Homelessness and Rough Sleeping Action Plan (2026 – 2029)

Prevention (Local Outcome Framework (LOF) Indicator: Prevention & Relief Outcomes)

Action	Target/Outcome	Date
Increase the percentage of households whose homelessness prevention or relief duty ends because they have secured accommodation.	42.9% end with accommodation (LOF Target)	Ongoing
Implement an enhanced early identification model across all partners via strengthened Duty to Refer arrangements so we are sighted on cases and can intervene to prevent homelessness earlier	Increase in awareness amongst partners of how to do a duty to refer and more cases of homelessness prevented	Summer 2027
Promote the new Tenancy Intervention Officer role to all landlords ('Call Before You Serve'). To prevent homelessness and rough sleeping	Increase in prevention	Annually
Promote financial prevention tools including Discretionary Housing Payments, crisis funding and the Cost of Living Strategy to agencies and families in order to prevent homelessness.	Increase in prevention	Annually
Review frontline triage to ensure earlier engagement with households at risk of homelessness.	Increase in prevention	Annually
Develop targeted prevention pathways for high-risk cohorts (care leavers, prison leavers,).	Eartier intervention and increase in prevention	Autumn 2027
Promote support services such as floating support, voluntary sector services.	Increase in prevention and early intervention.	Ongoing
Look at data to identify applicants most at risk of repeat homelessness in order to develop further support models to prevent repeat homelessness.	Increase in prevention and early intervention	Summer 2027
Work with CYP to prevent children in care from falling into homelessness by identifying accommodation options early.	Reduced presentations	Summer 2027
Deliver targeted communication campaigns to promote homelessness prevention and rough sleeping services, encouraging residents to seek help early before reaching crisis point and appropriate reporting of rough sleeping.	Increase in prevention and reduced impact of rough sleeping in communities	Ongoing
Contribute to multi agency task forces established to address concerns with crime and ASB in neighbourhoods where there is a pattern of regular rough sleeping	Increase in prevention and supporting safer, stronger communities	Ongoing

Temporary Accommodation Reduction (LOF: Households in TA) and B&B Elimination (LOF: B&B >6 weeks)

Action	Target	Date
Monitor Temporary Accommodation use to reduce overall TA numbers and lengths of stay.	Reduction in B&B/TA use	Ongoing
Continue to build on the existing nomination process in place with social housing Registered Providers to accelerate transitions into settled housing.	Increase in nominations, reduced time in TA	Ongoing
Continue with daily temporary housing allocation meetings to optimise placements and voids.	Reduction in TA stay	Ongoing
Continue with weekly temporary housing case review meetings to ensure cases managed and nominations pursued promptly	Ensuring cases progress rapidly for clients and turn over of TA	Ongoing
Continue with the approval and escalation process for all B&B placements.	Reduce the use of B&B	Ongoing
Review TA demand and supply to ensure B&B placements are minimal and short term	Reduce the need for B&B	6 monthly
Review and revise allocation and nomination policies to prioritise homelessness prevention and move on	Improve prevention and relief of homelessness and reduced use of TA	Winter 2027
Review and build on partnerships with private landlords to increase access into the private rented sector and reduce evictions	Improve prevention and relief of homelessness and reduced use of TA	6 monthly
Work with Registered Providers to develop properties to meet needs arising from the homelessness data including one bed and larger family homes	To improve move on, reduce TA use	Ongoing
Update and publish a Temporary Accommodation Suitability Policy in line with legal requirements.	To ensure clear policy on TA provision	Summer 2027
Provide safe accommodation and dedicated support for victims of domestic abuse, reducing the risk of homelessness and repeat homelessness through accessing long term accommodation.	Improve prevention and relief of homelessness and reduced use of TA	Ongoing
To investigate options for the Council Housing Delivery Programme to provide homes where there are gaps in the market	Reduction in temporary accommodation stay	Spring 2027

Rough Sleeping (LOF: Rough Sleeping Snapshot) and Long-Term Rough Sleeping (LOF: Long-Term Rough Sleeping

Action	Target	Date
Continue with the daily Rough Sleeper Task Force multi partnership meetings	Reduce rough sleeping	Ongoing

Deliver outreach service to identify, support and monitor rough sleepers	Reduce rough sleeping and support those most vulnerable	Ongoing
Continue to provide rough sleeper emergency accommodation with wraparound support services 365 days of the year	Reduce rough sleeping and better outcomes for those faced with rough sleeping	Ongoing
To maximise use of Telford “Housing First” properties for those recovering from rough sleeping to access housing with intensive support in order for them to move on into longer term accommodation.	Providing move on accommodation for rough sleepers and reduce homelessness	Ongoing
Strengthen prevention pathways for those at risk of rough sleeping (e.g. prison release, hospital discharge).	Prevent and reduce rough sleeping and homelessness	Winter 2027
Continue to review the Target Priority Group of individuals experiencing long term rough sleeping and to identify support to prevent repeat or entrenched rough sleeping.	Reducing rough sleeping and cycling of homelessness	Ongoing
Work with partners to continue to provide appropriate supported accommodation and move on accommodation	Preventing and relieving homelessness	Ongoing
Develop and deliver Multi-Disciplinary Team meetings for those more complex cases where a multi agency response is required.	Targeted and rapid support across partners to reduce homelessness and rough sleeping	Ongoing
Maintaining uptodate advice and information available on homelessness prevention and support services for all partner agencies, including housing options and homelessness.	Preventing rough sleeping	Ongoing

Partnerships & System Working

Action	Target	Date
Develop partnership arrangements with health, social care, and criminal justice services.	To reduce homelessness and rough sleeping	Winter 2027
Continue to develop collaboration with voluntary, community and faith sector organisations	Providing support to homeless and rough sleeping clients to help them to thrive and reduce homelessness.	Ongoing
Strengthen partnerships with health, substance misuse and mental health services in order to provide appropriate support in and pathways for helping those rough sleeping.	Reducing homelessness and rough sleeping	Winter 2027
Continue to review protocols including for supporting care leavers and 16/17 year olds	Ensuring rapid joint process for young people into emergency supported accommodation.	Annually

Continue to employ a Housing Solutions officer who delivers on the Ex-Offenders homelessness prevention and rough sleeping.	Reducing rough sleeping and homelessness	Ongoing
Review and embed the Homelessness Hospital Protocol	Timely support and to reduce homelessness and rough sleeping	Summer 2027
Monitor Local Outcome Framework targets on a monthly basis and adjust actions as appropriate	To bench mark and to identify successes and gaps in order to deliver services to reduce homelessness.	Ongoing
Hold quarterly Homelessness Forum with partners to monitor action plan, gaps and review actions	To monitor progress and to identify gaps and solutions to reduce homelessness and rough sleeping.	Ongoing
Update Council's Housing Management Board on impact and outcomes of the Action Plan and overarching Homelessness Strategy at least twice per annum	To monitor progress and to identify gaps and solutions to reduce homelessness and rough sleeping.	Ongoing
Working with partners to develop an updated Homelessness Strategy to be adopted through Cabinet by the end of 2728	To maintain an uptodate strategy to reduce homelessness and roughsleeping drawing on the local data, intelligence and learning from existing work	End 27/28