

Gwent Homelessness Strategy 2018 – 2022 (Regional 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 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 training and employment for vulnerable people
- Recording and sharing information between partners as appropriate to help service-users
- Modernise services to embrace new technologies and ways of working

Values:

Listening; Collaboration; Innovation; Accountability

Gwent Homelessness Strategy 2018 – Regional 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 regional steering group	All Homeless Leads	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	
		Secure appropriate chair in order to raise profile of groups	All Homeless Leads	January 2019		
		Establish reporting mechanisms and links with relevant groups including PSB	All Homeless Leads	March 2019		
Increase prevention work to obtain successful outcomes						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Undertake a review and benchmarking exercise of individual homeless services to compare approaches, identify opportunities to improve, increase consistency and replicate good practice	Increase consistency in service delivery across Wales	Agree key areas to be considered from the review	All Homeless Leads	March 2019	Inconsistent application of legislation and inequality of services	
		Set work plan based on key areas to be delivered	All Homeless Leads	May 2019 & Ongoing review		

To introduce a hospital discharge framework across Gwent		Establish hospital framework across Gwent	Regional discharge across	All Homeless Leads, Care and ABUHB	Dec 2020	Individuals discharged from hospital inappropriately and placed at significant risk Increased rough sleeping	
To increase the level of engagement of service users in addressing homelessness	Increase in homeless prevention activities and services	Consider the information as to why people disengage from services		All Homeless Leads	June 2019	Dissatisfaction with services Services not meeting needs	
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	Analyse information and identify opportunities for improvement Implement identified opportunities as appropriate		All Homeless Leads All Homeless Leads	June 2019 July 2020	Presentations continue to increase Clients won't get the right services at the right time	
To actively seek to ensure that there is appropriate provisions for households with disabilities	Improve access to services for all service users	Consider development of regional approach to ensure that there is adequate provision of suitable temporary accommodation for households with disabilities		All Homeless Leads	April 2021 & Ongoing	Inappropriate accommodation provided Risk of harm to households	
Benchmark and compare financial assistance approaches in each local authority used for	Increase in homeless prevention activity and options	Benchmark and compare approach	DHP	All Homeless Leads	June 2019	Presentations continue to increase	

homeless prevention		<p>Explore common themes, best practice and take forward recommendations around DHP use</p> <p>Benchmark and compare Prevention Fund and Supporting People Programme Grant</p> <p>Explore common themes, best practice and take forward recommendations around Prevention Fund use</p> <p>Benchmark and compare Bond Scheme services</p> <p>3rd sector provision</p>	<p>All Homeless Leads</p> <p>All Homeless Leads</p> <p>All Homeless Leads</p> <p>All Homeless Leads</p> <p>All Homeless Leads</p>	<p>Dec 2019</p> <p>June 2019</p> <p>Dec 2020</p> <p>June 2020</p> <p>June 2020</p>	<p>Clients won't get the right services at the right time</p>	
Benchmark and compare early intervention, advice and support by each local authority and to identify good practice	Increase homeless prevention activity and options in	<p>Analyse information and identify opportunities for improvement</p> <p>Implement identified opportunities as appropriate</p>	<p>All Homeless Leads</p> <p>All Homeless Leads</p>	<p>Sept 2019</p> <p>April 2020</p>	<p>Presentations continue to increase</p> <p>Clients won't get the right services at the right time</p>	

Raise awareness of homelessness and services, encouraging self-help and resilience

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To provide clear information on homelessness, homeless prevention, access to accommodation and access to services	Develop effective communications and information for households seeking accommodation	Consider opportunities for delivery of regional information and guides on homelessness through the Steering Group	All Homelessness Leads	June 2020	Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result	
Work with social and private rented sector landlords to sustain tenancies and increase access to affordable housing						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop effective mechanisms to maximise the access to affordable housing schemes for households either homeless or faced with homelessness	Development of affordable housing across the region to meet the increased demand in line with projected population growth	Work across region to identify regional development requirements and opportunities	All Housing Strategy Leads			
Co-ordinating access to more temporary accommodation in the region	Reduction In the use of B&B accommodation	Consider local and regional requirements based on review Develop regional agreement for temporary accommodation provision and access	All Homeless Leads All Homeless Leads	Ongoing – Annual Review in January April 2020	Lack of supply of suitable temporary accommodation Continued use of B&B accommodation and increased costs to Local Authorities Increased negative impact	

					on the health, wellbeing and life chances of households faced with homelessness	
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 work across Gwent region with PRS following review to increase Gwent wide engagement and options with the private rented sector	All Homeless Leads	June 2020	Reduction in positive homelessness interventions Increase in homelessness and demand for temporary accommodation Increased costs to Local Authorities	
To develop effective strategies, practices and services to tackle evictions from the private rented sector	Increase in homeless prevention and housing options for households faced with homelessness from the private rented sector	Consider work already undertaken across each Local Authority area and review effectiveness, duplication of work and outcomes Consult with private landlords and letting agents around their views and opinions Develop local and potential regional options for greater intervention services and consistency of	All Homeless Leads All Homeless Leads All Homeless Leads	June 2020 October 2020 February 2021	Reduction in positive homelessness interventions Increase in homelessness and demand for temporary accommodation Increased costs to Council in provision of temporary accommodation services	

		approaches				
To provide appropriate accommodation options for homeless households with physical disabilities	Development and delivery of accessible emergency accommodation for homelessness households	Review provision across the region and consider options for shared resources to meet needs across Gwent Identify gaps in provision and develop plan to secure appropriate accommodation to meet needs	All Homeless Leads All Homeless Leads	April 2020 Sept 2020 & review annually	Lack of supply of suitable temporary accommodation Delayed discharge for hospital or potential unsafe discharges Increased costs to Council in provision of temporary accommodation services	

Reduce the number of 'repeat presenters' and rough sleeping

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To improve the availability and access to emergency accommodation provision to address rough sleeping in each local area and across the region as a whole	Reduction in rough sleeping	Review the existing emergency provision across each Local Authority area and identify shortfalls/demand Explore options available for expanding services to meet the demands in each Local Authority area	All Homelessness Leads All Homelessness Leads	April 2019 July 2019	Increase in rough sleeping	

		Consider regional approaches to address increased rough sleeping where appropriate	All Homelessness Leads	July 2020 and Ongoing		
To ensure Extreme Weather Plans are reviewed and are fit for purpose	Reduction in rough sleeping in inclement weather	Review local extreme weather plans in partnership with key stakeholders	All Homelessness Leads	June 2019 and annually thereafter	Increase in rough sleeping Increased risk of harm due to adverse weather to rough sleepers	
To develop independent accommodation based projects aimed at addressing the needs of chaotic clients and those rough sleeping	Reduction in rough sleeping	To establish a regional working group on developing projects based on the key principles of Housing First linked to the Housing First Network Develop and deliver models across each region in partnership with RSL partners to deliver "Housing First" projects Evaluate impact of projects and revise projects as appropriate and required	All Homelessness Leads All Homelessness Leads All Homelessness Leads	February 2019 April 2019 April 2020 and ongoing	Increase in rough sleeping	
To research repeat	To ensure equality	Examine local trends	All	Dec 2020	Increase in	

homeless presentations in order to enable services to respond to the identified issues	of access to service and improve service quality and outcomes	across the 5 Gwent areas and to consider options for addressing repeat homeless presentations Implement options where appropriate and review effectiveness of changes/options	Homelessness Leads All Homelessness Leads	February 2021 and annual review	homelessness Increase in rough sleeping Increase in tenancy failures	
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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	Consider options for developing packages that create consistency across the region	All Homelessness Leads	June 2021	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	
Ensure that appropriate support and interventions are in place to help young people to remain in appropriate accommodation	Reduction in youth homelessness through the youth pathway model Reduction in tenancy failure through the youth pathway model	Review current support and intervention provisions across each Local Authority area Consider options in light of review and how these could be better joined together and	All Homelessness Leads All Homelessness Leads	Sept 2019 January 2020	Increase in youth homelessness	

		more effective in delivery				
Increase joint planning, commissioning and delivery of services						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To consider the methods and potential benefits of joint funding arrangements linked to the Funding Flexibility arrangements in the development and funding of services	To make best use of resources to tackle homelessness and related issue	Consider the findings resulting from the Flexible Funding pilots	All Homelessness Leads	Sept 2020	Ineffective use of funding Duplication of services and work	
		Develop possible options for considering joint funding across the region for services provided	All Homelessness Leads	April 2021		
		Seek to secure funding and develop preferred pilot options where appropriate	All Homelessness Leads	April 2022		
To deliver joint training around homelessness, homeless prevention and related services across a range of partner agencies	To deliver more joined up, consistent and connected services that meet the needs of service users	Establish Gwent wide training programme for key services and stakeholders	All Homelessness Leads	March 2019	Advice and Information provide to service users is not accurate	
		Deliver training on homeless process across region and locally as required	All Homelessness Leads	June 2019 and ongoing	Increase in homelessness and reduction in effective preventative services	
		Obtain feedback from agencies and review training programmes	All Homelessness Leads	March 2020 & ongoing		
To develop greater co-operation arrangements	To deliver more joined up,	To develop partner arrangements with	All Homelessness	June 2020	In effective working practices	

under Section 95 of the Housing (wales) Act 2014	consistent and connected services that meet the needs of service users	<p>Health across the region in relation to homelessness and its prevention</p> <p>To develop partner arrangements with Health across the region in relation to homelessness and its prevention</p>	<p>Leads</p> <p>All Homelessness Leads</p>	June 2020	<p>Increase in homelessness</p> <p>Unsafe discharges from hospital</p> <p>Inappropriate accommodation placements and risks resulting to either the individual or the public</p>	
To provide greater understanding of the journey through homeless services	To deliver more service user focused services addressing that are more consistently applied	<p>Review agreed cohorts and methodology for tracking journey across each Local Authority area through services</p> <p>Assess effectiveness of this, identifying gaps, duplication and cost effectiveness of services</p> <p>Develop options for different models of service delivery and pilot these in each area or as appropriate</p>	<p>All Homelessness Leads</p> <p>All Homelessness Leads</p> <p>All Homelessness Leads</p>	<p>March 2021</p> <p>June 2021</p> <p>August 2021</p>	<p>Ineffective use of funding</p> <p>Duplication of services and work</p>	
To review and develop working practices and processes with key partner	To increase partnership working and improve access	Review local agreements across Gwent and consider	All Homelessness Leads	April 2020 & ongoing	Increased tenancy failure from Social	

agencies – Health, Probation, Social Services, RSL's	to services for homeless households	options for merging arrangements where appropriate			Housing Increased homelessness Increased community risk	
To review and develop Multi Agency Public Protection Arrangements across Gwent in partnership with statutory agencies and agencies with a duty to co-operate	To deliver effective multi agency working arrangements for high risk offenders	Review MAPPA working arrangements across Gwent and implement these as appropriate	All Homelessness Leads Gwent MAPPA Co-ordinator	April 2020	Increased community risk from/towards MAPPA offenders	
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	Following completion of local action, review information across Gwent and explore options for how this could be better co-ordinated and supported Produce a directory of voluntary services for use across Gwent	All Homelessness Leads All Homelessness Leads	Feb 2020 Sept 2020	Duplication of work Ineffective use of resources	
To seek to manage and mitigate against the impacts of Universal Credit	To seek to reduce poverty, hardship and homelessness	Review demand for financial inclusion/debt advice services across Gwent	All Homelessness Leads	Sept 2020	Increased homelessness presentations Increased cost to	

		<p>Examine options for increasing capacity and joint working across Gwent</p> <p>Pilot possible options and evaluate outcomes and benefits</p> <p>Ensure homelessness is raised as a key issue in Anti-Poverty work in each Local Authority</p>	<p>All Homelessness Leads</p> <p>All Homelessness Leads</p> <p>All Homelessness Leads</p>	<p>Dec 2020</p> <p>April 2021 & annual review</p> <p>Dec 2019 & ongoing</p>	<p>Local Authorities</p>	
<p>To seek to further integrate Supporting People services at the heart of homeless prevention provision</p>	<p>To create greater connectivity between Support and homeless prevention, increasing the effectiveness of services overall</p>	<p>Develop specific training around homeless prevention for support workers in each local authority area</p>	<p>All Homelessness Leads</p>	<p>July 2019 & ongoing</p>	<p>Increased homelessness presentations</p> <p>Potential loss of funding to SP programme through lack of evidence in homeless prevention agenda</p>	
<p>To provide easy access to debt and money management services</p>	<p>To seek to reduce poverty, hardship and homelessness</p>	<p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>All Homelessness Leads</p>	<p>May 2021</p>	<p>Increase in homelessness presentations</p>	
<p>To provide an appropriate range of support services for individuals with mental health issues</p>	<p>To ensure appropriate support is provided to a range households</p>	<p>Consider the services across each Local Authority and how these could be better</p>	<p>All Homelessness Leads</p>	<p>June 2020</p>	<p>Increase in homeless presentations from individuals</p>	

	in order to prevent or relieve homelessness	integrated			with mental health issues Increased costs to agencies in addressing acute mental health issues	
To provide an appropriate range of support services for individuals with drug and alcohol issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads	June 2020	Increase in homelessness presentations Increased costs to statutory agencies in addressing health and wellbeing issues as a result of chronic alcohol/drug abuse	
To provide an appropriate range of support services for individuals fleeing domestic abuse	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads	June 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 custody	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads	June 2020	Increase in homeless presentations Increase in rough sleeping	

					Increased community risks and impact on wider community	
To ensure that services are accessible to all households irrespective of their particular needs and backgrounds	To provide equality of access to services	To undertake a review of services and how these are accessed, including a potential mystery shopper survey Explore findings and make recommendations across each area for service improvements where required	All Homelessness Leads All Homelessness Leads	Dec 2020 June 2021	Increase in homeless presentations Ineffective use of resources Inequality in service delivery	
To provide access to appropriate mediation services to prevent homelessness and tenancy failure	Increase in the homeless prevention activity and positive outcomes	To undertake a review of the mediation services provided and explore possibilities for different delivery models, taking into account the funding used for schemes Consider options and make recommendations in light of findings Implement preferred option	All Homelessness Leads All Homelessness Leads All Homelessness Leads	Sept 2020 Feb 2021 June 2021	Increase in youth homelessness Ineffective use of funding Duplication of services	
To provide an appropriate	To ensure	Consider the services	All	June	Increase in	

range of support services for refugees and asylum seekers	appropriate support is provided to a range households in order to prevent or relieve homelessness	across each Local Authority and how these could be better integrated	Homelessness Leads	2020	homeless presentations Increase in rough sleeping among refugees Lack of community cohesion and impact on wider community	
To provide an appropriate range of support services to older persons at risk of homelessness	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads	June 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 and expectant parents	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads	June 2020	Increase in homelessness presentations Increased costs to Local Authorities in provision of services Adverse impact on children's health, wellbeing and education	

To ensure homelessness services are aligned with the expectations of Gwent Safeguarding Board.	To ensure appropriate support and safeguards are in place to a range of households in order to prevent or relieve homelessness	Review existing safeguarding procedures within each Local Authority and Gwent protocols Ensure staff are provided with appropriate training	All Homelessness Leads All Homelessness Leads	Aug 2019 Aug 2019 and ongoing		
Increase opportunities for training and employment for vulnerable people (Local Plans Only)						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
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	To ensure the data provided and case recording systems are robust and can be used to inform service delivery, shape policy and inform demand	Compare systems and data recording across Gwent in order to develop common frameworks and consistency in recording including supporting people funding services Provide training to staff and implement framework	All Homelessness Leads All Homelessness Leads	January 2021 April 2021	Failure to meet legal requirements and obligations Failure to be able to accurately record outcomes and data required by Welsh Government Inability to accurately assess demand for services	