

## Appendix A

### Action Plan to Improve Services to Homeless Families – in Response to the LGSCO Report (reference number 16 003 575)

<b>Actions in Progress</b>	<b>Lead responsibility</b>	<b>Date</b>
1. Review the protocol for joint working between Housing Options and Children's Services to ensure it sets out clear and up to date processes for inter-service referrals and joint working	Head of Housing Options and Deputy Director Children's Services	May 2018
2. Deliver briefings on homelessness prevention, the council's responsibilities to homeless households, referral mechanisms and processes for joint working to teams across Children's Services (including Families in Focus, the Disabled Children's Service and Home Schooling Team) and the Benefits Team	Head of Housing Options and Deputy Director Children's Services	May - July 2018
3. Produce written guidance for the Benefits Team and other services that summarises the learning from this investigation report and confirms the process for referral to Housing Options (specifically to the Homelessness Prevention team)	Homelessness Prevention Team Manager	May 2018
4. Launch new website content that expands information available to members of the public and professionals about where and how to seek help to prevent and resolve homelessness	Homelessness Prevention Team Manager	April 2018

<b>Actions Completed Prior to Publication of LGSCO Report</b>	<b>Lead Responsibility</b>	<b>Date</b>
1. Storage of a homeless household's possessions : legal clarification has resulted in confirmation that when we agree to make arrangements to store furniture or belongings for households under the homelessness legislation that storage is not	Homelessness Prevention Team Manager	November 2017

automatically ended as a result of an intentionally homelessness decision being made		
2. Briefings to service working with children and families to ensure awareness of the council's responsibilities to homeless households, referral mechanisms and accessing Homechoice Bristol	Head of Housing Options	Ongoing : quarterly and as required
3. Covering the cost of the X family's storage and removals throughout the period of homelessness	Head of Housing Options	December 2017
4. Facilitating renewed contact with the household, enabling access to Homechoice and re-assessing the priority for social housing, resulting in the family being rehoused by Bristol City Council	Homelessness Prevention Team Manager	March – June 2017
5. Amending the pre-qualifier questionnaire on the council website so that people declaring rent arrears or anti-social behaviour are not prevented from proceeding to a full Homechoice application	Housing Supply Manager	January 2017