

Gwent Homelessness Strategy 2018 – 2022 (Blaenau Gwent Local Action Plan)

Vision: Everyone in Gwent has a home to live in and the right support if they need it, to lead a fulfilling life

Mission: Work together to overcome homelessness in Gwent

Priority 1: Help improve access to suitable and affordable housing

Priority 2: Offer fast and effective advice and support, working with partners to help vulnerable people

Priority 3: Minimise homelessness and prevent it through early intervention

Priority 4: Ensure fair, equal and person-centred homeless services

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Strategic Objectives:

- Increase prevention work to maximise successful outcomes
- Raise awareness of homelessness and services, encouraging self-help and resilience
- Work with social and private rented sector landlords to sustain tenancies and increase access to affordable housing
- Reduce the number of 'repeat presenters' and rough sleeping
- Reduce homelessness for younger people and support their wellbeing
- Increase joint planning, commissioning and delivery of services
- Maximise access to a range of support
- Increase opportunities for education, training and employment for vulnerable people
- Recording and sharing information between partners as appropriate to help service-users
- Modernising services to embrace new technologies and ways of working

Values:

Listening; Collaboration; Innovation; Accountability

Gwent Homelessness Strategy 2018 - Blaenau Gwent Local Action Plan

Interim Actions						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Establish a project group to steer and move forward the homeless strategy and actions, ensuring that monitoring mechanism are in place and that links are sustained with key strategic groups and forums across each area and the region as a whole	Provide a strategic steer to homelessness services across the region and then locally	Establishment of local steering groups	Team Manager - Housing Solutions and Compliance	January 2019	Lack of overall co-ordination of service development with the risk of duplication of work, ineffective use of resources and reduction in effectiveness of interventions	
Increase prevention work to obtain successful outcomes						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Benchmark and compare prevention approach by each local authority and identify good practice focusing on relationship breakdown, rent arrears and tied accommodation	Increase in homeless prevention activities and services	Review prevention work carried out by Blaenau Gwent and implement any changes required	Team Manager - Housing Solutions and Compliance	September 2019 then review annually		
Raise awareness of homelessness and services, encouraging self-help and development of resilience						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To provide clear information on homelessness, homeless prevention, access to	Develop effective communications and information for households seeking	Consult with service users/former services users and partners over the information	Team Manager - Housing Solutions and Compliance	July 2019	Inappropriate advice provided leading to increased	

accommodation and access to services	accommodation	provided and produce new revised information			homelessness and a reduction in homeless prevention as a result	
To ensure that front line services are responsive and co-ordinated to meet the needs of service users	Increase in homeless prevention activity and options	<p>Review existing structure within Blaenau Gwent</p> <p>Explore available options and provide recommendations for implementation of changes as appropriate with key services</p> <p>Implement preferred changes</p> <p>Identify and arrange training on wider homelessness issues including modern slavery.</p>	<p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p>	<p>July 2019</p> <p>October 2019</p> <p>February 2020 & review annually in April each year</p> <p>April 2020</p>	Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result	
Develop working relationships between Housing Solutions and Executive Member to raise the profile of homelessness politically within the local area.		Establish regular meetings and reporting mechanisms to executive member/scrutiny	Team Manager - Housing Solutions and Compliance	April 2019		

Work with social and private rented sector landlords to sustain tenancies and increase access to and supply of housing						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Co-ordinating access to more temporary accommodation in the region	Reduction In the use of B&B accommodation	Review the suitability of current temporary accommodation to ensure it meets demand needs Advertise Temporary / Youth Accommodation Officer Post (SP Funded)	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	Ongoing – review annually January 2018	Continued use of B&B accommodation and increased costs to Local Authorities.	
To increase the supply of good quality affordable private rented sector accommodation	Increase in homeless prevention and housing options for households faced with homelessness	Develop a data base of private rented landlords that assist with the local authority meeting its statutory duty Further develop landlord offer tailored to Blaenau Gwent	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	Dec 2019	Reduction in positive homelessness interventions Increase in homelessness and demand for temporary accommodation Increased costs to Local Authorities	
Increase access to and supply of single person affordable housing						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To seek to widen housing options and choices for all single people seeking accommodation across a range of tenures, both emergency and temporary	Reduce number of single homeless people Reduce level of rough sleeping	Develop options with Private landlords to increase the number of available accommodation to single clients	Team Manager - Housing Solutions and Compliance	May 2019	Increase in rough sleeping Increase in homelessness	

Reduce the number of 'repeat presenters' and rough sleeping						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure Extreme Weather Plans are reviewed and are fit for purpose	Reduction in rough sleeping in inclement weather	Review Blaenau Gwent C.B.C.'s adverse weather policy in partnership with key stakeholders	Team Manager - Housing Solutions and Compliance	June 2019 and review annually	Increase in rough sleeping Increased risk of harm due to adverse weather to rough sleepers	
To improve the availability and access to emergency accommodation provision to address rough sleeping within Blaenau Gwent.	Reduction in rough sleeping	Carry out a review of rough sleeping and demand for emergency accommodation/direct access hostels within Blaenau Gwent.	Team Manager - Housing Solutions and Compliance	September 2019	Increase of rough sleeping within Blaenau Gwent.	
To develop independent accommodation based projects aimed at addressing the needs of rough sleepers and 'hard to house' clients.	Reduction in rough sleeping and repeat homelessness applications.	Explore models of delivering Housing First project to meet the needs of rough sleepers and 'hard to house' clients	Team Manager - Housing Solutions and Compliance	April 2019	Increase in homelessness	
To research repeat homeless presentations in order to enable services to respond to the identified issues	To ensure equality of access to service and improve service quality and outcomes	To research repeat presentations and identify local trends and issues	Team Manager - Housing Solutions and Compliance	June 2020	Increase in rough sleeping Increase in tenancy failures	

Reduce homelessness for younger people and support their wellbeing

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop education packages and information for young people around housing and homelessness	Reduction in youth homelessness through the Youth Pathway model	Review existing provision across each Local Authority area Develop an education package and engage with education services over implementing this within schools and other educational settings in each local authority area	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	March 2019 June 2019 & review annually	Lack of awareness around housing and homelessness issues leading to increases in homelessness presentations and young people not being aware of their rights and responsibilities	
Develop clear pathways for young people leaving care	Reduction in homelessness in care leaving population	Review existing process and procedure, considering guidance, best practice, service user input and relevant legislation	Team Manager - Housing Solutions and Compliance	Sept 2019	Increase in number of care leavers becoming homeless Failure to meet corporate parenting objectives and responsibilities for care leavers	

Increase joint planning, commissioning and delivery of services

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To deliver joint training around homelessness, homeless prevention and related services across a	To deliver more joined up, consistent and connected services	Deliver specific training throughout Blaenau Gwent on process, service	Team Manager - Housing Solutions and Compliance	June 2019 and review annually	Ineffective use of funding Duplication of	

range of partner agencies	that meet the needs of service users	access and signposting			services and work Advice and Information provide to service users is not accurate Increase in homelessness and reduction in effective preventative services	
To ensure that relevant legislation is fully integrated and taken into account in homelessness assessment policies and procedures	To ensure services are legally compliant	Review homelessness procedures and processes to ensure compliance Implement revisions and provide appropriate training for staff with an annual review as required	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	Feb 2020 April 2020 & Ongoing	Advice and Information provide to service users is not accurate Increase in the number of legal challenges Increased use of temporary accommodation and associated costs	
To review and develop working practices and processes with key partner agencies – Health, Probation, Social Services, RSL's	To increase partnership working and improve access to services for homeless households	Develop agreements with RSL partners around homeless prevention and associated activities linked to securing accommodation	Team Manager Housing Solutions and Compliance	Sept 2019	Increased tenancy failure from Social Housing Increased homelessness	

Build relationships with health, probation and social services		Develop agreements with Probation around homeless prevention, assessment and interventions for individuals leaving the secure estate in line with the National Offender Pathway	Team Manager - Housing Solutions and Compliance	Sept 2019	Increased community risk	
Maximise access to a range of support						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To enhance the work of voluntary groups and services across Gwent that is provided to vulnerable households	To maximise the support and services available to individuals faced with homelessness	Develop a greater understanding of all local services provided for vulnerable households, what services are delivered and how they are funded	Team Manager - Housing Solutions and Compliance	December 2019	Duplication of work Ineffective use of resources	
To seek to further integrate Supporting People services at the heart of homeless prevention provision Increase integration between SP services and homeless prevention. Training support officers – what constitutes a homeless app. SP run alongside a homeless case. Utilise RCC.	To create greater connectivity between Support and homeless prevention, increasing the effectiveness of services overall	Seek to develop local information sharing arrangements in line with GDPR in order to aid the facilitation of greater joint working and integration of services/outcomes To examine models of co-working/co-funding to deliver services more effectively	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	May 2019 and Ongoing February 2020 & Ongoing	Increased homelessness presentations Potential loss of funding to SP programme through lack of evidence in homeless prevention agenda	

<p>To provide easy access to debt and money management services</p> <p>Debt and money management - households with dependent children in them are considerably more susceptible to rent arrears in both the private and social housing sectors.</p>	<p>To seek to reduce poverty, hardship and homelessness</p>	<p>Review current provision and access arrangements</p> <p>Consider outcomes of review and implement recommendations</p>	<p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p>	<p>Dec 2019</p> <p>March 2020</p>	<p>Increase in homelessness presentations</p>	
<p>To provide an appropriate range of support services for individuals with mental health issues</p> <p>Mental health</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Review current provision and access arrangements</p> <p>Consider outcomes of review and implement recommendations</p>	<p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p>	<p>October 2019</p> <p>February 2020</p>	<p>Increase in homeless presentations from individuals with mental health issues</p> <p>Increased costs to agencies in addressing acute mental health issues</p>	
<p>To provide an appropriate range of support services for individuals with drug and alcohol issues</p> <p>Drug and alcohol misuse</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Review current provision and access arrangements</p> <p>Consider outcomes of review and implement recommendations</p>	<p>Team Manager - Housing Solutions and Compliance</p> <p>Team Manager - Housing Solutions and Compliance</p>	<p>October 2019</p> <p>February 2020</p>	<p>Increase in homelessness presentations</p> <p>Increased costs to statutory agencies in addressing health and wellbeing issues as a result of chronic alcohol/drug</p>	

					abuse	
To provide an appropriate range of support services for individuals fleeing domestic abuse	To ensure appropriate support is provided to a range of households in order to prevent or relieve homelessness	Review current provision and access arrangements including provisions for male victims.	Team Manager - Housing Solutions and Compliance	March 2020	More significant adverse effects on individuals feeling domestic abuse Increased risk of harm to victims of abuse	
To provide an appropriate range of support services for individuals being discharged from remand/custody	To ensure appropriate support is provided to a range of households in order to prevent or relieve homelessness	Review current provision and access arrangements Consider outcomes of review and implement recommendations	Team Manager - Housing Solutions and Compliance	November 2019 April 2020	Increase in homeless presentations Increase in rough sleeping	
To provide an appropriate range of support services to older persons at risk of homelessness Older people	To ensure appropriate support is provided to a range of households in order to prevent or relieve homelessness	Review current provision and access arrangements Consider outcomes of review and implement recommendations	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	December 2019 May 2020	Increase in homeless presentations Increase in risk to health and wellbeing of older persons Increased costs in health care	
To provide a co-ordinated approach to delivering support to families Families and pregnant	To ensure appropriate support is provided to a range of households in order to prevent	Review current provision and access arrangements	Team Manager - Housing Solutions and Compliance	March 2020	Increase in homelessness presentations Increased costs	

people	or relieve homelessness	Consider outcomes of review and implement recommendations	Team Manager - Housing Solutions and Compliance	July 2020	to Local Authorities in provision of services Adverse impact on children's health, wellbeing and education	
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Increase opportunities for training and employment for vulnerable people

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To create opportunities for training and employment for the most vulnerable in society including those who are homeless or at risk of being homeless	To increase training, education and employment opportunities to reduce poverty and increase financial capacity of households	Examine current provisions and to establish the gaps in services alongside opportunities Develop local partnerships to increase capacity and to increase opportunities	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and Compliance	April 2020 July 2020 & Ongoing	Increased social exclusion Increase in homelessness	

Recording and sharing information between partners, as appropriate, to help service-users

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure that case recording systems and subsequent performance information are robust Work together to ensure homeless statistics are	To ensure the data provided and case recording systems are robust and can be used to inform service delivery, shape policy and inform demand	Review case recording system, database information and reporting system Consider outcomes of review and implement recommendations	Team Manager - Housing Solutions and Compliance Team Manager - Housing Solutions and	April 2020 October 2020	Failure to meet legal requirements and obligations Failure to be able to accurately record outcomes	

recorded in as uniform a way as possible			Compliance		and data required by Welsh Government Inability to accurate assess demand for services	
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