

Update on the Homelessness Strategy 2020- 2022 Action Plan to
Housing Select Committee

March 2022

Prevent homelessness at the earliest opportunity with the most appropriate level of support

Action	Progress	Status
<p>1.1 Delivering an improved housing options advice</p>	<p>Successfully creating a face-to-face service provision specifically tailored to individual need</p> <p>The Rough Sleeping team carry out face to face visits to any new rough sleeper in order to undertake an assessment of their needs and to support them with their housing options. The team also visit former rough sleepers in their accommodation or in supported housing as and when issues arise and to address any support needs and to prevent loss of tenancies or any recurrence of homelessness. This service continued to be provided throughout the pandemic in accordance with Government Guidelines to ensure the most vulnerable were not disadvantaged.</p> <p>Officers in our TA Team like the Tenancy Management and Resettlement Officers carry out visits with households who are nominated to view private rented properties and arrange sign ups. They will also attend properties if the tenant is having issues to liaise with landlords and landlord agents.</p> <p>The Health and Housing Coordinator carries out face to face advice sessions and assessments with patients in Lewisham Hospital. Sometimes these are joint sessions with adult social care workers or other health professionals. They also organise MDT and discharge planning meetings in the hospital making sure the patient is present to express their opinion and wishes. Home visits are often carried out with other professionals such as repair teams or cleaning and de-cluttering services.</p> <p>The Housing Enforcement and Intelligence officers work face to face with tenants in the private rented sector and their landlords to prevent illegal eviction and tenant harassment and helping households remain in their homes. The team prevented over 70 unlawful evictions during lockdown. The team have 7 cases pending before the Crown and Magistrates Court and over 20 active investigations at the time of writing. Prosecuting landlords who illegally evict and/or harass their tenants provides significant deterrent to other members of the landlord community who are tempted to deprive their tenants of legal protection.</p> <p>In February 2022, Housing and Children Social Care Directorates implemented a protocol to conduct joint assessment for 16-17 year olds approaching the council as homeless. This assessment is face to face and takes place at Laurence House. This protocol is intended to ensure an effective response to young people who present as homeless or are threatened with homelessness. The joint approach taken by Housing and Children's services ensures that young people do not get passed between services, that they only have to 'tell their story' once and that professionals work together to agree the most effective course of action to support the young person.</p>	<p>Ongoing</p>

		Like the rest of the Council, the Housing Needs and Refugee Services moved to remote working during the pandemic. However face to face service provision continued for our most vulnerable clients. Now that we are coming out of the pandemic the service is exploring opportunities for co-location with third sector partners in the community so that we can continue to meet those residents whose cases would benefit from face to face contact and to ensure that overall our housing options service is specifically tailored to individual need.	
	Raising awareness with partners about the 'duty to refer' obligation and support them to spot the signs of homelessness early so that we can work together to prevent homelessness	<p>The "Duty to Refer" legislation came into effect from 1st October 2018. Since then the service has put information on our website and have engaged with all key stakeholders to inform them of our referral processes. The Duty to refer has facilitated closer working with many of our external partner organisations. Housing officers attend key partnership meetings such as the MARAC/MAPPPA and other stakeholder meetings with key partners whereby we remind them of their duties and ensure that we continue to monitor number of referrals incoming.</p> <p>The Health and Housing Coordinator is based within Lewisham Hospital where they promote multi-agency working, with a case finding rather than case responding approach amongst health professionals. They also attend regular meetings with Lewisham primary healthcare services and other local acute hospitals, where they are kept up to date with any changes to services, reminded of the housing assistance available and encouraged to make duty to refer.</p> <p>The Housing Needs service also engage with DWP (Job centre) leads who use this duty to refer individuals who need additional support or assessments.</p>	Ongoing
	Using data more effectively to identify households at risk of homelessness or repeat homelessness, taking proactive action where possible	<p>The Housing Service has been embedding a new IT system implemented during 2021 which is helping the service to improve the quality of data gathering. During the pandemic the service used data to inform our insight work to prepare for the lifting of the eviction ban. This led to us being in a position to contact and work proactively with household who were at risk of homelessness once the eviction ban was lifted.</p> <p>The service also records information from people accessing the service as Rough sleepers to ascertain their reason for loss of last settled accommodation. This information is used to enhance our prevention work to ensure that we are able to effectively assist single people approaching the service and that we are able to take proactive action to prevent them from becoming homeless.</p>	Ongoing
	Exploring working with local legal advocates and court	Officers in the Homelessness prevention & assessment team have been trained to support residents to complete defence forms in eviction proceedings where there are grounds to defend and by	Completed

	services with a view to getting information at the earliest opportunity, and also promoting better outcomes for residents	referring/sign posting to local legal advocates to work with residents to prevent homelessness. A project team was set up during the pandemic to help prepare for the lifting of the eviction ban. The team's focus was on taking steps to manage anticipated demand and actions to prevent homelessness from the private rented sector through using and analysing data from the courts. This data gave us early indications of the numbers of eviction cases that were waiting for court dates and that informed our service planning.	
	Improving outreach provision prevention work in the borough.	As set out above, the Rough sleeping team, some officers in the TA team, the Health and Housing Coordinator, the Rogue Landlord officers all undertake outreach work in the borough. The Housing Needs service is currently consulting with local partners through the Homelessness Forum to identify suitable sites for officers to co-locate in the borough for certain days or half days in order to enable greater access to the service and to increase proactive homelessness prevention activity.	Ongoing
1.2 Supporting those at risk of homelessness to remain where they are by	Working with housing benefit colleagues to ensure discretionary housing payments are available to more households threatened with homelessness	Officers in the Housing Needs and Refugee services work very closely with colleagues in the Council's Housing Benefits Service. Referrals are made for Housing Benefits & Council Tax Support by Housing officers where it is believed the applicant may be eligible for DHP which would potentially prevent them becoming homeless. The services regularly work together to achieve positive prevention outcomes. The two services are currently working closely together to support eligible residents with assistance from the Household Support Fund.	Ongoing
	Regularising our offers of financial support to those who are homeless or threatened with homelessness in the PRS so that finance is more easily accessible, e.g. through our partnership with the credit union	The service has a long standing relationship with the Lewisham Plus Credit Union. The service refers customers to the credit union for assistance with low cost loans. The service also uses the Credit Union as a partner to support the Council in its work with landlords, to prevent homelessness as well as working with clients to provide rent deposits / one off payments towards securing a home or to prevent their homelessness through other means.	On-going
	Developing our mediation service to work with landlords, family and friends	Homelessness prevention & assessment officers regularly mediate with landlords/ family and friends to prevent homelessness and negotiate with the host with a range of options. Where there is scope to negotiate with landlords to further renew tenancies our Procurement and resettlement officers are also on hand to facilitate and correspond with landlords on more complex cases.	On-going

	<p>where relationships have broken down</p>		
	<p>Developing partnerships with local landlords to reduce PRS eviction</p>	<p>The Council works closely with local landlords and landlord agents to resolve the housing needs of our clients. There are forums such as the Landlord Forum where the Council and partner organisations meet with local landlords to update on new legislative requirements on landlords as well as information sharing.</p> <p>The Council also meets regularly with the larger portfolio landlords on issues of joint interest and through these we have been able to work with them to reduce evictions especially those linked to rent arrears.</p> <p>The Council is a member of Capital Letters which is a membership organisation of 20 London Boroughs. Capital Letters works with London boroughs and landlords across the region, to help families find a secure and settled home. The Tenancy Sustainment team at Capital Letters work very closely with local landlords and households whose tenancies are at risk, to ensure that these households continue to maintain their tenancies and do not get evicted.</p>	<p>Ongoing</p>
	<p>Building trust with our clients so that they feel able to make contact early on</p>	<p>Early intervention is at the heart of the work of the Housing Services Division. Early intervention has the potential to prevent homelessness and to avert our clients being in crisis situations. We are working with our third sector partners as well as statutory partners, other housing providers and internal partners e.g. children’s social care, adult’s social care, to build trust with our clients so that they feel able to make contact early on.</p> <p>The Housing pages on the Council website are regularly updated to reflect helpful information to residents to empower them to make decisions about their housing situation. The newly created Housing Advice and Early Intervention Team have been set up to support our residents get timely information and advice and we strongly encourage residents to contact the service before they become homeless. The service regularly attends key stakeholder meetings and forums (e.g. Homelessness Forum) where we encourage our partners who are advocates for their clients, or who are referring their clients to make contact with our service early on. The Housing Advice and Early Intervention Team undertake initial assessment of circumstances and provide information, advice, signposting, referrals alongside practical assistance as necessary. Whilst previous processes did include homelessness prevention actions, those processes typically triggered after referral at the first interview with Housing Solutions Officers. This meant there were delays of days or weeks for prevention action.</p>	<p>Ongoing</p>

Focussing more prevention effort earlier in the process, and if possible before a person is homeless is likely to result in positive outcomes.

Support people to access a stable and secure home

	Action	Progress	Status
2.1 Strengthening our support for households to find a home in the private rented sector.	Increasing the procurement of properties in the private rented sector as an alternative to temporary accommodation	<p>The Housing Strategy sets out the case that for the majority of our families, the private rented sector will be the solution for their housing needs. The Council is not able to meet the demand for social homes, there are over 10,000 households on the register and we let just under 1000 homes last financial year. With average waiting times for a two bed property Band 3 now 10 years approximately and three bed Band 3 properties now 13 years approximately, keeping families in temporary accommodation is an not a viable options. We are therefore increasing the procurement of properties in the private rented sector as alternative to temporary accommodation. The Procurement officers and the TA Team are leading this work. The service also works closely with Capital Letters who have targets to procure suitable properties in the private rented sector for our homeless households.</p> <p>The Housing Select Committee is due to receive the Council’s TA Procurement Strategy later this year, (2022). The document will set out the approach the Council will take in order to meet the anticipated demand for properties for our homeless households.</p>	Ongoing
	Continuing to develop effective tools to support residents to search and secure private rented sector accommodation independently	The Housing Needs service have introduced the “Entitled To “affordability tool in the service. This tool enables clients to complete a benefit calculation, income and expenditure assessment and helps as to identify ways in which we can maximise income through direct intervention or through signposting to partners. The tool makes it much easier for officers to identify properties that clients are able to afford and our clients have fed back that the tool enables them to see how their affordability assessment has been carried out and why a particular PRS property has been identified as affordable for them.	Ongoing
	Engaging with landlords in order to increase number of properties available for housing benefit recipients and at Local Housing Allowance (LHA) rates	The Service works proactively to engage with landlords in order to increase the number of properties available for housing benefit recipients and at LHA rates. In addition to our experienced TA Procurement officers who have extensive links with single, small portfolio and large portfolio landlords, we work with local agents and the service also works with organisations such as Capital Letters to procure properties and to increase supply. Products such as the Landlord Incentive Scheme, Rent Deposit Schemes enable us to engage with landlords and to support our clients.	Ongoing

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	Action	Progress	Status
	Working with landlords to bring about longer term minimum tenancies.	This action has been deferred due to capacity within the team. In addition we will need to work with other local boroughs through London Councils and Capital Letters to be successful as landlords operate across the sub region / region and this action will need to be implemented working in collaboration with other London boroughs. We aim to take this forward in the next year.	Deferred
2.2 Reviewing our policies and practices around temporary accommodation and housing allocation	Expanding our in-house stock of temporary accommodation through development and acquisition	As at December 2021 the Building for Lewisham programme is on track to expand our in house stock of temporary accommodation. During the period April 18 to March 22 the Council and/or Lewisham Homes have completed on 73 individual property acquisitions for TA. Sydney Arms was also acquired and is now being used for TA (16 TA homes). In addition to these acquisitions the following schemes are being delivered and are currently under construction or due to start imminently - Mayow Road (32 TA homes), Canonbie (6 TA homes), Edward Street (34 TA homes) and Shaftesbury (33 TA homes).	Ongoing
	Reviewing the use of temporary accommodation with shared facilities	During the pandemic the service reviewed the health and support needs of those who were vulnerable and occupying properties that are shared and worked to re-house them into more suitable self-contained accommodation. Since then the service has continued to be mindful of placements of vulnerable people with health issues in accommodation with shared facilities, only doing so in emergencies and for the shortest period. We prioritise placements in self-contained accommodation for our vulnerable homeless households. Going forward we will be seeking to reduce the use of shared TA as much as possible.	Ongoing
	Reducing the use of nightly paid accommodation	<p>The focus of the service is on early intervention to enable residents to remain in their existing accommodation and prevent homelessness. Where we are not able to prevent homelessness, the service is aiming to place those households into new private rented sector properties and avoid the TA journey. For those households who end up in temporary accommodation, we are working to place into our leased and private managed accommodation and reducing the use of nightly paid accommodation.</p> <p>Although we have seen an overall decrease in the number of households in Temporary Accommodation, the number of households in nightly paid accommodation has steadily increased since August 2021. A short term TA Cost Reduction Project team is being set up to work to identify actions that can be implemented in the short, medium and long term to reduce the overall spend on TA. It is expected that this work will include options to enable the service to reduce the use of nightly paid accommodation.</p>	Ongoing

Support people to access a stable and secure home

	Action	Progress	Status
	<p>Reviewing our allocation policy and temporary accommodation placement policies. We will make best use of our limited social housing and incentivise residents to work with us to prevent homelessness.</p>	<p>The Allocation Policy and the Location Priority Policy have both been reviewed and agreed by Housing Select Committee and Mayor and Cabinet in the case of the Allocation Policy. The Location Priority Policy is due to be presented to Mayor and Cabinet in summer 2022.</p>	<p>Completed</p>
<p>2.3 Ensuring our supported housing pathways and specialist housing meet the needs of our vulnerable residents</p>	<p>Reviewing the demand for and use of our supported housing pathways</p>	<p>Lewisham has extensive supported housing pathways to meet the demand of residents who have a housing need. The demand is reviewed throughout the commissioning process; from time to time we experience a waiting list however access is usually facilitated within reasonable time. The Health and Housing Coordinator works in partnership with the NHS – local hospitals, Adult Social Care and other agencies to ensure hospital discharges processes are streamlined, support needs are quickly assessed, so that appropriate pathways are being identified and inequalities are being addressed for better long term outcomes for clients who are in hospital.</p>	<p>On-going</p>
	<p>Reviewing housing provision and pathways for young people including:- 16–17 year olds, care leavers and children with no recourse to public funds</p>	<p>Children Social care and Housing have worked together to implement a number of joint protocols to ensure we provide tailored support and housing.</p> <ul style="list-style-type: none"> • The Young Persons Joint Working Protocol has been developed to ensure the best outcome for 16/17 year olds by implementing a joint assessment between social workers from the children and young people service and a housing caseworker. The Joint Assessments have been implemented since February 2022 • The service has worked in partnership with children’s social care and the adults commissioning team to develop a move on offer of social housing studios to care leavers, this was implemented at the end of 2021 • The No Recourse to Public Funds team work closely with Children social care to support young people with no recourse to ensure they are not street homeless and are provided with adequate support. 	<p>Ongoing</p>
	<p>Reviewing service provision for those fleeing domestic</p>	<p>The service is operating in line with the Domestic Abuse Act 2021. A review of services is being undertaken in partnership with the Violence Against Women and Girls service. Training has been provided to housing officers to increase awareness of domestic abuse in 2021 and again earlier this</p>	<p>Ongoing</p>

Support people to access a stable and secure home

	Action	Progress	Status
	abuse to ensure it is suitable and appropriate	year - 2022. A rehousing pathway has been developed from the Local Refuge for those ready for move on.	

Support rough sleepers to enable access to services and accommodation

	Action	Progress	Status
3.1 Developing the support we offer to rough sleepers	Expanding our interventions for chaotic, entrenched rough sleepers in need of long term support	The Housing First service funded via the RSI programme offers long term accommodation with support to provide solutions for our most entrenched and complex rough sleepers and is currently able to support up to 60 service users. The Substance Misuse Rough Sleeping team (Public Health grant funded) includes a complex needs worker to work with entrenched rough sleepers with complex needs, and a Building Recovery in Community worker to support rough sleepers to move into recovery. We have 15 complex needs bed spaces in the Rough Sleeper Pathway and have recently submitted a bid as part of RSI5 to increase this to 20 spaces. Navigators are able to provide intensive support to the most complex rough sleepers to sustain placements and remove barriers to placing.	Ongoing
	Developing a robust private rented sector offer with move-on assistance	Rough sleepers re-settled into PRS are provided with up to 6 months tenancy sustainment support which is currently funded via the RSI programme to ensure rough sleepers are successfully resettled into accommodation and do not return to rough sleeping. The service remains responsive to the clients and the landlords to ensure that arrangements do not breakdown. The team carry out extensive suitability assessments to ensure that those referred to the PRS are ready and are able to sustain their tenancies. The team also refer and signpost individuals for support in the community.	Ongoing
	Reviewing our use of shared facilities accommodation in light of COVID-19	The service developed a rough sleeping pathway with one of our known providers using supported housing which is not shared. We have moved away from using shared sleep sights and also use hotels and self-contained rooms/flats to accommodate rough sleepers where possible during the cold weather.	Ongoing
	Building on our current outreach offer to ensure it reflects the needs of rough sleepers in Lewisham	London Street Rescue (LSR) and the rapid response team including the in house navigators conduct regular outreach. The team have access to personalisation funds to use in their outreach visits to develop tailored offers to rough sleepers and this has been successful as 85 rough sleepers have been assisted in the last year. LSR Outreach Service is ceasing from 30th September 2022, which affects Greenwich, Lewisham, Bexley and Bromley. All four Boroughs rely on the LSR service as their only outreach provision, and the contract ending is a source of particular concern with no confirmation of funding/continuity of service. This gap could be addressed by funding a sub-regional outreach service to cover Greenwich, Lewisham, Bexley and Bromley as set out in the RSI bid of Lambeth, to start on 1st October 2022. This has been put forward to Central Government.	Ongoing

	<p>Expanding support to help regularise the immigration status of rough sleepers where appropriate</p>	<p>Lewisham has a cohort of rough sleepers who are ineligible for support from the local authority which presents barriers to resolving their rough sleeping. Current numbers are: 6 Non-EEA Nationals with complex immigration issues (All have been referred to LRMN) and 5 EEA Nationals, 4 of whom have had their cases escalated to Home Office by Navigators.</p> <p>LBL currently accesses specialists Legal & Immigration advice via the Lewisham Refugee & Migrant Network who work in collaboration with the Southwark Law Centre (GLA commissioned service). The GLA / London Councils are looking to commission a pan London Immigration advice offer which LBL will be able to access.</p> <p>Navigators play a key role in supporting rough sleepers to resolve any eligibility issues, regularly support rough sleepers to follow Home Officer guidance and to liaise with relevant Embassies as needed to move individual status issues forward as quickly as possible.</p> <p>The EUSS application is completed by either, Navigators, Thames Reach Immigration support or Lewisham Migrant and Refugee Network. Navigators escalate the cases to the Home Office who then escalate the case to the EUSS Vulnerability Team. We have had great success with this having successfully obtained settled status for 26 rough sleepers. We use our funding to obtain relevant documentation in support of their application.</p>	<p>Ongoing</p>
	<p>Ensuring that our range of support and housing offers can help all rough sleepers, from all circumstances, to start a journey to sustainable accommodation.</p>	<p>The following are the range of support and housing offers as well as initiatives that we use to help all rough sleepers from all circumstances to start a journey to sustainable accommodation:-</p> <ul style="list-style-type: none"> • Rough Sleeper Co-ordinator – to ensure oversight of the case load and that interventions are targeted appropriately • Navigators – ensuring each rough sleeper has a personalised support plan to address unmet needs • Rough Sleeper Substance Misuse Team – provides rapid access to assessment, harm minimisation, & drug / alcohol treatment options • The Rough Sleeping Pathway – provides a direct accommodation offer to alleviate rough sleeping, and support to develop personalised move on plans to prevent a return to rough sleeping • The Procurement officers & procurement funding – provides targeted resources to find suitable affordable PRS options to move rough sleepers into long term accommodation options to prevent a return to rough sleeping • The Housing First service - provides personalise bespoke long term housing solutions to prevent a return to rough sleeping for complex and multiply excluded rough sleepers. 	<p>Ongoing</p>

		<ul style="list-style-type: none"> • The ETE offer -provides rough sleepers with support to access education and employment opportunities to support them to develop longer term skills to prevent a return to rough sleeping • RS Outreach Health nurse - enables a targeted outreach health offer to people sleeping rough in the borough undertaking enhanced health needs assessments, identification and early intervention and management of health needs liaising and linking in with key health service providers • Effective partnership working - leading to an improved recovery package for those at risk of returning to the streets, through information sharing to ensure partners work together to develop a holistic recovery package. 	
3.2 Embedding new ways of working with health and commissioning partners	Creating a new Strategic Rough Sleeping group to drive this agenda, alongside public health and NHS colleagues	<p>The Strategic Rough Sleeping Group has been set up. The Group meets monthly and includes representatives from Housing Needs and Refugee Services, Housing Partnerships and Service Improvement, Public Health, the CCG and Joint Commissioning, colleagues from mental health, substance misuse and supported housing services.</p> <p>In addition to the new Strategic Rough Sleeping Group, there are other multi-agency partnerships where the rough sleeping agenda is covered. This includes the Lewisham’s mental health alliance, Domestic Abuse and Violence against Women and Girls Board, Integrated Offender Management Partnership, and meetings of the local VCS partnership groups such as the Homelessness Forum.</p>	Completed
	Establishing a director level reference group to oversee our rough sleeping action plan, while ensuring a systemic approach is taken to end rough sleeping	The Strategic Rough Sleeping Group has oversight of the rough sleeping action plan and ensures a systematic approach is taken to end rough sleeping.	Completed
	Developing the way we support former rough sleepers to retain long-term tenancies according to their specific needs	<p>Lewisham has commissioned a floating support service to help former rough sleepers to retain their tenancies. The funding is for a capacity of 50 floating support cases for rough sleepers. There are currently 47 former rough sleepers being supported. The support was expected to be for six months but the average time former rough sleepers spend being supported is 13 months. The longer support period reflects the higher levels of support needed from the service.</p> <p>This service has been successful in supporting 90% of service users to maintain their tenancies. In addition, two mini audits undertaken on the service carried out in 2021 which included an audit of case files and observing home visits found that the service was providing good quality meaningful support.</p>	Ongoing

	Ensuring continuous development of rough sleeping services, all the while adapting and improving them according to lessons learnt, both generally and through what we have learnt from COVID-19	<p>The work of the Council’s rough sleeping services and progress against the Ending Rough Sleeping Plan is continuously “reviewed” through our internal service improvement programme, through discussions and at the Strategic Rough Sleeping Group, through feedback from our partners at forums such as the Homelessness Forum and through regularly discussions with our DULUP Rough Sleeping Advisor.</p> <p>The service has recently submitted a bid to Government for Rough Sleeping Initiative 5 funding. The process of developing the bid included a review of our delivery of existing services, the lessons learnt over the last two years, agreement with our partners on what outcomes we wanted from the service for the next three years and used this to develop our RS15 bid.</p>	Ongoing
	Working with health partners to ensure that health pathways meet the varied and complex needs of rough sleepers	As mentioned above the Rough Sleeping Strategic Group meets regularly including representations from Health partners to ensure the needs of rough sleepers are met and that key services are developed in a holistic way.	Ongoing
	Striving, with health partners, to address health inequalities experienced by rough sleepers	Ensuing LBL have a targeted health offer to work with people experiencing rough sleeping is a key part of ensuring we have a holistic approach to meeting need. Given this, colleagues in the CCG have secured funding to ensure the Outreach Nurse post currently funded via RSI can be continued via Health Inequalities funding to continue the Outreach Nurse role from 2022- 2025.	Ongoing

Adapt and be agile in our service delivery to support residents impacted by COVID-19

	Action	Progress	Status
4.1 Striving for innovation and continuous improvement	Providing innovative solutions to those with complex immigration statuses facing homelessness	Whilst confined by certain statutory restrictions the Housing Service has always acted where it can to prevent destitution. The Rough Sleeper team for example has successfully resolved a large number of cases affected by the no recourse to public funds restriction, particularly during the Brexit transition period, when the navigators secured settled status for many vulnerable individuals. Providing and collating the evidence was a frequently a challenging task given the problems involved in securing key documents but effective multi-agency working ensured high rates of success, ensuring that EEA nationals were not left destitute. A significant amount of casework also involves liaising with the Home Office to ensure rough sleepers can be assisted to access s4 and s95 support in situations where no assistance can be provided under the Housing Act	Ongoing
	Consulting with those experiencing homelessness during the pandemic to ensure effective and efficient service provision	The service uses the complaints and compliments register to inform any service improvement plan to ensure services are tailored to the needs of residents. Extensive consultation took place with residents to inform the priorities within the Housing Allocation Policy.	Ongoing
	Reviewing the impact of our work and adapt according to lessons learnt	As set out above, the service continuously “reviews” the impact of their work through feedback from stakeholders, internal service improvement initiatives, complaints/compliments feedback. The process of developing a new homelessness and rough sleeping strategy will give the service an opportunity to fully review the impact of the work it does and adapt according to lessons learnt.	Ongoing
4.2 Creating new ways of working with health and public health bodies	Building on work done by the Rough Sleeping COVID-19 response taskforce	We are taking forward the cross partnership work that was developed during Covid 19 when LBL, the NHS South East CCG and partners came together to provide an effective multi-agency response to the covid-19 pandemic. LBL and the CCG worked with GPs and the Health Inclusion Team (HIT) to deliver a joined up, health focused response. In the early part of the first lockdown 136 people were taken off the streets in the borough and placed in safe, single room accommodation in hostels and other properties. Other rough sleepers, identified at later stages of the crisis, were also brought into safe accommodation. The Lewisham response was specifically praised in the Kerslake Commission report. This work is now being taken forward through the work of the Rough Sleeping Strategic Group.	Ongoing

	Strengthening health pathways and service provision to ensure they are able to address the needs of clinically vulnerable people whilst keeping them safe from COVID-19	In addition to information set out above relating to moving vulnerable households out of shared accommodation to self-contained accommodation Lewisham participated in Protect and Vaccinate scheme as well as the “Everybody In” initiative to ensure we are able to support the needs of clinically vulnerable people who were homeless during the pandemic.	Ongoing
	Ensuring effective partnerships and coordination with health and other public bodies (see Priority 5)	As set out above through the work of the Rough Sleeping Strategic Group and the other multi-agency partnership group that we attend. In addition, we have further developed effective partnerships with Probation through MAPPA. The implementation of the duty to refer also has enabled closer partnership working across the sector.	Ongoing
4.3 Ensuring our supply of housing meets new needs as a result of the pandemic	Ensuring service provision for those fleeing domestic abuse is able to meet potential increased demand due to pandemic lockdowns	The Council has developed a Domestic Abuse pathway tailored specifically for social housing tenants, those who are fleeing from PRS family homes or emergency referrals from other boroughs. We also facilitate timely move-on from the refuge and this in return frees up places for new referrals into the local refuge. The service provides on the day appointments for all emergency homeless households including victims of domestic abuse, to ensure that a thorough assessment of their needs is undertaken and they are helped to move to suitable emergency accommodation. In addition there is a floating support contract in place that enables the service to provide support to households fleeing domestic abuse who have to move outside the borough.	Ongoing
	Developing and acquiring new accommodation options for rough sleepers	<p>The Council secured £2.3m from the GLA through RSAP which enabled us to acquire Sydney Arms, a former public house, and convert it into 16 homes which is being used as move-on accommodation for former rough sleepers. The GLA funding also paid for a RS Navigator to support the service users in the scheme. The council was commended by partners including the DLUHC and GLA on its ability to turn around this scheme at such short notice, and to do so successfully. The scheme has been mentioned as an exemplar in the Rough Sleeping Accommodation Programme.</p> <p>In addition the targeted Rough Sleeper Pathway funded via RSI programme provides an alternative to a night shelter offer. This service is delivered jointly by LBL and 2 non commissioned supported housing providers in the borough providing 15 complex needs bed spaces, 8 medium need, and 30 move on bed spaces.</p> <p>Finally some of the new build homes being delivered by Lewisham Homes on behalf of the Council will be used as Temporary Accommodation for our homeless households including rough sleepers.</p>	Ongoing

Strengthen partnership working

Action	Progress	Status
<p>5.1- Establishing new ways of working across partnerships to collectively reduce the risk of homelessness for families and individuals at risk</p>	<p>Lewisham has a vibrant voluntary sector and a very strong local homelessness forum which is committed to working together to prevent homelessness and end rough sleeping. This group comes together regularly to discuss strategic issues facing the sector, identify local needs, consult on approaches locally and co-produce solutions. Many of the organisations on the forum are advice agencies who work directly with residents and they are able to support the council with effective early intervention so that collectively we are reducing the risk of homeless for families and individuals.</p> <p>LBL Housing meet regularly with other Registered Providers through the RP Partnership facilitated by the Housing Partnerships team. Over the last year we have been developing a Pre-eviction protocol with registered providers across Lewisham to improve joint working between Housing Options and Social Housing providers whose tenants may threatened with homelessness to avoid reactive responses and with a particular focus on preventing and relieving homelessness. There has been good engagement with our RP partners and work to develop the protocol is due to finish in the coming year.</p> <p>Finally housing department is represented at key multi-agency groups such as MARAC (Multi Agency Risk Assessment Conference) and MAPPA (Multi Agency Public Protection Arrangements), VAWG Board, (Violence Against Women and Girls) and through these groups we are able to work collaboratively with other organisations to support families and individuals and reduce the risk of homelessness.</p>	<p>Ongoing</p>
<p>5.2 -Agreeing a joint working protocol with children’s social care to ensure the safety and security of young people faced with homelessness</p>	<p>As mentioned above in 2.3 a number of protocols have been developed with Children Social Care to ensure the safety and security of young people faced with homelessness.</p>	<p>Completed</p>
<p>5.3 - Ensuring that local delivery plans in response to the COVID-19 pandemic are developed with public health, social care and health colleagues, and that these plans are coordinated with local and regional NHS colleagues</p>	<p>LBL, the NHS South East CCG and partners came together to provide an effective multi-agency response to the covid-19 pandemic. LBL and the CCG worked with GPs and the Health Inclusion Team (HIT) to deliver a joined up, health focused response. In the early part of the first lockdown 136 people were taken off the streets in the borough and placed in safe, single room accommodation in hostels and other properties. Other rough sleepers, identified at later stages of</p>	<p>Ongoing</p>

	the crisis, were also brought into safe accommodation. The Lewisham response was specifically praised in the Kerslake Commission report.	
5.4 -Working with public health and substance misuse services to improve targeted support for individuals with these specific needs	The housing Service works closely with both partners to discuss demand and ensuring a holistic service is in place for those with specific needs who are homeless or threatened with homelessness. Representatives from these services attend the Rough Sleeping Strategic Group as well as the other external multi-agency partnership groups where rough sleeping issues are discussed.	Ongoing
5.5- Partnering with other local authorities to address additional need brought about by COVID-19	Proposals are being developed within the South East Sub-Region to commission a sub-regional Outreach offer to replace the LSR service which will work across Lewisham, Greenwich, Bexley & Bromley. Funding for this service is being incorporated in a Sub-Regional RSI application.	Ongoing
5.6 -Partnering with other local authorities to secure private rented accommodation for homeless households	We have partnered with 21 other local authorities through Capital Letters to secure private rented accommodation for homeless households	Ongoing
5.7 -Developing future strategy and service provision in collaboration with those with lived experience of homelessness	The Allocation Policy was developed with input from service users with lived experience of homelessness. Future strategy, especially the new Homelessness and Rough Sleeping strategy due to be developed in 2022 will be done in collaboration with those with lived experience of homelessness.	To Action