NPSS
National Conference 2016
4th - 5th July
The University of Warwick
Supporting local authorities to prevent homelessness
Local Authorities achieving the 10 Local Challenges
Local Authorities achieving the 10 Local Challenges

NPSS National Practitioner Support Service

Supporting local authorities to prevent homelessness
Welcome

Welcome to the NPSS National Conference 2016. Following the success of last year’s event, we are excited to return in 2016 with lots of interesting keynotes, a topical panel discussion and a wider range of good practice workshops.

Since the team was formed following the 2nd Ministerial Working Party Report in 2013, the Gold Standard Programme has gone from strength to strength and this last year has been no exception. The team has been busy supporting local authorities to carry out diagnostic peer reviews, providing guidance for local challenge applications, and delivering, among other projects, a series of national domestic abuse awareness raising events.

Local authorities continue to embed the Gold Standard Programme in their strategies and service delivery plans; recognising the benefits to both customer and service of an early intervention and prevention focused approach to housing options.

Recently we have even seen some fantastic examples of local authority homelessness strategies written with the 10 local challenges at their core; testament to the positive impact the programme is having on front line service delivery.

I’m very excited to see what the next 12 months hold; particularly in light of the ongoing select committee inquiry into homelessness and lots of talk of a prevention duty for England; I can already see the keynote presentations at next year’s event!

This event is a fantastic opportunity for you to be part of the showcasing of good practice, sharing of experiences and celebrating your peers’ successes. Make new connections, share your ideas; leave feeling inspired to take what you learn back to your own authority.

On behalf of the whole team I would like to thank you all for your ongoing enthusiasm and commitment to the prevention agenda and hope you have a great conference experience over the coming days.

Tracy Hendren
Keynote Speakers

John Bentham, DCLG

John started out in the civil service by helping people with their benefit appeals in Liverpool. He then moved to work with the Social Exclusion Unit where he initially worked on the National Strategy for Neighbourhood Renewal. During his time there he worked on the development and implementation of a number of reports including, *Making the Connections: Transport and Social Exclusion*, *Reducing Re-offending by Ex-prisoners* and *Jobs and Enterprise in Deprived Areas*. He has since moved to the Department for Communities and Local Government to work on housing where he has previously lead on youth homelessness policy as well as domestic abuse policy and now works on homelessness strategy and policy and is responsible for the homelessness legislation.

Rob Owen, Welsh Government

Rob Owen was an instrumental figure in the development and safe passage of the Housing (Wales) Bill through the National Assembly for Wales. Rob has worked in the field of homelessness for over 12 years and has managed front line services at Local Authority level. Rob’s experience of front line homelessness prevention was an invaluable asset in ensuring the Housing (Wales) Act 2014 reflected the realities faced by front line services. Rob was also a co-author of the Welsh Government’s revised Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2016.

Tracy Vause, Strategic Housing Team Leader (Property), Dacorum Borough Council

Tracy manages a team of staff responsible for the management of temporary accommodation, allocations of social housing, homelessness duty discharge into the private rented sector and the Council’s deposit guarantee scheme. Tracy has 11 years’ experience of working within the social housing sector.

Laurence Coaker, Head of Housing Needs, Brent Council

Laurence has worked in Housing Needs since 1992, when he joined the London Borough of Harrow as a front line Homelessness caseworker. He became the Housing Assessment Manager at Harrow, before being seconded to the DCLG as a specialist advisor on homelessness. Laurence is currently the Head of Housing Needs at Brent, and is pioneering the use of the private rented sector to discharge homelessness duties, to help meet demand.
Joy Williams, Welsh Local Government Association

Joy Williams works for the Welsh Local Government Association across the 22 Welsh local authorities, networking homelessness and Supporting People teams. She works with the local authorities to continue to develop and implement prevention measures to fulfil the Housing (Wales) Act 2014. She has particular interests in developing strategies and partnerships to improve the resettlement of prison leavers in light of the new housing legislation and the wider implications of Transforming Rehabilitation, in developing and improving approaches and services for those experiencing domestic abuse, and in getting it right for rough sleepers. Joy is a board member of Caer Las, a local provider working with vulnerable and marginalised people.

Liz Davis, Garden Court Chambers

Liz specialises in all aspects of housing law, with a particular expertise in homelessness and allocation of social housing. She also practises in areas of community care and Children Act cases, particularly where accommodation might be an issue. Liz is committed to acting for the homeless, and for tenants and other occupiers, and has a tenacious and practical approach to conducting her cases. She is on the panel for the Bar Pro Bono Unit. She accepts instructions to appear in the Court of Protection and has provided training and written case updates on capacity, deprivation of liberty and other Court of Protection issues.

Cynthia Hayford, Strategic Housing Team Leader (People), Dacorum Borough Council

Cynthia manages a team of staff responsible for the assessment of housing need, management of the housing register, provision of statutory housing advice and prevention/assessment of statutory homelessness. Cynthia has worked in the social housing sector for 13 years.

Nigel Risner

Nigel has risen to international prominence as an inspirational speaker and peak performance coach. His high-energy messages show both companies and individuals exactly how to achieve long-term success. Nigel’s goal is to empower, encourage, inform and inspire. He motivates people to want to do it and take action. Instant Conversion!
<table>
<thead>
<tr>
<th>Workshop</th>
<th>Details</th>
</tr>
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</table>
| 1        | **Achieving Local Challenge 1: Corporate Commitment**  
Anna Nevin and Jane Millington, Stafford Borough Council  
A workshop looking at how to achieve and demonstrate cross-departmental corporate commitment to the prevention of homelessness, including strategic level sign-up and awareness and joint working across services. |
| 2        | **Exploring a homelessness prevention duty**  
Lindsay Megson, NPSS and panel members  
An opportunity to continue the morning’s discussions on implementing a homelessness prevention duty in England. |
| 3        | **Working with intentionally homeless households**  
Mark Dow, West Sussex County Council  
A workshop looking at innovative ways to work with families found to be intentionally homeless and those with no recourse to public funds. |
| 4        | **Achieving Local Challenge 10: “To not place any families in Bed and Breakfast accommodation unless in an emergency and for no longer than 6 weeks”**  
Sarah Higgins and Fiona Carr, Stockport Metropolitan Borough Council  
Top tips and good practice: A look at how to prevent and reduce the use of bed and breakfast accommodation for families recognising that early intervention is key. |
| 5        | **The potential benefits of establishing a Housing Company**  
Lorraine Mealings, Bournemouth Borough Council  
A workshop focused on the potential benefits for local authorities of setting up a Housing Company with a view to increasing short-term housing provision. |
| 6        | **The importance of housing’s role in safeguarding**  
TBC  
An opportunity to look at the importance of housing’s role in safeguarding including local authorities’ wider safeguarding responsibilities and the importance of partnership working. |
| 7        | **Implementing NSNO and a look at No First Night Out**  
Davina Lilley, City of London Corporation  
This session looks at how to implement a No Second Night Out model including access to emergency accommodation, offers of reconnection and raising public awareness of the local service offer. This session also looks at what can be learnt from the recent pilot of No First Night Out. |
| 8        | **Achieving Local Challenge 6 and accessing the Private Rented Sector**  
Jane Anderson, Salford City Council  
In this session we look at how to develop a suitable private rented sector offer for all client groups, including advice and support to both client and landlord. |
| 9        | **Achieving Local Challenge 5: Developing effective pathways**  
Lydia Lewinson, Royal Borough of Greenwich  
A workshop looking at how to agree pathways with key partners and client groups that include appropriate accommodation, support and a flexible approach to accessing the pathway. In particular, this workshop will also take a look at Royal Borough of Greenwich’s youth homelessness pathway. |
| 10       | **Domestic abuse awareness**  
Rach Lloyd, The National Practitioner Support Service  
Following the recent NPSS events aimed at raising awareness of domestic abuse among frontline housing advice and homelessness officers, this workshop highlights a series of top tips and working examples. |
**Masterclass Details**

**Masterclass A**

**Accurate and Effective P1e recording**

**Ieuan ap Rees and Lindsay Megson, The National Practitioner Support Service**

A workshop the NPSS team looking at how and when to effectively record homelessness prevention and relief.

Room R2-03

**Masterclass B**

**The importance of RO4 data and the NPSS Value for Money tool**

**Sean Bleasdale and Ieuan ap Rees, The National Practitioner Support Service**

A workshop from the NPSS team introducing the new Value for Money Tool-kit and looking at the importance of RO4 data.

Room R3-41

**Masterclass C**

**Interview tools and techniques for frontline staff**

**Rach Lloyd and Steve Tong, The National Practitioner Support Service**

The NPSS team take a look at some top techniques to ensure you get the most out of housing options and homelessness interviews.

Room R2-41

**Masterclass D**

**Ensuring continuous improvement in front line housing advice services**

**Dawn Hazell, The National Practitioner Support Service**

A workshop from the NPSS team exploring how to get the best out of your peer review to ensure it enhances your front line service, upskills your staff and enhances the customer journey.

Room R3-41
## Day 1 Schedule

### Monday 4th July

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Details</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30am onwards</td>
<td>Delegate registration</td>
<td></td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>11:15am</td>
<td>Chair’s welcome</td>
<td>Lindsay Megson, NPSS</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>11:25am</td>
<td>Keynote speaker</td>
<td>John Bentham, DCLG</td>
<td>Ramphal Building</td>
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<tr>
<td>11:55am</td>
<td>Keynote speaker</td>
<td>Joy Williams, Swansea Council</td>
<td>Ramphal Building</td>
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<tr>
<td>1pm</td>
<td>Buffet lunch and networking</td>
<td></td>
<td>Ramphal Building Foyer</td>
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<tr>
<td>2pm</td>
<td>Presentation of Local Challenge certificates to Local Authorities</td>
<td>Tracy Hendren, NPSS John Bentham, DCLG</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>2:45pm</td>
<td>Workshop and Masterclass Session 1</td>
<td>1 Achieving Local Challenge 1: Corporate Commitment</td>
<td>Ramphal Building, Room R1-03</td>
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<tr>
<td></td>
<td></td>
<td>2 Exploring a homelessness prevention duty</td>
<td>Ramphal Building, Room R1-13</td>
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<td></td>
<td>3 Working with intentionally homeless households</td>
<td>Ramphal Building, Room R1-15</td>
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<tr>
<td></td>
<td></td>
<td>A Accurate and effective P1e recording</td>
<td>Ramphal Building, Room R2-03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B The importance of RO4 data and the NPSS Value for Money Tool</td>
<td>Ramphal Building, Room R3-41</td>
</tr>
<tr>
<td>3:45pm</td>
<td>Refreshment break</td>
<td>Networking opportunity</td>
<td>Ramphal Building Foyer</td>
</tr>
<tr>
<td>4pm</td>
<td>Workshop and Masterclass Session 2</td>
<td>4 Achieving Local Challenge 10: “To not place any families in Bed and Breakfast accommodation unless in an emergency and for no longer than 6 weeks”</td>
<td>Ramphal Building, Room R1-15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 The potential benefits of establishing a housing company</td>
<td>Ramphal Building, Room R1-03</td>
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<tr>
<td></td>
<td></td>
<td>6 The importance of housing’s role in safeguarding</td>
<td>Ramphal Building, Room R1-04</td>
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<tr>
<td></td>
<td></td>
<td>7 Implementing NSNO and a look at No First Night Out</td>
<td>Ramphal Building, Room R1-13</td>
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<tr>
<td></td>
<td></td>
<td>C Interview tools and techniques for frontline staff</td>
<td>Ramphal Building, Room R2-41</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D Ensuring continuous improvement in front line housing advice services</td>
<td>Ramphal Building, Room R3-41</td>
</tr>
<tr>
<td>5pm</td>
<td>Accommodation check in</td>
<td></td>
<td>Ramphal Building Foyer</td>
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<tr>
<td>7:30pm</td>
<td>Gala dinner and evening entertainment</td>
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<td>Butterworth Hall, Arts Centre</td>
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## Day 2 Schedule

**Tuesday 5th July**

<table>
<thead>
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<th>Time</th>
<th>Session</th>
<th>Details</th>
<th>Location</th>
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<tbody>
<tr>
<td>9am</td>
<td>Delegate registration</td>
<td>Day 2 delegates only</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>9.15am</td>
<td>Chair’s welcome</td>
<td>Tracy Hendren, NPSS</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>9.30am</td>
<td>Case Law update</td>
<td>Liz Davies, Garden Court Chambers</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>10.30am</td>
<td>Refreshment Break</td>
<td>Networking Opportunity</td>
<td>Ramphal Building Foyer</td>
</tr>
<tr>
<td>10.45am</td>
<td>NPSS Update</td>
<td>Sean Bleasdale and Rach Lloyd, NPSS</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>11.15am</td>
<td>A journey of continuous improvement</td>
<td>Tracy Vause &amp; Cynthia Hayford, Dacorum Borough Council</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>11.45am</td>
<td>If you’re in the room, be in the room</td>
<td>Nigel Risner</td>
<td>Ramphal Building</td>
</tr>
<tr>
<td>12.45pm</td>
<td>Buffet Lunch and networking</td>
<td>Networking opportunity</td>
<td>Ramphal Building Foyer</td>
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### Workshop and Masterclass Session 3

<table>
<thead>
<tr>
<th>Session</th>
<th>Details</th>
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<tbody>
<tr>
<td>8</td>
<td>Achieving Local Challenge 6 and accessing the PRS</td>
<td>Ramphal Building, Room R1-13</td>
</tr>
<tr>
<td>9</td>
<td>Achieving Local Challenge 5: Developing effective pathways</td>
<td>Ramphal Building, Room R1-04</td>
</tr>
<tr>
<td>10</td>
<td>Domestic abuse awareness</td>
<td>Ramphal Building, Room R1-03</td>
</tr>
<tr>
<td>11</td>
<td>The Housing Bill: Impact on existing social housing and new build projects</td>
<td>Ramphal Building, Room R1-15</td>
</tr>
<tr>
<td>C</td>
<td>Interview tools and techniques for frontline staff</td>
<td>Ramphal Building, Room R2-41</td>
</tr>
<tr>
<td>D</td>
<td>Ensuring continuous improvement in front line housing advice services</td>
<td>Ramphal Building, Room R3-41</td>
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### Workshop and Masterclass Session 4

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<tr>
<th>Session</th>
<th>Details</th>
<th>Location</th>
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<tbody>
<tr>
<td>12</td>
<td>Working with households with complex needs</td>
<td>Ramphal Building, Room R1-15</td>
</tr>
<tr>
<td>13</td>
<td>Achieving Local Challenge 8: Informing, developing and reviewing a prevention focused homelessness strategy</td>
<td>Ramphal Building, Room R1-03</td>
</tr>
<tr>
<td>14</td>
<td>Housing’s role in supporting adults with care and support needs</td>
<td>Ramphal Building, Room R1-04</td>
</tr>
<tr>
<td>15</td>
<td>Welfare Reform and Universal Credit: Innovative practice</td>
<td>Ramphal Building, Room R1-13</td>
</tr>
<tr>
<td>A</td>
<td>Accurate and effective P1e recording</td>
<td>Ramphal Building, Room R2-03</td>
</tr>
<tr>
<td>B</td>
<td>The importance of RO4 data and the NPSS Value for Money Tool</td>
<td>Ramphal Building, Room R3-41</td>
</tr>
</tbody>
</table>

3.30pm Conference Ends
NPSS: Meet the Team

Tracy Hendren
Service Lead
Tracy has worked in local government housing services for over twenty years including working for central government as the Specialist Advisor Team Leader, supporting and advising local authorities across the Country prior to setting up the National Practitioner Support Service. Tracy is the lead officer for the programme and has always combined this role with delivering a front line housing service. Tracy is currently working with Bristol City Council to implement an early intervention and prevention approach, to include the reduction of bed and breakfast and to support a pathways approach to reducing rough sleepers.

Lindsay Megson
Head of Service
Lindsay is the team’s Head of Service and is responsible for both operational and strategic service delivery. Lindsay has worked in housing options and allocations for over 10 years in both statutory and voluntary sectors. Lindsay joined the team in July 2014 as a Local Area Practitioner; prior to this she managed the housing options and advice service for the largest unitary authority in England for over five years whilst maintaining a zero rate of B&B placements for both families and young people. Lindsay’s post is hosted by Mendip District Council.

Dawn Hazell
Local Area Practitioner
Dawn has over eight years’ experience of delivering front line housing and homelessness advice. She has a strong interest in supporting single homeless clients and was instrumental in setting up the first rough sleeper panel in the South West. Dawn joined the team in 2014 as a programme co-ordinator before being appointed to her current role. Dawn supports local authorities in the South West and South East and is hosted by Winchester City Council.

Lyndsey Hendren
NPSS Coordinator
Lyndsey is hosted by Winchester City Council and works part time for the National Practitioner Support Service having joined the team in 2014. Lyndsey has previously undertaken a number of housing support roles within a local authority setting including for West Berkshire Council, Elmbridge Borough Council and Rushmoor Borough Council.
Ieuan ap Rees
Local Area Practitioner
Ieuan works part time for the team and is also the Homelessness Coordinator for the West London Housing Partnership. With over 30 years’ experience in Housing Needs, Ieuan oversaw Ealing’s reduction of families in B&B from 600 to zero in 2002.

Rachel Lloyd
Local Area Practitioner
Currently seconded from Shropshire Council, Rach has been with NPSS for almost two years. In her substantive post, she oversaw Shropshire’s Homelessness Strategy and the Housing Options Team’s strategic direction for 5 years whilst leading the development of single referral schemes for vulnerable client groups. Rach is a trained IDVA and most recently lead of delivering a series of domestic abuse awareness events to local authorities across the country.

Sean Bleasdale
Local Area Practitioner
Sean joined the National Practitioner Support Service in September 2014 on secondment from Manchester City Council. Prior to joining the team Sean worked for the Association of Greater Manchester Authorities (AGMA) as the Homeless Prevention Coordinator for the region. Here he was responsible for managing the regional Single Homelessness Prevention budget, and also played a key role in the country’s largest peer review group, helping to frame the peer review process nationally. Prior to joining AGMA Sean spent 7 years working in a variety of roles within the homelessness and Housing Options service in Manchester.

Steve Tong
Local Area Practitioner
Steve has worked in local government housing services for over thirty years, much of that time focussed on housing advice and homelessness services, including a six year term transforming a charitable housing advice centre in the south east. He joined the NPSS as a local practitioner in May 2015 and is hosted by East Cambridgeshire District Council.
Supporting local authorities to prevent homelessness

The National Practitioner Support Service is funded by DCLG