

# Trafford Homelessness Strategy 2025-2030

## Delivery Plan



TRAFFORD  
COUNCIL



Delivery Plan Key:

Short Term (1-2 years)		Medium Term (3-4 years)	Long-term (5 years)
Ref.	Recommendation	Action	By who

**PRIORITY 1: PREVENT HOMELESSNESS IN TRAFFORD**

1.1	Tackle the main causes of homelessness in Trafford	Review the main causes of homelessness in Trafford annually and adjust responses to target the top three causes.	Housing Strategy, HOST
1.2		Explore options to offer mediation and financial assistance to households who are asking household members to leave.	Housing Strategy, HOST
1.3		Create an early notification portal to allow landlords, organisations and residents to alert HOST to at-risk tenants prior to notice being served.	Housing Strategy, HOST, Web Team
1.4		Continue to operate the GM Hospital Discharge protocol to ensure adequate notice is given of those being discharged without accommodation.	HOST
1.5	Provide timely housing support to Trafford households	Explore the possibility of increasing HOST staff capacity by recruiting and training additional Housing Officers to reduce caseloads and improve response times.	Housing Strategy, HOST
1.6		Consider the possibility of expanding the Tenancy Support Service to a level that meets demand and reduces waiting times.	HOST
1.7		Produce and promote a quarterly self-help calendar of housing-related events such as budgeting and income maximisation workshops, tenant's rights and responsibilities training sessions, and landlord-tenant mediation sessions.	Housing Strategy
1.8		Conduct a review of the current support offer and look to bridge any gaps with assistance from external organisations and the voluntary sector.	Housing Strategy, HOST
1.9	Make effective use of Trafford's private rented sector	Continue to forge stronger relationships with local private landlords via the Landlord's Forum, and boost engagement with incentives for attending.	HOST
1.10		Create digital and physical advice materials that are available to private landlords, including signposting to where additional help and advice can be accessed.	Housing Strategy, HOST
1.11		Review the incentives offered to private landlords for accommodating homeless households with a view to increasing them if the landlord agrees to allow HOST to intervene with any at-risk tenancies prior to notice being served.	Housing Strategy, HOST

Ref.	Recommendation	Action	By who
1.12	Educate and advise all Trafford residents on housing	Create and distribute easy-read housing advice materials to local schools, universities, GP surgeries, Job Centres, foodbanks, and day centres.	Housing Strategy, HOST, Communications, Public Health, Education, VCSE
1.13		Explore the possibility of holding drop-in housing advice sessions in collaboration with internal and external partners.	Housing Strategy, HOST, Communications, Public Health, VCSE
1.14		Ensure all advice materials, both physical and digital, are accessible, and offered in different languages and formats.	HOST
1.15		Conduct a review into the most common housing issues and questions received by HOST and use the findings to create an easy-read FAQ guide to be published on the website and distributed to local services.	Housing Strategy, HOST
1.16	Strive for continuous service improvement	Complete annual analysis on response times, HOST Officer caseloads, and HOST customer outcomes to address delays and improve service delivery.	HOST, Housing Strategy
1.17		Consider the possibility of utilising Trafford's Contact Centre to triage HOST customer phone calls, to free up HOST Officer time and reduce waiting time for customers.	Access Trafford, Housing Strategy, HOST
1.18		Commit to providing annual refresher training for all HOST staff to ensure their knowledge remains up to date with legislation and case law.	HOST
1.19		Review completed customer feedback forms quarterly to identify gaps in service and address these wherever possible and share positive feedback with all HOST officers.	HOST, Housing Strategy

## PRIORITY 2: ENSURE ALL RESIDENTS CAN OBTAIN AND SUSTAIN SUITABLE HOUSING IN THE BOROUGH

2.1	Increase the supply of Council owned temporary accommodation	Utilise the Government's Local Authority Housing Fund (LAHF) and Rough Sleeping Accommodation Programme to develop new units of temporary accommodation in Trafford.	HOST, Housing Strategy, Development & Estates Team
2.2		Identify any vacant council buildings that can be repurposed for use as temporary accommodation.	HOST, Housing Strategy, Development & Estates Team
2.3		Consider whether the Council's Affordable Housing Fund could be utilised to create additional units of temporary accommodation.	HOST, Housing Strategy, Development & Estates Team
2.4		Bid for all available funding offered by Homes England, GMCA, and MHCLG that can be utilised to develop new units of temporary accommodation.	HOST, Housing Strategy, Development & Estates Team

Ref.	Recommendation	Action	By who
2.5	Increase the number of temporary accommodation units lease from Registered Providers	Investigate whether local Registered Providers have any empty properties that can be repurposed for use as temporary accommodation.	HOST, Housing Strategy
2.6		Investigate the possibility of allowing those that have resided in Registered Provider units of temporary accommodation for more than 12 months to remain there on a permanent basis in exchange for an additional unit of accommodation.	HOST
2.7		Create an agreement with Registered Providers whereby they advise the Council of any upcoming disposals and consider whether these properties can be utilised as temporary accommodation.	HOST, Housing Strategy
2.8	Increase the number of private rented units offered for use as temporary accommodation	Encourage more private landlords to provide properties that can be utilised as temporary accommodation.	HOST
2.9		Explore the possibility of creating longer-term agreements on the nightly-let units currently used as temporary accommodation.	HOST
2.10		Review the incentives offered to private landlords to lease their properties to the Council for use as temporary accommodation and increase them as necessary.	HOST
2.11		Promote the benefits of leasing properties to the Council for use as temporary accommodation to private landlords.	HOST
2.12	Reduce the use of nightly let emergency accommodation	Review Trafford Housing Allocations Policy 2018 to ensure it reflects current demand and supply.	Housing Strategy
2.13		Consider obtaining HMO style/room-only accommodation to be used as the predominant emergency accommodation option for single homeless households.	HOST, Housing Strategy
2.14		Review the decision to provide emergency accommodation to rough sleepers where no duty is owed and no ABEN bedspaces are available.	HOST
2.15		Continue to allocate families with children self-contained temporary accommodation as a priority rather than B&B.	HOST
2.16		Explore options to improve move-on time from temporary accommodation.	HOST, Housing Strategy, RPs

Ref.	Recommendation	Action	By who
2.17	Ensure all temporary accommodation is good quality	Develop and enforce a clear set of quality standards for all temporary accommodation, ensuring it is safe, clean, and appropriate for all households.	HOST, Housing Strategy
2.18		Implement a temporary accommodation inspection policy which identifies clear timeframes for inspections and remedial works.	HOST, Housing Strategy
2.19		Create a council-approved checklist to be utilised during inspections to ensure consistency across all units, ensuring the furniture standard, cleanliness, and maintenance requirements are captured.	HOST, Housing Strategy, Housing Strategy

### PRIORITY 3: ENSURE TRAFFORD RESIDENTS CAN ACCESS SUITABLE AND AFFORDABLE SETTLED MOVE-ON ACCOMMODATION

3.1	Improve access to affordable housing	Complete a review of Trafford's Allocation's Policy and update it accordingly ensuring adequate priority is given to homeless households.	Housing Strategy
3.2		Explore the possibility of increasing the number of direct offers of social housing made to homeless households.	HOST
3.3		Consider incentives that can be offered to private landlords in return for reduced rents, e.g. rent guarantees, support offer, additional rent in advance.	HOST
3.4		Investigate the ability to help towards wider homeless households' costs to free up income for rent payments e.g. utilities, groceries etc.	HOST, Housing Strategy
3.5	Improve access to accommodation for those with support needs	Continue to work in partnership with the After Care Team to provide suitable a pathway for homeless Care Leavers.	HOST, After Care Team
3.6		Explore options to expand the supported accommodation provision, with a focus on units for those with high-level support needs.	Housing Strategy, HOST, All Age Commissioning, STAR Procurement
3.7		Ensure the provision of accessible housing meets the demand for individuals with physical disabilities, including adaptations and accessible locations.	Housing Strategy, HOST, All Age Commissioning
3.8		Continue to deliver the Trafford Supported Housing Strategy.	Housing Strategy, HOST, All Age Commissioning, Adult Services.

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3.9	Improve access to the private rented sector	Expand the private rented sector in Trafford and actively promote Build for Rent, supported through the Homes England Homebuilding Fund.	Strategic Planning, Housing Strategy, Planning & Development.
3.10		Increase the incentives offered to private landlords to accommodate homeless households via the HOST Rent and Bond Scheme.	HOST
3.11		Explore the possibility of offering private landlords financial assistance towards refurbishment if they agree to accommodate a homeless family on a reduced rent for at least 12 months.	HOST
3.12		Proactively implement any new legislation targeted at improving the private rented sector.	HOST, Housing Strategy, Housing Standards
3.13	Support homeless households to overcome affordability barriers	Work with partners to develop advice materials on rightsizing, measures to reduce household bills, and income maximisation that can be distributed to those at risk of homelessness.	HOST, Housing Strategy, RPs
3.14		Improve collaborative working arrangements between internal and external agencies that offer advice on housing, welfare benefits, debt management, income maximisation and budgeting to homeless households.	HOST, Housing Strategy, RPs, Welfare Rights, DWP
3.15		Target affordability interventions to the areas identified as being the most common location of homeless applicants last settled address.	HOST, Housing Strategy, RPs, Welfare Rights, DWP
3.16		Contribute to any campaigns designed to encourage the Government to increase LHA rates.	HOST, Housing Strategy, RPs, Finance, GMCA
3.17	Ensure Trafford's housing supply meets the needs of homeless households	Ensure Trafford is represented at a Regional and National level in relation to housing discussions and decisions.	Housing Strategy, HOST, GMCA
3.18		Commit to regular evidence-based housing need assessments to identify any gaps in Trafford's housing offer.	Housing Strategy, Strategic Planning
3.19		Keep an open dialogue with Planning, Registered Providers and local developers to ensure future development is in line with the need of all residents, including those who are homeless.	Housing Strategy, Strategic Planning, RPs
3.20		Optimise all funding opportunities in relation to the supply of housing in Trafford.	Housing Strategy, Strategic Planning, RPs

Ref.	Recommendation	Action	By who
<b>PRIORITY 4: SUPPORT RESIDENTS TO MAINTAIN THEIR TENANCIES TO AVOID REPEAT HOMELESSNESS</b>			
4.1	Enhance tenancy sustainment support services	Aim to increase the capacity of the Tenancy Support Team to meet demand.	HOST, Housing Strategy
4.2		Pilot a Resettlement Review programme whereby those rehoused following homelessness are contacted by support services at regular intervals, for up to 12 months, to identify and address any threats to their resettlement.	HOST, Housing Strategy
4.3		Complete a service review of the Tenancy Support Team with a view to improving efficiency, identifying where the service can be restructured to improve outcomes.	HOST, Housing Strategy
4.4	Strengthen partnership working arrangements	Endeavour to improve collaboration between Trafford's housing and both Adult and Children Social Care services.	HOST, Housing Strategy, Adult & Children's Services
4.5		Improve HOST's partnership with the voluntary sector in Trafford.	HOST, VCSE
4.6		Forge a closer working relationship between Trafford's housing services and Public Health to address the health needs of those whose health is impacted by their home or homelessness.	HOST, Housing Strategy, Public Health
4.7		Continue to collaborate with GMCA and access all funding opportunities provided to enable residents to maintain their tenancies and prevent homelessness.	HOST, Housing Strategy
4.9	Empower residents to maintain their accommodation	Develop and distribute moving-on handbooks that provide clear and concise guides covering tenant rights, responsibilities, and where to seek help if issues arise.	HOST, Housing Strategy
4.10		Continue to regularly review and update the Housing and Homelessness webpages, ensuring the information is accessible.	HOST, Housing Strategy
4.11		Explore the option of holding drop-in sessions at, and providing advice materials to, local VCSE locations such as day centres and foodbanks.	HOST
4.12		Investigate the possibility of setting up a Trafford specific Housing First scheme.	HOST, Housing Strategy

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4.13	Reduce the number of evictions in Trafford	Develop an enhanced Pre-Eviction Protocol in partnership with Registered Providers and ensure this is adhered to.	Housing Strategy
4.14		Conduct analysis into the reasons for evictions in Trafford and use the findings to develop targeted interventions to address the most common reasons.	Housing Strategy
4.15		Develop advice materials for private landlords to spread awareness of their legal responsibilities and agencies that can support them and their tenants.	HOST, Housing Strategy
4.16		Explore the feasibility of creating a Pre-Action Protocol for the private sector and offering incentives to landlords that agree to adhere to it.	HOST, Housing Strategy
4.17	Address the health inequalities linked to housing and homelessness	Improve access to health initiatives for those who are in temporary accommodation and those recently resettled following a period of homelessness.	HOST, Housing Strategy, Public Health
4.18		Support Health and Care services to actively engage with patients about housing difficulties and advocate on their behalf.	HOST, Housing Strategy, Public Health
4.19		Explore the feasibility of recruiting a mental health specialist to sit within the HOST team and work alongside Housing Officers and the Tenancy Support Team.	HOST, Housing Strategy, Public Health

#### PRIORITY 5: WORK TOWARDS ERADICATING ROUGH SLEEPING IN TRAFFORD

5.1	Strengthen the outreach response to rough sleeping	Explore opportunities to boost community engagement and encourage more residents to report sightings of rough sleepers.	HOST, Housing Strategy
5.2		Consider how technology could be utilised to assist in identifying rough sleepers, particularly in rural areas.	HOST, Housing Strategy
5.3		Forge closer working relationships between Outreach Workers and Housing Officers. For example, by conducting joint visits to sleep sites of rough sleepers who are reluctant to engage.	HOST
5.4		Allow rough sleepers to attend the HOST office for face-to-face assistance on an ad-hoc basis and ensure they are seen in a timely manner.	HOST



Ref.	Recommendation	Action	By who
5.5	Increase the provision of suitable emergency accommodation	Expand the number of ABEN units available in Trafford and review the need for female-only provision, as well as units for those with pets and those with accessibility needs.	HOST, Housing Strategy, GMCA
5.6		Investigate the reasons that rough sleepers refuse emergency accommodation placements and use the findings to improve the current offer where possible.	HOST, Housing Strategy
5.7		Explore new and innovative ways to create additional spaces to meet short term peaks in demand of rough sleepers.	HOST, Housing Strategy
5.8		Utilise all funding opportunities offered by Homes England, MHCLG, and GMCA to create additional units of emergency accommodation.	HOST, Housing Strategy
5.9	Improve the pathway to settled housing for rough sleeping	Explore the demand for a supported accommodation scheme specifically for those who have experienced rough sleeping.	HOST, Housing Strategy
5.10		Increase the offer of resettlement support for those who have been rehoused following a period of rough sleeping.	HOST
5.11		Explore the possibility of securing long-term leases on private rented properties that can be offered to rough sleepers.	HOST, Housing Strategy
5.12		Investigate the feasibility of creating a step-up/step-down supported housing scheme in the borough for individuals transitioning away from rough sleeping.	HOST, Housing Strategy
5.13	Support rough sleepers to integrate back into the community	Work with local employers to improve access to jobs and apprenticeships for those with a history of rough sleeping.	HOST, Housing Strategy, Inclusive Economy & Communities
5.14		Continue to ensure that homeless people and rough sleepers are a priority group for the Trafford Pledge.	HOST, Housing Strategy, Inclusive Economy & Communities
5.15		Collate details of local community groups and volunteer opportunities and share these with rough sleepers.	HOST
5.16		Consider creating a mentor programme whereby those who have resettled after being street homeless work alongside the Outreach Team on a voluntary basis to help engage those who are currently rough sleeping.	HOST

Ref.	Recommendation	Action	By who
5.17	Ensure the support provided to rough sleepers is tailored to the individual	Complete a review of the Personal Housing Plans created for rough sleepers and identify areas for improvement.	HOST, Housing Strategy
5.18		Explore the possibility of holding focus groups to capture feedback from those with lived experience who have been supported in Trafford and use the findings to identify areas of improvement and gaps in support service provision.	HOST
5.19		Investigate training opportunities for Housing Officers and Outreach Workers to strengthen their understanding of the needs of rough sleepers.	HOST

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