstrated · More partners involved 	Housing Advice Manager	April 2020	Implemented. Expansion plans to look at singles who are at risk of Rough Sleeping. More partners will to be added. Recipient of the Local Government Award
1.5	Allocation Scheme to be reviewed to include the "Staying Put" incentive.	<ul style="list-style-type: none"> · Reviewed and amended 	Head of Service	Dec 2019	Implemented - reviewed in Sept 2021

1.6	Develop the Intentional Homelessness Protocol with key partners and start working towards eliminating those outcomes for households	<ul style="list-style-type: none"> · Protocol in place and implemented throughout practice. · Seek specific accommodation for IH households as trial tenancies and a route into mainstream accommodation 	Housing and Inclusion Manager	July 2020	IH pathway has been developed internally and has been successful. Further work underway with KHOG to develop a County wide agreement.
1.7	Work with registered providers to ensure they accommodate those household which are the most vulnerable and may include those found to be IH.	<ul style="list-style-type: none"> · Develop networking opportunities · Those most vulnerable are being accommodated 	Housing and Inclusion Manager	On-going	Liaison meetings with Golding Homes. CSVG continues – Virtual viewings Offering additional support to RP’s to ensure tenancy sustainment.
1.8	Development of a crash pad option for young people to give some time out from the parental home	<ul style="list-style-type: none"> · Reduction in the number of parental evictions · Increase in the number of successful reconnections to family 	Housing Advice Manager	April 2021	KCC – Social Care – are in place across Kent.
1.9	The creation of a drop in and hub service for people facing homelessness which is not located within the Link; to include debt advice and support, floating support and signposting.	<ul style="list-style-type: none"> · Location identified and developed. · Staff are working outside of the office to ensure maximum engagement with the community · Increase in digital inclusion 	Housing and Inclusion Manager	April 2020	Trinity will be offering our “front door” service to all Housing Departments in Maidstone. Partnership development with other agencies to offer activities and interventions.

Objective 2: Accommodation					
Action		Outcomes	Lead	Timescale	Update Feb 2022
2.1	Deliver phase three of emergency accommodation within the borough and reduce nightly paid accommodation.	<ul style="list-style-type: none"> Reduce use of bed and breakfast accommodation Reduce costs to the authority 	MBC	December 2019	Purchase and Repair phase four is underway
2.2	Support the development and implementation of the affordable housing supplementary planning document	<ul style="list-style-type: none"> More social homes available within the borough Those most in need able to secure a social home 	MBC Registered Providers	On-going	Completed
2.3	Review the Homefinder lettings scheme to ensure value for money and delivering effective outcomes.	<ul style="list-style-type: none"> Ensure a scheme fit for purpose. 	Housing and Inclusion Manager	January 2021	Completed but still under review.
2.4	MBC to work towards balancing the housing market through Maidstone Property Holdings	<ul style="list-style-type: none"> More homeless and rough sleeping households accommodated through MPH 	Head of service	On-going with quarterly reviews	Completed
2.5	Develop a MBC floating support service using new funding streams.	<ul style="list-style-type: none"> More households are being supported through the traditional floating support model - this to be needs led and not dictated by a timeframe. 	Housing and Inclusion Manager	August 2020	Partially completed and work continuing towards a robust Floating Support service via RSI funding.
2.6	Local Housing Allowance - seek to lobby the government on an uplift which reflect the local market rates.	<ul style="list-style-type: none"> Raise this at more senior levels including KHG and central government forums. 	Head of Service	On-going	Completed

Objective 3: Support for Vulnerable People					
Action		Outcomes	Lead	Timescale	Update Feb 2022
3.1	Ensure vulnerable people have sufficient access to appropriate housing and support services	<ul style="list-style-type: none"> • Quicker, simpler referrals between housing and health services • More self-contained accommodation within the borough • People with mental health needs can access appropriate accommodation • Fewer vulnerable households are evicted 	MBC KMPT Registered Providers	April 2021	Completed Range of supported housing options available in Maidstone including: Lily Smith House Pippin Court MBC supported housing
3.2	Continued support for victims of domestic abuse through: <ol style="list-style-type: none"> 1. Sanctuary 2. MARAC 3. One Stop Shop 	<ul style="list-style-type: none"> • Fewer people fleeing domestic abuse at point of crisis • Increased resilience for individuals suffering domestic abuse • Increased homelessness prevention for victims of domestic abuse • Attendance at the OSS by Housing Advisors 	MBC One Stop Shop	On-going	On-going DA and SG coordinator has been embedded. Working towards a central DA offer. Trinity will host the DA forum and the One Stop Shop.
3.3	Develop appropriate accommodation for ex-offenders within Maidstone.	<ul style="list-style-type: none"> • Reduction in re-offending rates amongst ex-offenders • Close working relationship with Probation and support providers. • More accommodation options • Increase in individuals accessing work and training who have an offending background. 	MBC Kent Probation Kent Prison Service Kent	August 2019	Completed the funding of The Link Project Afo funding for a Housing First model in Maidstone

3.4	Continue the development of the hospital discharge program ensuring MBC have robust relationships with all key health partners	<ul style="list-style-type: none"> · Service level agreements are developed with those partners. · Expansion into MDT's for mental health services · On-going review of outcomes achieved to review if service needs amendment. 	MBC and CCG's. MTW. Littlebrook and Priority House.	Dec 2019	MTW is embedded and fully functional, Cottage Hospital and KIMS. Virtual engagement.
3.5	Improve access to GPs and primary care services for homeless households and rough sleepers.	<ul style="list-style-type: none"> · Increase the numbers of households in temporary and emergency accommodation accessing primary health care services · Increase no. of rough sleepers accessing primary health care services 	MBC, CCG's and medical facilities across Maidstone	Reviewed in March 2020	KCHFT provide physical health to Rough Sleeping and at risk homeless individuals. Collaborative working agreement underway for One You service and the housing teams. Include health care in the PhP
3.6	Staff are well trained and have specialist knowledge on a range of support issues.	<ul style="list-style-type: none"> · Staff specialisms are developed and encouraged · Regular training undertaken · Staff can work with the most complex and be empathic and supportive 	H&IM, AM and HAM	On-going but reviewed twice yearly in line with performance	Completed

Objective 4: Rough Sleepers					
Action		Outcomes	Lead	Timescale	Update Feb 2022
4.1	Continue the roll out of the Housing First Model	<ul style="list-style-type: none"> • More households accommodated through housing first • Seek funding to continue the programme of providing on-going support to those accommodated. 	Housing and Inclusion Manager	December 2019	Completed
4.2	Seek post 2020 funding for the outreach service.	<ul style="list-style-type: none"> • Continuation of service post April 2020 	Housing and Inclusion Manager	March 2020	Completed and on-going - RSI funding package underway for years 5-8
4.3	Work with the various voluntary groups to ensure a coordinated approach to tackling rough sleeping	<ul style="list-style-type: none"> • Reduced numbers of rough sleepers in the district • Increase in cohesive services • Multiagency approach to the most complex i.e. Blue Light 	Housing and Inclusion Manager	On-going	Completed
4.4	Explore ways of acquiring suitable move-on accommodation	<ul style="list-style-type: none"> • A viable pathway from the assessment centre to settled living can be achieved and sustained 	Accommodation Manager	On-going	Trinity and our Homefinder scheme has recently been reviewed to ensure we can meet the needs of single homeless

4.5	Develop the social enterprise for rough sleepers in partnership with One Maidstone.	<ul style="list-style-type: none"> • Board mobilised and shop opened. • Service users have co-produced the model and ideas with staff • Shop becomes self-operational 	Outreach Services Manager	August 2020	This is a priority for Trinity once open. The Homeless Navigators are working towards this.
4.6	Seek to work with soup kitchens and other charitable services to provide a cohesive support offer to rough sleepers.	<ul style="list-style-type: none"> • Regular meetings • Standard support offer to rough sleepers • Reconnection for those with no local connection 	Outreach Services Manager	March 2019	Work continuing on this.