

Homelessness and Rough Sleeping Action Plan 2025 to 2029



This Action Plan has been produced to accompany Crawley Borough Council’s Homelessness and Rough Sleeping Strategy 2025 to 2029 and will be reviewed annually to ensure that it stays relevant and up to date.

PRIORITY ONE – PREVENTION AND EARLY INTERVENTION

Action 1 - Maximise opportunities for early intervention				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Train staff in front line council services and relevant voluntary sector organisations to identify households at risk of homelessness and refer them to council or support services	Staffing resources and capacity	CBC (Housing Options, Revenues and Benefits, Customer Services)	31 st December 2026	
Use data to identify and target services at people at risk of homelessness (households applying for discretionary housing payments for example)	Staffing capacity and resources	CBC (Housing Options, Revenues and Benefits)	31 st December 2026	
Introduce a voluntary referral mechanism into the council’s homelessness service to support early referral of households at risk of homelessness	Staffing resources and capacity	CBC (Housing Options)	31 st December 2026	
Where viable, introduce advisory outreach / drop-in sessions in the community and local businesses to provide early advice and assistance to households that may be at risk of homelessness	Staffing resources and capacity	CBC (Housing Options)	31 st December 2025	

Action 2 - Maximise opportunities for prevention				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Introduce mediation training to housing options staff to facilitate effective negotiation with excluders	Training budget	CBC (Housing Options)	31 st December 2025	
Introduce an appointment system to reduce delays between approach and assessment	Staffing resources	CBC (Housing Options, Customer Services)	31 st December 2025	
Ensure the Housing Allocation Scheme maximises opportunities for homelessness prevention	Staffing resources and capacity	CBC (Housing Needs)	31 st December 2026	

Action 3 – Improve communication and accessibility of information				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Develop and introduce conversational English drop-in sessions for people for whom English is not their first language	Led by the Local Community Network	Local Community Network (CBC, Sussex NHS Foundation Trust, West Sussex County Council, Turning Tides, Age UK, Crawley Community Action, Citizens Advice), Employ Crawley	Funding to be committed by 31 st March 2025	
Digital inclusion project to enable greater access to information and services	Led by the Local Community Network	Local Community Network	Funding to be committed by 31 st March 2025	
Review and develop a suite of clear and easy to understand newsletters on the themes of ‘money and budgeting’, ‘health and wellbeing’, ‘employment and volunteering’, and ‘finding settled accommodation’	Led by the Local Community Network	Local Community Network, Employ Crawley	Funding to be committed by 31 st March 2025	

Develop an information booklet for household entering temporary accommodation to provide information and support for households	Led by the Local Community Network	Local Community Network	Funding to be committed by 31 st March 2025	
Develop material for professionals in other services to distribute when carrying out community outreach	Staffing resources and capacity	CBC (Housing Options)	31 st December 2026	

PRIORITY TWO – MAXIMISING THE SUPPLY OF SUITABLE ACCOMMODATION

Action 1 – Maximise access to the private rented sector				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Review the ‘private sector’ offer available with a view to increasing access to the sector	Staffing resources and capacity, budget	CBC (Housing Options)	31 st December 2026	
Continue to develop relationships with local landlords and letting agents to support and encourage them to work with the council (including through the quarterly landlords forum)	Staffing resources	CBC (Housing Options)	Ongoing	
Produce an information pack to advise people how to access the private rented sector	Utilise the work carried out by the Local Community Network	CBC (Housing Options) and the Local Community Network	31 st December 2025	
Review the introduction of discharging homeless duties into the private rented sector out of borough	Staffing resources and capacity, budget	CBC (Housing Options)	31 st December 2026	

Action 2 – Improve access to social housing				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Review the councils offer to social tenants looking to downsize to increase access to larger housing stock	Staffing resources and capacity, budget	CBC (Housing Needs)	31 st December 2026	
Review the councils offer to overcrowded households to support households living within another household to access housing	Staffing resources and capacity	CBC (Housing Needs)	31 st December 2025	

Action 3 – Develop the Councils temporary accommodation portfolio				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Review the councils private sector leasing scheme to encourage landlords to utilise the scheme	Staffing resources and capacity, budget	CBC (Housing Options)	31 st December 2025	
Identify options for the acquisition of temporary accommodation	Staffing resources and capacity, budget	CBC (Housing Enabling and Development, Housing Needs, Housing Options)	Ongoing	
Increase access to temporary accommodation options suitable for larger families	Staffing resources and capacity, budget	CBC (Housing Enabling and Development, Housing Needs, Housing Options)	Ongoing	
Increase access to temporary accommodation options suitable for people with mobility issues (including wheelchair accessible units)	Staffing resources and capacity, budget	CBC (Housing Enabling and Development, Housing Needs, Housing Options)	Ongoing	

PRIORITY THREE – TACKLING ROUGH SLEEPING AND SINGLE HOMELESSNESS

Action 1 – Prevention				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Create and introduce an assessment tool to identify those most at risk of rough sleeping and signpost them to services that can offer support	Staffing resources and capacity	CBC and partners Crawley Open House, CGL, Emerging Futures, Turning Tides, Beam	31 st December 2026	
Explore and implement a means of assisting single people to access housing	Staffing resources and capacity, budget	CBC and partners Crawley Open House, CGL, Emerging Futures, Turning Tides, Beam	31 st December 2026	
Work with partner organisations to encourage early voluntary referrals where a person is at risk of rough sleeping	Staff resources and capacity	Registered providers of social housing (including the Councils landlord function)	31 st December 2026	
Review and commission rough sleeper services in light of budget announcements	Funding dependent	CBC and Crawley Open House, CGL, Emerging Futures, Turning Tides, Beam	In response to funding announcements	

Action 2 – Intervention				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Introduce trauma informed training across the homelessness service	Budget	CBC (Housing Options and Housing Needs)	31 st December 2025	
Consider introduction of a “safe seat/bed” (a bedspace reserved for people facing rough sleeping for the first time)	Funding dependent	CBC (Housing Options)	In response to funding announcements	
Diversify our accommodation offer to people sleeping rough, from off the street to move on options	Funding dependent	CBC (Housing Options)	In response to funding announcements	

Action 3 – Recovery				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Work with people with lived experience of rough sleeping to identify how we can better meet and support their needs	Staff resources and capacity	CBC and partners Crawley Open House, CGL, Emerging Futures, Turning Tides, Beam	31 st December 2026	

PRIORITY FOUR – PREVENTING REPEAT HOMELESSNESS

Action 1 – Implement measures to prevent repeat homelessness				
Activity / Milestone	Resources needed / dependencies	Services involved	By when	Progress / achievements
Create an information pack for people moving into their own home for the first time, including information on bills, budgeting and income maximisation	Staff resources and capacity	CBC (Housing Options, Revenues and Benefits)	31 st December 2025	
Develop an information booklet for households being placed into temporary accommodation that outlines their roles and responsibilities and how and where they can access support	Led by the Local Community Network	Local Community Network, Employ Crawley	Funding to be committed by 31 st March 2025	
Consider increasing tenancy sustainment options to build resilience and prevent crisis	Funding dependent	CBC	In response to funding announcements	