

Homelessness Strategy Action Plan 2018-2022

The Homelessness Strategy sets out the aim and objectives of Bridgend County Borough Council and its partners to address homelessness.

Homelessness Strategy Aim:

“To work collaboratively on a corporate basis with external partners, and service users, in a responsive, creative and timely manner to prevent and relieve homelessness throughout the county borough, ensuring people can access suitable accommodation, with the support required to meet their needs”.

Homelessness Strategy Objectives:

Objective 1 - Improve collaboration between external organisations

Objective 2 - Improve collaboration between the statutory functions within the Local Authority.

Objective 3 - Improve working arrangements between the Local Authority and Registered Social Landlords (RSLs) to facilitate co-operation in line with Section 95 of the Housing (Wales) Act 2014.

Objective 4 - Improve how people who are homeless or threatened with homelessness access services.

Objective 5 - Improve the accessibility and availability of support and accommodation options for all service users.

Objective 6 – Support Rough Sleepers and tackle the need to sleep Rough

Objective 1: Improve collaboration between external organisations

1.1 Create a forum(s) where key partners, including users of services, Registered Social Landlords, private landlords and the third sector, can highlight challenges, opportunities and plan provision.

1.2 Co-produce clear pathways that are easy to navigate for both housing and social service and other key partners and users of services where there is clarity of roles and responsibilities

		By When	Activity	Outcome
1.1		June 2020 on-going Quarterly ongoing	Remodel the Supporting People and Homeless forum. Undertake on-going Engagement with I Service User consultation, feedback on current services and identify gaps in service Continue the quarterly Private Rented Sector Landlord Forum. Identify barriers to engagement in prevention of homelessness.	Improve homeless prevention services and increase awareness of homelessness Improve homeless prevention services Raise awareness of homelessness. Increase the supply of private rented accommodation. Raise awareness of homelessness issues. RSL's to co-operate in the prevention of homelessness.
1.2		March 2020 On-going On-going	To implement the findings and pathway resulting from an independent review into 16/17 year olds that present as homeless and develop a joint protocol between Social Service and Housing Monitor the effect of Welsh Governments Prisoner Pathway and utilise Housing Support Grant to continue funding a specific prisoner support service. Respond to any changes implemented by WG in relation to change of priority and work with partner agencies to Implement and support 3 rd sector projects to deal with complex and vulnerable young people Engage with colleagues in the Cwm Taf RCC and Cwm Taf Morgannwg Health Board	Reducing youth homelessness. Reduce reliance on all statutory services by preventing homelessness of ex-offenders.

APPENDIX C

Objective 2 Improve collaboration between the statutory functions within the Local Authority				
2.1 Enable the statutory functions of the Local Authority e.g. Housing, Social Services and Education to meet more regularly with the goal of ensuring a Council wide approach to preventing and relieving homelessness				
2.2 Ensure commitment to tackling homelessness is explicitly enshrined within all statutory plans, including Registered Social Landlords				
2.1		June 2020	Establish regular meetings with internal partners to identify areas of collaboration and co-produced principles	Incorporate co-produced principles into the delivery of services to ensure that people receive early intervention from all services Increase support options for those facing homelessness Increase awareness and enable early intervention.
2.2		June 2020	Ensure the commitment to be reflected in the Councils Corporate Business Plan. Consult with, and obtain agreement from all Registered Social Landlords to identify and agree action/performance indicators to reducing homelessness.	The prevention of homelessness recognised as being a corporate responsibility. Stakeholder commitment to reduce the reliance on statutory services to tackle homelessness
Objective 3 Improve working arrangements between the Local Authority and Registered Social Landlords (RSLs) to facilitate co-operation in line with Section 95 of the Housing (Wales) Act 2014				
3.1 Enable consistency and improve existing processes e.g. providing timely information, sharing risk assessments and allowing opportunities for Joint working between BCBC and RSL's . Devise mutually agreed formal agreements and/or key performance indicators.				
3.2. Maximise the accommodation and support available to alleviate homelessness e.g. availability of more shared accommodation and more supported housing for people with complex needs				
3.1		March 2019 - ongoing	To continue a monthly operational Common Housing Register group meeting consisting of representatives of the Council and Registered Social Landlords to identify collaborative opportunities to tackling homelessness Work with Registered Social Landlords to support the Council in developing supported accommodation options	Collaborative approach to alleviating homelessness. Agreements in place committing to the effective allocation of accommodation. Effective sharing of information with

APPENDIX C

		Monthly ongoing	Review, Appraise and amend if required the Councils Social Housing Allocation Policy with the Registered Social Landlords that form part of the Common Housing Register	Registered Social Landlord Partners to prevent homelessness
		April 2020	Implement a new case management system shared between the Council and Registered Social Landlords to the Common Housing Register.	
3.2		April 2020 – onwards	Engage with RSL’s to investigate the feasibility of shared accommodation for under 35s	Increase suitable accommodation options to meet demand.
<p>4. Improve how people who are homeless or threatened with homelessness access services.</p> <p>4.1 Advance existing ‘triage’ services utilising online and telephone methods to allow for better information and advice at the first point of contact.</p> <p>4.2 Facilitate an environment for sensitive or confidential discussions to take place and reduce the amount of times people have to share their personal and traumatic stories, before they can access the service they require</p> <p>4.4 Consider opportunities to co-locate or jointly manage statutory and non-statutory services, which reflect the wide, complex and co-existing challenges some homeless people face.</p>				
4.1 - 4.4		April 2020	Implement a new case management system that will improve information available to applicants on line, allow online applications that will allow customers to interact more efficiently with the Housing Solutions Department.	Provide advice and access to the homelessness service online. Allows for early intervention and prevention.
<p>5. Improve the accessibility and availability of support and accommodation options for all service users.</p> <p>5.1 Increase accommodation options are available for people with a history of co-existing mental health and substance misuse challenges and serious offending histories, including history of arson or sex offences.</p> <p>5.2 Maximise the use of existing funding streams, to achieve bespoke support and accommodation options, to prevent homelessness</p>				
5.1		March 2020 onwards	Review supported accommodation needs for people with complex needs. Identifying suitable funding and resources	Increase suitable accommodation options to meet complex needs

APPENDIX C

			<p>Work in collaboration with mental health services to develop a community based support service for individuals with mental health and substance issues. Identifying suitable funding and resources</p> <p>Implement the findings of an independently commissioned review into mental health services.</p>	<p>Early intervention and prevention of homelessness/reliance on statutory services.</p> <p>Improve services to those experiencing mental health issues.</p>
5.2		<p>March 2020</p> <p>Monthly ongoing</p> <p>April 2020 – ongoing</p>	<p>Engage with private rented sector landlords develop more shared accommodation</p> <p>Engage with private landlords to utilise the Empty Homes Grant to bring properties back into use.</p> <p>Maximise grant funding opportunities to implement a Private Rented Sector support service to prevent homelessness from private sector landlords</p>	<p>Increase suitable and affordable accommodation options</p>
5.2		<p>March 2019 – onwards</p> <p>March 2020</p>	<p>Work collaboratively with Social Services to tender for services utilising youth homeless funding</p> <p>Monitor the allocation of Supporting People Grant/Housing Support Grant funding to ensure it contributes to homeless services</p>	<p>Improve homeless prevention services for young people</p> <p>Adequate and tailored services to meet the need of homeless individuals.</p>

6. Support Rough Sleepers and tackle to need for people to sleep rough

6.1 Develop a multi-agency approach to tackling street homelessness

6.2 Develop suitable support and accommodation services for rough sleepers

6.3 Offer protection to rough sleepers

APPENDIX C

6.1		<p>March 2020</p> <p>May 2019</p> <p>March 2020</p>	<p>Implement Welsh Governments Street Homeless Information Network</p> <p>Work with the Community Safety Partnership to contribute to a Multi agency steering group to agree support action plans for those who are rough sleeping and vulnerable</p> <p>Consult with support and statutory providers to look at developing a rough sleeper day support service. Thereafter, if feasible, to utilise Homelessness Prevention funding and Supporting People funding to implement such service</p>	<p>Identify the location of rough sleepers in order to target support</p> <p>Robust support plans in place for rough sleepers</p> <p>Improve accessibility to support for rough sleepers</p>
6.2		<p>January 2019 - onwards</p> <p>January 2020</p>	<p>Working with the 3rd sector partners Utilise Housing Support Grant funding and Homelessness Prevention funding to develop a Housing First contract aimed specifically at entrenched rough sleepers</p> <p>Utilise Supporting People funding and Homelessness Prevention grant to carry out a tender exercise for emergency accommodation provision and support officer</p>	<p>Increase accommodation and support options. Create a pathway into independent accommodation/supported accommodation.</p>
6.3		<p>September 2019 reviewed yearly</p>	<p>Revise the annually cold weather provision for rough sleepers and implement Winter provision for street homeless people</p>	<p>Cold weather plan to offer accommodation and support to rough sleepers</p>