Action plan 2026 - 2031

Priority/Aim	Action	Lead Officer
Early intervention to prevent homelessness	We will seek to use the data we collect to inform good decision making and inform tailored early intervention.	Policy and Performance Officer
Early intervention to prevent homelessness	Review the Housing Options webpages on Swale Borough Council website to ensure residents are clearly signposted to the existing Advice Aid tool and Kent Homechoice website to improve the customer journey.	Policy and Performance Officer
Early intervention to prevent homelessness	Establish a lived experience engagement working group in Swale.	Housing Advice Service Manager
Early intervention to prevent homelessness	Establish a homeless and rough sleeping forum with partner agencies in Swale to enhance our existing partnership working and in addition to our existing multi agency meetings.	Housing Advice Service Manager / Prevention and Outreach Manager
Early intervention to prevent homelessness	Engage with ongoing assessment work to ensure continuing accreditation of Domestic Abuse Housing Alliance (DAHA).	Safeguarding Team Leader
Early intervention to prevent homelessness	Ensure all staff are able to attend funded training and tailored specialist training. Provide support with regular casework supervision and access to tools and policies to support mental health.	Housing Advice Service Manager / Accommodation and Resettlement Manager
Good quality, affordable temporary accommodation	Engage with the Kent wide approach to nightly let market and procurement.	Accommodation and Resettlement Manager
Good quality, affordable temporary accommodation	Implement a plan to improve turnaround times on temporary accommodation homes that become vacant.	Accommodation Team Manager
Good quality, affordable temporary accommodation	Continue our work to support reforms to the temporary accommodation subsidy regime which are still linked to 2011 rates.	Head of Housing and Communities

Good quality, affordable temporary accommodation	Continue to assess feasibility of a second phase temporary accommodation purchase.	Head of Housing and Communities
Good quality, affordable temporary accommodation	Monitor temporary accommodation placements to ensure B&B placements for families remain at zero.	Accommodation and Resettlement Manager / Accommodation Team Manager
Access to appropriate accommodation	Consider a letting agency model and create an initial business case to develop one in Swale in partnership with our local government reorganisation authorities.	Landlord Resettlement Manager
Access to appropriate accommodation	Continue to hold and promote landlord forum to build on relationships with private landlords and provide any guidance on Renters Rights Act.	Landlord Resettlement Manager / Housing Standards and Assistance Manager
Access to appropriate accommodation	Review allocation policy once government has updated the guidance on allocation to ensure best use of limited stock. Engage to LGR authorities to work on a common framework.	Policy and Performance Officer
Access to appropriate accommodation	Deliver consistent communication to residents and partner agencies to set clear and realistic expectations around limited availability of social housing and alternative housing options.	Accommodation and Resettlement Manager / Communication and Policy Manager
Access to appropriate accommodation	Continue to work with Registered Providers and provide data on need to enable the provision of new build social housing.	Accommodation and Resettlement Manager
Access to appropriate accommodation	Following on from development of Cockleshell Walk to continue to identify any potential sites for development of new affordable housing and access Homes England grant funding.	Head of Housing and Communities
Access to appropriate accommodation	Carry out a supported housing needs assessment and publish strategy to identify if there are any gaps in provision that can be addressed once we are a unitary authority.	Policy and Performance Officer

Access to appropriate accommodation	Support our Housing Standards Team to provide robust enforcement of the Renters Right Act.	Housing Advice Service Manager / Accommodation and Resettlement Manager
Access to appropriate accommodation	Continue to use the prevention fund and new Housing Payments (formerly Discretionary Housing Payments) to assist to retain existing and fund alternative accommodation.	Prevention Manager
Work to end rough sleeping	Monitor the implementation and impact of the Quays Plus model.	Housing Advice Service Manager
Work to end rough sleeping	Continue our work to support benefit reforms which are placing the under 35 single person at a disadvantage.	Housing Advice Service Manager
Work to end rough sleeping	Maintain rapid outreach response for all reports of rough sleeping though the enhanced outreach team.	Prevention and Outreach Manager
Work to end rough sleeping	Continue to explore whether there are any opportunities to set up a day centre with the voluntary community sector.	Community and Regulatory Services Manager
Work to end rough sleeping	Continue managing complex cases in partnership with agencies such as mental health and substances misuse services.	Prevention and Outreach Manager / Tina
Work to end rough sleeping	Deliver objectives within the Government's Rough Sleeper Programme	Prevention and Outreach Manager