

Gwent Homelessness Strategy 2018 - 2022

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: **H**elp improve access to suitable and affordable housing

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

Priority 3: **M**inimise homelessness and prevent it through early intervention

Priority 4: **E**nsure fair, equal and person-centred homeless services

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 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 – Torfaen 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 (Regional)	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 (Regional)	January 2019		
		Formalise links with the Strategic Housing Forum & Supporting People Local Planning Group to act as the local steering group	Head of Housing /Group Manager	January 2019		
		Establish reporting mechanisms and links with relevant groups including PSB	All Homeless Leads (Regional)	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 in service delivery across Wales	Agree key areas to be considered from the review	All Homeless Leads (Regional)	March 2019	Inconsistent application of legislation and inequality of services	
			All Homeless Leads (Regional)	May 2019 &		

increase consistency and replicate good practice		Set work plan based on key areas to be delivered		Ongoing review		
To introduce a hospital discharge framework across Gwent		Establish hospital discharge framework across Gwent	All Homeless Leads, Social Care and ABUHB (Regional)	Dec 2020	Individuals discharged from hospital inappropriately and placed at significant risk Increased rough sleeping	
Improve links with Health Board/ Public Health & NCNs to deliver better outcomes	Increase in homeless prevention activities and services		All Teams / ABUHB	Ongoing	Greater risk of homelessness Lack of suitable services	
Connecting homelessness capital planning with future housing planning / development plans in Gwent. Innovative models of delivery that specifically cater for homeless households.		Ensure homeless service users housing needs are represented in new housing capital programmes	Housing Strategy Team	Ongoing	Lack of affordable / supported housing & suitable temporary accommodation	
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 Review existing process/procedures in light of the Code of Guidance issued by Welsh Government &	All Homeless Leads (Regional) Housing Solutions / Performance & Partnership Teams	June 2019 Sept 2019	Dissatisfaction with services Services not meeting needs	

		<p>information around disengagement</p> <p>Implement revised process/procedure based on finding and review</p>	Housing Solutions / Performance & Partnership Teams	February 2020		
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	<p>Analyse information and identify opportunities for improvement</p> <p>Implement identified opportunities as appropriate</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>June 2019</p> <p>July 2020</p>	<p>Presentations continue to increase</p> <p>Clients won't get the right services at the right time</p>	
		Consider development of regional approach to ensure that there is adequate provision of suitable temporary accommodation for households with disabilities	All Homeless Leads (Regional)	April 2021 & Ongoing	<p>Inappropriate accommodation provided</p> <p>Risk of harm to households</p>	
Benchmark and compare financial assistance approaches in each local authority used for homeless prevention	Increase in homeless prevention activity and options	<p>Benchmark and compare DHP approach</p> <p>Explore common themes, best practice and take forward recommendations around DHP use</p> <p>Benchmark and compare Prevention</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>June 2019</p> <p>Dec 2019</p> <p>June 2019</p>	<p>Presentations continue to increase</p> <p>Clients won't get the right services at the right time</p>	

		<p>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 (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>Dec 2020</p> <p>June 2020</p> <p>June 2020</p>		
Benchmark and compare early intervention, advice and support by each local authority and to identify good practice	Increase in homeless prevention activity and options	<p>Analyse information and identify opportunities for improvement</p> <p>Implement identified opportunities as appropriate</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</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 relevant to services	Increase in homeless prevention activities, services & productivity	Consult with service users / former service users and partners over the information provided.	Housing Solutions / Performance & Partnership Teams	July 2019	Inappropriate advice provided leading to increased homelessness and a reduction in	

		Review information collated and refine / revise based on findings.	Housing Solutions / Performance & Partnership Teams	February 2020	homeless prevention	
Continue to pilot and review immediate access and first points of contact	Increase in homeless prevention activities and services	Monitor immediate access / first point of contact services	Housing Solutions / Supporting People Team	Quarterly	Greater risk of homelessness	
Continue to develop and review 'self-help' tools and websites		Consider opportunities for delivery of regional information and guides on homelessness through the Steering Group	All Homeless Leads (Regional)	June 2020		
		Undertake annual review of 'self-help' tools and websites	Performance & Partnership Team	Dec 2020	Misinformation / lack of empowerment leading to increased homelessness presentations	
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	Review existing provision within Torfaen across Council services, involving service users where appropriate	Housing Solutions Team	July 2019	Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result	
Operating effective 'triage' type systems in providing homeless services and also securing as many		Explore available options and provide recommendations for implementation of	Housing Solutions Team	October 2019		

<p>successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties is going to be increasingly essential</p> <p>Ensure Supporting People providers and other key programmes are aware of homeless services and can respond to demands</p> <p>Explore opportunities of implementing Behavioural Economics</p>		<p>changes as appropriate with key services</p> <p>Implement preferred changes</p> <p>Better informed and improved partnership working across the sector leading to better outcomes for clients</p>	<p>Housing Solutions Team</p> <p>SP & H Inclusive Forum</p> <p>Housing Solutions / Performance & Partnership Teams</p>	<p>February 2020 & review annually</p> <p>6 monthly</p> <p>April 2019</p>	<p>Provision of incorrect / inconsistent advice to clients</p>	
---	--	---	--	---	--	--

Work with social and private rented sector landlords to sustain tenancies and increase access to housing

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
<p>Develop effective mechanisms to maximise the access to affordable housing schemes for households either homeless or faced with homelessness</p> <p>Social landlords - LCHO. Affordable home ownership schemes.</p>	<p>Development of affordable housing across the region to meet the increased demand in line with projected population growth</p>	<p>Review existing provision in each local area</p>	<p>Housing Access / Strategy Teams</p> <p>Housing Strategy Team</p>	<p>January 2020</p> <p>January 2020</p>		

Explore with developers and RSLs other types/models of housing provision e.g. shared, HMO, modular		Work across region to identify regional development requirements and opportunities	Housing Strategy Team	January 2020		
Develop a package of incentives to encourage Private Sector Landlords to increase the number of units of accommodation available		Continue to promote the support services available at landlord hubs and develop a package of incentives	All Housing Strategy Leads (Regional)	February 2020		
			Housing Strategy Team	January 2020		
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 reviews	All Homeless Leads (Regional)	Ongoing – Annual Review in Jan 2020	Continued use of B&B accommodation and increased costs to Local Authorities	
		Review existing provision in each local area	Housing Strategy Team	Ongoing – Annual Review in January	Lack of supply of suitable temporary accommodation	
		Develop alternative and additional options locally and regionally based on requirements	Housing Solutions / Housing Strategy Teams	Ongoing – Annual Review in January	Increased negative impact on the health, wellbeing and life chances of households faced with homelessness	

		Develop regional for agreement temporary accommodation provision and access	All Homeless Leads (Regional)	April 2020		
Reduce the levels of B & B usage through more flexible and innovative models of temporary accommodation		Monitor B & B usage through weekly reporting & link to capital developments	Housing Strategy	Ongoing	Applicants continue to be accommodated in B&B accommodation	
To increase the supply of good quality affordable private rented sector accommodation	Increase in homeless prevention and housing options for households faced with homelessness	<p>Review existing work with private rented sector across Torfaen</p> <p>Consider findings and develop options available tailored to Torfaen area</p> <p>Develop work across Gwent region with PRS following review to increase Gwent wide engagement and options with the private rented sector</p>	<p>Housing Solutions / Housing Strategy Teams</p> <p>Housing Solutions / Housing Strategy Teams</p> <p>All Homeless Leads (Regional)</p>	<p>April 2019</p> <p>June 2019</p> <p>June 2020</p>	<p>Reduction in positive homelessness interventions</p> <p>Increase in homelessness and demand for temporary accommodation</p> <p>Increased costs to Local Authorities</p>	
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	Consider work already undertaken across each Local Authority area and review effectiveness,	All Homeless Leads (Regional)	June 2019	Reduction in positive homelessness interventions	

	homelessness from the private rented sector	<p>duplication of work and outcomes</p> <p>Consult with private landlords and letting agents around their views and opinions</p> <p>Develop local and potential regional options for greater intervention services and consistency of approaches</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>October 2019</p> <p>February 2020</p>	<p>Increase in homelessness and demand for temporary accommodation</p> <p>Increased costs to Council in provision of temporary accommodation services</p>	
<p>To provide appropriate accommodation options for homeless households with physical disabilities</p> <p>Increase productive engagement with RSLs regarding their duty to cooperate and make access to social housing easier</p>	Development and delivery of accessible emergency accommodation for homelessness households	<p>Review current emergency accommodation provisions and assess likely needs based on trends and demands</p> <p>Consider options available for sourcing additional emergency accommodation to meet the needs of households with physical disabilities</p> <p>Continue to convene Quarterly Steering and Operational meetings</p> <p>Review provision across the region and consider options for shared resources to</p>	<p>Housing Access / Housing Strategy Teams</p> <p>Housing Access / Housing Strategy Teams</p> <p>All Homeless Leads (Regional)</p>	<p>May 2019</p> <p>Dec 2019</p> <p>Quarterly / Ongoing</p> <p>April 2020</p>	<p>Lack of supply of suitable temporary accommodation</p> <p>Delayed discharge for hospital or potential unsafe discharges</p> <p>Applicants unable to access affordable housing options</p> <p>Increased costs to Council in provision of temporary</p>	

		meet needs across Gwent			accommodation services	
		Identify gaps in provision and develop plan to secure appropriate accommodation to meet needs	All Homeless Leads (Regional)	Sept 2020 & review annually		
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	Examine review findings and extract options presently available to identify gaps	Housing Solution / Access / Strategy Teams	May 2019	Increased risk of more single homeless households, lack of temporary accommodation and increased costs	
	Reduce level of rough sleeping	Consider the gaps and explore the options available to address these gaps	Housing Solution / Access / Strategy Teams	Oct 2019		
		Develop options based on this seeking funding where appropriate and involving key partners and stakeholders across Torfaen	Housing Solution / Access / Strategy Teams	Feb 2020 & ongoing		
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	Reduction in rough sleeping	Review the existing emergency provision across each Local Authority area and identify shortfalls/demand	All Homelessness Leads (Regional)	April 2019	Increase in rough sleeping	

across the region as a whole		<p>Explore options available for expanding services to meet the demands in each Local Authority area</p> <p>Consider regional approaches to address increased rough sleeping where appropriate</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>July 2019</p> <p>July 2020 and Ongoing</p>		
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 (Regional)	June 2019 and annually thereafter	<p>Increase in rough sleeping</p> <p>Increased risk of harm due to adverse weather to rough sleepers</p>	
To develop independent accommodation based projects aimed at addressing the needs of chaotic clients and those rough sleeping	Reduction in rough sleeping	<p>To establish a regional working group on developing projects based on the key principles of Housing First linked to the Housing First Network</p> <p>Develop and deliver models across each region in partnership with RSL partners to deliver "Housing First" projects</p> <p>Evaluate impact of projects and revise</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>February 2019</p> <p>April 2019</p>	Increase in rough sleeping	

Explore models of delivering Housing First projects to meet the needs of chaotic individuals faced with homelessness		projects as appropriate and required	All Homelessness Leads (Regional) Housing Solutions / Housing Strategy / Commissioning Teams	April 2020 and ongoing April 2020	Delivery may depend on the success of funding application process	
Explore options for local night shelters and rough sleeper support	Reduction in rough sleeping	Fewer rough sleepers in Torfaen	Housing Solutions / Supporting People Teams & Rough Sleeper Group	July 2019	Local authority will continue to have rough sleepers	
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	Examine local trends across the 5 Gwent areas and to consider options for addressing repeat homeless presentations Implement options where appropriate and review effectiveness of changes/options	All Homelessness Leads (Regional) All Homelessness Leads (Regional)	Dec 2020 February 2021 and annual review	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
Promote education packages/schools project 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	Performance & Partnership Team	March 2019	Lack of awareness around housing and homelessness	

		Consider options for developing packages that create consistency across the region	All Homelessness Leads (Regional)	June 2021	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 Develop and implement revised pathway and identify gaps in best practice to be taken forward	TYPSS / Housing Solutions / Commissioning Teams TYPSS / Housing Solutions / Commissioning Teams	Sept 2019 January 2020 & Ongoing	Increase in number of care leavers becoming homeless Failure to meet corporate parenting objectives and responsibilities for care leavers	
Ensure that appropriate support and interventions are in place to help young people to remain in 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 more effective in delivery	All Homelessness Leads (Regional) All Homelessness Leads (Regional)	Sept 2019 January 2020	Increase in youth homelessness	

Hold a local stakeholder event and map provision		Identify the needs of local residents	Performance & Partnership / Supporting People Teams	March 2019	Lack of detailed needs analysis	
		Develop need appropriate service to meet identified need	Supporting People Team	2020	Lack of suitable support provision	
Scope and realign provision of services		Tender and realign services to meet identified need	Supporting People Team	2020	Lack of suitable services	
Continue to review partnership approach with TYPSS, YPHO & MHO	End youth homelessness by 2027	Improved services and better provision	TYPSS / Housing Solutions / Supporting People Teams	Annually	Lack of suitable services	

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 (Regional)	Sept 2020	Ineffective use of funding	
		Develop possible options for considering joint funding across the region for services provided	All Homelessness Leads (Regional)	April 2021	Duplication of services and work	
		Seek to secure funding and develop preferred pilot options where appropriate	All Homelessness Leads (Regional)	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 (Regional)	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 (Regional)	June 2019 and ongoing	Increase in homelessness and reduction in effective preventative services	
		Deliver specific training in Torfaen area on processes, service access and signposting	Housing Access / Housing Solutions / Teams	June 2019 and ongoing		
		Obtain feedback from agencies and review training programmes	All Homelessness Leads (Regional)	March 2020 & ongoing		
To develop greater co-operation arrangements under Section 95 of the Housing (wales) Act 2014	To deliver more joined up, consistent and connected services that meet the needs of service users	Monitor allocations, highlighting any notable deficiencies	Housing Access / Solutions / Strategy Team	June 2019 and ongoing	Reduced options for homeless households	
		To develop partner arrangements with Health across the region in relation to homelessness and its prevention	All Homelessness Leads (Regional)	June 2020	In effective working practices	
		To develop partner arrangements with Health across the	All Homelessness		Increase in homelessness Unsafe discharges from hospital	

		region in relation to homelessness and its prevention	Leads (Regional)	June 2020	Inappropriate accommodation placements and risks resulting to either the individual or the public	
To provide greater understand of the journey through homeless services	To deliver more service user focused services addressing that are more consistently applied	Review agreed cohorts and methodology for tracking journey across each Local Authority area through services	All Homelessness Leads (Regional)	March 2021	Ineffective use of funding	
		Assess effectiveness of this, identifying gaps, duplication and cost effectiveness of services	All Homelessness Leads (Regional)	June 2021	Duplication of services and work	
		Develop options for different models of service delivery and pilot these in each area or as appropriate	All Homelessness Leads (Regional)	August 2021		
To ensure that relevant legislation is fully integrated and taken into account in homelessness assessment policies and procedures Integrate Renting Homes into Policies and Procedures and services. Also pool resources e.g. any possible legal costs.	To ensure services are legally compliant	Review homelessness procedures and processes to ensure compliance	Housing Access / Housing Solutions Teams	Feb 2020	Advice and Information provide to service users is not accurate	
		Implement revisions and provide appropriate training for staff with an annual review as required	Housing Strategy Team	April 2020 & ongoing	Increased legal challenge on decision issued leading to increased staff time being diverted to	

					<p>reviews of decisions</p> <p>Increased use of temporary accommodation and associated costs</p>	
<p>To review and develop working practices and processes with key partner agencies – Health, Probation, Social Services, RSLs</p> <p>Build relationships with health, probation and social services</p>	<p>To increase partnership working and improve access to services for homeless households</p>	<p>Develop agreements with RSL partners around homeless prevention and associated activities linked to securing accommodation</p> <p>Develop agreements with Probation around homeless prevention, assessment and interventions for individuals leaving the secure estate in line with the National Offender Pathway</p> <p>Review and revise local working arrangements with Social Services</p> <p>Review local agreements across Gwent and consider options for merging arrangements where appropriate</p>	<p>All Housing Managers</p> <p>All Housing Managers</p> <p>All Housing Managers</p> <p>All Homelessness Leads (Regional)</p>	<p>Sept 2019</p> <p>Sept 2019</p> <p>Sept 2019</p> <p>April 2020 & ongoing</p>	<p>Increased tenancy failure from Social Housing</p> <p>Increased homelessness</p> <p>Increased community risk</p>	

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 (Regional)/ Gwent MAPPA Co-ordinator	April 2020	Increased community risk from/towards MAPPA offenders	
SP Local Planning Group to be aligned with homelessness priorities	Early intervention, prevention and support		Supporting People Team	2020		
Link Strategy implementation to WG Grants Full Flexibility Pathway approach	Early intervention, prevention and support	Review implications of Housing Support Grant / Children & Communities Grant and TCBC Delivery Plan	Group Manager Housing	March 2019	WG FFP discontinuation	
Mitigate risks to clients affected by Welfare Benefit Reforms			Group Manager Housing/ Housing Solutions Team Leader / Housing Access Manager / Housing Strategy	Ongoing	Inability to access affordable housing Increased financial hardship	
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	Supporting People Team	Dec 2019	Duplication of work Ineffective use of resources	

		<p>and how they are funded</p> <p>Review this information across Gwent and explore options for how this could be better co-ordinated and supported</p> <p>Produce a directory of voluntary services for use across Gwent</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>February 2020</p> <p>Sept 2020</p>		
To seek to manage and mitigate against the impacts of Universal Credit & other WBR	To seek to reduce poverty, hardship and homelessness	<p>Review demand for financial inclusion/debt advice services across Gwent</p> <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 (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Sept 2020</p> <p>Dec 2020</p> <p>April 2021 & annual review</p> <p>Dec 2019 & ongoing</p>	<p>Increased homelessness presentations</p> <p>Increased cost to 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>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</p> <p>To examine models of co-working/co-funding to deliver services more effectively</p>	<p>All Homelessness Leads (Regional)</p> <p>Supporting People / Housing Access / Performance & Partnership Teams</p> <p>Supporting People Team</p>	<p>July 2019 & ongoing</p> <p>May 2019</p> <p>February 2020 & 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 financial inclusion debt and money management services</p>	<p>To seek to reduce poverty, hardship and homelessness</p>	<p>Review current Financial Inclusion Team provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in</p>	<p>Housing Access / Supporting People Teams</p> <p>Housing Access / Supporting People Teams</p> <p>Housing Access / Supporting People Teams</p>	<p>Dec 2019</p> <p>March 2020</p> <p>Sept 2020</p>	<p>Increase in homelessness presentations</p>	

		<p>partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	All Homelessness Leads (Regional)	May 2021		
<p>Develop innovative services (drop in's, surgeries) to increase access for clients with a range of support needs - <i>Mental health, Drug and alcohol misuse, Domestic abuse, Adverse childhood experience, Discharge from remand / custody, Single males, single households, Refugees/asylum seekers, older people, families and pregnant people, child and adult safeguarding, exploitation, modern day slavery.</i></p>	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>Supporting People / Housing Solutions Teams</p> <p>Supporting People / Housing Solutions Teams</p> <p>Supporting People / Housing Solutions Teams</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in rough sleeping / homeless presentations</p> <p>Ineffective use of funding / resources</p> <p>Duplication of services</p> <p>Inequality in service delivery</p> <p>Increased costs to agencies</p> <p>Lack of community cohesion and impact on wider community</p>	
To provide access to appropriate mediation services to prevent	Increase in the homeless prevention	To undertake a review of the mediation services provided and	All Homelessness	Sept 2020	Increase in youth homelessness	

homelessness and tenancy failure	activity and positive outcomes	<p>explore possibilities for different delivery models, taking into account the funding used for schemes</p> <p>Consider options and make recommendations in light of findings</p> <p>Implement preferred option</p>	<p>Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Feb 2021</p> <p>June 2021</p>	<p>Ineffective use of funding</p> <p>Duplication of services</p>	
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	<p>Review existing safeguarding procedures within each Local Authority and Gwent protocols</p> <p>Ensure staff are provided with appropriate training</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Aug 2019</p> <p>Aug 2019 and ongoing</p>	Adverse impact on children's health, wellbeing and education	
Continue to run SP Gateway and explore opportunities for further centralisation of referral processes	Improving services to people not in priority need.	Maximise opportunities to access services that are efficient and effective	Supporting People Team	Ongoing		
Improve alignment with Supporting People Services and stakeholders	To ensure appropriate support is provided to a		Supporting People Team	Ongoing		

(e.g. TVA, DWP) through an on-going programme of training, briefings and a review of operational practices.	range households in order to prevent or relieve homelessness					
---	--	--	--	--	--	--

Increase opportunities for training and employment for vulnerable people

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop stronger links to employability services, RSLs and other stakeholders	To seek to reduce poverty, hardship and homelessness	Incomes will be maximised through employment, reduced WB claims, reduced risk of homelessness and more resilience	All Teams	Ongoing		
Explore opportunities for training and education	To seek to reduce poverty, hardship and homelessness	Work with any provider to increase opportunities for education / employment and where possible build into contracts	All Teams /Communities	April 2020		

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 services comply with the requirements of GDPR in day to day service delivery	To ensure services are legally compliant	Review existing arrangements in place under WASPI and make appropriate changes to ensure compliance	Performance & Partnership Team	May 2019	Failure to meet legal requirements and obligations	
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	Review case recording system, database information and reporting system	Performance & Partnership Team	April 2020	Failure to meet legal requirements and obligations	

	service delivery, shape policy and inform demand	<p>Consider outcomes of review and implement recommendations</p> <p>Compare systems and data recording across Gwent in order to develop common frameworks and consistency in recording including supporting people funding services</p> <p>Provide training to staff and implement framework</p>	<p>Performance & Partnership Team</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>October 2020</p> <p>January 2021</p> <p>April 2021</p>	<p>Failure to be able to accurately record outcomes and data required by Welsh Government</p> <p>Inability to accurately assess demand for services</p>	
To develop local information on service demands, performance and delivery to demonstrate service pressures and effectiveness of provision	Increase the local knowledge of service demands and pressure to inform future service delivery	Develop key reports and information in relation to, homelessness, support and temporary accommodation	Housing Solutions Team	Dec 2020	<p>Failure to be able to accurately record outcomes and data required by Welsh Government</p> <p>Inability to accurately assess demand for services</p>	
Modernise services to embrace new technologies and ways of working						
Continue to develop IT provision to streamline access to services	To ensure the data provided and case recording systems are robust and can	Monitor usage of IT systems & websites to help identify seamless access.	Performance & Partnership Team	Ongoing		

	be used to inform service delivery, shape policy and inform demand					
Continue to develop a wide range of communication tools (social media / websites / mobile phones) as well as more traditional methods.	Increase in homeless prevention activities and services	Utilise social media, text messaging and other customer & digital methods of accessible engagement	Performance & Partnership Team	Ongoing		