



Homelessness Forum Service Standards

1.0 Service Standards overview

These service standards were adopted by the Homelessness Forum in January 2017 and are managed and adhered to by Homelessness Forum Members. This document will be reviewed on an annual basis.

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1. Aims

1.1 Introduction

The overarching aim of the Homelessness Forum is to bring together representatives from all statutory and voluntary agencies that are stakeholders and service providers working with homeless or at risk residents. These groups of people have an interest in enhancing housing provisions and preventing homelessness across Dacorum by using a cohesive and coordinated approach.

1.2 Aims of the Homelessness Forum:

The aims of this group are to:

1. To bring together service providers, stakeholders and other interested parties who have an objective to investigate and resolve the factors and causes of homelessness in Dacorum and to listen to the views of partners and stakeholders
2. To develop a cohesive and coordinated approach to addressing the issues identified by Forum Members
3. To become the primary resource for networking and sharing good practice around homelessness issues
4. To work with Dacorum Borough Council and other statutory partners to ensure that the support needs of homeless people are acknowledged in both Dacorum Borough Council's Housing Strategy and Homelessness Strategy and any related key strategies, policies and forward plans

5. To take responsibility for the implementation and monitoring of the Homelessness Strategy's progress and achievement
6. To identify future needs and work collaboratively to plan future approaches
7. To identify opportunities for funding linked to prevention of homelessness and eradicate rough sleeping in line with the Council's No Second Night Out policy
8. To seek out and share good practice with regard to tackling homelessness and championing homelessness prevention
9. To provide honest feedback and suggest improvements to improve working practices
10. To find ways of promoting effective joint working amongst service providers
11. To celebrate and publicise the Forum's achievements and successes across a range of networks

1.3 Links to Council's corporate aims:

The Homelessness Forum supports the council's corporate priorities which are set out in ['Delivering for Dacorum – Corporate Plan 2015-2020'](#).

1.4 Equality and diversity

The council is committed to promoting equality of opportunity in housing services and has procedures in place to ensure that everyone accessing services provided or commissioned by the council are treated fairly and without unlawful discrimination.

2.0 Membership



2.1 Membership

Membership is open to all agencies and organisations that are involved in service delivery to homeless people, and other local authorities from the surrounding area who wish to share good practice.

2.2 Expectation of Members

Member organisations and their representatives are expected to:

1. Act as an organisational link on issues surrounding homelessness and joint working with the Council and other partners of the forum.
2. To be clear about their role and who they represent
3. To work within their own organisations and sectors to develop mechanisms to ensure that the needs of homeless people are included in all areas of the organisation's activity
4. Ensure Dacorum Borough Council's Homelessness Strategy informs policy and strategy development within their organisation
5. Monitor the implementation of the strategy within their organisation

2.3 Chair

A member of the Forum will Chair for a 12-month period. Nominees will be elected at the end of each term. The council will continuously act as Secretary to the forum.

2.4 Decision Making

The role of this Forum will be to make recommendations regarding homelessness Strategy development. All recommendations will be agreed by consensus.

2.5 Accountability

The council's Housing Portfolio Holder and the Cabinet will make all formal decisions regarding the council's position on the recommendations made by the Homelessness Forum.

The accountability of this group will also help to maintain a focus on the issues of homelessness within their organisations and help to ensure it retains priority alongside other competing demands.

3.0 Frequency of meetings and administrative support

Forum meetings will take place four times each year, with additional workshops and informal meetings where deemed appropriate. Officers from the Housing Service will provide administrative support to the Homelessness Forum.



4.0 Review

The Homelessness Forum, and these service standards, will be reviewed annually. The Supported Housing team leaders, group manager and members of the Homelessness Forum, will conduct the annual review.



5.0 Related documents

Please see the [Homelessness Strategy 2016-2020](#) and the No Second Night Out Policy for more information about the responsibilities of the Homelessness Forum members.



NSNO Policy
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