Sanctuary Action Plan Housing, Regeneration and Environment

Ref	Directorate	Division	Service area	Action	Owner	Milestones	Status	Date added	Date due	RAG Rating with date	Comments with date	Follow up date
1	Housing, Regeneration and Public Realm	Housing Services	Housing Partnerships and Service Improvement	Pilot 'I need a translator' cards on the refugee programme	Rachel Dunn	Production of cards, distribution to refugees on programme, review of efficacy with pilot users at 3 months	Open	14/10/19	14/03/20	11/12/19	27/10/2020 - Complete. Cards produced and distributed to clients. Some benefit found. Consideration will be given to rolling out to all resettled refugees and other relevant service users.	27/11/20
2	Housing, Regeneration and Public Realm	Housing Services	Housing Partnerships and Service Improvement	Work with local and Lewisham-specific RPs to get them to pledge their commitment to sanctuary and support them to develop an action they will take as part of this	Rachel Dunn	First RP pledged, 3 RPs pledged, first action complete	Open	14/10/19	14/04/20	11/12/19	29/10/2020 - In progress. The action hasn't been taken due to pressures placed on the service by Covid. However, the service will continue to engage with RP's to seek commitments and anticipates being able to do so within 6 months.	29/04/20
3	Housing, Regeneration and Public Realm	Housing Services	Private Sector Housing Agency	Work with local letting agents to get them to pledge their commitment to sanctuary and compile a list of Sanctuary Lettings Agents to be shared with service user groups and online	Sukhi Nijjar	First agent pledged, 3 agents pledged, first Sanctuary Lettings Agents list published	Open	14/10/19	14/06/20	11/12/19	27/10/2020 - In progress. Action not complete due to impact of Covid-19 and amended priorities. Met with service lead and agreed revised timescale for completion.	27/06/21
4	Housing, Regeneration and Environment	Housing Services	Private Sector Housing Agency	Produce short guide for refugees and migrants on the UK/Lewisham rental market and how to rent a property	Sukhi Nijjar	First version of guide produced	Open	14/10/19	14/04/20	11/12/19	27/10/2020 - In progress. Action not complete due to impact of Covid-19 and amended priorities. Met with service lead and agreed revised timescale for completion. The service has produced a general guide in English for tenants new to living in rented accommodation, which contains information relevant to refugees, asylum seekers and migrants and to which they can be signposted and we will work with them to produce something more tailored to the needs of refugees and migrants.	27/06/21
5	Housing, Regeneration and Environment	Housing Services	Private Sector Housing Agency	Produce a guide for refugees and migrants on their housing rights and clear and accessible routes to housing enforcement	Fenella Beckman	First version of guide produced	Open	14/10/19	14/04/20	11/12/19	27/10/2020 - In progress. Detailed guides for landlords and tenants have been produced in English and are available on our website. We will look to increase awareness of this information among refugees and migrants, and signpost them to it.	
6	Housing, Regeneration and Environment	Housing Services	Housing Needs and NRPF	Send all front line staff a reminder of how to access translation and interpretation services	Lee Georgiou	Reminder sent	Open	14/10/19	14/12/20	11/12/19	22/10/2020 - Completed. Lee completed this action prior to his departure.	
7	Housing, Regeneration and Public Realm	Housing Services	Housing Needs and NRPF	Provide online guidance for refugees, asylum-seekers and migrants on how the allocations policy may apply to them	Fenella Beckman	Online guidance published	Open	14/10/19	14/04/20	11/12/19	27/10/2020 - In progress. We do currently have guidance available in English which can be accessed via our website and the online housing questionnaire, however this is not tailored to refugees. Further work will be undertaken to amend the online housing questionnaire to tailor it to the needs of refugees, asylum seekers and migrants.	29/04/20
8	Housing, Regeneration and Environment	Housing Services	Housing Needs and NRPF	Produce signposting to independent advice for those with NRPF	Fergus Downie	Signposting published	Open	16/01/20	14/04/20	16/01/20	27/10/2020 - Complete. Signposting incorporated into leaflets given to clients.	
9	Housing, Regeneration and Public Realm	Housing Services	Private Sector Housing Agency	Develop promotional campaign to encourage landlords to rent to refugees	Sukhi Nijjar	Comms plan signed off	Open	16/01/20	14/04/20	16/01/20	30/10/2020 - In progress.	
10	Housing, Regeneration and Public Realm	Housing Services	Private Sector Housing Agency	Consider opportunities with the landlord forum for training or development in property development and management for migrants or other opportunities to support sanctuary	Fenella Beckman	Agenda item for forum to discuss sanctuary - to lead to further action dependent on outcome	Open	16/01/20	14/05/20	16/01/20	26/10/2020 - Action revised after discussion with service. The Landlord Forum has not met during this time. It has been agreed that officers from the Licensing and Housing Enforcement Service will support the Borough of Sanctuary objectives through signposting or delivering information at events organised by local migrant organisations.	
11	Housing, Regeneration and Public Realm	Housing Services	Housing Needs and NRPF	Review independent assesment of immigration advice in Lewisham and cost benefits	Fergus Downie	Hogan Lovells impact assessment report published	Open	16/01/20	18/03/20	16/01/20	27/10/2020 - Complete. Review led to the appointment of full time imigration adviser with Southwark Law Centre.	
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