Norfolk Strategic Housing Partnership

Norfolk Homelessness Solutions Forum

Homes for Cathy 28.3.2025

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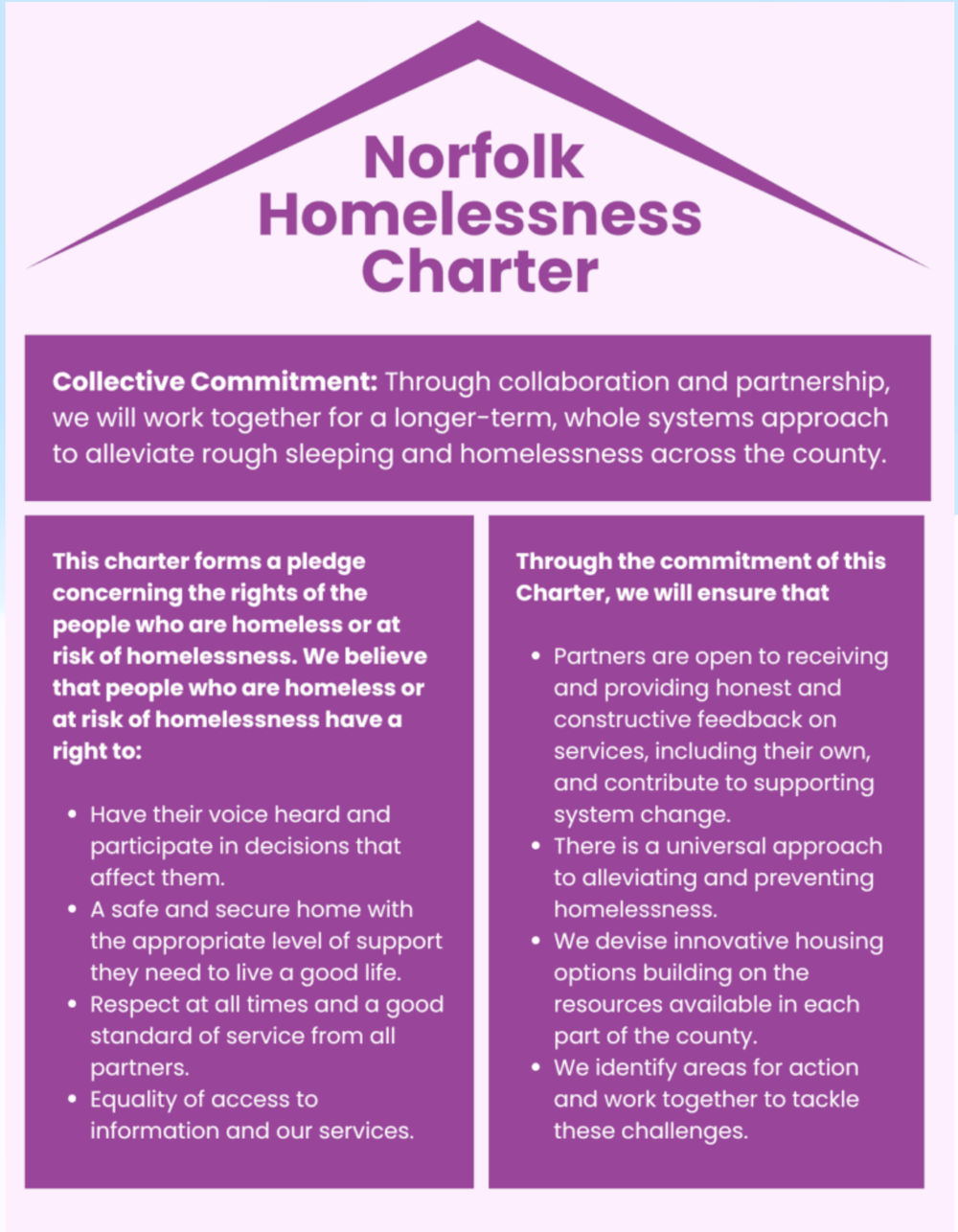
Brief history of the NSHP/NHSF

No Homelessness In Norfolk - Resetting the system - a partnership approach - report launched 2022

A detailed overview of rough sleeping, Covid impacts, Everyone In & the case for investing in relieving and preventing homelessness

- **Norfolk Strategic Housing Partnership (NSHP)** Membership proposed; made up of Local Authorities, Children and NCC Young People and Adult Services, CCG, Public Health, Police and Registered Providers.
- The Partnership would report directly into the Norfolk Chief Executives Group
- a multi agency consultation took place to develop a county wide **Homelessness Prevention Strategy (2022 to 2025**) and the **Norfolk Homelessness Solutions Forum (NHSF)** was launched (chaired by Shelter)



Key achievements up to March 2024

- Completed a self-assessment of prevention services in Norfolk
- Developed a homelessness data dashboard with NODA, providing a single picture of homelessness in Norfolk up to March 2023
- Researched PRS solutions
- Commissioned Groundswell to coproduce local involvement plans and a report on Norfolk coproduction
- Researched “Bridging the Gap” solutions and submitted case studies to Crisis to lobby central government
- Funded Mancroft Advice Project to deliver employment support to young people and intergenerational mediation pilot
- Updated Mental Health Discharge Protocol

Partnership working enabled funding to deliver:

Accommodation for Ex Offenders (AFEO) scheme - Norfolk wide the scheme has helped to accommodate over 150 offenders in PRS

RISE in Great Yarmouth - providing wrap around support for rough sleepers via a multi agency approach - the scheme has helped 24 people into accommodation and prevented the loss of accommodation for 12 people at risk of rough sleeping

Some key activities delivered 2024/2025

- Prototype homelessness prediction dashboard developed (Norfolk Office of Data Analytics and Kings Lynn and West Norfolk) funded by the Local Government Association Housing Advisors Programme.

- an evidence base for predicting and preventing homelessness:
  - Strategic planning tool to predict future number of rough sleepers,
  - Combining national and local datasets, Housing Advice and Housing Register data to provide detail on those at risk of homelessness.
  - Identifying any key characteristics/indicators amongst those at risk of becoming homeless.

- Dashboard outputs can be used to:Inform upstream prevention work, Target certain groups, Inform members and senior management of trends & Influence future policy

- Best practice sharing workshops - topics covered: mediation, early intervention and homelessness prevention, housing solutions for single people, working with asylum seekers and PFA, accommodation sustainment - 144 people attended

- PRS stakeholder event providing policy updates, showcasing joint work between districts, agencies and PRS landlords - 70 attendees (PRS landlords, LAs and agencies)

NHSF ‘community of practice’ - bi monthly themed meetings : Supported housing move on, complex needs, homelessness and the CJS, NCC changes to accommodation sustainment, health inequalities and the work of the ICB

Temporary Accommodation activity 2024/25

H Click data:
31st March 2024 there were 525 households in TA
30th September 2024 there were 467 households in TA

Some concerns that LAs were not adopting a strategic approach to the procurement of TA and accommodation and management standards varied

Temporary Accommodation Statement of Expectations
developed on behalf of the districts covering accommodation and management standards of temporary accommodation in Norfolk
Accepted in principle as a standard, however districts unable to adopt on a county wide basis, due to varying pressures to secure TA (with associated cost pressures)

Temporary Accommodation activity 2024/25

Co production with the Shelter Lived Experience Advisory Group to develop and test a pack to use with those living in TA; seeking qualitative feedback on their experiences
Pack tested on 15 households so far

Some themes from feedback:

- Standard of accommodation generally okay (although some not in B&B and PRS)
- Management of accommodation was in some places okay/good - but for others little access to staff and rules not consistently managed
- Some had to seek support from other agencies themselves
- Majority not told about suitability of the TA offered
- Lack of contact/updates from homelessness team, not knowing who else was in the building (not introduced and little communal activity) - **would it cost any more to make the process of providing TA a little more human?**
- Some felt powerless; their future was uncertain/out of their hands, no control over systems
- One YP felt ‘dumped’ and the experience was ‘scary’ - with lack of support from social workers
- In some hostel provision there was a lack of contact with staff/little focus on living independently or getting ready to move on - others the support team were integral to obtaining support from other agencies and getting updates from the LA

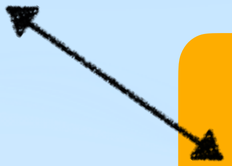
Future of NSHP/NHSF

NSHP to no longer continue - partners currently focused on wider strategic priorities and local government reform

Subject to funding being obtained (from quarter two 2025/26) continue with the NHSF - funding options being scoped by Shelter

- A county wide homelessness solutions forum; pending the reorganisation of local authority structures (to achieve unitary status) and the establishment of the new Combined Mayoral county structures
- Update the Terms of Reference for the forum - agree a terms of reference for a NHSF management group
- Facilitate a **‘community of practice’** supporting a multi agency/solutions focused approach
- Provide support and guidance to organisations who plan adopt the **Norfolk homelessness charter**
- Key challenges and potential solutions to be fed back to decision makers via the **Integrated Care Partnership (ICP) Living and Working Conditions Leadership Group.** Work with LWCLG to agree key priorities in relation to homelessness

NHSF
Membership made up of district and county authorities, ICS, voluntary sector /CIC orgs, other statutory bodies. Includes representatives from other groups operating in the county
Meets quarterly



Homelessness forum management group - representative forum members to collate issues, solutions and other intelligence from forum meetings - meets quarterly after the forum meeting and feeds into the ICP Living and Working Conditions Leadership group

Integrated Care Partnership - Living and Working conditions leadership group - A representative from the Homelessness forum management group attend on behalf of NHSF