APPENDIX A

Homelessness & Rough Sleeping Strategy Delivery Plan 2026-2031

Priority 1 – Improve access to early housing advice and information Make customer facing services more accessible to people in housing need resulting in increased homelessness prevention and reduced crisis presentations.				
Action	**Lead officer**	**Target date**	**Progress update**	**Relevant metric(s)**
Ensure a Homelessness Support Officer is based in Customer Services to talk to customers face to face and support applications	Housing Manager	April 2026	In place from August 2026	1, 3, 4, 5
Improve the information around access to our homelessness application to make this more customer friendly	Homelessness Initiatives Officer	April 2026	Homelessness flyer designed and shared with partner agencies– March 2026	1, 3, 4 & 5
Review the housing website pages to include more self-help options and review them annually	Homelessness Initiatives Officer & Housing Communications Officer	March 2027	Housing website pages have been reviewed and updated monthly since January 2026	1, 3 & 4
Post on the Council's social media pages promoting early advice, information and support services.	Homelessness Initiatives Officer & Housing Communications Officer	December 2026	Homelessness flyer shared on social media - March and June 2026. TDC's financial hardship drop-in shared on social media monthly. MHCLG Renters Right Act video shared on social media - May 2026.	1, 3 & 4

Increase the Council's presence in community settings to promote early housing advice and support for people at risk of homelessness.	Homelessness Prevention Officer / Housing Solutions Officers	April 2026	Homelessness Prevention Officer attending monthly community drop in's offering housing advice – January-July 2026.	1, 3, 4
Priority 2 – Work in partnership to prevent and reduce homelessness Stronger partnership working delivers earlier intervention, improved referrals and sustainable housing outcomes.				
Action	**Lead officer**	**Target date**	**Progress update**	**Relevant metric(s)**
Hold multi-agency Homelessness Stakeholder Forum meetings yearly	Housing Manager/ Homelessness Initiatives Officer	April 2027	Last Stakeholder Forum - October 2025	3 & 4
Improve early referral of clients locally before they are in crisis by attending multi-agency partner meetings & working to agreed protocols	Housing Manager & Homelessness Initiatives Officer	Review attendance quarterly	<u>Multi-agency meetings</u> • Attend Transfer of Care Hub - Weekly • Attendance at Integrated Health and housing – quarterly • MARAC meetings - Attend/share information weekly • Attend Homeless Prevention meeting with Tenancy Management Team – monthly • Attend SETDAB (Southend, Essex and Thurrock Domestic Abuse Board) - quarterly meetings • Essex Migrant Agency Forum – Quarterly <u>Joint protocols</u> The following joint protocols have been developed by Essex Council Council and Tier 2 authorities in Essex: • Prison discharge protocol – July 2026	1, 3, 4 & 5

			• Hospital discharge protocol –July 2026 • 16/17 year old protocol – review in progress • Care Leaver housing protocol – awaiting Essex signoff	
Hold regular information sharing sessions for partners attending each other's team meetings to develop consistent messaging	Senior Housing Solutions Officer/ Housing Manager/ Homelessness Initiatives Officer / Housing Solutions Team	Review quarterly	Meetings have taken place with Y.E.S., Family Solutions, Phoenix Futures, Leaving and Aftercare, Angia Care Trust, North East Essex Health and Wellbeing Alliance.	3, 4 & 5
Continue funding for supported housing scheme for young parents	Housing Manager	April 2026	Procurement process started	1, 3 & 4
Create additional roles within the Housing Solutions Team to increase early intervention and prevention work	Assistant Director of Housing and Environmental / Housing Manager	December 2026		3, 4 & 5
Work with local organisations to develop an offer of support to refugees and people from abroad. Information sharing and relationship building with new officer in post	Housing Solutions Officer (Refugee Support Lead)	April 2026	A Housing Solutions Officer was appointed in January 2026 to lead refugee homelessness prevention work. Partnership arrangements have been strengthened with RAMA and Home Office accommodation providers, including attendance at multi-disciplinary meetings, support with extension requests for vulnerable refugees, improved information for refugees about accommodation options, and development of landlord links to support planned move-on and reduce homelessness risk.	1, 3 & 4

Work with Essex County Council to identify young people leaving care at the earliest opportunity and improve planned housing pathways to reduce the risk of homelessness	Homelessness Initiatives Officer / Essex County Council	March 2027		3, 4 & 5
Hold yearly Landlord Forums to further develop partnership working with private sector landlords including information about the Renters Rights Act and other topics	Accommodation Officer	October 2027	Last Stakeholder Forum –September 2025	3 & 4
Carry out home visits to people presenting as homeless due to family eviction	Homelessness Prevention Officer / Housing Solutions Officers	April 2027	Home visits carried out by the Homelessness Prevention Officer from January 2026	3, 4 & 5
Explore reinstating a Mental Health Navigator to support engagement with health and social care when clients require help with mental health issues	Assistant Director / Health	January 2027		4 & 5
Develop an internal procedure for identifying and supporting Tendring District Council tenants who are victims of domestic abuse increasing opportunities for homeless prevention and safeguarding	Housing Manager / Housing Initiatives Officer/Senior Tenancy Management Officer / Domestic Abuse Officer	Review annually	New TDC Domestic Abuse Reporting Procedure - July 2026	3 & 4

Priority 3 – Increase number and type of housing options for single people Improve access to suitable accommodation for single people to reduce the reliance on temporary accommodation and reduce rough sleeping.				
Action	**Lead officer**	**Target date**	**Progress update**	**Relevant metric(s)**
Explore opportunities to develop additional Tendring owned and managed temporary accommodation for single people	Housing Manager / Housing Initiatives Officer	December 2026	A monthly Homelessness and Temporary Accommodation Working Group has been set up to explore reducing the use of privately owned temporary accommodation and future options. This is attended by Corporate Director, Housing Portfolio Holder, the Leader of the Council, Assistant Director and Officers	5 & 6
Work with private landlords to develop suitable shared accommodation options for single people under 35 years	Accommodation Officer	June 2027		3, 4, 5 & 6
Review move-on provision in the Housing Allocations Policy and nominations to ensure throughput in our supported housing schemes	Senior Housing Allocations Officer / Housing Manager	April 2027		3, 4, 5 & 6
Work with housing providers to increase the supply and access of supported accommodation for single people with multiple support needs	Housing Manager / Housing Initiatives Officer / Assistant Director	July 2027		4, 5 & 6
Explore the use of modular homes to provide accommodation with support for	Housing Manager	December 2026	This has been explored at the monthly Homelessness and Temporary Accommodation Working Group and a decision has been made by	5 & 6

our most complex and high need rough sleepers			the Leader of the Council and Housing Portfolio Holder not to progress.	
Continue funding rough sleeper outreach service and explore expanding the scheme to provide wrap around support when rough sleepers move into accommodation	Housing Manager	March 2027		5 & 6