

THREE RIVERS DISTRICT COUNCIL
HOUSING, HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2023-28
ACTION PLAN

REF	AIMS	ACTIONS	OUTCOMES	LEADS	TARGET
1.0	OBJECTIVE 1: PREVENT AND RELIEVE HOMELESSNESS				
1.1	Ensure flexible use of the Council's Homelessness Prevention Fund.	Housing Services will continue to review how the grant funding is used to ensure it is targeted in the most appropriate manner.	Grant funding is used efficiently and effectively to prevent and relieve homelessness in the district.	Housing Operations Manager / Strategic Housing Manager	Ongoing
1.2	Implement a cost-of-living homelessness prevention project.	Housing Services to design and fund a Cost-of-Living homelessness prevention project in partnership with Registered Providers.	An increase in homelessness prevention in the district.	Housing Operations Manager / Strategic Housing Manager	2024
1.3	All tenants of Registered Providers (RP's) threatened with eviction are prevented from homelessness wherever possible.	Devise an early identification and intervention protocol with all Registered Providers to highlight factors such as rent arrears, antisocial behaviour, and tenancy sustainment.	Agreed protocol with all RPs so that tenants threatened with eviction for any reason will receive advice and options	Registered Providers and Housing Operations Manager	2024
1.4	Ensure staff are aware of the new trends which will predict our busier periods to enable them to prepare sufficiently	Monitor and analyse the statistics related to the Housing Service	To predict new demands to the Service, specifically related to the ongoing cost of living crisis	Strategic Housing Manager / Housing Development Officer	Ongoing

1.5	Better understanding of rough sleeping in the district.	To develop improved ways of recording and assessing rough sleeping in the district with the use of GIS mapping software. Sightings are to be recorded on a map to identify any hotspot area.	Hotspots and trends identified in the district	Housing Operations Manager and Housing Development Officer	Ongoing
1.6	Promotion of homelessness prevention services	Publicise and promote the Council's homelessness prevention services and encourage customers to contact us early or when at risk of rough sleeping, before any crisis.	Increased early intervention and an increase in homelessness prevention	Housing Operations Manager/ Strategic Housing Manager	2024
1.7	All customers to be referred to any support services they require	Update all procedures to ensure that officers refer all customers engaging with the service to any support service they may require (Change Grow Live, MIND, Citizens Advice etc.) in a prompt manner	Increased support for customers	Strategic Housing Manager	2024
1.8	Correct and up-to-date information is always available to customers	Consistently review information on the Council's website in relation to Homelessness is clear, concise and up to date with relevant legislation	Customers are fully informed of advice and assistance the Council can offer. Increased early intervention.	Housing Operations Manager / Senior Housing Options Officer / Communications	Ongoing

1.9	New Hope to provide the Council's Severe Weather Emergency Protocol (SWEP) provision.	Explore the possibility of New Hope Trust providing the Council's SWEP Provision.	SWEP beds provided by New Hope Trust in the Haven Centre	Housing Operations Manager	2024
1.10	Housing Allocations Policy to remain up to date with legislative updates	Review of the Council's Housing Allocations Policy to take place in 2026	Housing Allocations Policy to incorporate legislative updates and ensure it contributes to the prevention and relief of homelessness in the district	Strategic Housing Manager	2026
1.11	Revamp of the current Rent Deposit Guarantee Scheme (RDGS)	Look at different products/services we can offer as part of our Scheme and ensure the Scheme complies with any guidelines set out in the Renters (Reform) Bill.	Increase the Council's access to PRS Properties	Strategic Housing Manager/ Private Housing Coordinator	2024
1.13	Increase the level of mediation work and home visits to households	Housing Options Officers to visit every household that is a family/friends eviction at an early stage to identify any prevention opportunities.	Minimise the level of family/friends evictions.	Housing Operations Manager	2024
1.14	Work in partnership with Planning Policy and Regulatory Services to ensure the ongoing delivery of affordable housing in the District.	The Housing Development Officer will work in partnership with Planning Officers to ensure any appropriate development offers the Council the required mix of affordable housing requested before	Successful enforcement of Policy CP4 of the Adopted Core Policy.	Housing Development Officer	Ongoing

		any planning application is granted.			
1.15	Review the target for housing and the affordable housing provision within this plan, following the adoption of the new Local Plan.	Ensure that the affordable housing mix requested at any appropriate development is in line with the council's current housing requirements.	The right size and type of affordable housing are built in the district.	Housing Development Officer / Strategic Housing Manager	2025 (or following the Council's adoption of the new Local Plan)
2.0	OBJECTIVE 2: SUPPORT OUR MOST VULNERABLE CUSTOMERS INTO PERMANENT AND SUITABLE ACCOMMODATION				
2.1	Efficient use of the Council's five Next Steps Accommodation Program (NSAP) properties	Continue to nominate vulnerable customers, who will require a level of wrap-around support, to these properties when vacancies arise	NSAP Properties will only be used for vulnerable customers	Strategic Housing Manager / Housing Operations Manager	Ongoing
2.2	Efficient use of the Council's five Rough Sleeper Accommodation Program (RSAP) properties	Continue to nominate vulnerable customers who have been rough sleeping or at risk of rough sleeping and who will require a level of wrap-around support, to these properties when vacancies arise	RSAP Properties will always only be used for vulnerable customers, who have been rough sleeping or are at risk of rough sleeping	Strategic Housing Manager / Housing Operations Manager	Ongoing
2.3	Vulnerable customers housed in the Council's temporary accommodation to be provided support.	We will work collaboratively with Hertfordshire County Council to enable vulnerable customers in temporary accommodation to be provided with intensive	Vulnerable customers to be supported in temporary accommodation	Strategic Housing Manager / Housing Operations Manager	Ongoing

		support by New Hope Trust (or similar agency)			
2.4	A single homeless pathway for adults with complex needs who are homeless or at risk of homelessness is to be established in Three Rivers.	Work in partnership with the Strategic Partnerships Team at Hertfordshire County Council to establish this pathway in the district	Single adults with complex needs will have a dedicated pathway to support them into long-term settled accommodation	Housing Operations Manager	2023/24
2.5	Maximise funding opportunities	Building upon recent success (NSAP, RSAP, RSI), use established relationships with partners to identify funding streams and opportunities to bid for any funding dedicated to new initiatives for this cohort of customers.	Any potential funding granted, following a successful bid, is used to fund more long-term accommodation opportunities for vulnerable customers.	Strategic Housing Manager	Ongoing
2.6	RSI-6 funding granted by DHLUC to continue to provide a Housing Navigator post	The Housing Navigator provides intensive support to our vulnerable customers. Funding for the Council's Housing Navigator ends in 2025, therefore a bid for further funding will be completed at this time	If funding is granted, the Housing Navigator post will be funded until 2028	Housing Operations Manager / Strategic Housing Manager	2025
2.7	Support victims of Domestic Abuse	Fulfil our duties in relation to the Domestic Abuse Act 2021 and any subsequent legislative updates. Ensure all	Increased support and options for survivors of Domestic Abuse	Housing Operations Manager	Ongoing

		policies and procedures reflect this.			
2.8	Further allocation of AFEO (Accommodation for Ex-Offenders) funding awarded	Funding application to be submitted to DHLUC for further funding to assist in providing long term accommodation to ex-offenders on their release from imprisonment.	More opportunities for long term accommodation options for customers in these circumstances	Housing Operations Manager	Ongoing
2.9	Oversee the integration of a Domestic Abuse Caseworker within the Housing Service.	To support victims of Domestic Abuse and ensure they are aware of all available support available to them.	Victims of Domestic Abuse are fully supported, and the Council is aware of the risks to them.	Housing Operations Manager	2023/24
2.10	Ensure the Council is fulfilling our statutory responsibilities to members and ex-members of the Armed Forces, and their family members.	The Housing Solutions Manager will undertake ongoing professional development in the form of regular training on the Council's responsibilities as signatories of the Armed Forces Covenant.	The Council is aware of any updates to our responsibilities to this cohort at an early stage and can fulfil as required.	Housing Operations Manager/Housing Solutions Manager	2024
2.11	Ensure the Council is undertaking best practice with regard to our responsibilities as signatories of the Armed Forces Covenant.	The Strategic Housing Manager to undertake a review of the Service's policies and procedures.	This cohort is achieving the best possible outcomes available following engagement with the Council.	Strategic Housing Manager	2024
3.0	OBJECTIVE 3: IMPROVE THE STANDARD OF HOUSING ACROSS THE DISTRICT				
3.1	Improve awareness of conditions in the private housing sector	Commission a private sector housing stock condition survey	Better understanding of conditions in the private sector	Strategic Housing Manager	2026
3.2	Improve standards in the private rented sector	Develop and implement an action plan following	Improve conditions and landlord	Strategic Housing Manager	2026/27

		the private sector housing stock survey	knowledge in the private rented sector		
3.3	Enable people to remain in their homes and ensure they are appropriate for their needs	Make the best use of funding from the Better Care Fund regarding Disabled Facilities Grants (DFG)	People living in homes appropriate for their needs.	Strategic Housing Manager / Hertfordshire Building Control	Ongoing
3.4	Clear guidance for discharging our homeless duties into the private rented sector	Review the Private Rented Sector Offer Policy	Properties used to prevent or relieve homelessness are to an acceptable and agreed standard	Strategic Housing Manager	2024
3.5	Establish a Houses in Multiple Occupation (HMO) monitoring programme	Identify unlicensed HMOs in the district and monitor HMOs that are currently licensed by the Council for adherence to legislative updates.	HMOs in the district to be safe and suitable for customers to occupy	Strategic Housing Manager	2024
3.6	Establish a protocol for dealing with complaints of housing disrepair, specifically those relating to damp and mould	Agree on a protocol to deal with complaints of housing disrepair from tenants in social housing in the district.	Housing Disrepair issues rectified swiftly without the use of formal enforcement powers on partners.	Strategic Housing Manager	2026
3.7	Housing Enforcement Policy	Draft a new Housing Enforcement Policy to provide clear guidelines to Housing Enforcement Officers and customers about our process for dealing with complaints about housing disrepair/ statutory nuisance	Policy adopted by the Council.	Strategic Housing Manager/Housing Development Officer	2024

3.8	Ensure we are fully prepared for when the Renters (Reform) Bill becomes an Act of Parliament	<p>Prepare the Service for significant changes to the sector, ensuring the structuring and resourcing is fit for purpose.</p> <p>Ensure all staff are fully trained in new legislation.</p>	The Service is prepared for the Act.	Strategic Housing Manager	2024
3.9	Encourage our Registered Providers and developers to build net zero homes, promote sustainable living and make space for nature within any development in the district.	Initiate conversations with RP's and developers at the early stage of a proposal.	An increase in net zero homes built within the district over the period of the strategy.	Housing Development Officer	Ongoing
3.10	Ensure that PRS landlords within the district are aware and fully informed of the funding opportunities available to them to make significant improvements to the standard of their properties.	<p>The Climate Change and Sustainability Officer to make presentations to landlords at the Council's ongoing Landlord's Forums.</p> <p>Actively promote these opportunities to any landlord engaging with the Council.</p>	An increase in landlords engaging with the Council using these funding opportunities to improve the standards of their property.	Private Housing Coordinator	Ongoing