

**Key Objective 1 - The early identification, intervention & prevention of homelessness**

No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative
1.1	Further develop the Ending Rough Sleeping Plan (ERSP)	Housing Solutions Manager	Quarter 1/ Annually	Year 1	Slippage	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP for 24/25 being developed jointly with East Surrey D&B's to be submitted
1.2	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Housing Solutions Manager	Quarter 1/ Annually		Slippage	Follow on work from 1.1 Scheduled for Q1 2024/25
1.3	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Housing Options Manager	2024/5		Slippage	As above
1.4	Housing Services to deliver briefings to colleagues, professionals and elected members to provide up to date information about housing and homelessness to ensure that correct information is disseminated to residents	Strategic Housing Manager	Annually		On Track	3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.
1.5	Further develop partnership working with the DWP and local jobcentre plus to strengthen referrals and manage the impact of universal credit	Housing Options Manager	On-going		On Track	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.
1.6	Encourage early identification and interventions from public sector partners, community and voluntary sector organisations who are able to effectively inform those at risk of homelessness to seek advice from EEBC	Housing Options Manager	2023/4	Year 1	Completed	Surrey wide Mental Health protocol launched January 2023 and training rolled out March 2023, although adherence to the protocol remains a challenge. Regular operational (TCH) and also the CAB. Meeting with food bank (Good Company) held April 2023. Surrey wide young person & care leavers protocol finalised.
1.7	Review and update housing options information & pathway plans ensuring the customer has access to accurate, useful and comprehensive information about housing options	Housing Options Manager & Housing Solutions Manager	2023/24	Year 1	Completed	Pathway plans updated Sept 22 and published on Homechoice website
1.8	Review & simplify the tasks for PHPs and accompanying advice literature.	Housing Options Manager & Housing Solutions Manager	2023/24	Year 1	Completed	Homechoice and Personal Housing Plans updated.
1.9	Publicise and promote the Council's prevention services more effectively in an accessible format and encourage residents to contact us early and before a crisis, ensuring customers know how and where to approach and what to expect from the service	Housing Options Manager & Housing Solutions Manager	2024/25		On Track	HSM liaising with key Registered Providers (RPs).
1.10	Review use of social media and how we communicate our services to the wider general public for example Facebook, twitter, chat pages	Housing Options Manager	2024/25		On Track	Review with Communications
1.11	Devise an early identification & intervention protocol with all Registered Providers to address factors such as arrears, anti-social behaviour and tenancy sustainment	Housing Options Manager & Housing Solutions Manager	2024/5		Completed	Commitment to refer' is in place.
1.12	Work with Private Sector Landlords and Lettings Agents to develop early signposting protocols for tenants with arrears or other tenancy concerns, to the Housing Options Service, to prevent homelessness	Housing Options Manager & Housing Solutions Manager	2024/5		On Track	Landlord Forum scheduled for Autumn 2024
1.13	Review the referrals received through Duty to Refer to establish where further work needs to be completed in terms of links and training	Housing Options Manager	2023/24		Completed	All agencies except General Hospitals using the 'Jigsaw' Duty to Refer system. Most referrals are considered an appropriate use of the Process. General Hospitals ICT systems template referrals working generally well. We are offering further training to Epsom GH.
1.14	Explore a trauma-informed & motivational interviewing approach to the delivery of homelessness services	Housing Options Manager	2023/24	Year 1	Completed	Surrey County Council (SCC) & EEBC training of trauma-informed approach identified as part of safeguarding training. All housing officers attended a training session 'working with trauma' February 2024.

1.15	Identify training needs and delivery training to meet any skill gaps and updates on new legislation and case law	Housing Options Manager	On-going	On-going	<b>Completed</b>	Untegral component of My Performance Conversation (MPCs) where needs and appropriate training are identified. Ongoing process & discussed at MPS's.
1.16	Ensure flexible use of the Council's Homelessness Prevention fund	Housing Solutions Manager	On-going	On-going	<b>Completed</b>	Fliexible use of HPF is in embedded in options work. For example, assisting clients with moving costs so they can downsize to free up larger social housing property.

Key Objective 2 - Reduce Rough Sleeping						
No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative
2.1	Further develop the Ending Rough Sleeping Plan (ERSP)	Housing Solutions Manager	2023/24	Year 1	Completed	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP for 24/25 being developed jointly with East Surrey D&B's to be
2.2	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Housing Options Manager & Housing Solutions Manager	On-going	On-going	Completed	East Surrey contract extended until Septmeber 2024. Procurement for new contract underway and anticipated Q3 24/25. Single Persons Officer meets with ESOS mo
2.3	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Housing Options & Housing Solutions Manager	On-going	On-going	Completed	Implemented annually where appropriate
2.4	Provide ESOS assessment beds	Housing Options Manage	On-going	On-going	Completed	3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.
2.5	Explore a 'Housing First' model for the most vulnerable homeless applicants	Housing Solutions Manager	2022/23 2023/24	Year 1	Completed	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.
2.6	Conduct a promotional campaign to the residents of EEBC to provide information and awareness on rough sleeping and promote good practice amongst the general public to prevent people becoming entrenched into street life	Housing Options Manager & Housing Solutions Manager	2024/25		On Track	ESOS/Streetlink poster displayed at points around the borough - Rough Sleeper page added to website
2.7	Review accommodation and health support needs of single people with complex needs or challenging behaviours who experience recurring homelessness	Housing Options Manager & Housing Solutions Manager	2024/25		Completed	The creation of the Single Person Officer post has enabled Housing Services to routinely review accommodation and health support needs of single people with comp with Hep C Trust to enage rough sleepers.
2.8	Develop a No Second Night Out approach to prevent all rough sleeping	Housing Options Manager & Housing Solutions Manager	2023/24	Year 1	Completed	Assessments beds provided in conjunction with ESOS. £30K assessment bed funding granted by RSI
2.9	Apply for Rough Sleeper Initiative (RSI) funding to create a new post of Single Person Homeless Support Officer to work solely with Rough Sleepers and single homeless people at risk of rough sleeping	Housing Solutions Manager	Jun-22		Completed	HSM liaising with key Registered Providers (RPs).
2.1	With our East Surrey Partners apply for Rough Sleeper Initiative (RSI) funding to enhance the ESOS Outreach Service	Housing Solutions Manager	Jun-22		Completed	EEBC submitted a joint RSI bid with MVDC, TDC, RBBC & ESOS and the partnership successfully secured £636,036 of RSI funding. This funding enhances our existing E fund the existing East Surrey Outreach Service Navigator Officer role for a further 3 years; Create 2 new East Surrey Outreach Service Support Officer roles for 3 years £30k per LA each year); Provide money for personalised budgets for rough sleepers. (This is used for items like mobile phones or to purchase white goods/furniture w
2.11	Look to implement corporate "sponsorship" of up to 5 people with more complex and longer-term patterns of rough sleeping at requested by DLUHC	Strategic Housing Manager	2024/25		On Track	Working with Hope into Action



Key Objective 3 - Increase accommodation options: Social Rented Housing; Private Rented Accommodation; Supported and move-on Accommodation; In-borough Temporary Accommodation							Key
No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative	
<b>Social Renting</b>							
3.1	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Strategic Housing Manager	On-going	Year 4	On Track	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP for 24/25 being developed jointly with East Surrey D&B's to be submitted 31/04/24	On Track
3.2	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Strategic Housing Manager	Ongoing	Year 1	Completed	Draft Local Plan anticipated to be adopted 2026/27	Completed
3.4	Work with Homes England to identify opportunities for the use of the Affordable Homes Programme 2021 to 2026 to fund Council developments of new affordable housing.	Strategic Housing Manager	Ongoing	Year 1	On Track	Strategic Housing Manager has quarterly meetings with the Planning Policy Manager to contribute to shaping AH policy.	
3.5	Identify opportunities for the development of social/affordable/temporary accommodation on Council owned sites. List of sites being prepared.	Strategic Housing Manager	On-going	Year 3	On Track	3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.	
3.6	Purchase residential street properties to provide social/affordable, supported & temporary accommodation.	Head of Housing & Community	On-going	Ongoing	On Track	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.	
3.7	Explore opportunities for joint working with housing providers to create additional social/affordable, supported & temporary accommodation.	Strategic Housing Manager	Ongoing	Ongoing	On Track	2 RSAP properties purchased with Transform. TCH purchasing former leasehold properties which are in redevelopment areas for short-term use as TA. 1 x property purchased.	
3.8	Develop a programme for the dispersal of s106 affordable housing funding to provide additional, social/affordable, supported and temporary accommodation.	Strategic Housing Manager	Ongoing	Year 3	On Track	Potential Mount Green property conversion on Grove Rd, progress delayed to due internal NHS comms. East St site of 31 homes (16 AR) received planning permission December 2023 - potential for whole site to be delivered as affordable.	
3.9	Review nomination agreements.	Housing Solutions Manager (HSM) / Strategic Housing Manager (SHM)	2025/26	Year 3	On Track	Discussions ongoing with relevant provider where appropriate.	
3.10	Investigate ways to assist and / or incentivise social housing tenants under occupying larger family homes to downsize.	Housing Solutions Manager / Strategic Housing Manager	2023/24	Year 2	On Track	HSM liaising with key Registered Providers (RPs).	
<b>Private Rented Accommodation</b>							
3.11	Review and update Rent Deposit Scheme policy, procedures and scheme documents.	Housing Solutions Manager	2023/24	Year 1	Completed	Joint work with Housing Services, Housing Benefit & TCH has led to 11 households being downsized. Freeing up larger family sized social housing. Policy to be agreed with TCH.	
3.12	Introduce rent in advance as a loan.	Housing Solutions Manager	2024/25	Year 1	On Track		
3.13	Set up e-learning pre-tenancy training and life skills to those threatened with homelessness or in temporary accommodation.	Housing Solutions Manager	2025/26		On Track	All agencies except General Hospitals using the 'Jigsaw' Duty to Refer system. Most referrals are considered an appropriate use of the Process. General Hospitals ICT systems will not allow access to this site, however template referrals	
3.14	Review the current private rented sector (PRS) offer and explore/trial landlord incentives with a view to increasing local PRS opportunities.	Housing Solutions Manager / Strategic Housing Manager	2023/24	Year 1	On Track	Surrey County Council (SCC) & EEBC training of trauma-informed approach identified as part of safeguarding training. All housing officers attended a training session 'working with people with personality Disorder' in February 2024.	
3.15	Provide enhanced information and support to customers on how to search for PRS properties to enable them to undertake future searches independently.	Housing Solutions Manager	2023/24	Year 1	On Track	Integral component of My Performance Conversation (MPCs) where needs and appropriate training are identified. Ongoing process & discussed at MPS's.	
3.16	Arrange and co-ordinate an annual Private Sector Landlords forum.	Homelessness working group	2024/25, then annually		On Track	Flexible use of HPF is in embedded in options work. For example, assisting clients with moving costs so they can downsize to free up larger social housing property.	
3.17	Work across the housing market to maximise opportunities to increase the range of accommodation options for those who are homeless or threatened with homelessness.	Housing Solutions Manager	On-going	On-going	On Track	Scheduled for Autumn 2024. DWP have confirmed willingness to attend.	
3.18	Support and advise private sector landlords to understand the implications of Universal Credit and develop appropriate strategies to encourage landlords to accept customers in receipt of welfare benefits.	Housing Solutions Manager	2024/25		On Track	Rent-in-advance (RIA). New Move-On officer has develop links with organisations that assist our client to relocate to other parts of the county with support package to help them settle into new area.	
3.19	Encourage landlords to increase the length of tenancies to provide stability and security to tenants.	Housing Solutions Manager	2025/26		On Track	Landlord forum (Sept 2024) and accompanied comms	
3.20	Encourage landlords to offer more affordable rents - closer to Local Housing Allowance (LHA) rates.	Housing Solutions Manager	On-going		On Track	as above	
3.21	Facilitate the use of empty properties.	Head of Housing and Community	On-going		On Track	as above	
3.22	Investigate the feasibility of rent guarantee/ insurance schemes for tenants and landlords.	Housing Solutions Manager	2023/24	Year 1	On Track	Empty property group formed autumn 2023. Exploring joint resource with Mole Valley. Wrote to long-term (2yr+) in February. Held session with empty property officer of other Council to expand knowledge.	
<b>Supported and move-on Accommodation</b>							
3.23	Review our current provision of supported accommodation and explore the need for specialist supported accommodation for clients that have multiple and complex needs.	Housing Solutions Manager / Strategic Housing Manager	2024/25		On Track	This will be undertaken as part of 3.14	
3.24	Look to increase supported accommodation in partnership with other boroughs/districts, public bodies and Housing Associations.	Strategic Housing Manager	On-going	On-going	On Track	Exploratory discussions with Riverside and TCH re: medium need supported accommodation units & housing first type model. SCC to be contacted re: revenue funding.	
3.25	Work with local social landlords to investigate developing a trial of a Housing First style approach.	Housing Solutions Manager	2023/24	Year 1	Completed	As above. No current government funding available.	
3.26	Work with Transform Housing & Support to deliver 4 units of supported move-on accommodation for Rough Sleepers, funded through Rough Sleeper Accommodation Program (RSAP) and the Homes England Move-On Fund.	Housing Solutions Manager	2023/24	Year 1	Completed	Two RSAP Housing First properties purchased by Transform in 2023. Two properties in South Street completed	
<b>In-borough Temporary Accommodation</b>							
3.27	Review the supply of temporary accommodation and identify future local temporary accommodation needs and how these can be best met.	Housing Solutions Manager / Strategic Housing Manager	2023/24	Year 1	On Track	Discussions ongoing with TCH regarding the future use of temporary accommodation units at West Hill Court. Upper High St decommissioned but alternative units to be sourced by TCH, as part of the TA agreement, which may include medium support units. Reviewing TA agreement with TCH with intention to renew.	
3.28	Review and update temporary accommodation procurement plan.	Housing Solutions Manager / Strategic Housing Manager	2023/24	Year 1	Slippage	SHM to complete by Q2 2024/25.	
3.29	Review and update the temporary accommodation placement process.	Housing Solutions Manager / Strategic Housing Manager	2023/24	Year 1	On Track	HSM reviewed in RSL TA process in July 2023 and TA process in February 2024.	
3.3	Increase the number of private sector leasing scheme properties.	Housing Solutions Manager	2023/24	Year 1	On Track	Temporary Accommodation Appentice started April 2024, which will help expand scheme. Additional Private Sector lease (PSL) taken on in March 2024 and new comms added to website.	
3.31	Work with Sanctuary Housing to develop up to 14 units of in-borough temporary accommodation at Defoe Court.	Housing Solutions Manager	2022/23		Completed	Lease expires 2026. Initial discussions to renew July 2024.	

Key Objective 4 - Improve the Health & Wellbeing of homeless people						Key
No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative
4.1	Further develop the Ending Rough Sleeping Plan (ERSP)	Housing Options Manager	2026/27		On Track	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP fo
4.2	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Housing Solutions Manager	2025/26		On Track	
4.3	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Housing Solutions Manager	On-going	On-going	On Track	Work with SCC Public Health has enabled greater access to GP's for homeless households
4.4	Work in partnership with Surrey Adults Matter (SAM) to focus on delivering better coordinated services to improve the lives of adults facing Severe Multiple Disadvantage.	Housing Options Manager	On-going	On-going	On Track	3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.
4.5	Work with SCC Public Health/SAM to pilot the "Bridge the Gap" trauma informed Outreach Support Service for homeless people.	Housing Options Manager	On-going	On-going	On Track	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.

On track
Slippage
Off Track
Completed



Key Objective 5 - Ensuring sufficient support is available for homeless people						Key
No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative
5.1	Further develop the Ending Rough Sleeping Plan (ERSP)	Housing Solutions Manager	2022/23	Year 1	Completed	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP for 24/25 being developed jointly with East Surrey D&B's to be subn
5.2	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Housing Solutions Manager	2024/25		On Track	Single Persons Housing Officer will be leading on this.
5.3	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Housing Solutions Manager	On-going	On-going	Completed	East Surrey contract with ESOS/Thames Reach extended to September 2024. Procuring for nex contract from September.
5.4	Continue to support those households to access employment, education and training through continuing to fund ETHOS and through working with the Employment Hub.	Housing Solutions Manager	On-going	On-going	On Track	3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.
5.5	Ensure that homeless households have the skills required to maintain a tenancy.	Housing Solutions Manager	2025/26		On Track	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.
5.6	Continue to work with tenancy sustainment and floating support services to ensure that those households placed in temporary accommodation are receiving appropriate support and assistance.	Housing Options Manager	On-going	On-going	On Track	The Move-On officer post is supporting homeless households in temporary accommodation and ensuring that households have a move on plan.
5.7	Work with SCC to review our current provision of Housing Related Support provision.	Housing Solutions Manager	Annually			Joint meetings with SCC relating to Safe Accommodation for survivors of DA- workshop held 16/04/24. On going work with SCC commissioners.
5.8	Proactively work with households in temporary accommodation to identify and secure suitable alternative accommodation and ensure that each household has a move on plan. Investigate options of having a dedicated Housing Officer to support homelessness households once in temporary accommodation	Housing Options Manager & Housing Solutions Manager	2023/24	Year 1	On Track	Move-On officer supports homeless households move on from both nightly paid accommodation and temporary accommodation.
5.9	For some homeless households there are issues that prevent move on from temporary accommodation. There are a variety of reasons for this which include; the benefit cap, history of rent arrears, anti-social behaviour, offending, complex health issues and other risk issues that make both social and private landlords reluctant to accept them as tenants. We will identify these issues and put in place measures to try to address them.	Housing Options Manager & Housing Solutions Manager	2024/5		On Track	HSM liaising with key Registered Providers (RPs).
5.10	Continue to support homeless household to find and secure private rented accommodation through the Council's Rent Deposit Scheme.	Housing Solutions Manager	On-going	On-going	On Track	Rent Deposit Officer has assisted 8 homeless households into private rented accommodation. 6 additional properties lined up.
5.11	Offer tenancy support and sustainment to households who are assisted to access private rented accommodation via the Council's Rent Deposit Scheme.	Housing Solutions Manager	On-going	On-going	On Track	Rent Deposit Officer provides on-going support to those homeless households assisted via Rent Deposit scheme.
5.12	Continue to support individuals and families that experience domestic abuse.	Housing Options Manager	On-going	On-going	On Track	Referrals / IDVAs etc
5.13	Continue to fund the Sanctuary Scheme to help victims of domestic abuse safely to remain in their homes.	Housing Solutions Manager	On-going	On-going	On Track	All agencies except General Hospitals using the 'Jigsaw' Duty to Refer system. Most referrals are considered an appropriate use of the Process. General Hospitals ICT systems will not allow access to this site, however template referrals working generally well. We are offering further training to Epsom GH.
5.14	Identify support needs at an early stage and refer to appropriate services (drug/alcohol, mental health, young persons, domestic abuse, ex-offenders, money advice, employment support, floating support, foodbank, CAB).	Housing Options Manager	2023/4	Year 1	On Track	Surrey County Council (SCC) & EEBC training of trauma-informed approach identified as part of safeguarding training. All housing officers attended a training session 'working with people with personality Disorder' in February 2024.
5.15	Promote resilience and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them from becoming homeless again.	Housing Options Manager & Housing Solutions Manager	2025/6			Untegral component of My Performance Conversation (MPCs) where needs and appropriate training are identified. Ongoing process & discussed at MPS's.
5.16	Work with Children's Services and the Family Support team to identify families who need some additional help beyond accommodation needs and ensure arrangements are in place to refer households with children to Early Help/Family Support as early as possible.	Housing Options Manager & Housing Solutions Manager	2024/5		On Track	Flexible use of HPF is embedded in options work. For example, assisting clients with moving costs so they can downsize to free up larger social housing property.
5.17	Work with partners to identify tenants at risk of "cuckooing" and ensure rapid interventions are in place to support them.	Housing Options Manager	On-going		On Track	Regular meetings with key RP partners and Community Safety Officer.
5.18	Work in partnership with Surrey Adults Matter (SAM) to focus on delivering better coordinated services to im		2023/4	Year 1	On Track	Rent-in-advanvce (RIA). New Move-On officer has develop links with organisations that assist our client to relocate to other parts of the county with support package to help them settle into new area.
5.19	Make referrals to furniture projects to ensure that homeless households have a furniture offer when moving into new accommodation	Housing Options Manager	On-going	On-going	Completed	Referrals to furniture project embeded into Housing Options/ RDS/ nominations process to ensure homeless households have a furniture offer (if needed)

On track
Slippage
Off Track
Completed

Key Objective 6 - Partnership working						
No.	Action: What we will do?	Lead Officer	Target Date	Year	Rag Status	Narrative
6.1	Further develop the Ending Rough Sleeping Plan (ERSP)	Housing Options Manager & Housing Solutions Manager	2024/25		Slippage	Submitted to the Department of Levelling Up Housing & Communities (DLUHC) April 2023. New ERSP for 24/25 being developed jointly with East Surrey D&B's to be submitted 31/04/24
6.2	Continue to work with East Surrey Outreach Service (ESOS) partners to maintain the provision of effective Outreach Services	Strategic Housing Manager	2023-24, then annually	Year 1	Slippage	Stakeholder analysis Q1 2024
6.3	Deliver Severe Weather Emergency Provision (SWEP) provision annually to prevent rough sleeping during severe weather	Strategic Housing Manager	2023-24, then annually	Year 1	On Track	Meetings held with individual local RP's - RHA (TCH), Mount Green, Orbit, PA.
6.4	Host an annual Private Landlord's Forum to increase the availability of private rented accommodation in the borough and to encourage good practice.	Homelessness working group	2024-25, then annually			3 Assessments available. £30K Rough Sleeping Initiative (RSI) funding awarded for 24/25.
6.5	Work in partnership to ensure appropriate multi-agency joint working and referral arrangements are in place for Housing Options Service and to explore how preventative services can be developed and improved.	Housing Options Manager	On-going	On-going	Completed	Two Rough Sleeper Accommodation Programme (RSAP) Housing First properties provided by Transform.
6.6	Promote more joined up working with, health, prison and probation services to prevent homelessness on discharge or release from an institution	Housing Options Manager	2022-23/ Ongoing	Year 1	Completed	Surrey wide Mental Health protocol launched Jan 2023. Training rolling out March 2023. New Care Leavers protocol about to be launched. On going partnership work with Probation/Prison service
6.7	Work closely with the SCC Public Health and Health Services to improve the health and wellbeing of vulnerable homeless people	Housing Options Manager	2022-23/ Ongoing	Year 1	Completed	Ongoing work in relation to Surrey Adults Matter (SAM), Bridge the Gap, Mental Health Protocol
6.8	Further develop partnership working with the DWP and local Jobcentre plus to ensure the Housing Options Service has access to information and receive regular updates, including training on UC and other benefits.	Housing Options Manager	2022-23/ Ongoing	Year 1	Completed	Regular partnership meetings with DWP are ongoing
6.9	Maximise funding opportunities through partnership working to identify and bid for new initiatives, building upon recent successes (e.g. MEAM, Housing First, RSI, Next Steps and RSAP).	Strategic Housing Manager	2023-24/ Ongoing	Year 1	Completed	HSM liaising with key Registered Providers (RPs).
6.10	Work with partners to identify how those with lived experience of homelessness can be included in the design and delivery of services.	Housing Options Manager	2024/25			
6.11	Campaign and raise awareness of issues of homelessness that are linked to affordability and to LHA rates and Benefit Cap.	Strategic Housing Manager	2024/25			
6.12	Work with our Surrey partners in implementing the Domestic Abuse Act	Housing Options Manager	2022-23/ Ongoing	Year 1	On Track	NSDA (North Surrey Domestic Abuse Service) & SCC have now set up County wide Sanctuary Scheme - replacing local Sanctuary Scheme. Work shop held with SCC /D&B's 16/04/24 reviewing Safe Accommodation provisions
6.13	Work with our Surrey partners and Children Services in reviewing and implementing the Joint Housing Protocol for 16 & 17 year olds & the Care Leavers Protocol	Housing Options Manager	2022-23	On-going	Completed	All agencies except General Hospitals using the 'Jigsaw' Duty to Refer system. Most referrals are considered an appropriate use of the Process. General Hospitals ICT systems will not allow access to this site, ho
6.14	Work closely with our Surrey partners and Health Services to review and implement the Mental Health Protocol and the Hospital Discharge Protocol	Housing Options Manager	2022/3	On-going	Completed	Surrey County Council (SCC) & EEBC training of trauma-informed approach identified as part of safeguarding training. All housing officers attended a training session 'working with people with personality Dis