

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Identify current and future trends of homelessness in the Vale.	Regularly review and monitor trends in relation to the following data sources: <ul style="list-style-type: none"> • homelessness casework records and other local sources of data; • high level national statistical data returns (currently H-CLIC) • equality monitoring data, including that relating to homelessness applications and outcomes 	AVDC Housing Team, Homeless Prevention Forum, Strategy & Partnership Team	Quarterly	TBA	Currently developing a set of performance indicators and obtaining base line data required to monitor performance. Multiple operating systems across the country has caused issues with benchmarking our performance against other authorities.
	Any planned legislation or local policy changes that are likely to impact on levels of homelessness for particular groups in the district.	AVDC Housing Team, Homeless Prevention Forum, Strategy & Partnerships Team	Ongoing	N/A	Continue to monitor the impact of any changes. In particular have responded to Government consultation on Tackling Homelessness and whether Homeless Prevention Boards should be established. New Domestic Abuse Guidance has been cascaded to the Allocations Team.
	Report on Performance Indicator targets and highlight any slippages and report key updates to stakeholders.	Housing Team	Monthly	TBA	New performance indicators are in the process of being established.
	Capture approaches across all homelessness partners and provide key updates to stakeholders.	Housing Team, Homeless Prevention Forum	Ongoing	TBA	Members of the Homeless Prevention Forum asked to provide this information.
Review and monitor the Homelessness Reduction Act	Engage with relevant internal teams and external partners to bring about the successful delivery of the new service.	Housing Team, Homeless Prevention Forum	To be reviewed in March 2019	TBA	Review postponed due to team workload pressures associated with Homelessness Reduction Act and the lack of comparable baseline data.

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
implementation plan	Support agencies who may be willing to work with us to help administer personal housing plans.	Housing Team	Ongoing	N/A	We are working in partnership with health agencies to gather information for us to put into the plans ourselves.
Continue to work towards eliminating rough sleeping	Work with and continue to financially support partners to continue existing winter emergency provision from January to March	Housing Team	Ongoing	N/A	During the winter 2018/19 we partnered with Riverside Housing, who manage our temporary accommodation at Bearbrook to provide Severe Winter Emergency provision locally and co-ordinated other accommodation in-house as part of the Rough Sleeper Initiative Project. This included funding Youth Concern to accommodate homeless young people.
	Work with partners to secure extended emergency B & B for the Rough Sleeper initiative (WEP)	Private and commercial B&B providers, Rough Sleeper Initiative, Housing Team	Complete	Mar-19	This has been provided.
	Work with partners to secure ongoing 'housing first type' model settled accommodation options for medium risk clients	Registered providers	Ongoing	N/A	2018/19. Plans for 2019/20 are underway.
	Work with providers to secure access to additional end of pathway accommodation (low support)	Registered providers, Housing Team	Complete	Nov-18	

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Work with partners to procure and provide specialist support services to deliver the Rough Sleeper Project	Homeless Prevention Forum, specialist services, Rough Sleeper Initiative	Complete	Aug-18	Work commenced with local partners. About to embark on cross district collaboration.
	Work with partners to secure high risk accommodation for complex clients	Private Sector Housing providers, Homeless Prevention Forum, Registered Providers, Rough Sleeing Initiative	Ongoing	N/A	Currently collaborating with BCC
	Work cross-county to secure additional funding streams for County wide initiatives for rough sleeping	District Councils, BCC, Rough Sleeper Initiative	Ongoing	N/A	Strategy and Partnership Team lead on a cross sector piece of work to secure funding support for those with high needs.
	Work with MHCLG to address statutory gaps in provision with multiple statutory agencies	BCC, Housing Team	Ongoing	N/A	The MHCLG Homeless Advise and Support Team visited on several occasions to support implementation.They recently met to discuss the needs of homelessness young people.

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Develop a rough sleeper action plan/strategy	Strategy & Partnerships Team. Housing Team, Rough Sleeper Initiative	Complete	Autumn 2019	The action plan complete. Review conducted by Autumn 2019.
	Work with MHCLG to secure funding for access to private rented settled accommodation to prevent or relieve rough sleeping	Rough Sleeper Initiative, Strategy & Partnerships Team	Complete	Jan-19	Funding bid was unsuccessful. The reason given that it was unable to demonstrate ongoing sustainability.
	Relieve existing known low/medium support cases (as at September 18) of rough sleeping by December 18	Rough Sleeper Project Group	Complete	Dec-18	This action was met in 2018.
	Prevent rough sleeping (no first night out) low/medium cases	Rough Sleeper project group, Housing Team	Ongoing	N/A	There remains an increase in clients entering the service and in June 2019 24 rough sleepers were reported as sleeping rough.
	Meet the Government Rough Sleeping Strategy of ending rough sleeping by 2027	Rough Sleeper Initiative, MHCLG, Housing Team	Ongoing	N/A	Within the Rough Sleeper Initiative.

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Reduce numbers of verified Rough Sleepers in Aylesbury Vale to below 10	Rough Sleeper Initiative, Homeless Prevention Forum, Housing Team	Mar-19		In February 2019 the number of rough sleepers fell below 10. On the recent count in May 2019 there were 17 identified rough sleepers. This is a significant increase, however an increase in rough sleeping is reflected in all other authorities.
	Continue to develop the effectiveness and publicity of the Building Resilience Service.	Housing Team, Homeless Prevention Forum, HPF, S&PT, Connection Support	Complete	Mar-19	This service was a pilot and has now concluded. An full review was conducted and an exit strategy was put together for remaining clients. Lessons learnt currently being implemented.
Continue to reach all groups of people who at risk of homelessness at the earliest possible opportunity.	Continue to identify causes of homelessness locally and work with partners to address these.	Housing Team, Homeless Prevention Forum, Strategy & Partnership Team	Ongoing	N/A	Following lessons learnt, District Councils utilised the underspend from the Building Resilience Trailblazers Project to fund a county-wide Prison/Probation and Housing Liaison Service to manage the Duty to Refer process from prisons.
	Identify and develop local protocols or referral arrangements with “duty to refer” agencies.	Housing Team, Strategy & Partnership Team	Complete	Mar-19	The Housing Team met with partners and provided referral contact details.

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Investigate instances of hidden homelessness including sofa surfers and work with those caught in this cycle.	Housing Team	Ongoing	N/A	Continue to support sofa surfers who present to the service. Although unable to commit resources to investigate the dynamics of this particular cohort in any detail.
Continue to seek and implement instances of best practice	Identify new revenue streams and funding opportunities to improve and increase the services we and our partners can offer across the Vale.	Housing Team	Ongoing	N/A	Secured a Move On Fund to enable a move from supported housing. Working with BCC Housing Commissioning Team to review all current contracts which relate to tenancy support.
	Sustain the non-placement of families in B&B accommodation unless in emergency (and then for no longer than 6 weeks) and explore opportunities to extend and improve our temporary accommodation offer.	Housing Team, Strategy & Partnerships Team, External partners	Ongoing	N/A	Managing to support families. Only place in B&B as last resort and only for a period of no more than 6 weeks. Secured access to self contained accommodation for families from a private provider and have access to accommodation in Buckingham, where a need was identified.
Consolidate and develop partnership working	Continue to develop the Homelessness Prevention Forum and engage members in fulfilling the requirements of the Homelessness Reduction Act.	Housing Team, Strategy & Partnerships Team, External partners	Ongoing	N/A	Regular meetings take place and members are contacted to provide interim updates where these are identified.
	Launch the Partnership Charter and encourage members of the Forum to pledge their support and work towards the aims and objectives specified within it.	Housing Team, Strategy & Partnerships Team	Autumn 2019	N/A	Two aims of the charter have been highlighted for progression - duplication and publicity of services. Currently exploring ways to progress these.

Strategic Aim - 9.1 Prevent and reduce homelessness and rough sleeping

Outcome: Those at risk of homelessness are able to access interventions at the right time in the right way and secure stable accommodation

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Work with partners from within the Charter to develop shared communications and training plans.	Housing Team, Strategy & Partnership Team	Winter 2019	Ongoing	Several training days took place with partners where a need was identified. Forum members were communicated when Severe Winter Emergency Provision was activated. Work is being explored around how we can communicate key homeless messages to the public.
	Continue to identify agencies whose services are not currently mapped.	Strategy & Partnerships Team	Ongoing	N/A	Ongoing identification and through the Strategy and Partnerships Team Horizon Scanning process.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Increase the supply of new affordable homes	Develop the highest level of affordable homes possible in accordance with relevant national and local planning policies.	Housing Team, Registered Providers, Housing Developers	Ongoing	N/A	Ongoing
	Enable additional affordable rural housing where this need is identified.	AVDC Planning Team	Ongoing	N/A	Several developments in the pipeline in rural areas (although not Rural Exception Schemes specifically)
	Review the effectiveness and utilisation of government house building incentives such as the New Homes Bonus.	AVDC Planning Team, AVDC Economic & Development Delivery Team, Housing Developers and Registered Providers	Annually	N/A	This continues to be reviewed, A proportion of the new homes bonus has been ring-fenced for the delivery of new affordable housing.
	Provide quarterly reports on completed developments.	AVDC Economic & Development Delivery Team	Quarterly	N/A	The number of new affordable homes for the period January to June 2019 was 155 new units. We are also exploring shared equity loans in Haddenham.
	Encourage registered providers to work with us and use the Capital Funding Pot and other funding streams to further increase the provision of affordable housing.	Registered Providers, AVDC Economic and Development Delivery Team	Ongoing	N/A	As above.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Explore innovative opportunities for shared equity, rented and homeownership opportunities, including self build and co-living.	Strategy & Partnerships Team, Registered Providers	Ongoing	N/A	Seeking to bring forward 5 shared equity units on a scheme which was challenged on viability and which failed to interest Registered Providers in Haddenham. Investigating affordability on Build to Rent schemes etc.
	Implement the Empty Homes Policy	AVDC Environmental Health Team	Ongoing	N/A	A team member was upskilled to focus on supporting the implementation of this policy.
Provide sufficient choice and tenure of housing options to meet the requirements of an ageing population.	Engage with strategic older people services to respond to the housing requirements of an ageing population that includes accommodation to meet health and wellbeing needs for home ownership and rental.	AVDC Planning Team, Bucks County Council, Developers, RPs and Landlords	Ongoing		The emerging Vale of Aylesbury Local Plan (VALP) makes provision for a variety of housing types and sizes to meet the needs of the local population. Policy H6 and supporting text identifies the need for housing for older people, with specific demand for housing for older people set out in the Plan. VALP is currently at examination, and the Inspector has issued Interim Findings (September 2018) which set out that policy H6 needs to be revised to demonstrate how the housing needs of older people are to be met. Modifications are currently being prepared to address this issue. The main modifications to the Plan will be consulted on in due course.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Support and facilitate older residents to make move on choices to more suitable accommodation.	Housing Team, Homeless Prevention Forum, Registered Providers	Ongoing	N/A	Housing Team supported VAHT to incentivise under occupiers wishing to downsize with relocation costs. Three evictions prevented where occupiers unable to pay Under Occupation Penalty.
	Offer a variety of schemes to enable older homeowners to afford to move on i.e. Shared Ownership, Shared Equity and Help to Buy.	Registered Providers	Ongoing	N/A	Work conducted on providing disabled adapted properties.
Work with partners to enable provision of settled and appropriate housing for vulnerable adults, young people and those with additional needs.	Provide a proportion of new affordable homes to be mobility levels 1-3 for those with a disability.	AVDC Economic & Development Delivery Team, Housing Team, Homeless Prevention Forum	Ongoing		The emerging Vale of Aylesbury Local Plan (VALP) makes provision for a variety of housing types and sizes to meet the needs of the local population. Policy H6 and supporting text identifies the need for households with specific needs. VALP is currently at examination, and the Inspector has issued Interim Findings (September 2018) which set out that policy H6 needs to be amended to revise the requirements for Category 2 and Category 3 dwellings. Modifications are currently being prepared to address this issue. The main modifications to the Plan will be consulted on in due course.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Adapt services to meet the needs and accessibility of vulnerable groups i.e. those with mental health or complex needs, resettlement of offenders.	Housing Team, Bucks County Council, Probation	Ongoing		The introduction of the following posts and services are addressing these needs: Accommodation Officer, Mental Health Nurse and Prison and Probation Housing Liaison Service.
	Continue to provide a responsive and integrated Disabled Facilities Grant service to enable residents to remain living independently at home.	Homeless Prevention Forum, AVDC Environmental Health Team	Ongoing	N/A	During 2018/19 period, 48 grants were approved by the Staying Put Team. The average grant amount was £9,688. The breakdown of grant amounts was 6 under £5k, 31 between £5-£15k and 10 of between £15-£30k. The majority of approvals were for shower/bathrooms. 47 adaptations were completed during the year (includes works carried forward from the previous financial year but does not include works carried out by VAHT)
	Work with partners to adopt a No Wrong Door integrated policy for young people aged 16 to 25.	Housing Team, Homeless Prevention Forum, BCC	Complete	Dec-18	Work was carried out with Youth Concern.
	Review protocols and placements of young people aged 16 -17 into settled affordable accommodation.	Housing Team, BCC	Complete	Mar-19	Protocols reviewed and the Housing Team continue to offer BCC new staff member induction on the placement of young people.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Continue to develop and improve the response to victims of domestic abuse in social and private housing.	Ensure information on lead agencies is available and accessible at the point of need.	Housing Team, Homeless Prevention Forum, Registered Providers, AVDC Community Safety Team	Jun-19	Jun-19	Aylesbury Womens Aid provided training for AVDC Housing staff. The Housing team have a Domestic Abuse Champion. New DA guidance notes were escalated to all staff.
	Increase understanding and identification of domestic abuse and apply appropriate signposting.	Housing Team, Homeless Prevention Forum, Registered Providers, AVDC Community Safety Team	Jun-19	Jun-19	Included within the above training sessions is how to identify cases and where to signpost clients to.
Review access and effectiveness of Bucks Home Choice and allocations policy	Review and monitor lettings policies.	All local district councils	Apr-19	Apr-19	Lettings Policies have been reviewed as part of the wider Bucks Home Choice review. Work was identified around providing more clarify on a number of sub groups.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Work with the other district councils across Buckinghamshire to monitor, review and set appropriate qualification criteria to address local priorities and needs whilst considering the impact of policies and procedures on applicants who may be at risk of homelessness.			Apr-19	Bucks Home Choice has been reviewed and consulted on and the final draft was approved by Council. Implementation to go live on 1st October 2019. Until this time applications will be assessed under the existing Bucks Home Choice Policy (1st May 2014).
Engage with the Aylesbury Garden Town project	Ensure that the project takes into consideration the various challenges around affordable housing met by Aylesbury residents.	AV Garden Town Team	Ongoing	N/A	Draft Masterplan being developed. Will include engagement opportunities and informal discussions with the team. Also as part of a formal engagement process later in the year when Aylesbury Garden Town consult with the public. Ensure programme considers affordable housing challenges by including references to longer term housing and homelessness in the masterplan, which could support future local plan policies as part of the new unitary authority. If funding projects linked to homelessness are identified in the strategy, AGT may be able to provide support going forward.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Work with the planning team, RPs and developers to ensure that our strategic aims are embedded within planning for the district	Engage and consult with future plans and planning team.	AVDC Forward Plans Team, Registered Providers, developers	Ongoing	N/A	Ongoing engagement with Planning Policy Team
Continue to develop the integrity and quality of the private rented sector	Continue to strengthen housing advice to effectively tackle issues such as illegal evictions, harassment, disrepair etc.	Housing Team, AVDC Environmental Health Team	Ongoing	N/A	The Housing Team continue to support those illegally evicted. The Environmental Health Team is also working on Homes of Multiple Occupation licence enforcement.
	Review the current Private Rent Scheme to enable more tenancies within the sector.	Housing Team, Strategy & Partnerships Team	Complete		This was reviewed.
Provide support for homeowners at risk of homelessness due to mortgage difficulties	Work with lenders to ensure homeowners threatened with repossession are referred to AVDC at the earliest known opportunity.	Housing Team	Ongoing	N/A	Housing Team continue to support homeowners who present to them as being at risk of homelessness and will represent them in court. In most cases this is due to a change of circumstances or job loss.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Continue to integrate our service with the Department for Work and Pensions on mortgage referrals.	Housing Team	Ongoing	N/A	Housing Debt Advice service continues to receive mortgage referrals under the civil procedure rules. All clients are offered an appointment and help to negotiate with their lender as well as representation in court.
Reduce instances of social tenancy fraud	Continue to work with registered providers to identify and expose social tenancy fraud.	Housing Team, Homeless Prevention Forum	Ongoing	N/A	Where instances are identified, Housing Officers will investigate fraud. Officers work in partnership with the Department of Works and Pensions and loan shark agencies on detection and crime prevention work.
	Continue subscription to the National Anti-Fraud Network.	Housing Team, Homeless Prevention Forum	Ongoing	N/A	This is a rolling ongoing action, used mainly to provide credit checks.
Support registered housing providers (RP's) and Private Landlords to provide tenancy sustainment services for	Continue to support registered providers to provide information and assistance to tenants to enable tenancy sustainment and referring clients threatened with homelessness to AVDC.	Housing Team, Registered Providers	Ongoing	N/A	Information is provided through the Landlords Forum and where alerted by providers. The Housing Team recently arranged for Connection Support to provide a tenancy sustainment service to Paradigm Housing.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
tenants	Continue to host the Landlords Forum (Private Landlords) and provide an opportunity for landlords to gain expertise and understanding of the key issues affecting their sector.	Environmental Health, Housing Team, Private Landlords	Ongoing	N/A	The latest forum took place on 16th July 2019. As well as a National Landlords' Association update, there was an update on AVDC Private Sector Housing Enforcement and a guest speaker from Envirovent spoke on Damp, Condensation and Mould.
Review supported housing needs and move on protocols	Work with partners to assess supply and demand.	Housing Team, BCC	Ongoing	N/A	This is ongoing work with partners.
	Update existing move on protocols and establish new ones where mutually beneficial.	Housing Team, BCC	Ongoing	N/A	Housing Officers recently reviewed the Bearbrook protocol and will have reviewed all their existing protocols to ensure they are fit for purpose by the end of August.
Improve housing standards in the Private Rented Sector	Monitor outcomes from government consultations on Electrical Safety Standards and the creation of a Housing Ombudsman for privately rented homes and new homes.	AVDC Environmental Health Team	Ongoing	N/A	AVDC Environmental Health Officers have not had any cause to be involved in either consultations and therefore this item is no longer applicable.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Explore incentives to raise the standard of the PRS.	AVDC Environmental Health Team	Ongoing	N/A	Team focuses on landlords meeting their legal compliance and uses enforcement where this falls short to improve the standards in the sector, namely the enforcement of rogue landlords who are failing to license and/or are not adhering to management regulations and allowing properties to fall below a required standard.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Continue to monitor and improve the standards of houses in multiple occupation.	AVDC Environmental Health Team	Ongoing	N/A	Successful prosecution of landlords in relation to two Chalgrove Walk Properties (9th July press release) highlighted the lengthy casework involved in bringing a case before court. In terms of monitoring and improving the standards of houses in multiple occupation, focus is on the following 3 key areas: 1) processing licence applications to ensure that HMOs meet legal requirements (which includes inspection of properties). To note: Scrutiny recently agreed that the Additional licensing scheme covering the whole of the Vale will expire in September 2019, so the team can focus on the mandatory scheme and enforcement of the highest risk and more serious offences. 2) investigation of complaints that come in from the public about HMOs. 3) closer working with partner agencies such as the police so we can receive intelligence and follow up concerns about either licensed or unlicensed properties.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Support those in temporary accommodation to continue to enjoy a reasonable quality of life and access the range of services they need.	Review how temporary accommodation is accessed and used to most effect.	Housing Team	Ongoing	N/A	An Accommodation Officer post was funded through the Rough Sleeper Initiative and is working well. Initial data collation has shown that there is already a reduction in evictions. This service partners alongside Barnardos who provide client support for those placed in temporary accommodation at Griffin Place.
	Explore options to improve quality and suitability of temporary accommodation.	Housing Team	Ongoing	N/A	A review took place and other sources of temporary accommodation have been found in the private rented sector. Housing Officers are working with Bromford Housing assets team to look at improvements to existing accommodation and have secured nomination rights for an extra 24 units.
	Ensure those in temporary accommodation are adequately supported and empowered to seek settled accommodation.	Housing Team	Ongoing	N/A	This has been addressed through the provision of an Accommodation Officer role and Banardos who provide clients with support and an exit route.

Strategic Aim 9.2 - Continue to facilitate and maximise the supply of affordable housing
Outcome: To work towards a sufficient supply of accommodation across a variety of tenures to meet need

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Enable households to access necessary support services whilst in temporary accommodation.	Housing Team	Ongoing	N/A	As above.
	Review how families can best be supported holistically with early interventions whilst in temporary accommodation.	Housing Team	Ongoing	N/A	Now forms part of the Accommodation Officer role.

Strategic Aim 9.3 - Respond to the ongoing challenges of welfare reform

Outcome: To ensure that AVDC residents receive the help and support they need to access housing related benefits.

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
<p>Monitor the impact of Universal Credit roll out on claimants and landlords</p>	<p>Help claimants to access UC applications online & mitigate the impact where possible.</p>	<p>Citizens Advice, AVDC Revenue and Benefits team</p>	<p>Ongoing</p>		<p>Before April 2019 funding was provided by Department of Works and Pensions (DWP) per person referred to AVDC for help in making a UC application or required personal budgeting support but walk-ins were unfunded. Training was provided to Officers to provide claimant guidance on making a UC claim. A dedicated secure system was installed in the Customer Service Centre (CSC) so claimants could create email accounts and verify ID. Clients can use a tablet with free Wi-Fi to access their UC accounts. From April 2019, Citizens Advice became responsible for helping customers with UC applications and budgeting, although we continue to assist and support customers where required; unfunded dedicated web pages were added to AVDC website to provide customers with information and signposting to DWP and are updated as UC evolves. Revenues and Benefits staff received extensive training on UC. How to guides have been written to ensure a first class service is delivered to our customers.</p>

Strategic Aim 9.3 - Respond to the ongoing challenges of welfare reform

Outcome: To ensure that AVDC residents receive the help and support they need to access housing related benefits.

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Prepare residents for universal credit	Create a communications plan within AVDC to ensure that UC information is available to the public and services for help are well signposted.	AVDC Revenue and Benefits team	Aug-19	complete	Aylesbury Vale became a UC Full service area on 26 September 2018 and this was promoted using leaflets, web pages, posters (displayed in public places) and pull up banners for use at events and forums. The extensive in-house training received by our Officers enabled clear and concise advice to be relayed to customers ensuring our residents were prepared for the changes UC would bring. There is a constant pressure on the Revenues and Benefits team to keep up with UC changes as they evolve which requires review of the interpretation of the UC regulations and where necessary amending procedures and providing training/workshops to staff. Staff keep updated and implement changes quickly to ensure our customers are not disadvantaged.
	Ensure that the AVDC website is correct and current and also signposts to the relevant services where necessary.	AVDC Revenue and Benefits team	Complete		
	Create debt advice leaflets for RPs to use for their clients.	AVDC Revenue and Benefits team	Complete		

Strategic Aim 9.3 - Respond to the ongoing challenges of welfare reform

Outcome: To ensure that AVDC residents receive the help and support they need to access housing related benefits.

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Monitor the impact of welfare reforms on tenants, housing associations and landlords	Support those who are affected by the shared accommodation rate for under 35s for private housing.	AVDC Revenue and Benefits team, Housing Team	Ongoing	N/A	AVDC Revenues and Benefits support customers affected by Social Sector Size Criteria (bedroom tax) and who are subject to any other forms of rent and benefits restrictions. Improvements have been made to the management of the Discretionary Housing Payment (DHP) fund. Processes and procedures have been streamlined to speed up the decision-making process and provide better control of the fund. Improved closer working with Housing ensures timely response and claimants receive the maximum amount of benefit they are entitled to. Regular forums have been introduced to share knowledge and strengthen this joint-working to continually improve how we deal with homelessness and address matters in a more comprehensive and timely manner.
	Advise and assist those who are affected by the benefit cap.	AVDC Revenue and Benefits team	Ongoing	N/A	Same as above.

Strategic Aim 9.3 - Respond to the ongoing challenges of welfare reform

Outcome: To ensure that AVDC residents receive the help and support they need to access housing related benefits.

Recommendation	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
	Monitor the effectiveness of the Landlord Portal to access housing benefit at source and the Trusted Partner status.	AVDC Revenue and Benefits team	Daily	N/A	Landlords Portal is now out dated as a self service tool. An improved version is available and staff attended a demonstration. The new system offers greater control for the landlord and provides more information which will result in reduced contact and staff resource to maintain it. However, this project has stalled at the moment owing to the work currently going on for transition to Unitary. Members of the Revenues and Benefits team attend landlord forums where common issues can be identified and jointly addressed. We continue to work with all stakeholders to ensure a prompt, informative and accurate service is provided.

Strategic Aim 9.4 - Contribute to the improvement of health and wellbeing services for people at risk of homelessness

Outcome: To reduce the number of approaches of people with multiple needs and increased effectiveness of No Second Night Out.

Recommendations	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Develop partnerships with organisations specialising in primary care, substance dependency, mental health, employment and training	Invite organisations from these services to join the Partnership Charter and attend the Homelessness Prevention Forum.	Strategy & Partnerships Team, Housing Team	Ongoing	N/A	Housing Team would like to see more decision makers from partner organisations attend the forum. Members are encouraged to contribute towards meeting agendas and sign up to the Partnership Charter.
Develop new health services for those who are homeless or have no fixed address	Investigate opportunities to provide GP services and fast track prescription services for those who are homeless or have no fixed address.	Housing Team	Complete		An agreement with the CCG has enabled the provision of an enhanced service to allow homeless people to be seen by a GP for a longer period of time.
	Look to develop a fast track mental health service with critical partners for those who are homeless or have no fixed address.		Ongoing	N/A	A Mental Health Nurse has been recruited as part of the Rough Sleeper Initiative project to identify those with mental health needs and liaise with partner services to provide the appropriate intervention.
Work with partners to identify and support households affected by fuel poverty.	Identify potential funding initiatives to support those most at risk particularly within private rented and homeowners in rural communities.	AVDC Environmental Health Team	Ongoing	N/A	Environmental Health Officers continue to signpost people to applicable schemes where they can borrow money to do work on their property. As schemes equally support those in rural as well as urban locations this action is no longer applicable.

Strategic Aim 9.4 - Contribute to the improvement of health and wellbeing services for people at risk of homelessness

Outcome: To reduce the number of approaches of people with multiple needs and increased effectiveness of No Second Night Out.

Recommendations	What needs to be done	Lead agency and partners	Due date	Delivery date	January to June 2019 update
Engage with hospital discharge teams	Ensure discharge teams and housing support services harmonise to avoid unnecessary delays.	NHS, Housing Team	Ongoing	N/A	The Principal Housing Officer provided training to Hospital Discharge Co-ordinators on identifying those at risk of homelessness and why they need to alert the Housing team at the earlier opportunity.
Equip GPs to signpost to appropriate early intervention services	Ensure GPs have the necessary resources to signpost patients potentially at risk of homelessness at the earliest opportunity.	CCG, Housing Team	May-19	complete	The Housing Team provided information to the CCG as part of the Rough Sleeper Initiative Project as this organisation does not have a public body duty to refer.