



# **Kensington and Chelsea Homelessness Prevention and Rough Sleeping Reduction Strategy**

## **Scoping the Action Plan**

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# What is the Action Plan?

- Sets out our prevention and reduction priorities over the next 12 months
- Sets out what we hope to achieve (outcomes)
- Helps us, you, residents monitor progress
- Holds us to account

This is not a formal consultation! We would like your input.

# Important timelines

<b>17 February</b>	<b>public consultation launched</b>
<b>28 June</b>	<b>public consultation closed (due to close on 27 March)</b>
<b>16 September</b>	<b>recommended Strategy to Council Leadership Team</b> key decision and consultation report 12 month action plan equalities impact assessment

Action	Examples of what this might mean
<ul style="list-style-type: none"> <li>➤ <b>Improve communication</b></li> <li>➤ <b>Improve quality of information and advice</b></li> <li>➤ <b>Ensure advice and support is accessible to all</b></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Website</i></li> <li>• <i>Posters / leaflets</i></li> <li>• <i>Social media channels</i></li> <li>• <i>Working with Third Sector to promote and target information</i></li> <li>• <i>'remote access' to housing advice</i></li> <li>• <i>'COVID-proof access'</i></li> </ul> <p><i>Ensure residents can access information, or know where to go for information, whoever they talk to.</i></p>
<ul style="list-style-type: none"> <li>➤ <b>Enable and support residents to make choices</b></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Build trust</i></li> <li>• <i>Personalised advice not 'process'</i></li> <li>• <i>Resident at heart of decision – not 'parent / child'</i></li> <li>• <i>Access to the right information to inform decisions</i></li> <li>• <i>Access to the right advice and support to back that decision</i></li> </ul> <p><i>Helping residents remain where they are where possible, as part of the community.</i></p>

Action	Examples of what this might mean
<p>➤ <b>Appropriate and effective use of the PRS</b></p>	<ul style="list-style-type: none"> <li>• <i>Use of PRS inevitable (if we cannot prevent)</i></li> <li>• <i>Support resident choice when accessing PRS</i></li> <li>• <i>Strong tenancy support post move</i></li> </ul>
<p>➤ <b>Intervening and supporting residents as early as possible</b></p>	<ul style="list-style-type: none"> <li>• <i>Trying to support residents as early as possible when difficulties arise – before its too late</i></li> <li>• <i>Working with partners to provide holistic support and tenancy sustainment</i></li> <li>• <i>Learn from prevention – what works &amp; what doesn't</i></li> </ul>
<p>➤ <b>Specialist housing pathways</b></p>	<ul style="list-style-type: none"> <li>• <i>Refresh protocol for 16 / 17 year olds</i></li> <li>• <i>Reach out to hidden homelessness</i></li> <li>• <i>Review / improve domestic abuse support</i></li> </ul>

Action	Examples of what this might mean
<p>➤ <b>Develop and embed joint-working</b></p>	<ul style="list-style-type: none"> <li>• <i>Council services and Third sector</i></li> <li>• <i>Joint visits and assessments ‘team around the household’</i></li> <li>• <i>‘warm referrals’ for appropriate advice (eg benefits / debt)</i></li> <li>• <i>Clear agreements and protocols for:</i> <ul style="list-style-type: none"> <li>– <i>Statutory duty to refer</i></li> <li>– <i>Non-statutory joint working</i></li> </ul> </li> <li>• <i>Homelessness Forum / Board</i></li> </ul>
<p>➤ <b>Reduce / eliminate rough sleeping</b></p>	<ul style="list-style-type: none"> <li>• <i>Build on progress made during lockdown</i></li> <li>• <i>Maintain support for rough sleepers</i></li> <li>• <i>Clear support and move-on into settled accommodation and independent living</i></li> <li>• <i>Housing First</i></li> <li>• <i>Winter shelter provision</i></li> <li>• <i>No recourse to public funds</i></li> </ul>

Action	Examples of what this might mean
<p>➤ <b>Suitable accommodation</b></p>	<ul style="list-style-type: none"> <li>• <i>Working with Env Health – PRS conditions (prevent)</i></li> <li>• <i>Improve social housing conditions (prevent)</i></li> <li>• <i>Work with residents to identify good quality PRS</i></li> <li>• <i>Ensure TA complies with fire, health and safety</i></li> <li>• <i>Revise Allocation Scheme</i></li> </ul>
<p>➤ <b>Bid for and use funding effectively</b></p>	<ul style="list-style-type: none"> <li>• <i>Effective use of prevention funds</i></li> <li>• <i>Explore funding opportunities, including joint bids</i></li> </ul>

Action	Examples of what this might mean
<p>➤ <b>Transform and restructure Homelessness Services</b></p>	<p><i>Shift emphasis to:</i></p> <ul style="list-style-type: none"> <li>• <i>Prevention</i></li> <li>• <i>Reaching residents earlier</i></li> <li>• <i>Improving access and simplified journey</i></li> <li>• <i>Joint working with other services and Third Sector</i></li> <li>• <i>Training to support different needs – language, culture, faith, identity – build softer skills</i></li> <li>• <i>Embed the new culture</i></li> </ul>
<p>➤ <b>Learn from our residents</b></p>	<ul style="list-style-type: none"> <li>• Pro-actively seek `service user` feedback</li> <li>• Revise our services based on feedback</li> </ul>



# Longer term objectives

- Understand causes of homelessness
- Better understand impact of homeless for different communities / refine services
- Rolling programmes of community events / workshops on housing
- Framework of different specialist housing pathways
- DAHA accreditation

# Questions and feedback?

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