

Priority 1: Preventing and responding to homelessness before a crisis point is reached

Aim	Key actions	Timescale	Resources	Responsibility
Maximise homelessness prevention.	Enable homeless households to access appropriate accommodation within the private rented sector. TDC to discharge its homelessness duty by offering long-term accommodation within the private rented sector where possible.	September 2015 and throughout the course of this Strategy	To be funded through existing TDC budget resources.	TDC Housing Options Team
Early identification of potential homelessness.	Close work with the TDC Landlord Liaison Officers and local partner services to prevent homelessness amongst vulnerable households.	Ongoing throughout the course of this strategy.	To be funded through existing TDC budget resources.	TDC Housing Options Team/TDC Landlord Liaison Officers
Support and develop services to promote financial inclusion	Identify solution for Thanet which maximises financial inclusions.	Ongoing throughout the course of this strategy.	To be funded through existing TDC budget resources and wider local partnership resources	TDC
Deliver/purchase sufficient, appropriate temporary accommodation or accommodation suitable for homelessness prevention at crisis point	Purchase properties to remain within the HRA to be used as temporary accommodation .	Throughout the course of this strategy	Existing TDC Resources	TDC Housing Strategy/Housing Options Team

Aim	Key actions	Timescale	Resources	Responsibility
Improve access to the private rented sector	Develop a Social Lettings Agency in Thanet. Review the effectiveness of the service	September 2015	Existing TDC Resources	TDC Strategic Housing Team/Housing Options Team

Priority 2: Preventing and responding to rough sleeping

Aim	Key actions	Timescale	Resources	Responsibility
Develop services to tackle the issue of entrenched rough sleepers. Develop a new homelessness forum within Thanet.	Assess the needs of rough sleepers in the district . Implement plans to tackle entrenched rough sleeping to cover. Work in partnership with KCC Supporting People to ensure that resources are properly targeted	Ongoing throughout the course of this strategy.	Existing budgetary and potential new funding opportunities. .	TDC and wider Homelessness Forum.
Continue existing services which prevent people from rough sleeping.	Continue to support the Gap project. The project to be reviewed annually.	Ongoing annually throughout the course of this strategy.	Existing budgetary and potential new funding opportunities.	TDC/Housing Options Gap Project
Consider the procurement of a night shelter to tackle the issue of rough sleeper for 12 weeks during the winter.	Implement the procurement of a night shelter with support from the Gap Project to open for 12 weeks across the winter.	Shelter to open December 2015 to March 2016.	Existing budgetary and potential new funding opportunities.	TDC Housing Options/Strategic Housing Team.

Priority 3: Providing high quality housing options advice before a crisis point is reached and appropriate advice, accommodation and support if crisis occurs

Aim	Key actions	Timescale	Resources	Responsibility
Improve arrangements for collecting customer feedback on service experiences .	Ensure that all Housing Options Clients have an opportunity to provide feedback on their experience of accessing the service.	June 2015	Existing TDC resources	TDC Housing Options Team
Improve the council's Web based Housing Options Services	Improve online access to the council's Housing advice.	October 2015	Existing TDC resources	TDC Strategic Housing Team/Housing Options Teams
Identify, share and take on board good practice to	Share good practice through the East Kent Homelessness Forum Process. Shared and take on board good practice through the Kent Housing Group and JPPB.	Ongoing throughout the course of this strategy	Existing TDC resources	TDC Strategic Housing Team/Housing Options Team

Priority 4: Providing good quality housing that local people can afford and making best use of the housing stock

Aim	Key actions	Timescale	Resources	Responsibility
Increase the number of affordable homes in the district.	Deliver up to 55 council owned affordable homes over the course of the strategy.	In the timescale of this Strategy	Existing TDC resources	TDC Strategic Housing Team

Aim	Key actions	Timescale	Resources	Responsibility
Maximise the number of long-term empty homes brought back into use each year.	At least 150 empty homes brought back into use each year.	In the timescale of this strategy.	Existing TDC, KCC and private sector resources	TDC
Make the best use of the council's and other affordable housing provider's stock.	Review the council's under-occupation scheme to assist more households to move to accommodation that better suits their housing needs.	December 2015	Existing TDC resources	TDC and East Kent Housing. TDC Strategic Housing Team.
Work with partners to increase the supply of affordable housing.	At least 50 additional affordable homes provided in the district each year.	In each year of this strategy.	Existing resources and through new potential funding sources including institutional investment.	TDC and Registered Provider Partners.

Priority 5: Promoting partnership working and shared good practice

Aim	Key actions	Timescale	Resources	Responsibility
Develop a Homelessness Forum to work together to identify homelessness issues and where possible to implement potential solutions.	Thanet Homelessness Forum to meet quarterly	Throughout the course of this strategy.	Existing TDC and wider partnership resources.	TDC Strategic Housing Team /TDC Housing Options Team.

Aim	Key actions	Timescale	Resources	Responsibility
Develop early warning systems with partners – identifying homelessness at key intervention points (statutory and non-statutory) – including improved hospital and prison discharge protocols, planning for care leavers	Work with partners and Housing Options team to prevent homelessness.	Throughout the course of this strategy.	Existing TDC Housing Options Team	TDC Housing Options Team
Ensure that homelessness is recognised as a priority for consideration by the Health and Well Being Board	Continue to ensure that housing and related services are properly represented at the main HWBB and on relevant sub-groups.	Ongoing through the course of this strategy.	Existing TDC Resources	TDC Strategic Housing team.
Support partnerships which develop effective pathways to enable people to turn their lives around and attain settled homes including adequate housing support when needed	Ensure engagement and involvement in County wide housing and support programmes including <ul style="list-style-type: none"> • Young People • Homelessness • Supported to Independent Living (SIL) • Victims of Domestic Violence • Floating support 	Ongoing through the course of this Strategy	Existing TDC resources	TDC Strategic Housing Team through the Kent Joint Policy and Planning Board.

Aim	Key actions	Timescale	Resources	Responsibility
Develop and deliver Communications Plan with more targeted information about homelessness and housing options	Annual review of housing communications plan to identify gaps and actions arising from trends and changes and wider public awareness of homelessness, supply and demand for social housing, awareness campaigns including in schools and education, reviewing new ways of engagement)	Annual review of communications plan completed.	Existing TDC resources	TDC Housing Options Team
Increase awareness of realistic housing options for those people working with potentially homeless clients	Disseminate regular information Continue joint training and awareness across agencies Deliver messages to partnership groups and through Induction schemes	Ongoing through the course of this Strategy	Existing TDC and other partnership resources	TDC and the wider Shepway Homelessness Forum.
Review of existing and introduce new pre-crisis protocols in partnership with JPPB and Kent Housing Group	1. Enter into preventative pre-possession agreements with RPs and OCC Landlord Services – including for Flexible Tenancies and supported housing	Ongoing through the course of this strategy	Existing TDC resources	TDC through the JPPB and Kent Housing Group.

Aim	Key actions	Timescale	Resources	Responsibility
	<p>2. Develop sustainment and prevention roles with Private Landlords especially Home Choice Landlords</p> <p>3. Work with prison homelessness officers to build on existing pre-release services to ensure ex-offenders are able to make homelessness applications and access advice services prior to release</p> <p>4. Review and improve effectiveness of hospital discharge protocols</p>			

Priority 6: Deliver excellent homelessness services

Aim	Key actions	Timescale	Resources	Responsibility
Review best practice and seek continual improvement	<p>Evaluate local services against Government 'Developing Homelessness Strategies: Local Authority Toolkit' issued in December 2012.</p> <p>Ensure homelessness services strive to meet the national Gold Standard (10 local challenges)</p>	June 2015	Existing TDC resources	TDC
Review performance and cost effectiveness of homelessness services	<p>Participate in national benchmarking schemes.</p> <p>Provide data.</p> <p>Review results.</p> <p>Bring forward recommendations to improve via service planning and review of Homelessness Strategy targets.</p>	Ongoing throughout the course of this Strategy.	Existing TDC resources	TDC and developed Wider Homelessness Forum.