

Housing, Community Safety and Community Engagement Scrutiny Commission

Tuesday 23 July 2024

7.00 pm

Ground Floor Meeting Room G01B - 160 Tooley Street, London SE1 2QH

Membership

Councillor Sam Foster (Chair)
Councillor Emily Tester (Vice-Chair)
Councillor Barrie Hargrove
Councillor Ketzia Harper
Councillor Esme Hicks
Councillor Sunny Lambe
Councillor Jane Salmon
Bassey Bassey (Co-opted member)
Cris Claridge (Co-opted member)
Ina Negoita (Co-opted member)

Reserves

Councillor Cassandra Brown
Councillor Ellie Cumbo
Councillor Laura Johnson
Councillor Bethan Roberts
Councillor Kath Whittam
Councillor Adam Hood
Councillor Hamish McCallum

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Contact

Amit Alva on email: amit.alva@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Althea Loderick
Chief Executive
Date: 15 July 2024



Housing, Community Safety and Community Engagement Scrutiny Commission

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7.00 pm

Ground Floor Meeting Room G01B - 160 Tooley Street, London SE1 2QH

Order of Business

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PART A OPEN BUSINESS

1. APOLOGIES

To receive any apologies for absence.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS.

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

4. MINUTES

The minutes of this meeting held will be available at the commission's next meeting on 21 March 2024. *(To follow)*

6.

Item No.	Title	Page No.
5.	FORMAL CONSULTATION PLAN (DRAFT) FOR THE HOMELESSNESS STRATEGY	1 - 114
	To receive a report from Cabinet Member for New Homes & Sustainable Development Councillor Helen Dennis on the draft formal consultation plan for the homelessness strategy. Officer support Cheryl Russell, Director of Residents Services, Jerome Duffy, Programme, Policy and Change Manager and Karen Shaw, Head of Housing Solutions	
6.	PROPOSED WORK PROGRAMME 2024-2025	115 - 120

To consider the work programme for the 2024-2025 year.

Date: 15 July 2024

Item No. 5	Classification: Open	Date: 15.07.24	Decision Taker: Lead Member Cllr Helen Dennis
Report title:		Revised formal consultation plan for Southwark's draft Homelessness and Rough Sleeping Strategy	
Ward(s) or groups affected:		All	
From:		Jerome Duffy, Programme, Policy and Change Manager, Housing Solutions	

RECOMMENDATION(S)

1. That the Commission review the revised formal consultation plan and communications plan, together with our draft survey and strategy summary report for Southwark's draft Homelessness and Rough Sleeping Strategy (hereinafter 'the Strategy', which can be found in appendix 1 and accompanying draft action plan in appendix 2.)
2. That the Commission agree the formal consultation plan and supplementary documentation to commence the formal consultation period on 12th August 2024 for 12 weeks, until 10th November 2024.

EXECUTIVE SUMMARY

3. The paper provides a brief summary of the development of the Strategy to date. It provides an outline of our rationale and aims of our formal consultation exercise developed from our draft consultation and engagement plan (see appendix 3.)
4. The paper presents the proposed engagement exercises during the 12 week period; outlining the rationale for the draft survey for stakeholders and draft summary report for stakeholders' benefit highlighting the high level elements of the draft strategy.

BACKGROUND

5. To help with reviewing and shaping the strategy, the service completed and presented a comprehensive 4 year data review and draft priorities to key stakeholders to gain feedback in the homelessness forum held on 27th April 2023. The service also undertook an online informal consultation exercise on 5th, 11th and 19th July 2023 with over 30 internal and external partners working in the areas of housing, health, justice and welfare rights.
6. The service also held a housing solution service-wide conference on 26th July 2023 to present the draft priorities and activities and seek feedback.

Finally, the service also held an in-person meeting with ex-service users with complex needs on 10th August 2023.

7. The initial draft strategy and supplementary papers were agreed at Housing Board on 25th October 2023. Following this, the item was reviewed at Cabinet and Housing and Community Safety Scrutiny Commission on 14th December 2023. From these reviews; further revisions to the draft strategy, data review, engagement and consultation plan and action plan were made and on 6th March 2024, Cabinet approved the draft strategy for formal consultation following the election period.
8. In preparation of this formal consultation exercise, advice and guidance has been sought from colleagues within Community Engagement, Resident Participation and Communications teams. Our draft consultation and engagement plan has been reviewed and an initial communications plan has been drafted (see appendix 4.)

KEY ISSUES FOR CONSIDERATION

9. In accordance with our draft engagement and consultation plan and in line with Southwark's consultation and engagement guidance, we wish to achieve a wide reaching and meaningful formal consultation exercise with all stakeholders. The key stakeholders we are seeking to engage can be found at para 6.1 of appendix 1.
10. The proposed method of our engagement is broadly two-fold but interlinked. Firstly, we have developed a draft survey (see appendix 5,) which has been developed by the consultation team as an uploaded version that has been placed on the Council's interactive and accessible 'Citizens Lab' platform ahead of the launch date of our consultation exercise. Supplementing the survey will be all draft documents, including the draft strategy and action plan, as well as a summary sheet outlining the strategy in brief and encouraging stakeholders to take part in completing the survey, (see appendix 6.)
11. This draft survey has been developed in partnership with our Consultation and Community Involvement Team. It is designed to be easy to follow and complete, whilst able to capture significant qualitative and quantitative feedback to inform our further development of the strategy.
12. Our survey initially aims to seek information from respondents to understand their position as a resident, someone employed within the Borough, or a representative of a private, public or third sector organization. For individuals it will identify useful demographic information to enrichen our further analysis of feedback against certain protected characteristics and ensure we understand the views and needs to groups that, through our equalities impact needs assessment (EINA,) are more likely to be affected by housing insecurity, these are:

- Black, Asian and minority ethnic groups
 - The 25-44 age group (this group is also more likely to have children)
 - Women
 - Households with children/pregnant women
 - Children
 - Lone parents
 - Low-income households.
13. Our questions are grouped to explore views on the drivers of housing insecurity and the barriers that exist in accessing timely support, to check against what we already know and importantly to learn about any new issues that need to be considered as our draft is reviewed and further developed.
14. Our draft survey also seeks to understand where good practice and support exists in the borough for help to those that need this. Our aim is to identify effective provision to check these are included in our existing draft action plan to achieve our strategic aims and similarly with barriers, what further work is needed to establish new ways of working and partnerships to include wider service provision.
15. Our draft survey then seeks to gauge stakeholder feedback across a spectrum of agreement to disagreement on the priorities and high-level activities and to also seek feedback on what further can be done through support with Council and partner delivery to address housing insecurity.
16. In tandem with our stakeholder survey, we will be seeking to promote this and raise awareness of our draft strategy through a number of in person and online events within and external to the Council. This will also be an opportunity to distribute hard copies of the survey for residents who are digitally excluded, or for distribution for support in its completion with partner agencies. As outlined in our draft Communications and Engagement and Consultation Plan, we have made contact with our partners to ensure that during our 12-week period, the strategy as a discussion item is listed at the following events –
- Homelessness forum
 - Southwark Interfaith network event
 - Private Renters forum
 - Local Housing forums
 - Private Landlord forum
17. The service will also invite residents to 4 focus groups of up to 10 residents during the course of the consultation period and we will also be seeking the attendance of our Lead Cabinet Member to observe these discussions. The groups will be organized from the following distinct cohorts who will have varied and important experiences of housing need and service provision to learn from:

- General needs residents who have approached as part of a family.
 - General needs residents who have approached as single.
 - Residents with additional health and support needs who are and have been accommodated and supported through our Supported Housing Pathway and Hostels.
 - Residents who live in temporary accommodation during the course of their homeless applications and also those remaining and seeking settled accommodation once their applications have been concluded.
18. These focus groups will be in person sessions, with the groups identified through our casework data collection to be representative as far as possible from the protected characteristics detailed in paragraph 12 above. These groups will also include those who have been made homeless from Home Office Accommodation through the Streamlined Asylum Process. To maximise the chances of engagement, the service will be offering an incentive of vouchers for residents upon completion of the sessions that can be redeemed. We will aim to hold the session for residents with experience of the supported housing pathway in one of Southwark's four hostels and the remaining three general needs groups to be held at our offices.
19. Through this initial set of fora and focus groups; it is understood further outreach opportunities may arise and these will be scheduled during the 12-week period, dependent on the capacity of the service and to ensure an organized approach is maintained to reach all communities that may be represented for feedback. The service will also be exploring further opportunities to work with volunteers or community leads to help with the promotion and completion of the survey.
20. To note, our 'Citizens Lab' consultation platform will also include the facility to list the in-person and online events to be held where the strategy will be discussed, to improve attendance and opportunity for feedback.
21. With support from Communications, the consultation exercise will also be outlined through the following channels –
- Press release at commencement of consultation period
 - Southwark consultation web page
 - Southwark Life
 - Facebook and Instagram channels
 - Southwark News and South London Press
 - Internal – Source updates, staff bulletins, Chief Executive's blog
22. At the end of our formal consultation period, an easy-to-read short report of consultation findings will be produced and added to our consultation platform for all stakeholders. A formal internal review of consultation findings will also be drafted, together with a full EINA on the revised provisions, so that a finalised draft strategy can be brought back to Cabinet for implantation approval.

Policy framework implications

23. Our strategy will be informed by and imbedded to compliment all relevant existing Southwark policies.

Community, equalities (including socio-economic) and health impacts

24. In the course of our development and delivery of our strategy, we will be completing in-depth equalities analyses and our finalised strategy will be one that has equality of opportunity and outcome at its core.

Community impact statement

25. We will ensure our strategy delivers positive outcomes for the communities we are privileged to serve.

Health impact statement

26. We will ensure our strategy promotes healthy outcomes for our residents and staff.

Climate change implications

27. We will ensure that wherever possible in the course of our strategic and underpinning operational objectives are consulted upon and agreed developments to new ways of working will be considered to achieve our commitment minimize climate change.

Resource implications

28. The activities identified in our strategy will be progressed by existing council officers.

Legal implications

29. The strategy will be legally compliant with our statutory duties as confirmed in concurrent from our draft strategy Cabinet approved paper.

Financial implications

30. The strategy has been reviewed and agreed as deliverable within existing resources as confirmed in concurrent from our draft strategy Cabinet approved paper.

Consultation

28. The Southwark Homelessness Forum group and all stakeholders identified in our consultation exercises will be kept informed of Council plans.

APPENDICES

No.	Title
Appendix 1	Draft Homelessness and Rough Sleeping Strategy
Appendix 2	Draft Action Plan
Appendix 3	Draft Engagement and Consultation Plan
Appendix 4	Consultation Communications Plan
Appendix 5	Draft Survey
Appendix 6	Summary Sheet for Stakeholders

AUDIT TRAIL

Lead Officer	Councillor Helen Dennis	
Report Author	Jerome Duffy	
Version	Final	
Dated	15 July 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	Yes/No	Yes/No
Strategic Director of Finance and Governance	Yes/No	Yes/No
Director of Resident Services	Yes	Yes
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team / Scrutiny Team		15 July 2024

Homelessness and Rough Sleeping Strategy 2024-29

Draft

DRAFT

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Foreword

We are in the midst of an escalating crisis in housing and homelessness, with a record number of households, including children, in temporary accommodation in England, and rough sleeping also on the increase across London. An increase in S21 no-fault evictions, the cost of living crisis, insufficient Local Housing Allowance (LHA) and challenges around Home Office cases have been fuelling an increase in homelessness applications, whilst at the same time it is becoming increasingly difficult for the council to procure accommodation in a timely manner that meets the needs of local people. The financial implications of this for local authorities are well documented, and in some local authorities, it is also leading to the use of Bed & Breakfast accommodation for extended periods of time, and out of area placements, which are further and further way from a person or family's support networks. This is being fuelled by factors outside of local authority control, but we remain committed in Southwark, to providing the best possible service to those who find themselves in housing need and using our limited resources in the most effective way possible.

In order to achieve this, our draft Homelessness Strategy which is published here for statutory consultation, sets out our overarching goal, *"to work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity"*. This goal underlines the importance of partnership – in Southwark facilitated by our Homelessness Forum – and of early intervention, to support residents before they reach crisis point. The draft Strategy sets out three underpinning objectives and organises our response under five priority headings. Firstly, we want to be **data-led**, and this draft Strategy is informed by a comprehensive Data Review which examines the challenges and trends specific to Southwark. As an example, we continue to have a much higher number of homelessness presentations from single men, and applications that result from eviction from friends and family. Secondly, we want to ensure that advice and support is **effective** and **timely**, and thirdly, we want to be **outcomes-focused**, always learning and open to how we can improve the quality of our support.

Our five proposed priorities as set out in the draft Strategy are to:

- 1) Prioritise Homelessness Prevention
- 2) Deliver High Quality Advice and Support
- 3) Work to End Rough Sleeping
- 4) Achieve Quality Outcomes through Housing Provision
- 5) Tackle Systemic Housing Insecurity

These priorities are supported by an Action Plan which we will work through with partners in our Homelessness Forum and also through a recurring roundtable, chaired by myself as the lead Cabinet Member to support delivery. Among other things, we want to strengthen the referrals process, develop a bi-monthly prevention forum, and explore co-location and outreach for early advice in the community. We are actively exploring options for a post-COVID service delivery model, for expanding the Housing First team, to improve

pathways through supported housing, and as a demonstration of our commitment to service improvement, we want to establish ways in which service users can provide further feedback and insights to the council.

Delivering a successful strategy is not just about our Housing Solutions team. It is about the many partners that we work with on a daily basis to address homelessness, and also about a cross-departmental approach. Our ambitions here are supported by our Exchequer Team who continue to provide Cost of Living support and administer Discretionary Housing Payments, by Adults' and Children's who commission our specialist services and support our care leavers, by a Housing Department which continues to manage the largest stock of council housing in London, and ultimately by a Council which is committed to delivering as many homes at social rent as possible, including through our council house-building programme which to date has delivered 3000 new homes either completed or on site. In the end, efforts to end homelessness will only succeed when all branches of government pull in the same direction. We had a glimpse of what is possible via the 'Everyone In' initiative, and it is our hope that through this strategy, supported by wider policy changes, we will see an end to this crisis and better outcomes for everyone in housing need.

Councillor Dennis, Cabinet Member For New Homes And Sustainable Development

Executive Summary

Southwark's Homelessness and Rough Sleeping Strategy 2024-2029 sets out our plan to prevent and relieve homelessness. It will build on our last strategy and from our analyses and reviews, we will set out our objectives, priorities and actions to meet current and emerging needs in our Borough. It is a strategy that will focus efforts to prevent homelessness wherever possible through existing and new partnerships, relieve homelessness with accommodation that meets residents' needs and will aim to address inequality and insecurity in the Borough for our residents.

Homelessness does not only describe the condition of people visibly sleeping rough; it also includes those households to whom a homelessness duty has been accepted by a local authority. This wider definition includes those with no access to suitable accommodation such as people staying with family and friends and those in temporary accommodation provided by the Council, or those threatened with homelessness within 56 days, with no alternative suitable accommodation available to them.

Southwark has introduced and developed a number of improvements to better meet the needs of our residents through its current strategy. This has included an expansion of prevention activity with additional resources of prevention officers across teams. We have expanded the offer of support for private tenants, landlord and agents and built stronger relationships with our key partners. Through the duty to refer mechanism introduced by the Homelessness Reduction Act 2017, Southwark has developed clear and effective referral pathways with numerous internal and external agencies and significantly expanded our service to provide effective interventions and support for rough sleepers. However, in view of global and national events in recent years that have made already challenging circumstances more acute, we must ensure our next Strategy provides for a renewed focus to strengthen partnerships and deliver for our residents.

Southwark has continually reviewed the circumstances and needs of our residents through a significant review of data in the Borough to help form our draft strategic aim, objectives and priorities. We have also now taken this forward and completed an informal consultation exercise within the organisation and with our partners and service users to produce our draft strategy.

Introduction

The Statutory Framework to be considered

The work of delivering housing advice and support is underpinned by a number of key pieces of legislation and government strategy. These include:

Part 7 of the Housing Act (1996) sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness. The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is arranged for the applicant until a decision has been reached on their application. If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

The Localism Act (2011) also amended the 1996 Housing Act by allowing local authorities to discharge their homelessness duty by arranging a suitable offer of accommodation in the private rented sector.

The Homelessness Reduction Act (2017) made significant changes to the Housing Act (1996) and placed a number of new duties upon local authorities. These include:

- To assess the cause of homelessness, circumstances and needs of all household members, including children.
 - To develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.
 - Extending the time frame a household is threatened with homelessness from 28 days to 56 days, meaning that local authorities have a duty to prevent homelessness from an earlier stage.
 - New duties to assess all eligible applicants (not just those unintentionally homeless and in priority need), and new duties to take reasonable steps to prevent and relieve homelessness.
 - A duty on public authorities to refer service users who may be homeless or threatened with homelessness to the housing authority (with the consent of the individual)
-

- Services must be designed to meet the needs of specific groups including care leavers, people leaving hospital / prison and victims of domestic abuse.

The Domestic Abuse Act (2021) places a duty on local authorities in England to provide support to victims of domestic abuse and their children. It makes provision that all eligible homeless victims of domestic abuse automatically have 'priority need' status for homelessness assistance.

The Homelessness Act 2002 and the Homelessness (Priority Need for Accommodation) requires a homelessness strategy for every housing authority district, to be renewed at least every five years and consulted upon by other local or public authorities or voluntary organisations.

The Government Rough Sleeping Strategy 2018 delivery plan set out the Government target of halving rough sleeping by 2022 and eradicating all street homelessness by 2027. It provided the following updates:

- All local authorities must update their homelessness reviews and strategies and re-badge them as homelessness and rough sleeping strategies.
- Strategies are made available online and submitted to the Ministry for Housing, Communities and Local Government.
- Local authorities report progress in delivering these strategies and publish annual action plans.

In September 2022 the Government updated the 2018 Strategy and set out a clear definition of what the Government means by ending rough sleeping, which is that it is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.

It grouped activities under four key themes - Prevention, Support, Recovery and a Transparent and Joined up System.

The Southwark Framework of Policies to be considered

Our next Homelessness and Rough Sleeping Strategy must also align and enhance the work we are undertaking in a number of key Southwark strategies, policies and initiatives:

Southwark Housing Strategy 2015 – 2043

Our long-term Housing Strategy was established in 2015 and in 2020 was refreshed with simplified clearer commitments and updated actions.

The four fundamental issues remained affordability; quality; security and pride and responsibility.

The four broad principles were re-focused on these key values as follows:

1. Increasing the supply of genuinely affordable high-quality homes that meet our residents' housing needs and aspirations.
2. Demanding safer, higher quality, energy efficient homes
3. Promoting tenure security and social support in housing, and improving the health, wellbeing and economic resilience of residents.
4. Empowering residents and communities to have pride and influence over their homes and neighbourhoods.

Achievements –

Through this Strategy, Southwark continues to deliver the largest council home building programmes in the country with over 1368 new social homes built to date and 3000 new homes delivered or currently on site for completion. It has invested in significant programmes of major works to its existing estate with high levels of support for its tenants and leaseholders. As the largest Local Authority landlord in London, we have worked hard to minimise misuse of stock and support resident involvement and interests in regeneration programmes around the borough.

The Housing Service has delivered the highest levels of new housing building nationally, providing quality homes to meet the needs of those on the housing register. Southwark will likely let an additional 1000 new homes to residents in need during 2024-2025, having let a similar level of new build in 2023-24. This will lead to a reduction in the number of households in temporary accommodation and those living in unsuitable accommodation arrangements within the borough alongside a range of other medical, support and overcrowding issues which if not addressed might lead to homelessness.

Challenges –

Systemic inflationary pressures, alongside the higher cost of borrowing, will impact our delivery for further new homes development, at a time when the supply of private sector accommodation for procurement is reducing. With household incomes squeezed and those most vulnerable to cost hikes worst affected, a greater demand for earlier support is needed from Authorities now and for some time ahead.

Southwark Homeless and Rough Sleeping Strategy 2018 – 2022

Our last strategy has led to significant change and improved outcomes for our residents and from which we are building an enhanced response to the significant change we've seen in recent years.

Our last strategy set out the following overarching aim -

Deliver an innovative, leading and accessible service to prevent homelessness and assist homeless households in finding long term affordable and sustainable housing.

From this formed 3 objectives - -

1. To offer a high quality and innovative service to homeless households and households threatened with homelessness.
2. To use our position as a leading trailblazer authority to make a positive contribution to national policy around homelessness and welfare reform.
3. To work collaboratively in finding long-term housing solutions for people threatened with homelessness.

To achieve these objectives, Southwark set out 5 key priorities and operational goals within these -

Priority 1 – Homeless Prevention

Priority 2 – Tackle Rough Sleeping

Priority 3 – Vulnerability and health

Priority 4 – Responding to the local housing market

Priority 5 – Responding to welfare reform

Achievements -

Our current strategy has brought about significant changes in the way services have been delivered and achieved improved outcomes in many areas, including:

Rough Sleeper Support –

Southwark has extended the commissioning of outreach services through the use of its Rough Sleeper Initiative Grant. We have introduced Navigators to engage with rough sleepers with support needs to help access accommodation and health services to build trust and maintain engagement. The service has also commissioned a specialist nurse and mental health practitioner to improve tailored support for rough sleepers with complex needs.

Southwark also introduced and has since expanded its complex needs housing provision through Housing First and continued to expand off the street accommodation. Finally, the service has also worked jointly with Southwark Law Centre to provide immigration advice and support to regularise the status of rough sleepers and enable access to mainstream housing provision as well as building an employment and skills offer to help rough sleepers avoid returning to the streets.

Early homelessness prevention

Southwark has continued to secure high levels of funds to fully commit discretionary housing payments and our rent arrears fund in helping residents meet shortfalls of rent and help to mitigate the impacts of welfare reform over the last 5 years. The service has continued to liaise well with the DWP and other key agencies in delivering advice through

cost-of-living roadshows and we have seen continued high levels of homeless prevention for residents to sustain their accommodation arrangements across tenures.

Private Rented Sector support and advice

The last strategy enabled an expansion of services to help meet the needs of those renting privately in the Borough. With a dedicated team providing early advice to landlords, tenants and agents, the service has managed to help defend possession proceedings or negotiate with landlords where possible. The service has also worked jointly with partner agencies, such as Southwark Law Centre and Kineara an enabling third sector organisation to provide a rapid and holistic package of support with threats of eviction, the need for legal advice and additional support to manage often complex needs, which underpin their housing insecurity.

Challenges -

Our borough has universally been impacted by a worsening financial climate. Those renting have faced significant rent rises against real terms falls in household income. The pandemic placed huge strains on families and we recognise the work we must do to help sustain living arrangements wherever possible.

During the second half of 2023-24 we have seen rising levels of homelessness that cannot easily be addressed through prevention strategies, with a spiralling of residents evicted from Home Office accommodation as a decision is reached on their immigration case. Many of these decisions were part of the Streamlined asylum process (SAP) introduced to address Home Office decision backlogs. This has led to a 550% increase in homeless approaches from this group during the second 5 months of 2023/24 compared to the first 5 months of that period. The implications for service in terms of homeless assessment processes, costs of temporary accommodation and accommodation to prevent homelessness are considerable. The likely impact is increased rough sleeping, given the majority of residents are single adults without vulnerabilities. The private rented sector re-housing options are so constrained by availability and affordability issues compound the risk for prolonged homelessness for this disadvantaged group. Bespoke responses to this in 2023/24 will likely need to extend into future periods to manage the volumes of residents needing assistance.

Southwark Allocations Policy

Southwark Council is required under section 167 of the Housing Act 1996 to produce a Housing Allocation policy. The requirements of the policy are set out in Part VI Housing Act 1996 (as amended by the Homelessness Act 2002 and Localism Act 2011) giving reasonable preference to those applicants defined by the 1996 Act. In June 2012 the Government further issued guidance to Local authorities on the allocation of housing stock. The homelessness strategy and the council's housing allocations policy must have due regard for each other. The current policy is being reviewed and will be available for consultation in 2024.

Southwark's Placement and Procurement Policies for Temporary Accommodation and Private Rented Sector Offers (PRSO)

Building on our existing policy and Good Homes Standard commitment for temporary accommodation, Southwark is driving improvements in the allocation of affordable and suitable homes and tailoring provision to resident need through enhanced suitability assessments. Additional governance and checks through the development of a new procurement approach will help to ensure good standards and compliance. It will also be part of evolving measures to help procure further accommodation to meet our needs through work with institutional investment opportunities to create longer term options and use of our existing stock.

Southwark Stands Together

From a call to action following the death of George Floyd on 4th June 2020, Southwark established a Borough wide initiative to better understand the injustice and racism experienced by Black, Asian Minority Ethnic people, in order to help create a fairer and more equal society. This initiative spans both its internal culture and processes and service to its residents and partners. Its work will encompass the following themes -

1. Renewing and reinventing our open spaces and buildings –
To enable our Black, Asian, Minority Ethnic people in Southwark to collaborate in developing diverse and inclusive open spaces to the public that establishes best practice standards shapes key policies and celebrates our communities
2. Education theme –
To enable our young Black, Asian and minority ethnic people are participating fully and meaningfully in an environment where their heritage is reflected in teaching as well as receiving exposure to new opportunities and excellent support for their transition into the world of work
3. Health theme -
Harnessing the passion and commitment of our Black, Asian, and minority ethnic communities to address health inequalities hearing their views on effective health and care and working with a fully mobilised health sector.
4. Culture theme –
To provide greater opportunities for our Southwark based Black, Asian and minority ethnic artists to receive support in the development of new products and show casing their work with increasingly diverse and supportive organisations.
5. Communities theme –
To enable Black, Asian and minority ethnic communities play key roles in shaping their services, supporting their neighbours, creating together spaces that are vibrant warm and welcoming and sharing equally in local resources, such as spaces and funds.
6. Interaction with policing theme –
Supporting a community that can celebrate good news stories where Black, Asian and minority ethnic residents are working closely with the police and developing increasing levels of trust and confidence through positive engagement models.
7. Employment and business theme -
Many people from diverse backgrounds across Southwark are accessing quality jobs. Locally inspired Black, Asian and minority ethnic-led small business are also thriving, backed by accessible and effective business support.
8. Council staff engagement theme -

Creating a culture where everyone can be themselves at work and are supported to achieve their full potential in an organisation that is representative of the community and that has pledged to become an anti-racist organization.

Given the known systemic inequality that exists in the Borough and manifests in housing insecurity and an overrepresentation in those approaching for support, we must ensure our strategic aims echo this commitment and supports all aspects of its work to make Southwark a fairer Borough.

Southwark 2030

Southwark 2030 is a new strategy for the Borough and its partners to achieve change for our residents. It will be an ambitious vision which has been driven by consultation with residents, local organisations, businesses and council staff. It sets out 7 goals that our strategy will align to as these take shape during 2024. These cover - Housing, health and wellbeing, economy, environment, opportunity, safety and neighbourhoods; with children and young people more clearly represented.

National and Local Context

The National context –

The UK economy has in many ways recovered from the shock of the pandemic, but by the latter half of 2022, inflation rose significantly impacting the poorest households most severely due to the large share of their budget spent on essentials. Energy, food and other prices, compounded by the war in Ukraine, are driving a cost-of-living crisis and drop in disposable income.

The Government has delivered packages for addressing the cost-of-living crisis, including lump sum payments to those in receipt of means-tested benefits and payments to reduce fuel bills to all householders. Locally, Southwark has match funded its allocation of grant from the Household Support Fund to establish a Cost of Living Fund worth almost £12 million in helping those most in need. By the end of 2023-2024, Southwark will have will have distributed more than £40 million in extra Cost of Living support to residents. Nonetheless, we know the poorest households will continue to be hardest hit by this systemic insecurity that is exacerbated by increasing housing costs. Support to uprate Universal Credit in April 2023 in line with inflation will have had a positive impact, however, due to cuts and freezes in the basic rate of benefit entitlements since 2010, significant pressure remains for many households. The further measure to restore Local Housing

Allowance (LHA) rates to 30th percentile of market rent determined in September 2023 will see a boost in housing costs support for many. However, with the benefit cap formula remaining unchanged, many out of work households will be affected with minimal to no increase in support. We understand this will most likely impact those renting privately with children most acutely. The indication that this is a 1 year increase only will not provide the market confidence required. With recent Government borrowing and expenditure, national debt stands at 98.8% of Gross Domestic Product (GDP) and Government has announced aims to reduce inflation and debt and grow the economy. With these factors and drivers, it is understood that housing insecurity will remain an acute risk for the country for many.

Southwark – The Local context

Southwark Demographics (an overview)-

For an in-depth analysis of Southwark including demographic, equality, and housing market information please see our Review of Homelessness. This is useful to consider when looking at homelessness and the responses to tackle these issues as they are often interlinked. The Borough is undergoing rapid and continual change with high levels of private investment and development but also has areas of high deprivation, as well as a large and diverse population with varying needs. The pandemic had a profound impact on the Borough including a significant impact on our population numbers which saw a drop of 3.8% from 2020 to 2021. This was also likely compounded by the UK's exit from the EU.

Southwark is a proudly diverse borough and 4 out of 10 people were born outside of the UK. This diversity means that we have many different communities, languages and needs to consider when looking at housing and homelessness.

When looking at household breakdown in the borough, Southwark has a high number of single person households in the north of the Borough, with the larger households (4 or more household members) in the centre of the Borough. The ten-year change since 2011 has seen a fall in single households, in 3 person households and in 4 person households. There was, however, a rise of 2.7% in 2 person households.¹ This change may have been due to the impact of the pandemic, which saw many families move out of London.

Other needs that need to be considered are disability and support needs. When looking at disability and carers in Southwark, there are estimates that there are over 25,000 unpaid carers which are expected to be disproportionately made up of women, people from Black African ethnic backgrounds and those that also have a disability/complex needs.² A more in-depth analysis of the borough by our Public Health department is

¹ [Household size - Census Maps, ONS](#)

² Southwark JSNA Annual Report: 2022

available [here](#). It is also important to note that since 2011, the percentage of people reporting a disability under the equality act fell by 4%.³

21% of Southwark's population ranked within the most deprived nationally. According to the Urban Health Index, which looks at 68 neighbourhoods across Southwark and Lambeth, in the South of the borough, all neighbourhoods were ranked in the top 20 of areas, whilst several of the neighbourhoods in the middle and towards the North of the Borough were ranked in the bottom 20. Southwark has a more polarised distribution of neighbourhoods compared to neighbouring borough of Lambeth for example.⁴

There are also disparities between areas in the borough. As noted above, the North and centre of the Borough has more inequalities than the South. In the Faraday Ward which covers areas of Walworth and Burgess Park, 32% of children under 16 live in poverty compared to 5% in Dulwich Village, (1.5 miles away.) When comparing the same wards further, we see that male life expectancy in Faraday is 79 years compared to 87 in Dulwich.⁵

We also need to consider the impact of Covid-19 on the health and wellbeing of Southwark's population. As already discussed, Southwark has a high population of people from ethnic minority backgrounds, who are living in the more deprived areas of Southwark. Within these areas, we saw higher risks to Covid-19 due to many working in front facing roles, higher vaccine hesitancy from social, historical and religious factors and a higher presence of co-morbidities associated with Covid-19 complications.⁶ Mortality rates in the most deprived areas were double those in the south of the borough.⁷

When looking at employment, Southwark has around 233,400 working age people with 40,200 people not in work. The most common reasons for this are the high number of students (c.16, 500) and those with medical needs preventing them from working (c.10, 000). Average incomes are in line with national averages at £33,848. However, 44% earn below £30,000 per year.⁸

A Breakdown of Housing Tenure in Southwark

The percentage of social rent properties has been decreasing annually for some time but Southwark remains the largest council landlord in London and has ambitious council house-building plans, with over 3,000 new homes either built or currently on site. In 2010 Southwark housing stock made up 31.4% of all housing in the borough. By 2021 this had fallen to 25.9%. There has, in turn been an increase in private rents in the Borough, whilst those owned outright/owned with mortgage have remained steady. 31% of all households in Southwark own their property (largely towards the south of the Borough), or own with a mortgage. 40% are socially rented, still a relatively high proportion, (largely the centre and

³ Southwark JSNA Annual Report: 2022

⁴ Southwark JSNA Annual Report: 2022

⁵ The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

⁶ The value of partnership working to support residents during COVID-19; Southwark's Annual Public Health Report 2022

⁷ Southwark's Health and Wellbeing Strategy 2022-2027

⁸ Southwark JSNA Annual Report: 2022

North of the Borough) and 29% are private rented (mostly evenly spread from the very centre of the borough and the north).⁹

There are other necessary considerations when looking at the increase in private rented properties. Many people in Southwark can be considered vulnerable in terms of their health needs, low incomes, and household composition and will be reliant on welfare benefits to help pay their rent. From the table below, we can see that the Local Housing Allowance (LHA) rate is much lower than upper quartile rents and in most cases it is below lower quartile rents also. It is becoming increasingly harder to source affordable rents for those receiving welfare benefits. We are also seeing an increase in the amount people spend on rent as a percentage of their total income, this is happening across all income brackets. The ONS has estimated that in London, only those on a higher income quartile would be able to rent without spending more than 30% of their income.

Southwark's average private rents compared to the Local Housing Allowance (LHA) (2023)

ROOM SIZE	Mean (£)	Lower Quartile (£)	Median Q (£)	Upper Q (£)	LHA (£)
Room rate	768	700	745	900	515
Studio	1156	1050	1112	1250	1146
1 bedroom	1542	1300	1500	1750	1146
2 bedroom	1988	1600	1850	2250	1346
3 bedroom	2517	2000	2450	2863	1670
4 bedroom +	3332	2775	3275	3650	2194

Source: ONS, London Rental Statistics

It is important to consider whether these homes are overcrowded, occupied or under occupied based on the number of bedrooms available. In 2021, 48% of households reported to be occupied, or in other words, using all bedrooms, without being overcrowded or under occupied. The most overcrowded area, was around Burgess Park and Peckham North with an average of 16% being overcrowded by at least one bedroom. Conversely, in the south of the borough around Dulwich Park and Herne Hill, 52% of households were under occupying by 2 or more bedrooms.¹⁰

Homelessness in Southwark– an overview and key findings from our data review

Our Homelessness Data Review can be found in the appendix. The following are some key data points that give a good overview of the picture of homelessness in the Borough including demand for the service, approach reasons, supply of accommodations and outcomes for applicants.

⁹ [Tenure of household - Census Maps, ONS](#)

¹⁰ [Occupancy rating for bedrooms - Census Maps, ONS](#)

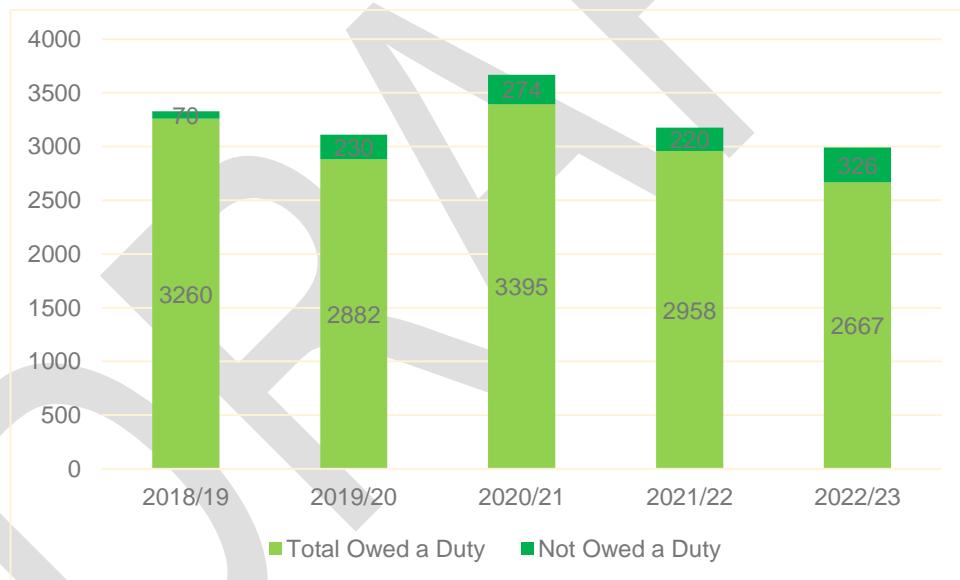
Applications

1. Homeless applications taken fell by 10% between 2018/19 and 2022/23 (excluding 2020/21 during the height of the pandemic)

The review of homelessness in 2017 showed that the number of homelessness applications received had increased considerably in 2016-2017. The chart below shows the number of homelessness applications owed a duty in Southwark has increased significantly since the introduction of the Homelessness Reduction Act 2017 and rose especially in 2020/21 due to the Covid-19 pandemic but has started to level out in the years since.

The increase in applications is due to two important factors: the introduction of the Homelessness Reduction Act in April 2018, which allowed the council to help residents sooner with their housing issues by broadening the reasons residents can approach for assistance; and a reduction in the number of homes that residents can afford. Affordability issues are complex but welfare reform and increasing costs of the private rented sector in the Borough have been continuing factors.

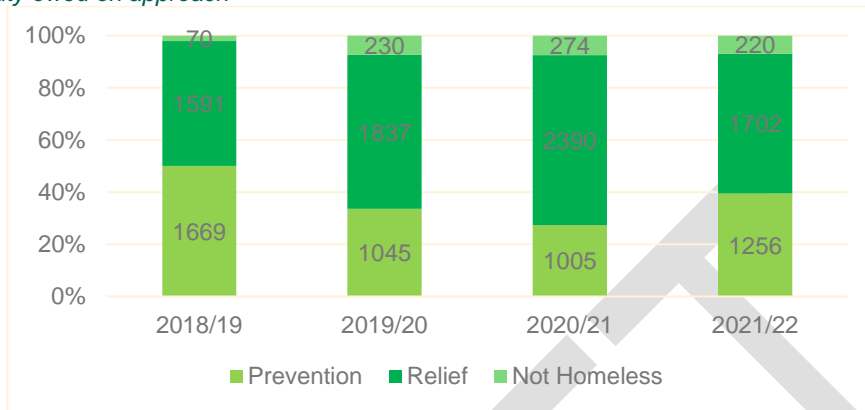
Breakdown of applicants owed a homelessness duty on approach



Southwark takes a significantly higher number of homeless applications than the average for England and London. When broken down further, inner London takes comparatively more than Greater London with Lambeth and Ealing the only borough's to take more applications than Southwark (3107 & 2985 compared to Southwark's 2936 in 2022/23.) This shows the strain on services in the south and south east of London and is reflective of the lack of affordable housing in the area. Another notable difference is that in 2020/21, Southwark's homelessness applications increased when those in England and London reduced slightly. This can partly be put down to the fact that whilst Court proceedings were paused for the majority of cases for those renting by Secure or Assured Tenancies, the hidden homeless were not protected under Government initiatives to prevent homelessness during lockdown. In Southwark there are many households that suffer with overcrowding and poor quality housing.

Therefore, with the nature of the virus requiring households to have space to shield and self-isolate, many were therefore at risk of homelessness due to the very nature of their housing circumstances. Also, Southwark has a large social housing stock, so whilst formal evictions were stopped, there were still friends/family exclusions to consider.

Breakdown of Duty owed on approach



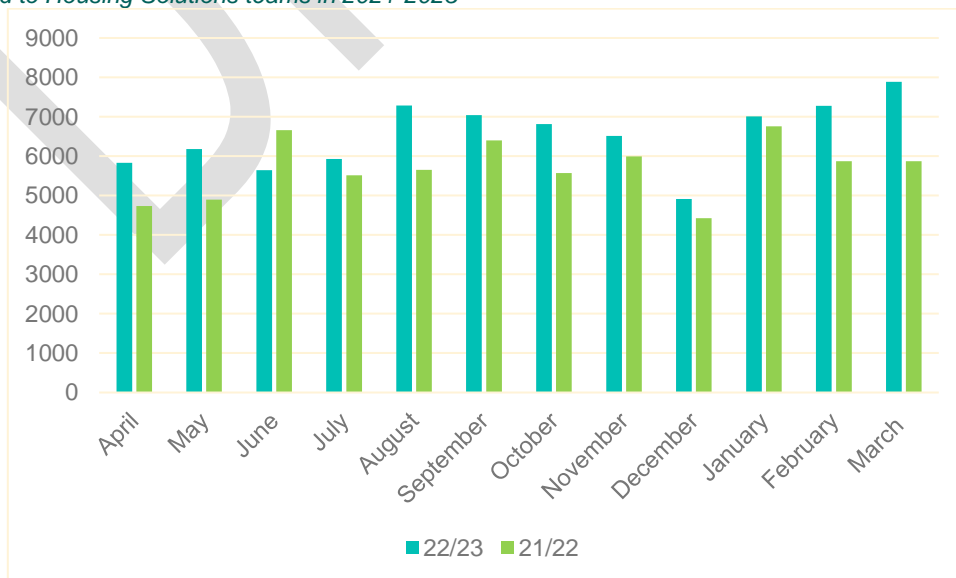
The introduction of the Homelessness Reduction Act 2017 allowed for applicants to approach the council for assistance earlier when experiencing instability with their housing. In 2022/23, 40% of approaches were given a Prevention Duty.

Demand for service delivery

2. The Service received an average of 6500 calls to the service each month in 22/23

Demand for assistance from the Housing Solutions service has continued to grow over the past 3 years following the pandemic, the cost-of-living crisis, and the UK’s departure from the EU. Below we can see this demand in our call numbers has increased in the past two years.

Calls received to Housing Solutions teams in 2021-2023



Reason for approach

3. Family and friends evictions remain the highest homelessness approach reason in Southwark followed by the termination of Assured Short hold Tenancies. The largest increase in approach reason was seen in Domestic Abuse.

The chart below sets out the main causes of homelessness in Southwark over the last four years. The most common cause of homelessness over this time has been that parents, friends or relatives are no longer willing to accommodate the individual or household in question (27% in 2022/23). There had been a significant growth over time in the termination of assured short hold tenancies; which accounted for 30% of homelessness in 2015/16. However, as the chart shows, this was lower in 2022/23 (17%). This is likely due to the eviction ban which was introduced during the initial lockdown for the Covid-19 pandemic. This meant landlords were required to serve longer notices and were not able to obtain court orders to formally end tenancies until this ban was lifted in June 2021.

Another notable change is that approaches due to Domestic Abuse have increased significantly, these approaches made up 7.5% of approaches in 2022/23. It is important to note the introduction of the Domestic Abuse Act 2021 which introduced automatic priority need for those who have been made homeless for this reason. The increase in approaches from this cohort can also be accredited in part, to our joint working with Solace, who co-located with the Housing Solutions service from 2018. Our service continues to invest in training and accreditation in this subject area and has encouraged officers to become Solace Champions, meaning they have up to date training as well as refreshers to keep their knowledge relevant.

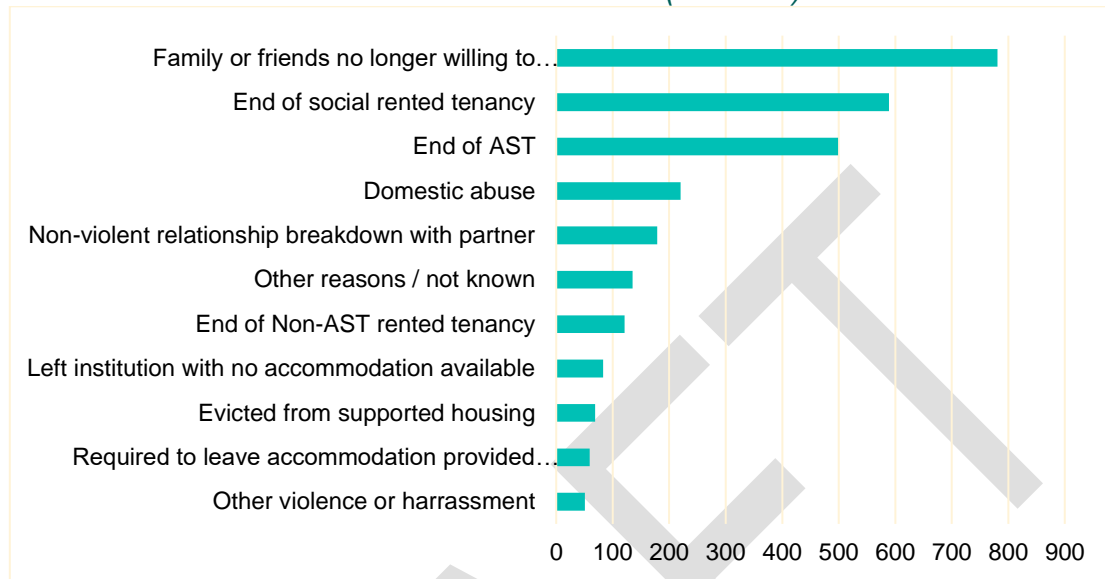
We can also see from this data that there are a number of approaches due to 'End of social rented tenancy'. This is due to HCLIC reporting categorisation and does not reflect the number of Southwark tenancies that were ended in 2022/23. This categorisation is used for any tenant who approaches with an issue with their tenancy, for example; rent arrears issues, who would be assisted with a prevention duty and helped to apply for DHP etc. This proactive approach to tenancy issues, is why this figure is our second highest approach reason.

This data also contains a significant number of records stating the "the main reason for homelessness" as "other", this can partly be put down in the first few years due to local authorities getting to grips with the new reporting system, and it is important to note that these responses decrease over time and will continue to do so in following data years as several more answers have been added to the HCLIC responses which have meant less reason for officers to use the 'other' option when recording data.

During the second half of 2023-24 the numbers of those approaching the service as a result of immigration decision began to climb rapidly as a result of the Streamlined Asylum Processing (SAP) work undertaken by the Home Office. By January 180 households, only 11% of whom were families, had approached the council for housing assistance as a result of receiving a negative decision. The options for this group were extremely

difficult given the short periods of notice and the challenges in securing private sector solutions.

Main reason for loss of last settled accommodation (2022/23)

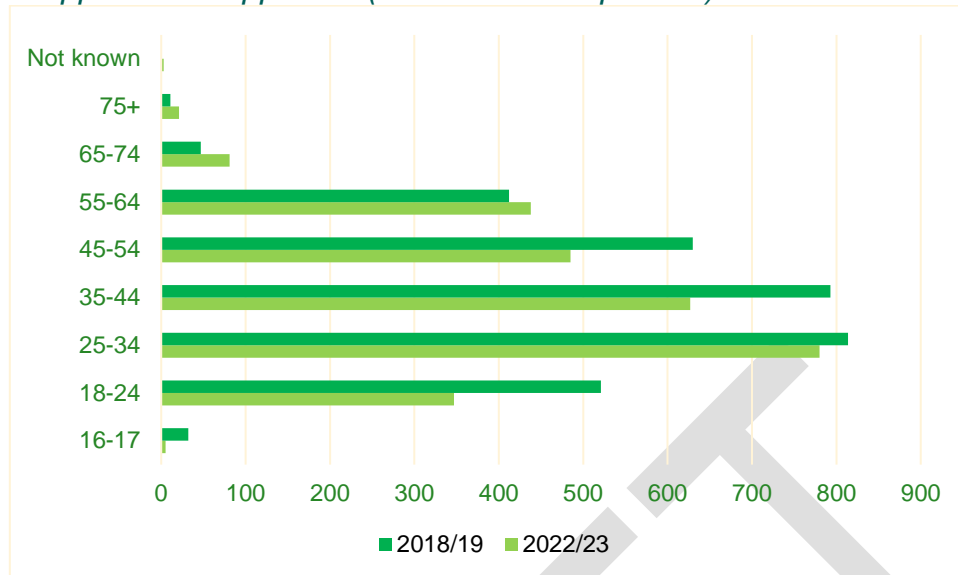


Age Profile of those approaching

4. The percentage of over 55 year olds presenting to the service for a homelessness assessment increased 14% between 2018 and 2022/23

The majority of main applicants accepted as owed a homeless duty are under 45 years of age (63% in 2022/23). The largest cohort of applicants were between the ages of 25-34, making up 28% of applicants in 2022/23. This represents an increase in younger applicants on previous years. The chart below shows how this has changed over the past 4 years. The largest change has been in the number of over 65 year old approaching the service which increased 14% over this time. The causes of this are complex but there are links between this and housing suitability as people age, properties may no longer be fit for their needs. It is also necessary to consider the financial impact of the cost of living and fuel poverty among this group.

Age of main applicant on approach (2018-2022 comparison)

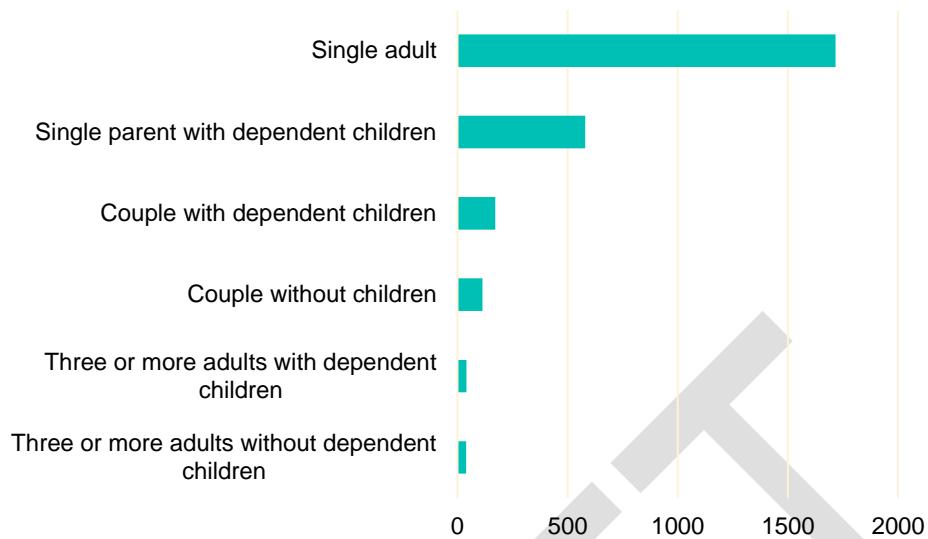


Household composition of approaches

5. The largest household type presenting to the council in 2022/23 was single adults. The percentage share of this group has reduced since 2018 (70% down to 64%) and those with children has increased

The chart below sets out the range of household types accepted as owed a homelessness duty over the last four years. Lone parent households headed by a female account for the majority of homeless duty acceptances in Southwark. We have also seen a sharp increase in the number of single homeless applicants approaching our service since the introduction of the Homelessness Reduction Act 2017 as access to prevention and relief options were broadened. This group now make up the largest demographic of approach cases. In 2015/16, single applicants made up 14% of applications owed a duty compared to 62% of applications in 2022/23.

Household composition of approaches in 2022/23

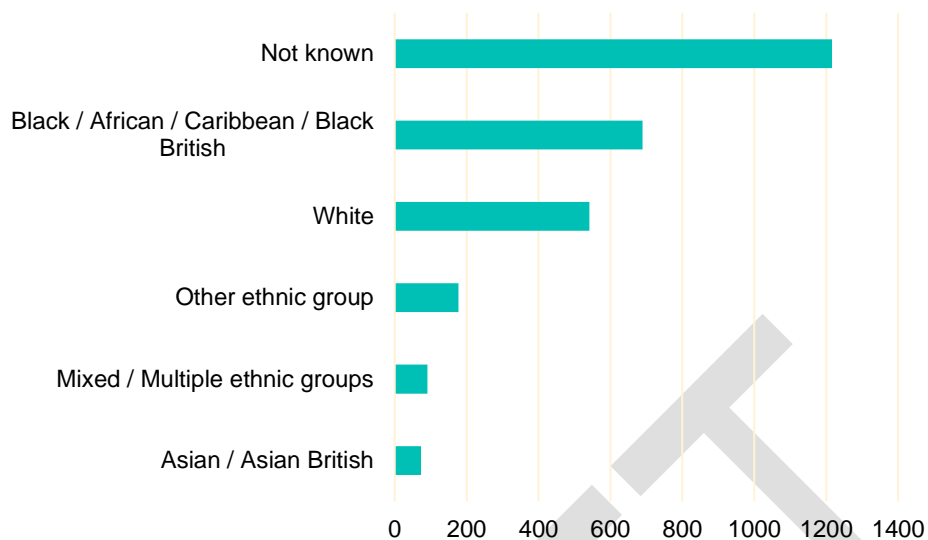


Ethnicity of household main applicant

6. Those identifying with Black/African/Caribbean/Black British ethnicity made up 25% of approaches in 22/23

This chart looks at the ethnic origin of households approaching as homeless or threatened with homelessness. There has been an increase in the number of households that have chosen not to state their ethnic origin in their initial application, this may be reflective of new remote working procedures which allowed customers to fill in a registration form themselves in which 'ethnicity' is not a mandatory question. This has since been changed and we should see a reduction in the use of this response in coming data uploads. Black/African/Caribbean/Black British make up our largest approach ethnicity other than those 'not known'.

Ethnicity of Main Applicant in 2022/23



Support needs

7. The biggest support needs identified by service users were physical ill health and mental health needs

We can see from the data that homeless households in Southwark are slightly less likely to have a support need to report than the London average. Notably, Southwark applicants report higher levels of physical ill health and disability than England as a whole, as well as higher levels of repeat homelessness. Conversely, Southwark has lower levels of drug and alcohol dependency and applicants with a reported offending history approaching.

The below table shows the reported support needs of applicants in 2022/23, this data shows 52% of homeless applicants had one or more reported support need. When breaking these down, the most reported support need was 'physical ill health or disability' followed by a 'history of mental health problems', & 'at risk of/has experienced domestic abuse'.

It is important to note that these assessments are self-assessments made by the main applicant during a homeless application. It must be considered that not all applicants would report their needs in this way due to the categorisation of these field or simply not feeling comfortable to do so.

Support needs reported by households in 2022/23

Number of support needs reported in 2021/22				
	1 support need	2 support needs	3+ support needs	% of households reporting any support need (of total apps)
Southwark	658	345	441	52%

London	12,750	4,360	4,260	37%
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Most reported support needs reported by households in 2022/23

Support need	Southwark
Physical ill health and disability	52%
History of mental health problems	47%
Young parent requiring support to manage independently	21%
At risk of / has experienced domestic abuse	20%
History of repeat homelessness	16%
History of rough sleeping	16%
Learning disability	14%
At risk of / has experienced abuse (non-domestic abuse)	8%
At risk of/ has experienced sexual abuse / exploitation	8%
Drug dependency needs	7%
Alcohol dependency needs	6%
Offending history	6%
Former asylum seeker	5%
Young person aged 18-25 years requiring support to manage independently	5%
Access to education, employment or training	4%
Care leaver aged 21+ years	2%
Old age	2%
Care leaver aged 18-20 years	1%
Young person aged 16-17 years	<1%
Served in HM Forces	<1%

Successful Homelessness Preventions and Reliefs

8. The service prevented homelessness in 84% of all prevention duty cases issued compared to 20% of relief cases

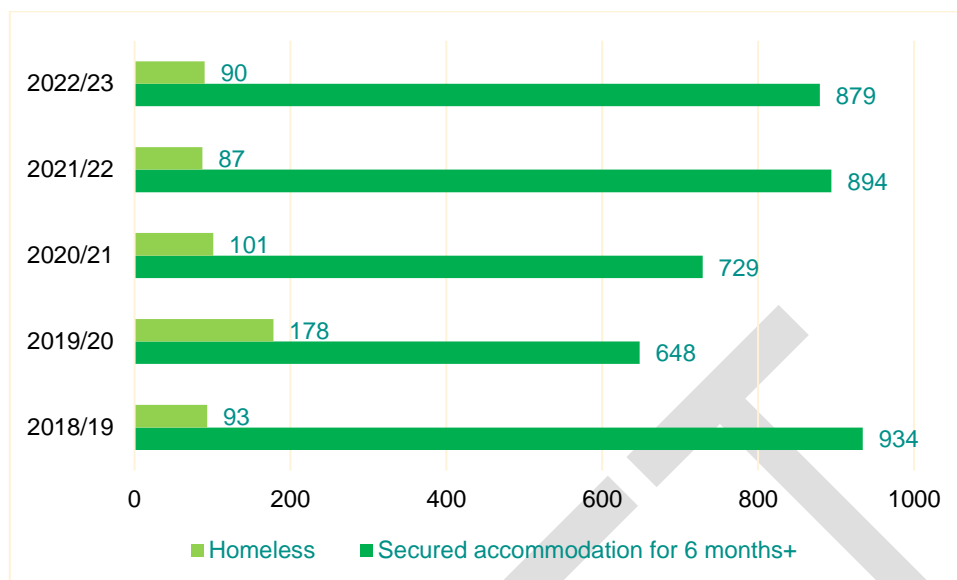
The introduction of the HRA17 allowed us to get involved in cases of homelessness earlier. This has proven very successful as prevention cases have an 84% success rate compared to 20% in relief cases. This shows the importance of getting in earlier in housing insecurity cases to resolve issues before they reach crisis point.

Below highlights the importance of this work, as we can see that more cases in prevention were successfully assisted to secure accommodation than were subsequently homeless at the end of their prevention duty. Outcomes of this will include; securing PRS properties, negotiating renewals on existing tenancies and advocacy to end eviction proceedings.

Positive Prevention outcomes v. Positive Relief Outcomes (2018/19-2022/23)

	2018/19	2019/20	2020/21	2021/22	2022/23
% Positive prevention outcome	86%	68%	83%	85%	84%
% Positive relief outcome	16%	18%	27%	21%	20%

Prevention outcomes: Secured accommodation v. Became Homeless (2018/19-2022/23)



With the changing affordability of private rented properties in the Borough along with the cost-of-living crisis, positive outcomes for prevention cases are harder to obtain through securing new tenancies as shown below in the reducing number of PRS scheme moves achieved after the highs of the pandemic years.

PRS scheme moves successfully completed (2018-2022)

	2018/19	2019/20	2020/21	2021/22	2022/23
Self Help Scheme's processed	38	69	463	233	167
Finder's Fee Scheme moves	154	225	320	158	79

Temporary accommodation numbers

9. 3627 homeless households are in TA, 851 of which are in nightly paid accommodation

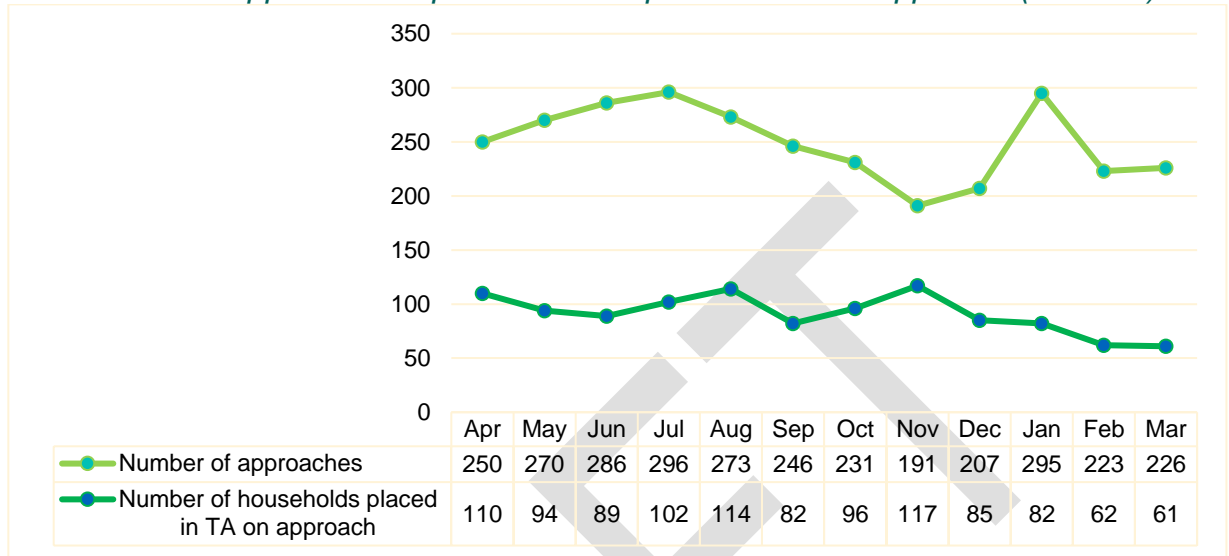
We have a high number of households in Temporary Accommodation (TA) compared to the London and Inner London average. Sourcing TA is being an increasingly difficult task as well as sourcing quality and size appropriate accommodation for our need.

Comparison of TA numbers (Southwark, London, Inner London, 2023)

Local Authority group	Number in TA
London (average)	1,876

Inner London (average)	1,412
Southwark	3,627

Homeless Household Approach compared to those placed in TA on approach (2022/23)



Not all households will be placed in TA when they approach the council for assistance with their homelessness, the chart above shows that around 37% of approaches are placed in TA when they first contact us for a homelessness application.

During 2023/24 research by London Council's has shown numbers in TA across the capital rising for more than a year. It also highlighted homeless demand increasing sharply with greater use of bed and breakfast accommodation, including greater numbers of placements of over six weeks in breach of statutory regulation. The supply of accommodation in the private sector to prevent homelessness, or as temporary accommodation has reduced. This has led to increases in costs per unit and declining standards. Southwark has avoided the use of bed and breakfast and retained numbers in temporary accommodation, which had been stable for more than a year, but numbers began to rise rapidly in the second half of the year as housing market pressures, accommodation availability and cost of living all combined to produce an acute pressure.

The Housing Waiting List

10,17462 households are on the waiting list for social housing in Southwark with 1034 social lets made last year.

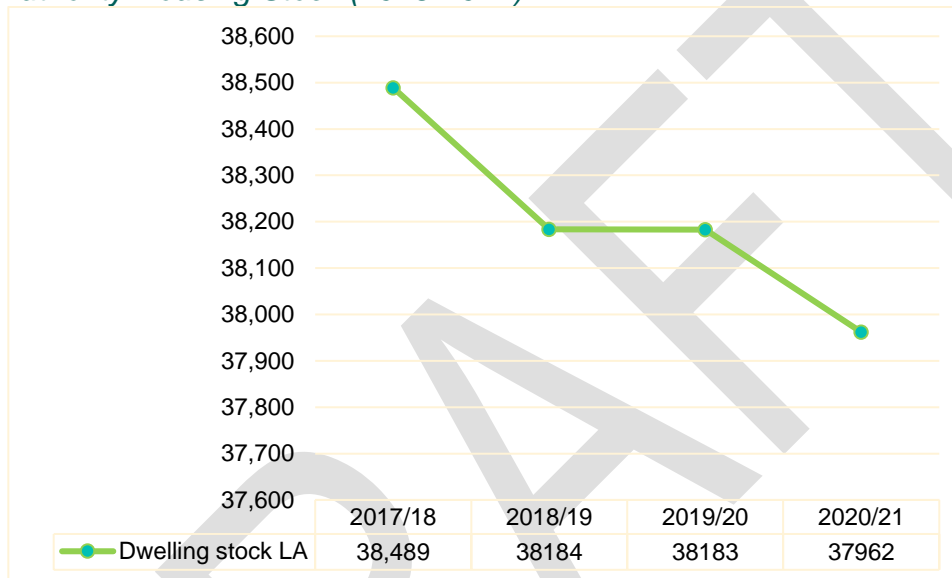
Our housing waiting list continues to grow as the housing crisis has worsened. We have over 17,000 households on the list currently with around 400-500 new applications received each month. We made 1034 lets from the register last year which shows the growing disparity between the supply and demand here.

Bed need of households on the housing waiting list 2022

Bed Need	Total Households
1	8440

2	4360
3	2911
4	1127
5	314
6	60
7	19
8	2
Unknown	42
TOTAL	17275

Local Authority Housing Stock (2018-2021)



Southwark has one of the largest local authority housing stocks in the country but levels of housing need have been growing substantially in recent years. In response to this the Council has delivered high levels of new supply with a commitment to the delivery of even more, Meeting need remains a challenge which is made more difficult as stock is lost to right to buy.

Southwark's housing register is split into priority categories. Overcrowding is the most common reason for an applicant to join the register. This is followed by homelessness and then medical needs. The table above shows that there is the greatest need for 1-bedroom properties. When looking at households who are on the register due to overcrowding, the greatest need is for 3 bed properties.

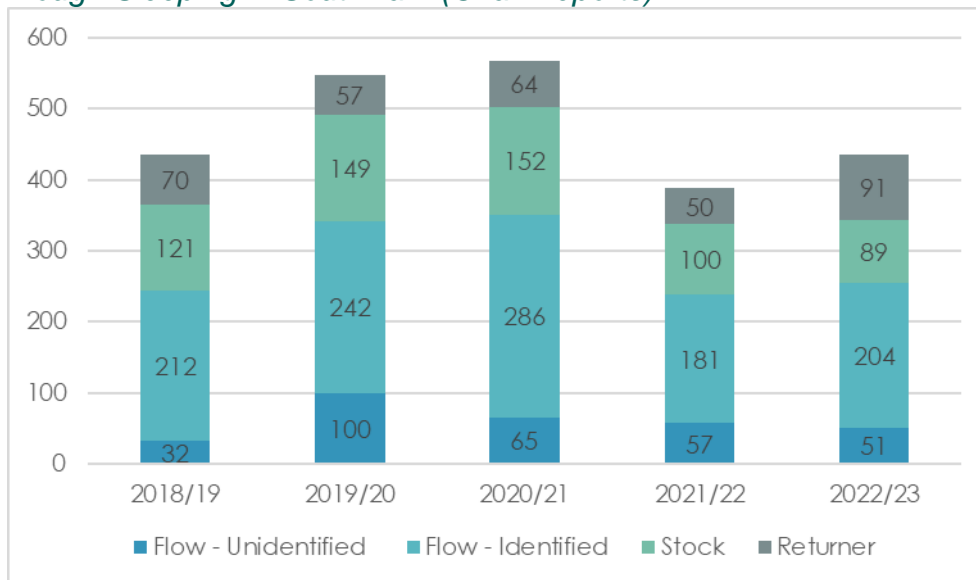
Rough Sleepers

11. Rapid rehousing navigators rehoused 132 rough sleepers in 22/23

Rough sleeping numbers have reduced in Southwark since the Pandemic. The Rapid Rehousing Navigators have been successful in expanding our off the street provision in the past 2 years as shown in the rehousing numbers. The Rapid Rehousing Project has

achieved 138 new Private Rented Sector (PRS) tenancies in 2022-2023. And since the beginning of this project in late 2019 the project has been able to sustain 96% of tenancies procured.

Levels of Rough Sleeping in Southwark (Chain reports)



The New Homelessness and Rough Sleeping Strategy 2024-2029

The Overarching aim

To work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity.

The 3 objectives

1. To use a data-led and joined up approach with our partners to identify and support those at the earliest stages of housing difficulty.
2. To ensure effective and timely advice and support is provided to help make real and lasting change for our residents.
3. To improve the outcomes of residents in the quality of our support and work together to tackle the root causes of homelessness.

The Five Priorities

Prioritise Prevention

- Improving timeliness and effectiveness of mediation and support to sustain accommodation.
- Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.
- Improved pathways for people leaving institutions and from our statutory and community sector partners.

Key Data to consider

The most common cause of homelessness over the past 5 years has been that parents, friends or relatives are no longer willing to accommodate the individual or household in question (27% in 2022/23).

Of cases owed a duty in 2022/23, 42% were prevention compared to 58% relief, in 2021/22 preventions were 40% and relief 60%.

In 22/23 Southwark was ranked 5th highest local authority in England for successful homelessness preventions (3rd in London)

There has been an increase in approaches from PRS households between 2018 and 2022/23 (14% increase)

Those approaching with rent arrears issues has increased as can be seen in our DHP and Rent Arrears Fund data. There were 891 successful applications for DHP in 2022/23 with an average award of £1366 (this is 63% more than the average award in 2018).

For the 6 months from March 2023 to September 2023, 1115 'Entitled To' benefit calculations were completed. 47% were by council or housing association tenants, 35% were completed by private tenants.

We received 1577 'Duty To Refers' in 2022/23 with the top 5 referrers being the DWP, Probation, the Southwark No Recourse Team, NHS & St Mungo's

Of those given a prevention duty, 86% (on average) ended positively whereas only 19% of relief cases had similar outcomes.

Through co-location with other services in the borough, Southwark Housing Solutions has been able to offer financial advice and private renting support to 27 residents at 4 roadshows so far this year. Advice was provided on the bedroom tax, DHP applications, rent arrears issues and cost of living assistance.

As outlined by Priority 1 of Southwark's last Homelessness and Rough Sleeping Strategy, homeless prevention has been, and must remain at, the core of all the work we do. Southwark has continued to achieve some of the highest levels of homeless prevention in London year on year. Following a decade of welfare reform in the country that has added pressures to household budgets for many, we understand that our residents have more recently been significantly impacted by inflationary pressures nationally and globally. We have also seen the impact of the global Covid-19 pandemic and its residual effects on residents and communities. We therefore need to ensure we can identify those in the Borough at risk and aim to provide help before crisis point.

We must also ensure that we improve our understanding and data collection of marginalised groups such as those identifying as LGBTQ+ and to further develop the provision of advice and tailored support in partnership with key advocacy agencies. We will also be developing staff through packages of training and development to better identify and support those marginalised due to their sexual identity. Our work will also ensure residents are aware of their entitlements for a range of support with cost-of-living expenses. Although recent Government measures to uprate rental support in April 2024, this will have limited benefit given the benefit cap in place, with families renting privately at most risk of insecurity. We anticipate further reform in the private rented sector through the Renter's Reform Bill that will seek to increase the security of tenure for tenants and includes measures of removing the s21 eviction procedure, whilst in tandem supporting landlords to recover possession in specific prescribed circumstances. Concern remains that many landlords will seek to leave the private rental market as has been seen since the covid pandemic ahead of this Bill becoming Act.

From our data review and the challenges residents face now and in the years ahead, we have set out the following broad activity areas and actions to help us achieve effective homeless prevention for the next 5 years:

Improving timeliness and effectiveness of early help to sustain accommodation.

1. Improving our joint work with debt advice and debt management agencies locally and nationally.
2. Improving our joint work with agencies that help us tackle food and fuel poverty.
3. Using improved and easy to understand tools for residents and staff to use understanding how to manage household income.

Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.

4. Using Council data to identify those in difficulty and to target tailored support early.
5. Improving the timeliness of referrals and our response rate under the 'Duty to Refer' process with key partner agencies across housing, health, justice and welfare rights.
6. Using the Council's enforcement network of services involved in housing to promote homelessness prevention.

Improved pathways for people leaving institutions and from our statutory and community sector partners.

7. Developing bi-monthly prevention forums with social housing providers and community partners to highlight issues, share information and develop best practice.
8. Training local partners, the Police and enforcement bodies around illegal eviction and harassment.
9. Joint work with Court advocacy services and improve outcomes for those facing eviction proceedings.
10. Weekly surgeries for those receiving a home office decision to prevent homelessness, or provide a sustainable solution.

Deliver High Quality Advice & Support

- Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.
- To reduce the number of new households going into temporary accommodation by accessing suitable affordable private rented sector accommodation.
- Enhancing our intervention around unlawful landlord and agent activity in Southwark's private Rented Sector.

Key data to consider

The number of applications for assistance increased significantly with the introduction of the HRA17 with the expansion of provision this introduced. Applications increased 52% from 2016/17 to 2022/23.

We answered 39259 calls from customers looking for advice on homelessness and rough sleeping

We received 3813 homelessness enquiry web forms in 2022/23 a compared to 2764 web forms in 2021/22, this was an increase of 38%.

There was a significant increase in demand throughout the pandemic and numbers have since levelled out which is seen in applications taken (-18% change between 2020/21 - 2022/23)

When housing insecurity leads to homelessness, we must ensure that high quality, tailored and readily accessible advice and support is delivered promptly, that addresses our diverse needs of our residents. The Council and its partners need to work to improve mediation with family members when there is a relationship breakdown and to ensure protections for those renting privately are upheld.

Southwark is also reviewing the delivery of its hybrid homelessness and advice services to ensure that resident needs and circumstances are central to its operation. The Council will be working towards an offer of a same day initial and full homeless application wherever needed and to provide this face to face when required or requested by residents. Residents who require support in a housing related emergency will always be able to avail of face-to-face support and advice and our referral partners will be central to ensuring the advantages of a hybrid model of service delivery are utilised.

We understand that our residents may not seek the advice they need by approaching us directly and so we will be looking for even more opportunities to co-locate with our partner agencies to ensure the support is available at the earliest opportunity.

Our work will continue to provide the specialist support for vulnerable groups, such as those at risk of or victim to domestic abuse, those leaving care and our young persons, or those at risk due to their sexual identity. We'll be continuing to improve protection for those renting privately and using the enforcement powers and network of internal teams and external agencies to ensure poor landlord and agency practice are tackled. We have therefore set out the following broad activity aims and actions to achieve this over the next 5 years:

Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.

11. Improving the delivery and quality of the Council's housing advice offer at the earliest stages for our residents.
12. Refreshing the Council's webpages to ensure advice and information is comprehensive, up to date and provides a list of wider agencies to help as well as being readily available and accessible to all communities.
13. Exploring the co-location and outreach for early advice in the community – e.g Social Prescriber sites, food banks, LGBTQ+ support and advocacy services and other community agencies.

To meet the diverse needs of the residents we serve to access suitable affordable settled accommodation.

14. Expanding support to deliver advice in the community that helps resolve relationship breakdown.
15. Review access to Housing Solutions services post-covid and implement a new service delivery model.
16. To improve the provision of same day assessments when required for those threatened with homelessness or have become homeless.
17. To continue to provide specialist support and rapid intervention to those at risk of, or victim of domestic abuse.
18. To continue to deliver prompt and high-quality advice and support for our care leavers and young persons in meeting their ongoing housing needs.

Enhancing our intervention around unlawful landlord and agent activity in Southwark's private rented sector.

19. Improving the delivery of advice and support in the community through joint visits with enforcement teams.
20. Ensuring a joined-up approach is maintained to tackle the subletting of accommodation in the borough.
21. Delivering a robust response to criminal offences to protect residents in this sector through a rogue landlord taskforce and exploring further partnerships to help with our enforcement activities.

Work to End Rough Sleeping

- Aligning all activity to the Governments 4 key objectives of improving prevention, intervention, recovery and developing joined up and transparent systems to make rough sleeping rare, brief and non-recurrent.
- Tackling new flow to the street and partnering with local statutory and voluntary sector partners to develop an improved prevention framework of activity.
- Working with Government to maximise funding for local projects that will benefit those rough sleeping in Southwark
- Expanding off the street provision and housing options and support for those with complex needs and couples.
- Developing new off the street options and expanding housing first provision for the most complex rough sleepers.

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Key data to consider

Southwark has access to over 900 supported housing bed spaces which cater to variety of needs including learning disabilities, young people and mental health needs.

638 referrals for supported accommodation were made in 2022/23

Southwark received £7.35 million in Rough Sleeper Initiative (RSI) funding in 2022/23 along with £2.09million in Homeless Prevention Grant (HPG).

The Rapid Rehousing achieved 138 new PRS tenancies for rough sleepers in 2022/23 and has been able to sustain 96% of all tenancies procured since its introduction in 2019.

29 cases were heard at the Complex Needs Advisory Panel in 2022/23

CHAIN data shows that rough sleeping increased 12% between 2021/22 and 2022/23 but has fallen 21% since 2018/19.

There was an average of 18 rough sleepers on the street in Southwark each month in 22/23, so far this year there is an average of 22.

59% of rough sleepers in Southwark (22/23) were new to the streets, 20% had been seen in the year previous and 21% had not been seen in 2021/22 but had been seen before this.

75% of new CHAIN recorded rough sleepers were homeless from a long term accommodation (this includes living with family, PRS and social housing). 13% were homeless from short/medium term accommodation such as hostels, asylum support accommodation and temporary accommodation.

We, like central Government understand that the collection of data in this area of work is in need of further development to understand the risk factors that lead too many residents to sleeping rough and know that further insight to improve our prevention and pathway from crisis point when reached is critical. Southwark will be joining organisations and Government to improve data collection, sharing and analysis. We will continue to develop our nationally recognised rough sleeping service and partnerships to use an improved data-led approach to tackle those at risk of rough sleeping. Aligning with the Government Strategy we will ensure we can enhance our prevention and intervention around rough sleeping. We'll be working to continually expand our provision, including our Housing First Programme to help rough sleepers off the streets and enable greater sustainment of longer-term accommodation for those with complex needs. This will involve making full use of grant from the Single Homeless Accommodation Programme (SHAP), Rough Sleeper Accommodation Programme (RSAP).

We will be doing so by improving our systems and working transparently with our partners, neighbouring Authorities and Government. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

Tackling new flow to the street and partnering with local statutory and voluntary sector partners to develop an improved prevention framework of activity.

22. Improving our collection of data to improve prevention and intervention with rough sleepers.
23. Using new Government tools such as the rough sleeping prevention tool and strategic insights tool to identify those at risk or rough sleeping.
24. Working with the Home Office to fully integrate with DTR processes and ensure a joined-up approach is maintained to minimise homelessness due to Asylum claim processing.
25. Ensuring local Home Office accommodation providers work with the Council to provide early notice of decisions that enable the Housing Service and Stronger Neighbourhoods teams to identify housing solutions and wider support.
26. Asking the Home Office to provide 56 days notice before a resident is asked to leave accommodation to enable the Council to work with them for a sufficient period to meet their housing needs.

Expanding off the street provision and housing options and support for those with complex needs.

27. Continuing to secure Government grant through sole bids and those we can make jointly with our partner agencies and Authorities.
28. To continue the use of multi-agency and disciplinary panels to deliver joined up and customer focussed outcomes.
29. To improve supported hostel access and move on for rough sleepers.
30. To expand complex needs support initiatives such as Housing First.
31. To continue and develop our partnerships with Beam, St Mungo's, South London and Maudsley, NHS, Change Grow Live (CGL) Robes and other agencies to provide a holistic package of support for service users to build and maintain independence.

Quality Outcomes Through Housing Provision

- Improved timeliness of access to accommodation commensurate to residents' needs.
- Improving access to and pathway through Supported Housing.
- Learning and improving the standards of our support.
- Improving the standards of our accommodation types.
- Minimising the use and duration of interim accommodation wherever possible.

Key data to consider:

There are currently over 17,500 households on the waiting list for social housing in Southwark. We made 1035 lets in 22/23.

There were 65 'smart moves' completed in 22/23 - these are lets through our under occupiers scheme which moves households into properties that match their needs and frees up bedrooms for overcrowded households.

We have 397 households with an under occupiers category on their application, 86 with a statutory overcrowded priority and 4473 with a more general overcrowding code.

We secured 246 private rented sector lets (excluding rough sleeper lets through our navigator team) in 2022/23.

Average rents in Southwark are around 33% higher than LHA rates.

Surveys of temporary accommodation residents on the quality of their accommodation returned an average positive response rate of 91% last year.

The average stay in TA for households is around 25 months

A new visiting team has been set up to visit TA - 253 visits were completed in 6 months to check standards, talk about move on options and to check occupancy.

Understanding that all forms of suitable and affordable accommodation are reducing, it is incumbent upon Southwark to ensure we make best use of the accommodation available for our residents. Through our Housing Strategy we'll be targeting empty properties in the borough, and we will be aiming to improve all options for our Secure and Assured tenants to move to good quality and more suitably sized accommodation for their needs.

With the significant achievements in Southwark's new homes programme, we will be supporting homeless households settle from temporary accommodation, as well as enabling re-housing for those in most urgent need across the borough.

We'll also be improving access to specialist accommodation types and working with partners in accessing accommodation in the private rented sector. We'll be listening and learning from our residents to improve our services and drive-up standards across all accommodation types.

We will be improving the channels we have for feedback and introduce regular sessions with service users and initiating insight sessions through an expert panel of residents with lived experience of homelessness and housing insecurity to help inform and develop our work further. Our work will also include wider ranging strengths-based training and development with the aid of service user feedback and lived experience.

Through this work, we'll improve standards, continue to minimise the take up and duration of emergency accommodation wherever possible for the benefit of our residents and meet budget commitments. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

Improved timelines of access to accommodation that meets the needs of residents

- 32. To improve housing mobility schemes within the Council to optimise the use and access to Southwark's stock including the development of Southwark's Smart Move offer.
- 33. To increase access to specialist accommodation types such as sheltered and extra care.

Improving access to and pathway through supported housing.

- 34. With better assessments of resident needs, we'll seek to improve the access to supported accommodation generally.

Learning and improving the standards of our support

- 35. Working across the Council to ensure our Good Homes Standard commitments are achieved.

36. Proactive monitoring of the standards of our emergency accommodation and ensuring clear information and support is provided to residents to tackle poor provision.
37. Establishing customer focus groups through our 'you said we did' feedback channel so that we can continually learn and improve our services.

Minimising the use and duration of interim accommodation wherever possible.

38. To ensure sufficient allocations of properties for homeless applicants are maintained.
39. To use local and annual lettings plans to ensure fair access to permanent accommodation is maintained.
40. To develop partnerships with housing supply providers so that quality, settled private rented accommodation is available.
41. Developing improved support for those moving and settling to new homes in and beyond our borough across all types of housing.
42. To work with council colleagues to secure an increase in the delivery of genuinely affordable housing for Southwark residents, including new council homes and through innovative schemes such as that provided by Centrepoin in Peckham.

Tackling Systemic Housing Insecurity

- Protecting communities and challenging inequality where it manifests in housing insecurity and working with internal and external partners to enhance this work.
- Improving resident access to employment, skills and eligible support to mitigate heightened financial pressures.
- Empowering residents with a realistic and comprehensive appraisal of how they can mitigate housing insecurity to make the right choices in their customer journey.
- Making the case for changes to Government for regulation, supply and support for residents.

Key data to consider:

Our Homelessness Forum which is chaired by Southwark Law Centre occurs every quarter and has an attendance of around 35 different agencies.

In 2021/22 our partnership with Beam assisted with signing up 48 residents for help with job seeking and training. They helped 29 start paid work, prevented homelessness in 9 cases and raised donations for Southwark residents totalling £83,097.

350 cases were taken by our Private Rented Sector Team in 22/23 to help with evictions and problems with private rented landlords.

A Landlord forum held this year saw 34 private landlord attend to hear on legislative update, licensing news and information on working with the council.

23% of approaches for homelessness assistance in 2022/23 were from Private Rented Tenants.

Evictions from Southwark secure tenancies totalled 18 in 2022/23, with the highest rate in 2018/19 and 2019/20 which saw 64 and 62 respectively.

We understand that Southwark Council alone cannot resolve the deepening housing crisis that is impacting our residents and communities. Southwark is committed to working in partnership with statutory and community partners to help our residents build resilience and where possible, resolve their housing issue and to be open and transparent with the help we can provide so that informed choices can be made. We will remain committed to addressing systemic inequality in the borough that manifests in housing insecurity.

With the growing insecurity we are seeing for those renting privately in the borough, Southwark will be working through the Private Renter Support Organisation. This key partnership with Citizen's Advice Southwark, will include forums for tenants and partner organisations as well as 'know your rights' sessions to build resilience of tenants and identify where to seek help at the earliest stage.

Southwark will be initiating a twice yearly strategic partnership roundtable for stakeholders to ensure our overarching aims, priorities and objectives to meet these under our strategy are reviewed, as well as reviewing the learning from insight sessions from panel experts with lived experience. The board will serve to align the activities of stakeholders and enable the collective progress and fulfilment of our work is maintained for our residents. In conjunction with our strategic roundtable.

We'll be joining other Authorities in making the case for change to central Government for the policies and resources we all need to make homelessness more generally rare, brief and non-recurrent. We have therefore set out the following broad activity aims and actions to achieve over the next 5 years:

Protecting communities and challenging inequality that results in housing insecurity. Working with internal and external partners to enhance this work.

- 43. To ensure our homelessness forum is continued and widened to include more partners working in health and justice.
- 44. To work in partnership with Southwark's private renter's organisation in driving up standards in Southwark's private rented sector.
- 45. To reintroduce a twice yearly strategic roundtable, Chaired by our Cabinet Member, to bring partners together to assess the progress of all stakeholders' work against the strategy and our action plan.

Improving resident access to employment, skills and eligible support to mitigate heightened financial pressures.

- 46. Improving the delivery of our Southwark Works programme and supporting expansion with partner agencies.
- 47. Working with external providers in the community that deliver employment and skills support to those at risk of homelessness and rough sleeping.
- 48. To improve pathways and work with vulnerable communities such as those identifying as LGBTQ+.

Empowering residents with a realistic and comprehensive appraisal of how they can resolve their housing issues where possible and make informed choices.

- 49. Development of our customer access processes for our digital and face to face services.
- 50. To ensure a realistic appraisal of support is given. That this is understood and communicated through all partner agencies and those working with our residents.
- 51. That our support and advice is tailored to ensure residents can make informed choices that empower them to resolve their housing issues.

Making the case for change to Government to communicate local and regional housing need and redress to wider impacts that lead to housing insecurity and inequality.

52. Asking for a change to LHA rates and a lift on the benefit cap to improve the purchasing power of residents and Authorities to access accommodation.
53. Lobby Government to reform the temporary accommodation subsidy regime, currently linked to January 2011 LHA rates, to ensure that the costs of securing accommodation are more closely linked to the subsidy available to provide it.
54. Greater funding for NRPF rough sleepers as it is making Government strategic aims in this area impossible to achieve.
55. Develop incentives for landlords to participate in the lower end of the market.
56. Lobby for an increase in the discretionary housing payments allocation annually to reflect the valuable prevention work that can be done and wider savings achieved with an appropriate level of grant.
57. Enable public acquisition of properties leaving the market for our procurement through grant programmes such as the Local Authority Housing Fund. Ensure these solutions with adequate levels of funding to make development and acquisition viable.
58. Support new development of social homes through a grant programme that properly funds the cost of supply and supports the removal of wider barriers to building.
59. Lobby for and implement the proposals to ban section 21 evictions and make the private sector a stable option to meet housing need.

Southwark Draft Homelessness and Rough Sleeping Action Plan

Please note - The lead parties and dates to all actions are to be considered as suggested and will be confirmed in the coming months following agreement of the draft strategy and its passage to formal consultation.

Priority one: Prioritise Homelessness prevention -

Reference	Description of Issue	Action	Proposed Timeframe	Lead(s) on delivery
1.	<i>Improving the timeliness and effectiveness of early help to sustain accommodation.</i>	<p>Improving our joint work with debt advice and debt management agencies locally and nationally.</p> <ul style="list-style-type: none"> - <i>Widening services across the Council that can contribute to Southwark's cost of living crisis roadshow to include providers of Southwark Works delivery partners</i> - <i>Increasing referrals to partner agencies such as Citizens Advice Southwark and Step Change and monitoring through personal housing plan reviews.</i> 	<p>Monitoring and reviewing at end of QR 4 2024-2025</p> <p>Monitoring and reviewing at end of QR 4 2024-2025</p>	<p><i>Housing Solutions, St Giles Trust, Beam Up Ltd, Citizens Advice Southwark and Private Renters Support Organisation</i></p> <p><i>Housing Solutions and review at Homelessness and Prevention Fora.</i></p>
2.				

		<p>Improving our joint work with agencies that help us tackle food and fuel poverty.</p> <ul style="list-style-type: none"> - <i>Ensuring relevant agencies for help are included in our initial advice offer digitally and that the Council website has a comprehensive outline of these sources of help for residents.</i> - <i>Ensuring our personal housing plans include standard elements of advice of where to seek wider help for those facing food and fuel poverty.</i> 	<p>Monitoring and reviewing at end of QR 1 2024-2025</p> <p>Monitoring and reviewing at end of QR 2 2024-2025</p>	<p><i>Southwark's Housing Solutions service and web team.</i></p> <p><i>Southwark's Housing Solutions service</i></p>
3.		<p>Using improved and easy to understand tools for residents and staff to use understanding how to manage household income.</p> <ul style="list-style-type: none"> - <i>Increasing the use of Southwark's online benefit and income maximisation tool by residents through monitoring.</i> - <i>Ensuring the enhanced benefit and income maximisation tool is used for every homeless application and monitoring the completion and use of these in casework reviews.</i> 	<p>Monitoring and reviewing at end of QR 1 2024-2025.</p> <p>Monitoring and reviewing at end of QR 2 2024-2025.</p>	<p><i>Southwark's Housing Solutions service and web team and digital platform partner.</i></p> <p><i>Southwark's Housing Solutions service</i></p>
4.				

	<p><i>Greater use of our Homelessness data and deprivation data collected within the Council to identify and target support for 'at risk' groups.</i></p>	<p>Using Council data to identify those in difficulty and to target tailored support early.</p> <ul style="list-style-type: none"> - <i>Working with our partners in exchequer services to access and utilise a borough wide LIFT dashboard and commence early intervention work with targeted households</i> - <i>To enhance our view of resident risk and needs with data held across the Council and to complete at least 4 interventions through direct communication and visits with impacted groups per year</i> - <i>To explore further sources of data held within the Council that can be added to the dashboard to provide greater insight into risk factors linked to housing insecurity.</i> - <i>Improving data collections on vulnerable groups, especially those who identify as LGBTQ+ to ensure we are offering an inclusive service that meets the needs of residents. The importance of this data collection and the need to create a safe environment</i> 	<p>End of Q2 2024-2025</p> <p>End of Q3 2024-025</p> <p>Ongoing and to review at 6 months from implementation.</p> <p>Monitoring and reviewing at end of QR 2 2024-2025.</p>	<p><i>Southwark's Exchequer and Housing Solutions services.</i></p> <p><i>Housing Solutions service.</i></p> <p><i>Southwark's Housing Solutions, Public Health Private Sector Housing Enforcement services and Strategic board</i></p> <p><i>Southwark's Housing Solutions and Public Health service.</i></p>
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		<p><i>to disclose information needs to be promoted through training and regularly raised in team meetings and in staff forums where appropriate to improve knowledge and confidence in this area.</i></p>		
5.		<p>Improving the timeliness of referrals and our response rate under the 'Duty to Refer' process with key partner agencies across housing, health, justice and welfare rights.</p> <ul style="list-style-type: none"> - <i>Continually monitoring the timeliness and quality of information provided in referrals made through this process and to ensure a caseload review is included as a standing agenda item in homelessness and prevention fora with partners.</i> - <i>To continually promote this process to our existing and new partner agencies</i> - <i>To develop best practice for this joint work and provide regular service standard updates in staff newsletters as well as ensuring partners contribute to service wide briefings.</i> 	<p>Monitoring and reviewing at end of QR 2 2024-2025.</p>	<p><i>Housing Solutions service and all existing Duty to Refer agencies and members of homeless and prevention fora.</i></p> <p><i>Housing Solutions service.</i></p> <p><i>Housing Solutions service.</i></p>

6.		<p>Using the Council's enforcement network of services involved in housing to promote homelessness prevention.</p> <ul style="list-style-type: none"> - <i>To conduct training and briefings for all enforcement teams on the objectives of the Homelessness Reduction Act to demonstrate the importance of homeless prevention and information sharing.</i> - <i>To make teams aware of the full support available directly by the Council and in the community.</i> - <i>To ensure homelessness prevention is a shared aim to protect residents.</i> 	By end of year 1 from implementation date.	<i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i>
7.	<i>Improved pathways for people leaving institutions and from our statutory and community sector partners.</i>	<p>Developing bi-monthly prevention forums with social housing providers and community partners to highlight issues, share information and develop best practice.</p> <ul style="list-style-type: none"> - <i>Establish a bi-monthly forum online.</i> - <i>To agree terms of reference and shared performance indicators to</i> 	By end of year 1 from implementation date.	<i>Southwark's Housing Solutions service.</i>

		<p><i>improve homeless prevention in the borough.</i></p> <ul style="list-style-type: none"> - <i>To raise awareness of issues creating housing insecurity and identifying solutions collectively.</i> - <i>To inform further and wider representations to London Councils, Centre for Homelessness Impact and DLUHC to lobby for evidence based change.</i> 		
8.		<p>Training offer for local partners, the Police and enforcement bodies around illegal eviction and harassment.</p> <ul style="list-style-type: none"> - <i>For Southwark's PRS Team to re-deliver its training session for Southwark's police force with our Special Investigations Team and provide an annual refresher for Officers.</i> - <i>For quarterly joint briefings with enforcement teams to be delivered to key partner advice agencies to help raise awareness with our residents.</i> 	By end of year 1 from implementation date.	<p><i>Housing solutions and Special Investigations Team</i></p> <p><i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i></p>
9.				

		<p>Joint work with Court advocacy services and improve outcomes for those facing eviction proceedings.</p> <ul style="list-style-type: none"> - <i>Establish a joint working protocol with our Legal Aid Agency contractors (currently Duncan Lewis solicitors) for Southwark resident cases at County Courts.</i> - <i>Improving the contractor's provision of tailored advice and support available through Council and partner agencies.</i> - <i>Ensuring timely referrals to and from the duty scheme and early advice schemes are made.</i> 	<p>Ongoing – review at 6 months</p> <p>By end of Q2 2024-25</p> <p>To monitor and review by end of Q2 2024-25</p> <p>To monitor and review by end of Q2 2024-25</p>	<p><i>Southwark Housing Solutions service and Legal aid courts contractor.</i></p>
10.		<p>Work proactively with partners and provider around the streamlined asylum process to prevent homelessness, or provide a sustainable solution.</p> <ul style="list-style-type: none"> - <i>Establish a joint working protocol with our community partners in order to continue and develop key partnerships that provide outreach, accommodation and support to this group</i> 	<p>On-going – review at 6 months</p> <p>By end of Q2 2024-25</p> <p>Commenced and to be reviewed quarterly</p> <p>Ongoing and to review Quarterly</p>	<p><i>Southwark Housing Solutions service</i></p> <p><i>Housing Solutions, St Giles Trust, Beam Up Ltd, Kineara, Citizens Advice Southwark and Private Renters Support Organisation</i></p> <p><i>Housing Solutions, St Giles Trust, Citizens Advice Southwark</i></p>

		<ul style="list-style-type: none"> - Continue co-location of weekly outreach surgeries at partner services - Establish rota of teams to attend surgeries including other services in the council 		Housing Solutions, NRPF, Pecan, Legal Aid contractor
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Priority two: Deliver High Quality Advice & Support

11.	<i>Rapid, consistent and high-quality housing advice when it's needed with improvements to our advice provision.</i>	<p>Improving the delivery and quality of the Council's housing advice offer at the earliest stages of difficulty for our residents.</p> <ul style="list-style-type: none"> - <i>The development and implementation of an online advice platform 'Advice Aid' for residents and staff to use.</i> - <i>To provide consistent and high-quality advice through this platform that can be disseminated for residents and used in further casework.</i> - <i>To ensure staff receive regular training and development around effective casework and that referrals under s198 to other Authorities wherever relevant are made promptly and accurately.</i> 	<p>To be implemented by Q3 24-25.</p> <p>To monitor and review at end of Q4 24-25.</p> <p>Ongoing and reviewed Quarterly.</p>	<p><i>Advice aid and Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p> <p><i>Southwark's housing solutions service.</i></p>
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		<ul style="list-style-type: none"> - <i>To continue to hold monthly Housing Law and effective case management sessions within the service to maintain high quality assessments and decision making.</i> 	Ongoing and reviewed Quarterly	
12.		<p>Refreshing the Council's webpages to ensure advice and information is more readily available and accessible to all communities and to provide a comprehensive list of wider agencies to help.</p> <ul style="list-style-type: none"> - <i>Complete a comprehensive review of the Southwark website.</i> - <i>To amend and update all content relating to our advisory services addressing housing insecurity.</i> - <i>To periodically review our site's efficiency and ease of access for the varied needs of our residents through feedback, google analytics and our technology team.</i> 	<p>Current and due to complete end fo Q4 23-24.</p> <p>Ongoing</p> <p>To monitor and review Quarterly.</p>	<i>Southwark's housing solutions service.</i>
13.		<p>Exploring the co-location and outreach for early advice in the community – e.g Social Prescriber sites, food banks, LGBTQ+ support and advocacy services and other community agencies.</p>	<p>Ongoing – review at 6 months</p> <p>Co-locating Feasibility assessments</p>	<i>Southwark Housing Solutions and Public</i>

		<ul style="list-style-type: none"> - <i>To seek advice surgeries and/or briefings with North and South Borough social prescriber sites.</i> - <i>To seek and evaluate advice surgeries and/or briefings with Pecan foodbank venues.</i> - <i>To seek and evaluate advice surgeries and/or briefings with identified hubs through Southwark's homelessness forum.</i> - <i>To coordinate within and outside the Council to help develop targeted and tailored support for our residents who identify as LGBTQ+ with referrals to Stonewall and Galop. Promote inclusive language and build relationships with specialist services. A focus on making links with specialist transgender advice and training services to ensure that they reflect current best practice in working with Trans service users.</i> 	<p>completed by end of Q4 24-25.</p> <p>Ongoing and to review Quarterly.</p> <p>To be conducted quarterly following commencement.</p> <p>Ongoing and to review Quarterly.</p>	<p><i>Health, Quay Health CIC, Improving Health Ltd,</i></p> <p><i>Housing Solutions, Pecan and Homelessness forum attendees.</i></p> <p><i>Housing Solutions, Public Health, Community Southwark, Stonewall and Galop</i></p>
14.	<i>To meet the diverse needs of the residents we serve to access suitable</i>	Expanding support to deliver advice in the community that helps resolve relationship breakdown.	Ongoing – review at 6 months.	<i>Southwark's Housing Solutions service.</i>

	<i>affordable settled accommodation.</i>	<ul style="list-style-type: none"> - <i>To increase the number of in-home assessments by our visiting officers.</i> - <i>To develop best practice and benchmark initiatives to sustain accommodation using the prevention forum locally and wider initiatives through intelligence networks such as the Centre for Homelessness Impact (CHI.)</i> 	<p>Ongoing and to review monthly.</p> <p>To complete development by end of Q3 24-25.</p>	<i>Housing Solutions, Centre for Homelessness Impact and homeless prevention forum attendees.</i>
15.		<p>Review access to Housing Solutions services post-covid and implement a new service delivery model.</p> <ul style="list-style-type: none"> - <i>Benchmarking with other Local Authorities to gain insight into effective hybrid models of service delivery.</i> - <i>Deliver streamlined processes of initial contact for emergency approaches and facilitating the offer for face to face appointments.</i> - <i>Increasing the availability of same day assessments.</i> - <i>Working with our referral partners and service users to continually develop our service access arrangements.</i> 	<p>Commenced and to be reviewed quarterly</p> <p>Completed, but to be reviewed periodically.</p> <p>Currently implementing and to review at end of Q4 23-24.</p>	<i>Southwark's Housing Solutions and facilities management services, Homelessness and Prevention fora partners.</i>

16.		<p>To improve the provision of same day assessments when required for those threatened with homelessness or have become homeless.</p> <ul style="list-style-type: none"> - <i>To embed and scale up Southwark's impact sprint achievements of 2023 to ensure same day assessments are available when required.</i> - <i>To ensure those requiring emergency accommodation at point of initial contact have been fully assessed to help them settle as soon as possible.</i> 	<p>Currently implementing and to review at end of Q4 23-24.</p>	<p><i>Southwark's Housing Solutions service.</i></p>
17.		<p>To continue to provide specialist support and rapid intervention to those at risk of, or victim of domestic abuse.</p> <ul style="list-style-type: none"> - <i>Residents at risk or victim of domestic abuse will continue to receive prompt, specialist and discrete advice and intervention to ensure their safety.</i> - <i>To continue the commissioning of specialist support in Domestic Abuse through IDVAs.</i> 	<p>Ongoing – review at 6 months</p> <p>In place and to be reviewed quarterly.</p>	<p><i>Southwark's Housing Solutions service and our commissioned partner.</i></p>

		<ul style="list-style-type: none"> - <i>Residents at risk will be central and involved in Southwark's plan to support through an open, coordinated and informed homelessness relief plan.</i> 		
18.		<p>To continue to deliver prompt and high-quality advice and support for our care leavers and young persons in meeting their ongoing housing needs.</p> <ul style="list-style-type: none"> - <i>Southwark will build on its position as a corporate parent and ensure provisions under s17 and s20 of the Children's Act are continually developed.</i> - <i>To develop a revised joint housing protocol which is to be continually reviewed.</i> - <i>Deliver a new protocol specifically related to care leavers</i> 	<p>Ongoing – review at 6 months</p> <p>To implement by Q3 24-25.</p>	<p><i>Southwark's Housing Solutions and Childrens' Services.</i></p>
19.	<p><i>Enhancing our intervention around unlawful landlord and agent activity in Southwark's</i></p>	<p>Improving the delivery of advice and support in the community through joint visits by enforcement teams.</p> <ul style="list-style-type: none"> - <i>From our rogue landlord taskforce, joint visits to properties in question will be identified. Utilising intelligence from the</i> 	<p>Implemented by Q2 24-25</p>	<p><i>Southwark's Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private</i></p>

	<i>private rented sector.</i>	<p><i>taskforce or other confirmed data sources, (see action 4 and 19,) in scheduling visits.</i></p> <ul style="list-style-type: none"> - <i>Using improved and shared systems for residents to raise complaints.</i> 		<i>Rented Sector Housing Enforcement services.</i>
20.		<p>Ensuring a joined-up approach is maintained to tackle the subletting of accommodation in the borough.</p> <ul style="list-style-type: none"> - <i>To develop robust partnerships to improve detection of housing fraud in the Borough.</i> - <i>To share data through the rogue landlord taskforce and raise awareness with our partners so subletting of Assured and Secure tenancies are tackled collectively.</i> 	Ongoing – review at 6 months	<i>Southwark’s Housing Solutions, Special Investigations and Private Rented Sector Housing Enforcement services. Housing Association tenancy fraud teams.</i>
21.		<p>Delivering a robust response to criminal offences to protect residents in this sector through a rogue landlord taskforce and exploring further commissioning where required.</p> <ul style="list-style-type: none"> - <i>Through the taskforce, teams can identify offences across disciplines.</i> - <i>With improved data collection and analysis take collective action to tackle poor performance.</i> 	By end of year 2.	<i>Southwark’s Housing Solutions, Planning Enforcement, Trading Standards, Community Safety and Private Rented Sector Housing Enforcement services.</i>

		<ul style="list-style-type: none"> - <i>Develop partnerships with organisations that support enforcement work.</i> 		
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Priority three: Work to End Rough Sleeping

22.	<i>Tackling new flow to the street and partnering with Government to develop an improved prevention framework of activity.</i>	<p>Improving our collection of data to improve the prevention and intervention with rough sleepers.</p> <ul style="list-style-type: none"> - <i>Improving the reporting of rough sleeping through HCLIC with initial assessment and casework teams Through regular reporting and monitoring.</i> - <i>Improving the reporting through HCLIC of prevention and relief with rough sleeping cases.</i> 	<p>Current and to be reviewed quarterly</p> <p>To be completed by end of Q2 24-25 and reviewed quarterly.</p>	<p><i>Southwark's Housing Solutions service and DLUHC.</i></p>
23.		<p>Using new Government tools such as the rough sleeping prevention tool and strategic insights tool to identify those at risk or rough sleeping.</p> <ul style="list-style-type: none"> - <i>Utilising Government tools as they are trialled and support their development and implementation.</i> 	<p>Ongoing – review at 6 months.</p> <p>Current and to be reviewed quarterly</p>	<p><i>Southwark's Housing Solutions service and DLUHC.</i></p> <p><i>Homelessness forum partner organisations.</i></p>

		<ul style="list-style-type: none"> - <i>Ensuring partners are involved in the development and delivery of these tools.</i> 		
24.		<p>Working with the Home Office to fully integrate with DTR processes and ensure a joined-up approach is maintained.</p> <ul style="list-style-type: none"> - <i>Improving the information exchange with the Home Office and using shared systems such as Clearspring is fully utilised.</i> - <i>Working with Home Office accommodation providers to provide information and upstream prevention opportunities.</i> - <i>Working with community partners to support those leaving Home Office provision holistically.</i> 	<p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly</p>	<p><i>Southwark’s Housing Solutions service and the Home Office.</i></p> <p><i>Homelessness forum partner organisations.</i></p>
25.		<p>Ensuring local Home Office accommodation providers work with the Council to provide early notice of decisions that enable the Housing Service and Stronger Neighbourhoods teams to identify housing solutions and wider support.</p> <ul style="list-style-type: none"> - <i>Working with community partners, including legal aid providers to target work</i> 	<p>On-going – review at 6 months</p> <p>Current and under continual review.</p> <p>Current and under continual review.</p>	<p><i>Southwark Housing Solutions service and Stronger Neighbourhoods teams</i></p> <p><i>Southwark Housing Solutions service and Southwark Law Centre and Legal Aid Providers</i></p>

		<p><i>with this group and lobby the Home Office for better working practice</i></p> <ul style="list-style-type: none"> - <i>Explore opportunities to improve working relationships with accommodation providers to ensure early intervention is possible</i> - <i>Data led approach to monitoring Home Office decisions issued</i> 	Current and under continual review.	<p><i>Southwark Housing Solutions service, Southwark Law Centre, HO accommodation providers</i></p> <p><i>Southwark Housing Solutions</i></p>
26.		<p>Asking the Home Office to provide 56 days notice before a resident is asked to leave accommodation to enable the Council to work with them for a sufficient period to meet their housing needs.</p> <ul style="list-style-type: none"> - <i>Working with community partners, including legal aid providers to target work with this group and lobby the Home Office for better working practise</i> - <i>Explore opportunities to improve working relationships with the Home Office</i> - <i>Data led approach to monitoring Home Office decisions issued and use this to evidence case for change</i> 	On-going and to be reviewed quarterly	<p><i>Southwark Housing Solutions service, Southwark Law Centre, HO accommodation providers</i></p>

27.	<i>Expanding off the street provision and housing options and support for those with complex needs.</i>	<p>Continuing to secure Government grant through sole bids and those we can make jointly with our partner agencies and Authorities.</p> <ul style="list-style-type: none"> - <i>Continually reviewing our service delivery and making bids for Government grant under: Rough Sleeper Initiative (RSI) Rough Sleeper Accommodation Programme (RSAP) Supported Housing Accommodation Programme (SHAP) Accommodation for Ex-Offenders (AFE0)</i> - <i>To explore opportunities to procure or convert accommodation in expanding off the street provision.</i> 	Current and under continual review.	<i>Southwark's Housing Solutions, Stronger Neighbourhoods and Adult Social Care and commissioning and Environment and Leisure.</i>
28.		<p>To continue the use of multi-agency and disciplinary panels to deliver joined up and customer focussed outcomes.</p> <ul style="list-style-type: none"> - <i>To continue and develop multi-agency fora that helps improve joint work through: South-East London Rough Sleepers forum. Street Population Forum Homelessness Forum Cuckooing Forum</i> 	Current and under continual review.	<i>Southwark's Housing Solutions, Stronger Neighbourhoods and Adult Social Care and commissioning and Environment and Leisure, London Councils and DLUHC.</i>

		<p><i>Pan London Rough Sleepers Lead Forum Muti Agency Risk Assessment Conference (MARAC)</i></p> <ul style="list-style-type: none"> - <i>Continuing development of complex needs panels that help identify service barriers and improve ways of working to improve resident outcomes.</i> 		
29.		<p>To improve supported hostel access and move on for those with support needs.</p> <ul style="list-style-type: none"> - <i>Developing clear and efficient information channels between hostel providers and support services.</i> - <i>To ensure vacancy information, needs assessments and move on plans are easily accessible to inform effective ongoing support.</i> 	Ongoing – review at 6 months	<p><i>Southwark’s Housing Solutions, Accommodation and Support, St Mungos and Riverside Housing.</i></p>
30.		<p>To expand complex needs support initiatives such as Housing First.</p> <ul style="list-style-type: none"> - <i>To utilise grant funding to expand the Housing First Team.</i> - <i>To explore further provision of Council or Registered Provider accommodation.</i> 	Ongoing – review at 6 months	<p><i>Southwark’s Housing Solutions, Construction, Asset Management and ASC Commissioning.</i></p>

31.		<p>To continue and develop our partnerships with Beam, St Mungo's, South London and Maudsley, NHS, Change Grow Live (CGL) Robes and other agencies to provide a holistic package of support for service users to build and maintain independence.</p> <ul style="list-style-type: none"> - <i>To continue and develop key partnerships that provide outreach, accommodation and support.</i> - <i>To develop a wider offer of employment and skills to help residents build independence in their journey off the street.</i> 	Ongoing – review at 6 months	<i>Housing Solutions, Beam, Robes and St Giles Trust.</i>

Priority four: Quality Outcomes *Through Housing Placements*

32.	<i>Improved timelines of access to accommodation that meets the needs of residents.</i>	To improve housing mobility schemes within the Council to optimise the use and access to Southwark's stock including the development of Southwark's Smart Move offer.		
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		<ul style="list-style-type: none"> - <i>To continue to progress Southwark's Rightsizing action plan and engagement plan.</i> - <i>To increase the number of downsizing moves and mutual exchanges.</i> - <i>To improve engagement with residents and information exchange.</i> - <i>To improve the use of our data to help identify residents who could benefit from our Rightsizing suite of initiatives.</i> 	Current and under monthly review.	<i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i>
33.		<p>To increase access to specialist accommodation types such as sheltered and extra care.</p> <ul style="list-style-type: none"> - <i>To ensure sheltered and extra care placements are fully utilised and voids are minimised.</i> - <i>To improve information sharing between services and partners to identify eligible residents for our schemes.</i> - <i>To improve the timeliness of assessments and relieve homelessness with this provision wherever possible.</i> - <i>To ensure our allocations policy supports this access.</i> 	Current and to be reviewed quarterly.	<i>Southwark's Housing Solutions and Accommodation and Support services.</i>

34.	<i>Improving access to and pathway through supported housing.</i>	<p>With better assessments of resident needs, we'll seek to improve the access to supported accommodation generally.</p> <ul style="list-style-type: none"> - <i>Increase the number of supported housing assessments made for residents.</i> - <i>Improving our referral process to access supported accommodation.</i> - <i>Developing improved information exchange with our accommodation providers for access and move on.</i> 	<p>Monthly caseload reviews from Q2 24-25.</p> <p>To complete by end of Q2 24-25.</p>	<i>Southwark's Housing Solutions, Accommodation and Support, St Mungos and Riverside Housing.</i>
35.	<i>Improving the standards of our support</i>	<p>Working across the Council to ensure our Good Homes Standard commitments are achieved.</p> <ul style="list-style-type: none"> - <i>Ensuring our residents are happy with standards of our temporary accommodation through feedback and service user focus groups.</i> - <i>Improving monitoring of standards through our procurement and placement policies.</i> - <i>Involvement in and compliance with Setting the Standard.</i> 	<p>To have in place by end of Q3 24-25.</p> <p>To have in place by end of Q2 24-25.</p> <p>Ongoing and to be reviewed quarterly.</p>	<i>Housing Solutions, Accommodation and Support, Asset Management and Setting the Standard.</i>
36.				

		<p>Proactive monitoring the standards of our emergency accommodation and ensuring clear information and support is provided to residents to tackle poor provision.</p> <ul style="list-style-type: none"> - <i>Checking standards and supporting resolution of issues and ensuring residents are engaged and supported to move to more settled accommodation.</i> - <i>Signposting to relevant services for wider advice if required.</i> - <i>Undertaking a training programme for staff through resident engagement and listening exercises to help improve our customer service and processes.</i> 	<p>In place and reviewed monthly.</p> <p>To be completed by end of Q1 24-25 and annually reviewed.</p>	<p><i>Housing Solutions, Accommodation and Support, Asset Management, Temporary Accommodation Income services.</i></p>
37.		<p>Establishing customer focus groups through our 'you said we did' feedback channel so that we can continually learn and improve our services.</p> <ul style="list-style-type: none"> - <i>Developing our online form with clear standards for customer service on our website.</i> - <i>Improving the channels for feedback directly and through our partners as identified in Homelessness and Prevention for a and strategic board.</i> 	<p>To be completed by end of Q1 24-25.</p> <p>Ongoing monitoring from Q2 24-25.</p>	<p><i>Housing Solutions, Accommodation and Support, Asset Management, Temporary Accommodation Income services.</i></p> <p><i>Housing Solutions service, service users and third sector</i></p>

		<ul style="list-style-type: none"> - <i>To conduct quarterly customer insight sessions in person and online, to learn of any barriers, service standard issues, good practice and ensuring our services are meeting needs of those with lived experience.</i> 	To commence from end of Q2 24-25.	<i>advocacy groups including Southwark Citizens.</i>
38.	<i>Minimising the use and duration of interim accommodation wherever possible.</i>	<p>To ensure sufficient allocations for homeless applicants are maintained.</p> <ul style="list-style-type: none"> - <i>To continually monitor our homelessness pressures and lettings.</i> - <i>To minimise overdue homeless decisions through improved monitoring and caseload reviews.</i> - <i>To ensure our allocations policy development is aligned to our aims of this strategy.</i> 	Current and to be reviewed monthly.	<i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i>
39.		<p>To use an annual lettings plans to ensure fair access to permanent accommodation is maintained.</p> <ul style="list-style-type: none"> - <i>To ensure lettings targets are set through our plan to best meet the varying needs of our residents.</i> 	Implementing plan by end of Q3 24-25.	<i>Southwark's Housing Solutions and Accommodation and Support services. Housing Associations.</i>

40.		<p>To develop partnerships with housing supply providers so that quality, settled private rented accommodation is available.</p> <ul style="list-style-type: none"> - <i>To run landlord forums with our providers, landlords and agents to develop relationships and expand supply.</i> - <i>To learn from our stakeholders to improve our services.</i> - <i>To inform and review developments in policy and legislation that affect our stakeholders.</i> 	Current and to be reviewed quarterly.	<p><i>Southwark's Housing Solutions and Private Sector Housing Enforcement services, NRLA, DWP and landlord and agents known to Southwark.</i></p>
41.		<p>Developing improved support for those moving and settling to new homes in and beyond our borough across all types of housing.</p> <ul style="list-style-type: none"> - <i>Developing our assessments and packages of support to help residents in their move to settled accommodation.</i> - <i>To develop relationships with other agencies local to housing provision for wider advice and support where required.</i> 	<p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly.</p>	<p><i>Southwark's Housing Solutions service</i></p> <p><i>Homeless forum partner agencies, Community Southwark.</i></p>
42.				

		<p>To work with council colleagues to secure an increase in the delivery of genuinely affordable housing for Southwark residents, including new council homes and through innovative schemes such as that provided by Centrepoin in Peckham.</p> <ul style="list-style-type: none"> - <i>Working with our community partners to widen involvement with Council services and partner organisations.</i> - <i>Promoting forums with agencies and local partners to promote better joint working and raising the standards of accommodation</i> - <i>Ensure communication on the importance of this work is promoted through internal channels to ensure senior stakeholder buy-in</i> 	<p>Ongoing – review at 6 months</p> <p>Current and to be reviewed quarterly.</p> <p>Ongoing – to review at 6 months.</p> <p>Ongoing – to review at 6 months.</p>	<p><i>Southwark’s Housing Solutions service</i></p> <p><i>Homeless forum partner agencies, Community Southwark.</i></p> <p><i>Homeless forum partner agencies, Community Southwark, Southwark Private Rented Sector Advice and Supply Team, NLA</i></p> <p><i>Southwark Housing Directors and SLT</i></p>
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Priority five: Tackling Systemic Housing Insecurity

43.	<i>Protecting communities and challenging</i>	To ensure our homelessness forum is continued and widened to partners working in health and justice.	Current and to be reviewed quarterly.	
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	<i>inequality that results in housing insecurity. Working with internal and external partners to enhance this work.</i>	<ul style="list-style-type: none"> - <i>Working with our community partners to widen involvement with Council services and partner organisations.</i> - <i>To continue to benefit from the forums in identifying need, develop best practice and share information.</i> 		<i>Homeless forum partner agencies, Community Southwark.</i>
44.		<p>To work in partnership with Southwark's private renter's organisation in driving up standards in Southwark's private rented sector.</p> <ul style="list-style-type: none"> - <i>To support engagement exercises and surveys with our residents renting privately through this organisation.</i> - <i>To support facilitation of the Borough's 'know your rights' sessions.</i> - <i>Attending forums with residents and agencies to promote better joint working and raising the standards of advice provision in the Borough.</i> 	Commenced and reviewing quarterly.	<i>Southwark's Housing Solutions, Private Sector Housing Enforcement services and Citizens Advice Southwark</i>
45.		To reintroduce a twice yearly strategic roundtable, chaired by our Cabinet Member, to bring partners together to assess the progress of all stakeholders' work against the strategy and our action plan.	To complete and continue at 6 months from strategy implementation.	<i>Southwark and third sector partners and service user insight lead.</i>

		<ul style="list-style-type: none"> - <i>To scope for, and invite all relevant stakeholders to attend this important series of meetings.</i> - <i>To establish our first of our twice yearly series of roundtable meetings.</i> 	<p>To complete by Q2 of 24-25.</p> <p>To complete and continue at 6 months from strategy implementation.</p>	
46.		<p>To improve pathways and work with vulnerable communities such as those identifying as LGBTQ+</p> <ul style="list-style-type: none"> - <i>Undertake training for all staff on LGBTQ+ identities and homelessness awareness so that we can offer an inclusive service, with effective signposting and good practise including an awareness of the importance of specialist provision and services for this group.</i> 	<p>Ongoing – to review at 6 months.</p> <p>To have initial training delivered by end of Q2 24-25 and refresher courses annually.</p>	<p><i>Southwark’s Housing Solutions service, Stonewall, AKT and Galop organisations.</i></p>
47.	<p><i>Improving resident access to employment, skills and eligible support</i></p>	<p>Improving the delivery of our Southwark Works programme and supporting expansion with partner agencies.</p>	<p>Commenced and to review quarterly.</p>	<p><i>Southwark’s Housing solutions and</i></p>

	<i>to mitigate heightened financial pressures.</i>	<ul style="list-style-type: none"> - <i>To develop our programme and ensure our commissioned partner is connected to existing and new partnerships and fora in this area.</i> - <i>To monitor the outcomes of this programme and identify and overcome barriers for our shared service users.</i> 		<i>Stronger Neighbourhoods services and homelessness and prevention fora partners.</i>
48.		<p>Working with external providers in the community that deliver employment and skills support to those at risk of homelessness, homeless and rough sleeping.</p> <ul style="list-style-type: none"> - <i>To explore wider employment and skills support available that can be accessed by our residents.</i> - <i>To develop our partnership with the DWP to improve our advice offer to residents and referrals links.</i> 	Commenced and to review quarterly.	<i>Southwark's Housing solutions and Stronger Neighbourhoods services, Southwark Works Programme providers, homelessness and prevention fora partners including the DWP.</i>
49.	<i>Empowering residents with a realistic and comprehensive appraisal of how they can resolve</i>	<p>Development of our customer access processes for our digital and face to face services.</p> <ul style="list-style-type: none"> - <i>To continually monitor our access arrangements through service user and partner insight and data.</i> 	Commenced and to review quarterly.	<i>Southwark's Housing Solutions service, Homelessness and prevention fora</i>

	<i>their housing issues where possible and make informed choices.</i>	<ul style="list-style-type: none"> - <i>To ensure our hybrid model of service delivery best meets the needs of our residents and best use of our resources.</i> 		<i>partner agencies and service users.</i>
50.		<p>To ensure a realistic appraisal of support is given. That this is understood and communicated through all partner agencies and those working with our residents.</p> <ul style="list-style-type: none"> - <i>To provide clear and consistent advice across all channels of communication outlining service provision and standards and wider support available.</i> - <i>To ensure our advice is clear for our partners and consistent with our joint work.</i> 	Commenced and to review quarterly.	<i>Southwark's Housing Solutions service, Homelessness and prevention fora partner agencies and service users.</i>
51.		<p>That our support and advice is tailored to ensure residents can make informed choices that empower them to resolve their housing issues.</p> <ul style="list-style-type: none"> - <i>To ensure that Council provision of advice and support is provided promptly and to a high quality through feedback and service performance reporting.</i> - <i>To be clear on the scope and scale of the Council's direct support.</i> 	<i>Ongoing and to be reviewed quarterly.</i>	<i>Southwark's Housing Solutions service, Homelessness and prevention fora partner agencies and service users.</i>

		<ul style="list-style-type: none"> - <i>To help identify wider provision available for residents.</i> - <i>To empower our residents to make best use of the support available and choices to help them address their housing insecurity.</i> 		
52.	<i>Making the case for change to Government to communicate local and regional housing need and redress to wider impacts that lead to housing insecurity and inequality.</i>	<p>LHA rates change and lifting the benefit cap to improve the purchasing power of residents and Authorities to access accommodation.</p> <ul style="list-style-type: none"> - <i>Using our data across Housing and Exchequer services and insight from our LIFT dashboard to evidence acute insecurity resulting from Welfare Reform Measures.</i> - <i>Presenting our findings and rationale for change to partner Authorities, London Councils, Centre for Homelessness Impact and lobbying DWP and DLUHC.</i> 	<p>.To complete by end of Q3 24-25.</p> <p>Ongoing and to be reviewed quarterly</p>	<i>Southwark's Housing Solutions and exchequer services, Centre for Homelessness Impact and Homelessness and prevention fora partner agencies including the DWP.</i>
53.		Lobby Government to reform the temporary accommodation subsidy regime, currently linked to January 2011 LHA rates, to ensure that the costs of securing accommodation are more closely linked to the subsidy available to provide it.	To complete by end of Q3 24-25.	<i>Southwark's Housing Solutions and exchequer services,</i>

		<ul style="list-style-type: none"> - <i>Use a data led approach to monitor the on-going impact of the cost of living crisis, including the impact of the change to LHA rates in April 2024 to ensure we use this insight to evidence the case for change.</i> - <i>Monitor the impact of LHA rates on the uptake of private rented offers and incentive packages.</i> - <i>Provide bi-monthly data to London Council as part of monitoring and reporting on homelessness pressures</i> 		<i>Centre for Homelessness Impact and Homelessness and prevention for partner agencies including the DWP.</i>
54.		<p>Greater funding for NRPF rough sleepers as it is making Government Strategic aims in this area impossible to achieve.</p> <ul style="list-style-type: none"> - <i>Using our homelessness data and intelligence through rough sleeper partner agencies to evidence resource deficits and poor outcomes.</i> - <i>Presenting our findings and rationale for change to partner Authorities, London Councils, Centre for Homelessness Impact and lobbying DWP and DLUHC.</i> 	<p>To complete by end of Q3 24-25.</p> <p><i>Ongoing and to be reviewed quarterly.</i></p>	<i>Southwark's Housing Solutions service, St Mungos, Southwark Law Centre and London Councils.</i>
55.		<p>Develop incentives for landlords to participate in the lower end of the market.</p>	<p>To complete by end of Q3 24-25.</p>	<i>Southwark Council's Housing Solutions service, London</i>

		<ul style="list-style-type: none"> - <i>Using landlord, agent and landlord body insight from our landlord forums to identify feasible Authority offers.</i> - <i>Developing our temporary accommodation and private rented sector procurement options.</i> - <i>Working with the Centre for Homelessness Impact to identify wider financial measures to attract accommodation partners.</i> - <i>Lobbying DLUHC and the Treasury through London Councils and regional groups to affect change.</i> 	To be reviewed quarterly from Q4 24-25	<i>Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i>
56.		<p>Lobby for an increase in the discretionary housing payments allocation annually to reflect the valuable prevention work that can be done and wider savings achieved with an appropriate level of grant.</p> <ul style="list-style-type: none"> - <i>Lobbying DLUHC and the Treasury through London Councils and regional groups to affect change.</i> - <i>Use Data to show impact of DHP allocations on homelessness prevention</i> 	Ongoing and to be reviewed quarterly.	<i>Southwark Council Housing Solutions and exchequer services, Centre for Homelessness Impact and Homelessness and prevention fora partner agencies including the DWP.</i>
57.				

		<p>Enable public acquisition of properties leaving the market for our procurement through grant programmes such as the Local Authority Housing Fund. Ensure these solutions with adequate levels of funding to make development and acquisition viable.</p> <ul style="list-style-type: none"> - <i>Using data of Southwark housing stock and seeking grant funding from DLUHC for wider acquisition.</i> 	Ongoing and to be reviewed quarterly.	<i>Southwark Council's Housing Solutions service, London Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i>
58.		<p>Support new development of social homes through a grant programme that properly funds the cost of supply and supports the removal of wider barriers to building.</p> <ul style="list-style-type: none"> - <i>Develop evidence base to show the impact of barriers to development.</i> - <i>Work closely with the new homes team to support their work and understand the wider barriers to building new homes.</i> - <i>Explore opportunities to work with registered providers.</i> 	On-going – to be reviewed on introduction of LHA changes and any subsequent legislative and policy changes	<i>Southwark Construction, Southwark Council's Housing Solutions service, London Councils, Centre for Homelessness Impact and Homelessness, landlord and prevention fora partners</i>

59.		<p>Lobby for and implement the proposals to ban section 21 evictions and make the private sector a stable option to meet housing need.</p> <ul style="list-style-type: none"> - <i>On introduction of the new legislation, we will identify changes to our private rented sector advice offer.</i> - <i>Ensure full training to all Housing Solutions Staff on the new legislation.</i> - <i>Support our partners to implement best practice in this space by conducting regular landlord forums.</i> - <i>Promoting this work through regular team and service wide updates as well as Southwark wide promotion.</i> 	On-going – to be reviewed on introduction of legislation	<p><i>Southwark Council's Housing Solutions service, wider Southwark Housing teams, Kineara, Beam up, prevention partners</i></p>
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Draft Homelessness and Rough Sleeping Strategy

Engagement and Consultation Plan

2nd Version

2nd July 2024

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1. Introduction

The Homelessness Act 2002 places a duty on housing authorities to conduct a review of homelessness in their area every five years and develop a homelessness strategy based on the findings of that review.

Southwark Council's homelessness statutory duties are primarily set out in the Housing Act 1996 (as amended.) Part 7 of the Housing Act (1996) sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness.

The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is arranged for the applicant until a decision has been reached on their application.

If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

Southwark's existing Homelessness and Rough Sleeping Strategy of 2018-2022 set out an overall aim to deliver an innovative, leading and accessible service to prevent homelessness and assist homeless households in finding long term, affordable and sustainable housing.

Southwark has achieved a number of key objectives to fulfil its strategic aims through the course of the subsequent years, as it most notably implemented changes to its form and function in meeting the requirements of the Homelessness Reduction Act 2017. Since the implementation of our last Strategy, there has been significant change brought about from the pandemic to the way in which our services are provided. The needs of our residents have also been adversely impacted by seismic effects of the UK's departure from the European Union and inflationary pressures caused by global events, the energy and housing crises and global uncertainty from the war in Ukraine.

Through the course of 2022 and so far this year, Housing Solutions has gathered a wide range of data to help understand the changing needs of our residents, our performance to meet these needs effectively between 2018-2022 and to highlight the legal and policy changes that have affected both.

From our data review, we formed 5 draft priorities to address the existing and emerging needs within the borough. These have been presented and reviewed throughout a period of informal consultation with over 30 partners spanning the Council, statutory and voluntary partners and service users. From this, we are grateful for receiving a wealth of insight and feedback that we have collected and grouped thematically to arrive us at a point of our draft Homelessness and Rough Sleeping strategy 2023 – 2028 (the draft strategy).

1.1 What is the Aim of this engagement?

As a borough wide strategy that works across Council and community partners, the relevance and success of this strategy affects myriad stakeholders within and beyond the borough. A comprehensive engagement plan is therefore required to ensure our aims, priorities and actions are fit for purposes and meet the needs of our residents and partners.

The aims of the engagement are set out below:

- To examine stakeholder's views on the draft Homelessness and Rough Sleeping Strategy and the alignment with Southwark's Fairer futures commitments and connected, interdependent strategies.
- To receive guidance on the support needed in our communities and how best to deliver this.
- To empower groups so they are able to buy into the strategy through its development and into implementation.
- Ensure our partners are fully aware of the aims set out so they can be supported and enhanced through clear and effective partnerships.

1.2 What is the draft strategy about?

Southwark's Homelessness and Rough Sleeping Strategy 2024-2029 sets out our plan to prevent and relieve homelessness. It will build on our last strategy and from our analyses and reviews, we will set out our objectives, priorities and actions to meet current and emerging needs in our Borough. It is a strategy that will focus efforts to prevent homelessness wherever possible through existing and new partnerships, relieve homelessness with accommodation that meets residents' needs and will aim to address inequality and insecurity in the Borough for our residents.

1.3 What do we want to improve?

Southwark has introduced and developed a number of improvements to better meet the needs of our residents through its previous strategy. This has included an expansion of prevention activity and support for those renting privately, stronger relationships with our key partners and tackling rough sleeping and its causes. However, in view of global and national events in recent years that have made already challenging circumstances more acute, we must ensure our next Strategy provides for a renewed focus to deliver for our residents.

Southwark has continually reviewed the circumstances and needs of our residents through a significant review of data in the Borough to help form our draft strategic aim, objectives and priorities. We have also now taken this forward and completed an informal consultation exercise within the organisation and with our partners and service users to produce our draft strategy.

The 5 draft priorities we have set to consult upon, are:

1. **Prioritise Homelessness Prevention** – *Using a data led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.*
2. **Deliver High Quality Advice & Support** – *Ensuring high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.*
3. **Work to End Rough Sleeping** – *Expanding Southwark's off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.*
4. **Quality Outcomes Through Housing Provision** – *Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.*
5. **Tackling Systemic Housing Insecurity** - *Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues.*

In addition to the draft strategic objectives and actions, we will also aim to complete the following:

- Ensure the strategy complies with public sector equality duties.
- Develop a strategy that enables advice and support that is accessible to all residents.
- Comply with our legal duties and support all of Southwark's connected strategies and policies.

1.4 How do we plan to achieve our objectives?

The activity plan on page 11 sets out the actions required to meet the objectives of this engagement plan.

Hear from as many stakeholders as possible during our consultation period so we can learn and challenge our understanding.

We'll also devise an equalities and health analysis to ensure all groups are reached.

1.5 What are the key milestones of the engagement plan?

Appropriate engagement is identified to ensure feedback is received from all relevant stakeholders.

Engagement is fully recorded and there is a clear timeline for the receipt of the feedback.

Clear feedback is received from our stakeholders and is easily linked to the aims of the engagement.

Ability to feedback to the stakeholders on the analysis of the feedback.

2. What do we already know?

2.1 Evidence

Our full data review can be found in appendix (n). However, key trends that have guided our current draft strategy include:

- A continued prominence of single applicants approaching for assistance since the introduction of the Homeless Reduction Act 2017.
- A continued overrepresentation of those from Black, Asian and minority ethnic groups approaching for assistance against the ethnic makeup of the Borough.
- A continued prominence of those approaching as a result of being asked to leave a living arrangement with family or friends and leading cause of housing insecurity in the Borough with limited prevention activity being undertaken in this area.
- A static but high level of approaches from those renting privately and continued increase in those fleeing domestic abuse between 2018-2022.
- A continued prominence of those already homeless at time of assessment.
- A reduction of those found rough sleeping between 2019-2020 and 2021-2022, but an increase in new flow to the streets as a proportion of rough sleepers in 2022-2023.

3. What we do not know and need to find out in more detail?

We are conscious that our data review and stakeholder engagement exercises can only inform our work to a certain extent. We are aware that further learning is required in the following areas:

- The barriers or issues residents and communities face with accessing early Council advice and support.
- The areas of policy and practice in Southwark that can give rise to housing insecurity for our residents.
- Identifying and building on best practice within and beyond the borough to prevent homelessness and sustain accommodation.
- Learning where wider partnerships to help deliver a holistic package of support can be formed.
- Learning how data and technology is being used to improve services.

More generally, we are keen to learn more of the varied existing and emerging needs in our communities and with our residents at the centre of our strategy development, we want to improve the delivery and effectiveness of our advice and support directly and with our partners. We must be mindful that there is much yet to learn in our development work and in keeping an open mind and actively listening to our stakeholders a reflective strategy that is fit for purpose can be implemented.

4. What can be influenced by the public and what is fixed?

The following areas within the development of the draft strategy can be influenced:

- Improvements in service delivery, ensuring the systems are fit for purpose and residents are able to receive advice and assistance based on individual circumstances.

Ensure compliance with public sector equality duty, to ensure the vulnerable groups have their voice heard and are able to fully access the services.

5. Context of statutory and legal obligations and Council policy

Part 7 of the Housing Act (1996) sets out the definition of homelessness, and the duties that local authorities owe to applicants who are accepted as being homeless or threatened with homelessness. The Council has a duty to provide accommodation if there is reason to believe that an applicant may be eligible, homeless and in priority need. If these criteria are met, interim accommodation is arranged for the applicant until a decision has been reached on their application. If the Council decides that it owes the 'main homelessness duty' to an applicant, they will be offered temporary accommodation until they find their own accommodation or are made a final offer of accommodation, or the duty ends in another way.

The Localism Act (2011) also amended the 1996 Housing Act by allowing local authorities to discharge their homelessness duty by arranging a suitable offer of accommodation in the private rented sector.

The Homelessness Reduction Act (2017) made significant changes to the Housing Act (1996) and placed a number of new duties upon local authorities. These include:

- To assess the cause of homelessness, circumstances and needs of all household members, including children.
- To develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.
- Extending the time frame a household is threatened with homelessness from 28 days to 56 days, meaning that local authorities have a duty to prevent homelessness from an earlier stage.
- New duties to assess all eligible applicants (not just those unintentionally homeless and in priority need), and new duties to take reasonable steps to prevent and relieve homelessness.
- A duty on public authorities to refer service users who may be homeless or threatened with homelessness to the housing authority (with the consent of the individual)
- Services must be designed to meet the needs of specific groups including care leavers, people leaving hospital / prison and victims of domestic abuse.

The Domestic Abuse Act (2021) places a duty on local authorities in England to provide support to victims of domestic abuse and their children. It makes provision that all eligible homeless victims of domestic abuse automatically have 'priority need' status for homelessness assistance.

The Homelessness Act 2002 and the Homelessness (Priority Need for Accommodation) requires a homelessness strategy for every housing authority district, to be renewed at least every five years and consulted upon by other local or public authorities or voluntary organisations.

The Government Rough Sleeping Strategy 2018 delivery plan set out the Government target of halving rough sleeping by 2022 and eradicating all street homelessness by 2027. It provided the following updates:

- All local authorities must update their homelessness reviews and strategies and re-badge them as homelessness and rough sleeping strategies. Strategies are made available online and submitted to the Ministry for Housing, Communities and Local Government.
- Local authorities report progress in delivering these strategies and publish annual action plans. In September 2022 the Government updated the 2018 Strategy and set out a clear definition of what the Government means by ending rough sleeping, which is that it is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.
- It grouped activities under four key themes - Prevention, Intervention, Recovery and a Transparent and Joined up System.

6. Engagement and Consultation Plan

6.1 Who are we engaging?

- Southwark residents
- Beam Up Ltd
- Black and Minority Ethnicity groups.
- Centre for Homelessness Impact
- Change Please
- Change Grow Live
- Citizens Advice Southwark
- Certitude
- Community Southwark
- DWP
- Elected Members
- Equinox
- Faith groups
- Guys and St Thomas Hospital NHS
- Homeless link
- Housing Action Southwark and Lambeth
- Homeless Outreach Team (START)
- Housing Association partners
- Kineara
- Look Ahead
- Metropolitan Thames Valley Housing
- Pecan – food banks
- Pembroke House
- Robes Society
- Registered Providers of accommodation
- Riverside Housing
- Salvation Army
- SLAM
- Shelter
- Single Homeless Project
- Social Prescribers Southwark
- Solace women's aid
- Southwark day centre for asylum seekers
- Southwark Law centre
- Southwark Carers
- Southwark Council Public Health

- Southwark Refugee Communities Forum
- Southwark Staff
- Southwark Wellbeing Hub
- St Giles Trust
- St Mungos
- Surrey Square Primary School
- Thamesreach
- Turning Point
- Tenant and Residents Associations
- The Manna Society

6.2 What are the key messages?

- The prevention of homelessness generally.
- Improving access and effectiveness of advice and support.
- Preventing street homelessness and rapid intervention to resettle wherever possible.
- Improving access to accommodation of all types and driving up standards and support.
- Helping residents to build resilience with realistic and timely advice.
- Provide an opportunity for stakeholders to shape our draft plan.
- Provide opportunity for stakeholders to learn or find out about the work we are currently doing.

6.3 When and how are we engaging?

We intend to consult with Cabinet authorisation on our draft strategy from 12th August 2024 for a 12-week period until 10th November 2024. With this process engaged, we will fully record all feedback receiving feedback on any proposals that are planned to be implemented.

Internal engagement

- Attend service meetings
- Distribution of internal surveys
- Individual briefing sessions

External engagement

- Public workshops
- 4 Resident focus/insight groups
- Online survey and summary information
- Attending Tenants Forums
- Attending landlord/agent Forums
- Homelessness forum

6.4 What are the questions we will ask?

Questions will be tailored to individual groups whom we are engaging. As demonstrated above within section 5, there are statutory requirements which must be fulfilled and therefore this must be highlighted within any consultation material.

Essentially, we want to get the overarching idea of impacts on residents, communities and partners through the draft strategy.

6.5 What are the materials we will use?

- Webpage consultation including online survey
- Exploring joint work with volunteers to support survey take up and feedback.
- Leaflets/posters
- Local community groups
- Social media
- Letter notification
- Southwark mail
- Website
- Southwark life

6.6 How will we promote the engagement opportunity?

- Press release
- Website information
- Email signatures
- Bespoke letters to particular groups
- To utilise existing networks, groups and fora to communicate key messages
- Seek agreement to present at in person or online events to promote this work

6.7 What is our plan for letting people know the outcome of the consultation and our evaluation process?

- Website publication during the course of the consultation period.
- Producing an easy to read consultation report for residents at close of consultation period
- Survey responses will be downloaded from our Citizens Lab platform for quantitative and qualitative information to be collated.
- Recorded feedback from engagement and customer focus group sessions will be collected and thematically grouped.
- A comprehensive report of all feedback channels will be prepared, together with a revised draft strategy and action plan.
- A comprehensive further Equalities and Impact Needs Assessment (EINA) will be completed to outline the impact of the draft strategy on residents according to their needs.
- The final draft strategy and action plan, together with consultation findings and EINA will then be presented to Executive and Political Leadership for agreement to implement.

7. Activity plan

NO.	WHAT	WHO	PURPOSE	WHERE & HOW	WHEN	LEAD
1.	Contact the Cabinet member for Housing and Modernisation		Receive feedback on Council Engagement plan as part of draft strategy review and authority to consult. Ensuring plan is fit for purpose and will achieve objectives set out on page 4	Initial email and Cabinet member report.	November 2023	

2.	Provide Copy of engagement plan to all members		Notification to all members of the engagement plan and timeline of the implementation of a new Strategy scheme.	Email	November 2023	
3.	Round table discussions with Housing Solutions managers		Ensure all Housing Solutions officers are able to provide input in the engagement process. determine contact avenues with the relevant stakeholders	Internal series of meetings for all	November – December 2023	
4.	Draw up full schedule of stakeholder consultation		Document will include clear dates and deadlines of whom will be contacted. The appropriate method of communication will be identified.		November 2023	
5.	Complete consultation with internal stakeholders.		Receive detailed updates on the objectives of the scheme and how this can be achieved.		July – August 2023	
6.	Complete consultation with external stakeholders		Receive detailed feedback on the objectives of the draft strategy and desired outcomes.		July – August 2023	
7.	Complete Equalities assessment		Ensure all groups are considered and there will be no group significantly disadvantaged as a result of any possible draft strategy amendments.		October 2023	
8.	Present feedback on consultation		Full analysis of feedback in relation to the objectives of the draft strategy. Recommendations provided in relation to the	Report produced on findings and proposals of draft strategy	October 2023	
9.	Refer draft policy to legal department		Ensure draft strategy meets the requirements.		October 2023	
10.	Formal consultation		To seek Cabinet consent to launch formal consultation for 12 weeks.		March 2024	
11.						

	Present consultation outcome and findings to Cabinet		To seek guidance on consultation findings to refine or amend the draft strategy for final version.		TBC given PURDAH due to Mayoral elections	
12.	Prepare final version of strategy and seek Cabinet approval.		To incorporate guidance from Cabinet scrutiny of consultation outcome into final version for consent.		TBC	
13.	Prepare comms on promotion of new strategy.		To ensure final strategy is published and accessible to all stakeholders.		TBC	

8. List of stakeholders & consultation area

Stakeholder engagement activities are listed in the activities plan above.

Type	Level of engagement	Stakeholder
Briefing sessions		Elected members
Tenants Forum		Southwark Residents
Tenants council		
SOUHAG meeting		Housing associations
Email		Legal services
Email		Charity/supporting organisations
Online survey		
Email		Children and adult services
Online survey		
Email		Carers Forum

Proposed consultation area (include map)

9. Monitoring plan

- The number of responses will be reviewed on a monthly basis to see if there are gaps we need to address.
- This will consider equalities to ensure that all members of society are included in decision making
- Where necessary we will target groups that are under-represented in responses

10. Contact information

Stakeholders are able to contact officers if they would like to know more about the engagement plan or activities:

NewHomelessStrategy@southwark.gov.uk

Telephone: TBC

In writing to:

Draft Homelessness and Rough Sleeping Strategy

Communications plan

Issue

Communications to support the formal consultation on the final draft of the strategy from June 2024. This forms part of the wider engagement strategy which has been running since 2022.

Aims

- To share the final draft of the strategy with stakeholders and residents and to encourage them to respond to our consultation exercise.
- To ensure key stakeholders are aware of the strategy and how they can respond to it. Stakeholders have already seen and had the opportunity to comment on drafts of the strategy so we do not expect to generate a significant number of responses
- To ensure all residents have the opportunity to read the strategy and find out how they can respond to it.

Objectives

- To ensure all residents have the opportunity to see our key messages and call to action
- To generate 5,000 of visits to the consultation website
- To convert those visits into 1,000 number of survey responses
- To ensure Southwark Council staff with an interest in the strategy are aware of it and how they can respond.

Strategy

We will use existing internal and external channels to share the strategy and encourage residents to respond to the consultation; to ensure stakeholders have the opportunity to respond and to ensure interested Southwark Council staff are able to contribute their views to the homelessness team.

We will use broadcast channels to raise awareness of the consultation but as the primary call to action is to view and respond to a digital consultation, digital channels will be the most important, especially those where links can be embedded, such as the newsletter and social media.

Messages

Top Line

With one in every twenty-three children in London homeless, we are working hard to help families remain in their homes and reduce the take up and length of stay in temporary accommodation, as well as expanding help to those sleeping on the streets. We are renewing how we support local residents and strengthening our partnerships with all services to improve outcomes for those who are facing homelessness or rough sleeping. Southwark's Homelessness and Rough Sleeping Strategy sets out our plan to prevent and relieve homelessness. We have spoken to partners and experts in Southwark and beyond but we need your views on our plans.

Call to action

You can read about our new strategy at [WEBSITE](#). You have until [DATE](#) to let us have your views.

Core narrative

Southwark's Homelessness and Rough Sleeping Strategy sets out our plan to prevent and relieve homelessness. We review our strategy every five years to make sure it meets the needs of our residents.

We have consulted partners and experts in Southwark and across the sector and spoken to residents through public workshops, questionnaires, tenants' forums, landlord and agent forums and our homelessness forum. From that we have developed a new strategy that will build on our previous work and will set out our objectives, priorities and actions to meet current and emerging needs in our Borough.

It is a strategy that will focus efforts to prevent homelessness wherever possible through existing and new partnerships, relieve homelessness with accommodation that meets residents' needs and will aim to address inequality and insecurity in the Borough for our residents.

Our strategy has five priorities:

- prioritise homelessness prevention
- deliver high quality advice & support
- work to end rough sleeping
- quality outcomes through housing provision
- tackling systemic housing insecurity

Now we want to hear your views.

Key facts

- With one in every twenty-three children in London homeless, we are working hard to get families out of temporary accommodation and to help those sleeping on the streets. In 2022 we supported 70 rough sleepers into long-term homes, meaning they can start to rebuild their lives and future opportunities.

Comparative statistics	Southwark	London	England
<p>How many people are homeless.</p> <p>Source Shelter 14/12/2023</p>	7,206	167,469	309,000
<p>Overcrowding – percentage of households that are overcrowded.</p> <p>Source: Census 2021 from the Office for National Statistics</p>	12%	11.1%	4.37%

Rough sleeping. (The number of people estimated to be sleeping rough on a single night in autumn 2023 Source MLUHC)	42	1,132	3,898
People in temporary accommodation arranged A. by the council B. by themselves or homeless at home (Source: Shelter , November 2023)	A - 7,162 B - 0	A - 165,220 B - 1,391	279,390 5,416
Children in temporary accommodation Sources: 1. Shelter , December 2023 2023; 2. London Councils , Aug 2023; 3. Shelter , Feb 2024	3,021 ¹	83,473 ² 4.4% or around 1 in 22 children	142,490 ³

Audiences

- Southwark residents, especially those facing homelessness or with an interested in homelessness and rough sleeping
- Partner organisations who have previously been engaged
- Southwark council members and staff, especially those whose areas of work may be relevant to the strategy.

Channels

- Southwark consultation web page

- *Southwark Life* – the consultation has been promoted in the Summer 2004 issue
- E-newsletter – our fortnightly email to Southwark residents
- Social media, especially our Facebook and Instagram channels for local residents and LinkedIn to target sector professionals
- Earned media – especially local media such as Southwark News and South London Press, through press releases
- Internal - intranet, staff bulletin, Althea's blog
- Shared channels owned by partners

Activity Plan

Date	Topic / Event	Details
22 May 2024	Communications and consultation plan and core materials to Strategic Director	Draft plan and papers to be presented for Strategic Director's meeting
12 June 2024	Plan to Cllr Dennis' review and approval	Lead Member's Briefing
June 2024	Consultation website and survey content agreed	
23 rd July 2024	Consultation plan presented to Housing Scrutiny Commission	
August 2024	Consultation opens	Launch on consultation website; press release to sector and local media; articles in e-newsletter; intranet; paid social media and local media advertising,

August – September 2024	Campaign reminders	E-newsletter and social media
Mid - October 2024	Final reminders	Press release TBC and Social media
End of October 2024	Consultation ends	
Autumn/Winter	Final strategy approved and published	Separate comms plan to be developed

Resources

- Council staff – homelessness, communications, engagement, digital
- Owned channels – social media, website, e-mails, Southwark Life, digital displays at leisure centres etc.
- Financial – is there a budget for any paid social, advertising or publications?

Communications Evaluation

The success of our Communications Plan will be measured by our evaluation of meeting the objectives set out in this Plan, namely:

- Have we communicated to enough residents and stakeholders and encourage them to respond during the consultation period?
- Have we generated enough visits to the Council’s website and Citizens Lab Platform?
- How well have we done in converting these visits to completed responses to our survey and in-person engagement exercises?
- Have Southwark staff had been sufficiently notified of this consultation and given the opportunity to provide feedback?

Draft Survey -

What we do not know and need to find out in more detail?

1. **The type of respondent to the survey.**
 - a.) **If a resident, then to seek demographic information.** (Prescribed lists for both 1 and 1a.)
2. **What in your view or experience can lead to housing problems and homelessness** (Ranking a prescribed list from 1-5 of most important or likely factors and free text option if other.)
3. **Are there any barriers or issues residents face with accessing early Council or other agency advice and support?** (Prescribed list and free text option if other.)
4. **Where have you received a good service, or if needed would you likely approach for housing advice personally or on behalf of someone you know?** (Prescribed list and free text option if other.)
5. **We are considering the following 5 priorities for our strategy to reach our overall aim -**

To work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity:

- **Prioritise Homelessness Prevention** – *Using a data-led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.*
- **Deliver High Quality Advice & Support** – *Ensuring high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.*
- **Work to End Rough Sleeping** – *Expanding Southwark’s off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.*

- **Quality Outcomes Through Housing Provision** – *Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.*
- **Tackling Systemic Housing Insecurity** - *Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues. (we can re-word these to make plainer language.)*

To what extent do you agree or disagree with our priorities set out? (List against options of strongly agree through to strongly disagree.)

- 5. What could Southwark and our partner agencies do further, to help reduce housing insecurity and prevent homelessness in the borough?** (Prescribed list and free text option if other.)

Draft Survey - Outline

1. The type of respondent to the survey.

To help us understand the feedback you are giving us, it will help us to know who is responding.

Are you responding as: (please tick only one option)

- A Southwark resident.
- Someone who works in Southwark.
- A business representative based in Southwark.
- Representing a private registered provider of housing (e.g. a Housing Association)
- Representing a voluntary or community organisation.
- Representing a public sector organisation.
- Other – If other, please say below.

Free text up to 100 characters.

If a Southwark resident or someone who works in Southwark:

Please tell us:

Your gender –

- Male
- Female
- Other
- Prefer not to say

Your gender identity-

- Same as at birth
- Not the same as at birth

Your age –

- Under 25 years old
- 25-34 years
- 35-44 years
- 45-54 years
- 55+ years
- Prefer not to say

Do you consider yourself disabled under the Equality Act (2010)?

- Yes
- No
- Prefer not to say

Your Ethnicity –

- White British / White Other
- Black/ Black British/ Black Other
- Asian/Asian British/ Asian Other
- Other Ethnic Group
- Prefer not to say

2. Exploring experiences and causes of housing insecurity in the borough.

Do you have experience of homelessness/rough sleeping or have been at risk of homelessness –

- Yes
- No

Do you know who to contact if you need help with housing issues?

- Yes
- No

Have you needed help with your housing issues and struggled to get advice and support?

- Yes
- No

If you have accessed support, which service did you contact?

Free text up to 100 characters.

What do you think could be changed to improve access to services for our residents?

Free text up to 100 characters.

What do you think are the main reasons for housing problems facing our residents and communities currently? Please rank in order 1-5

- Welfare reforms

- Lack of access to support services from the Council
- Lack of access to support services in the borough
- Lack of employment and training
- Health and wellbeing needs
- Lack of affordable housing
- Lack of secure housing options
- Lack of suitable accommodation
- Relationship breakdown (family and friends)
- Other

Free text up to 100 characters.

3. Are there any barriers or issues residents face with accessing early Council or other agency advice and support? Please select all that you think apply and/or tell us further below:

- Lack of awareness of help available
- Cannot access support in person
- Services have high wait times for access to help & advice
- Prior negative experience when accessing support
- Lack of appropriate support
- Support needs aren't met
- Language barriers
- Other

Free text up to 100 characters.

4. Where have you received a good service, or if needed would you likely approach, for housing advice personally or on behalf of someone you know?

- Southwark Housing Solutions
- Other Southwark Council services
- Job Centre Plus
- Shelter's online advice
- Southwark Law Centre
- Citizens Advice Southwark
- Food bank
- Other

Free text up to 100 characters.

5. We are considering the following 5 priorities for our strategy to reach our overall aim -

To work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity

To what extent do you agree or disagree with each our priorities set out?

<p>- Prioritise Homelessness Prevention – <i>Using a data-led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.</i></p>	<p>Strongly agree Agree Neither / don't know Disagree Strongly Disagree</p>
<p>- Deliver High Quality Advice & Support – <i>Ensuring high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.</i></p>	<p>Strongly agree Agree Neither / don't know Disagree</p>

	Strongly Disagree
- Work to End Rough Sleeping – <i>Expanding Southwark’s off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.</i>	Strongly agree Agree Neither / don’t know Disagree Strongly Disagree
- Quality Outcomes Through Housing Provision – <i>Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.</i>	Strongly agree Agree Neither / don’t know Disagree Strongly Disagree
- Tackling Systemic Housing Insecurity - <i>Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues. (we can re-word these to make plainer language.)</i>	Strongly agree Agree Neither / don’t know Disagree Strongly Disagree

6. What could Southwark and our partner agencies do further, to help reduce housing insecurity and prevent homelessness in the borough?

Free text up to 100 characters.

Summary of Draft Strategy

Background

Southwark's existing Homelessness and Rough Sleeping Strategy has been in place since 2018 and set out for a period of 5 years to provide effective homelessness and rough sleeping services that has been reviewed since and can be found [here](#). This strategy led to a huge expansion in support for rough sleepers, improved the support available for residents renting privately and strengthened crucial links to statutory and voluntary partners working with a shared aim to address housing insecurity. The Homelessness Act 2002 places a duty on our Council to review the factors and effectiveness of work being done around homelessness every five years and develop a homelessness strategy based on the findings of that review.

Since our last strategy we've seen huge changes across the Country, London and Southwark that have impacted our residents and services available. From the UK's departure from the European Union, the global Covid19 pandemic and inflationary pressures that have resulted from global insecurity, a pre-existing housing crisis has been worsened as a result and needs in the Borough have changed significantly. We've worked to help understand these needs and further information can be found here (*to have hyperlinked to data review when online.*)

During the course of 2023, we have spoken to a wide range of stakeholders to help develop a draft aim objectives and set of priorities to frame our activities to meet existing and emerging needs. These are –

To work to end homelessness through the delivery of timely, effective and collaborative support which enables Southwark residents to address their housing insecurity.

From this draft aim, we have identified 3 overarching objectives:

1. ***To use a data-led and joined up approach with our partners to identify and support those at the earliest stages of housing difficulty.***
2. ***To ensure effective and timely advice and support is provided to help make real and lasting change for our residents.***

3. To improve the outcomes for residents in the quality of our support and work together to tackle the root causes of homelessness.

To achieve these objectives, we have identified the following 5 draft priorities -

1. **Prioritise Homelessness Prevention** – *Using a data-led and joined up approach to prevent homelessness and sustain existing accommodation arrangements where possible.*
2. **Deliver High Quality Advice & Support** – *Ensuring high quality, tailored, trauma-informed, effective advice and support is delivered promptly to address the diverse needs of our residents.*
3. **Work to End Rough Sleeping** – *Expanding Southwark’s off the street provision for rough sleepers and those with complex needs, prioritising Housing First, and working with partners to address the causes of rough sleeping.*
4. **Quality Outcomes Through Housing Provision** – *Making best use of accommodation available that meet the needs of our residents, supports their health and wellbeing, and continue to drive up standards.*
5. **Tackling Systemic Housing Insecurity** - *Working with partners to address the wider determinants of housing insecurity including through advocacy, and empowering residents to make informed decisions in resolving their housing issues.*

The work we are setting out involves all parts of our Borough and to help develop a final Strategy; we need to hear and learn further from our residents and communities in order to make it as impactful and effective as possible. Our Strategy will serve to support the delivery of Southwark Council’s [vision](#), echo our values and strive to help shape Southwark towards the ambitions of Southwark 2030. You can be involved in this consultation in a number of ways:

1. Our Survey – *(link to be provided)*
2. In person and online consultation events – *(link to be provided from consultation hub.)*

Your involvement and feedback will help to shape this strategy and foster our commitment to promoting collaboration and collective responsibility for ending homelessness and supporting those in need.

Item No. 6	Classification: Open	Date: 23 July 2024	Meeting Name: Housing, Community Safety and Community Engagement Scrutiny Commission
Report title:		Work Programme 2024-25	
Ward(s) or groups affected:		N/a	
From:		Scrutiny Officer	

RECOMMENDATIONS

1. That the housing, community safety and community engagement scrutiny commission note the work programme as at 23 July 2024 attached as Appendix 1.
2. That the housing, community safety and community engagement commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and

targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
 - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
 - g) consider any matter affecting the area or its inhabitants
 - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
 - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
 - j) conduct research and consultation on the analysis of policy issues and possible options
 - k) question and gather evidence from any other person (with their consent)
 - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
 - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the committee's terms of reference.

KEY ISSUES FOR CONSIDERATION

5. The Housing service areas that fall within the scope of the Housing , Community Safety and Community Engagement Commission are:
- Resident Services (which includes area management, strategy and business support, strategic business and support housing services).
 - Customer Experience Division (which includes the Contact Centre; Customer Resolution and Specialist Services, My Southwark Home Owners and the Housing Solutions Services).

- Asset Management Division (which includes New Homes; Investment, Repairs & Maintenance and Engineering).
6. As of 27 November 2023 the commission also now has within in its remit the cabinet portfolio elements listed below:

Council Homes (Councillor Sarah King)

- **Management of the council's homes** – including council homes, sheltered and extra care homes, council owned temporary accommodation, high needs hostels and homes and sites for Gypsy, Roma and traveller communities
- **Housing allocations** – lettings policy and allocation policy. Allocation of council, social rent and key worker homes to Southwark residents, supporting them to find a home the right size for their needs
- **Residents' involvement and services** - including services and advice for council tenants, leaseholders and freeholders and support for Tenants and Resident Associations and Tenant Management Organisations, including Getting Involved Grants
- **Housing maintenance** - including repairs and major works; heat networks; communal repairs; gas and electrical safety and refurbishment of empty council homes
- **Fire safety** - ensuring council homes meet fire safety standards and leading the council's work on fire safety, cladding and remediation for private sector and housing association residential buildings
- **Tenants and residents' halls** - including their maintenance, ongoing improvement and ensuring they are the best possible facilities for residents of our estates and broader community

Cabinet Member for Community Safety & Neighbourhoods (Councillor Natasha Ennin)

- **Reducing crime and anti-social behaviour** – including community wardens, antisocial behaviour team, noise service, CCTV, public spaces protection orders, preventing hate crime, tackling modern day slavery
- **Violence reduction** – working to end misogyny and violence against women and girls; and youth violence and the criminal exploitation of young people
- **Domestic abuse** – support for people who have experienced domestic abuse, Women's Safety Centre and safe spaces
- **Improving policing** – promoting equitable policing and strengthening community relations with the police
- **Licencing** – of premises serving alcohol or late night refreshment and of gambling
- **Environmental health** – including trading standards, food safety and environmental protection

- **Private rented housing** – increasing protections for private renters licencing and advice services for private sector renters.
- **Neighbourhoods** - working with residents in each neighbourhood to develop strategic plans to improve each neighbourhood, current ward forum arrangements and empowering communities programme, including the Neighbourhoods Fund and Cleaner Greener Safe Fund

New Homes & Sustainable Development (Councillor Helen Dennis)

- **New council homes** – the council’s work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
 - **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
 - **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council’s Good Lettings Agency
 - **Empty homes and short-term lets** – including the council’s Empty Homes Action Plan; and the Good Lettings Agency.
 - **Renewal of the Aylesbury, Tustin, Ledbury and Abbeyfield estates** - working with residents to deliver new and improved homes and estates (working with the Cabinet Member for Council Homes)
7. As of 5 October 2023 the commission also now has within in its remit the **Community Engagement** cabinet portfolio elements listed below:

Cabinet Member for Communities, Democracy and Finance (Councillor Stephanie Cryan)

Voluntary, community and faith sector - including community hubs, volunteering, community involvement and consultations

8. Set out in Appendix 1 (Work Programme) are the issues the housing scrutiny commission is due to consider in the 2024-25 municipal year.
9. The work programme is a standing item on the housing scrutiny commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Housing and Community Safety Scrutiny Commission	Southwark Council Website	Amit Alva 020 7525 0496
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?CIId=605&Year=2023		

APPENDICES

No.	Title
Appendix 1	Work Programme 2023/24

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva	
Version	Final	
Dated	15 July 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	15 July 2024	

Housing, Community Safety and Community Engagement Scrutiny Commission Work Programme – 2024/25

Meeting	Agenda items	Comment
23 July 2023	Formal Consultation Plan for the Homelessness Strategy <ul style="list-style-type: none"> • Formal Consultation Plan • Draft Online Survey • Communications Plan 	To receive a report from Cabinet Member for New Homes & Sustainable Development Councillor Helen Dennis on the formal consultation plan for the homelessness strategy. Officer support Cheryl Russell, Director of Residents Services, Jerome Duffy, Programme, Policy and Change Manager and Karen Shaw Head of Housing Solutions
Upcoming Meetings	Agenda Items yet to be scheduled	Comment
18 September 2024 25 November 2024 17 February 2025 (TBC) 22 April 2025	<ul style="list-style-type: none"> • Cabinet Member Interviews for Housing • Cabinet Member Interviews for Community Engagement • Cabinet Member Interviews for Community Safety • Interview with Borough Police Commander • Interview with the Borough Fire Commander 	

Housing, Community Safety and Community Engagement Scrutiny Commission

MUNICIPAL YEAR 2024-25

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Amit Alva Tel: 020 7525 0496

Name	No of copies	Name	No of copies
Electronic Copy		Joseph Brown- Senior Cabinet Officer	
Members		Euan Cadzow-Webb - Liberal Democrat Group Office	
Councillor Sam Foster (Chair)		Shehu, Sarauniya - Cabinet Office manager	
Councillor Emily Tester (Vice-Chair)		Arthur Holmes – Cabinet Officer	
Councillor Barrie Hargrove		Clara Fiti – Cabinet Officer	
Councillor Ketzia Harper		Joseph Small - Cabinet Advisor	
Councillor Esme Hicks			
Councillor Jane Salmon			
Councillor Sunny Lambe			
Reserves Members			
Councillor Cassandra Brown			
Councillor Ellie Cumbo			
Councillor Laura Johnson			
Councillor Bethan Roberts			
Councillor Kath Whittam			
Councillor Adam Hood			
Councillor Hamish McCallum			
Co-Opted Members			
Bassey Bassey (Southwark TMO)			
Cris Claridge (Tenants Forum)			
Ina Negoita (Homeowners Forum)			
		Dated: 15 July 2024	