

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	7 June 2021
Subject:	Impact of Covid on Homelessness Services
Purpose of Report:	Inform the Committee of homelessness issues during Covid
Scrutiny Chair:	Cllr.Aled Morris Jones
Portfolio Holder(s):	Cllr.Alun Mummery
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Local Members:	n/a

1 - Recommendation/s

To accept information on the response to Covid and homelessness and scrutinize response.

2 – Link to Council Plan / Other Corporate Priorities

Ensure that the people of Anglesey can thrive and realise their long-term potential support vulnerable adults and families to keep them safe, healthy and as independent as possible.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1** Impact the matter has on individuals and communities **[focus on customer/citizen]**
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**
- 3.3** A look at any risks **[focus on risk]**
- 3.4** Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**
- 3.5** Looking at plans and proposals from a perspective of:
 - Long term
 - Prevention
 - Integration
 - Collaboration
 - Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

- i. What challenges has the Council identified when supporting people who are homeless during the Pandemic?
- ii. What are the learning good practice points the Council has learnt during the last period and how is it intends to use these to shape services in the future
- iii. Has effective collaboration taken place during the pandemic when responding to homeless issues

5 – Background / Context

Homelessness Service like many other services across the Council and partners have seen an increase in the demand during Covid. Since the closure of Cyswllt Mon all activity relating to homelessness has been conducted over the phone or on digital platforms with support being provided remotely and via our support providers. Prior to this, clients were asked to attend an arranged appointment at Cyswllt Mon or wait for the first available appointment that could be offered on that day.

Welsh Government (WG) quickly responded to the pandemic and issued guidance that all persons and households should be accommodated as a response to public health policy in ensuring that people are able to protect themselves from Covid. Each Local Authority (LA) needed to quickly assess the number of emergency units of accommodation that was available and source additional units to which at the time an unknown quantity and for how long.

An action plan was formulated instantaneously to deal with this, with additional capacity for emergency accommodation sought, such as Ciando, Bangor University and local Caravan Parks accommodation which were explored with limited response in terms of offering additional capacity of units due to varying reasons. As part of this response Permitted development was given for Bunkabins at Plas Penlan, Llangefni, which provided 8 self contained porta cabin type accommodation. Additional support was provided to emergency accommodation premises (being mostly B&B establishments) at the initial stages of Covid to ensure that there was a supply of PPE to assist in the welfare of clients during the first few months when PPE was not easily available.

During 2020-21, 782 households approach Housing Services for advice and assistance, compared to 652 in 2019-20. Of this, the majority of presentations (66%) were single adult households and 27% being households with children. There have been 102 presentations in the first two months of 2021-22.

The reasons that households approach the Service is as follows, in accordance with highest number of presentations:-

Breakdown of relationship

Relatives or Friends no longer unable to accommodate

Property unsuitable

Parent no longer or unable to accommodate

The number of households placed in emergency accommodation during 2020-21 ranged between 27 to 63 individuals and families per night. This has been the highest and consistent number of households the Service has provided for. As a comparison between 3 and 26 households were placed in emergency accommodation during 2019-20 per night. Already we are seeing around 52-53 households in emergency accommodation per night during April, 2021.

The cost of housing individuals in emergency accommodation has been funded by Welsh Government during the pandemic.

Not all households requires emergency accommodation, but under the Housing Act each person is able to access advice and assistance under the Act and if there is a reason to believe that the person is homeless or threatened with homelessness there is a duty on the Council to assess and investigate.

The increase in households presenting coupled with the increase in numbers that require emergency accommodation has meant an increase in caseload for officers consisting of a team leader and 4 officers. Officers are carrying a higher number of caseload due to not being able to end the homeless duty as accommodation has not been available, or a duty has come to an end but the household is unable to move on for example, no private or social rented units are available.

The Housing Assessment Team are a small team of experienced internal staff. The statutory elements of the work being achieved by this Team, i.e. being a contact for households who are homeless, support to prevent homelessness, carrying out an assessment, drawing up a housing/support plan and providing temporary accommodation where appropriate. With the main aim of re-housing individuals permanently in suitable accommodation.

An interim post for an additional Housing Assessment Officer has been appointed, starting in May, and reconfiguring of existing duties has enabled a triage approach to assess initial calls to the Service to prioritize in accordance with risk of homelessness or risk of harm due to domestic violence or other threats.

Additional support has also been provided to households with funds of £243k being awarded to provided additional officers to deal with support needs, this was given to existing providers which include the Wallich, Digartef, Cais, Housing Support Team to complement the existing Housing Support Grant (HSG) allocation. This additional fund was awarded via Phase 2 Housing Related Support Grant funding for 2020-21.

The Team have seen an increase in people with mental health issues, substance misuse, older people, households experiencing domestic violence and young people being excluded from their family or friends. Referrals to the Housing Support Grant support this data information with mental health issues, domestic abuse and relationship breakdowns being the main reasons for accessing support. Often people present in a very vulnerable state with provisions being made for food, tenancy starter packs, basic furniture and packs to assist if there is a need to self isolate due to Covid.

During the last year, weekly information has been included with the situational report submitted to the Emergency Response Team of the Senior Leadership Team and risks included within the Corporate Covid risk register. Information with WG officials has shared on a weekly, by weekly and by now monthly basis on homelessness households. A coordinated cell approach was taken across North Wales with weekly and by now monthly meetings taking place to update on issues and share good practice and experiences with Homeless lead officers. An internal audit on Covid and homelessness is due to be completed with the report to be submitted in due course to the Governance and Audit Committee.

A partnership working approach has been utilized with regular and updated links made with North Wales Police, Probation, Registered Social Landlords, BCUHB and support providers.

The Executive Committee has approved a temporary partial change to the Common Allocations Policy for housing in response to the Covid-19 impact on emergency / temporary accommodation for homeless households in September 2020 with a review currently being undertaken.

Looking ahead to 2021 and with no indication from WG that there will be a change in the policy made during Covid, the level of demands will continue on the service. Housing Support Grant has been increased to all LAs with a report submitted to Executive Committee, 8 March 2021, which provided additional resources to deal with homelessness and the vital support that is needed to assisting people to be able to move into settled accommodation.

The demand for emergency accommodation will continue and to this effect the Service has leased 14 units from our Registered Social Landlords, these units has enable us to offer a flat or house to households providing more of a home and a sense of stability with support being provided. We are currently looking at options for leasing further units from an RSL. This model has proved successful with households being able to move on from these units into permanent social or private accommodation with ongoing support as and when they become available.

Capital allocations have also been given to the Service as part of the Phase 2 funding which will enable additional single persons accommodation to be made available. This includes accommodation with Clwyd Alyn, Grwp Cynefin and Council accommodation at Plas Alltran, Caergybi.

The Regional Homeless Strategy has been reviewed against outputs in September 2020 with LAs across North Wales continuing to work together. Each LA agrees their own local action and for 2020-21 the emphasis was on a Covid response. The next year will address issues such as rapid rehousing, housing first models and as well as work into further prevention work as the impact Covid evolves into a recovery period. See Appendix 1 for review of work plan.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

7 – Financial Implications

The additional costs incurred due to changes in WG policy have been claimed from WG. There could be risk associated with future costs should WG determine to keep current policy without maintaining the current funding regime for emergency accommodation.

8 – Appendices:

North Wales Homelessness Strategy work programme review and update

9 - Background papers (please contact the author of the Report for any further information):

Copy of guidance issued to LAs

https://gov.wales/sites/default/files/publications/2020-04/guidance-for-local-authorities-in-supporting-people-sleeping-rough-covid-19_0.pdf

HSG report to Executive 22.3.21

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3699&Ver=4&LL=0>

Covid Allocations Policy – Executive 17.8.20

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3785&Ver=4&LL=0>

Regional Homelessness Strategy Collaborative Work Plan

Categories	Action from the work plan: Key areas for collaboration identified:	Anglesey Updated in May 2021	Gwynedd Updated in May 2021	Conwy Updated in May 2021	Denbighshire	Flintshire	Wrexham Updated in May 2021	Other work we are aware of (BCUHB, Third Sector, Other Regional Groups etc)
People								
Youth Homelessness	Develop a regional approach for young people in terms of information on: <ul style="list-style-type: none"> Being tenancy ready Financial literacy Welfare / Benefits Promoting a Young People's Positive Pathway to Housing 	Digartref Cyf (HSG Support Provider) provide a course to service users on Maintaining a Tenancy.	New Team Leader post created which will prioritise Youth homelessness agenda. Looking to appoint Youth homeless Officer before Christmas. Update 16/5/21- Team Leader Posts in place, and Youth Homeless Officer in place, currently mapping out where we are at in terms of Youth Homelessness in Gwynedd.	Young Persons Positive Pathway Officer is based in Housing Solutions team Been trained to deliver Renting Ready training course and has delivered several courses Attendees were to be from RSLs, Social Care Pas, Housing Solutions move on officers so that the course can be run in a variety of settings and provided to a range of client groups, as modules can be adapted dependent on the audience. Consideration is being given to how the training can be provided virtually Housing Solutions have a CAB advisor in house 3 days pw and all young people are referred for financial advice 25/5/21 Bespoke CCBC training is being developed called Branching Out. This will include parts of various courses, including elements of Renting Ready	Denbighshire have a small team that is managed by Housing First and use that approach to support young people and get them into tenancies rapidly.	Part of FCC Phase Two bid included introduction of a Renting Ready Training Package via Crisis. This was not awarded via the phase two funding but FCC are looking to fund this via the HSG. FCC are keen to adopt St Basils Positive Pathway but need to understand what other LA's have and if we can agree a common approach. FCC applied for Phase 2 funding to appoint a Project Manager to try and develop a shared vision for a Young Persons HWB similar to Denbigh. Arranging visit for Snr Management to explore this and eager to develop a YP accommodation and support Hub.	Working with SS to develop a joint protocol. Leaflet and business card created and dispersed to youth workers and schools Work ongoing with care leavers to develop a training programme that will provide care leavers with a 'passport' to tenancies and support their application for re housing.	

				Train the Trainers – two sessions were run on-line by Crisis in May 2021 for a variety of staff, both within CCBC and externally				
	Create better links between accommodation and employment opportunities	The Housing Support Grant providers refer service users to the following training and employment schemes -AdTrac -MonCF	Grant bid submitted for a £1M project in the Centre of Caernarfon in partnership with GISDA (youth homelessness charity) which will lead to creating 4 supported accommodation units and a life skills training flat for young homeless individuals in the area. Will be located above GISDA's refurbished café which is run by homeless individuals. Update 16/5/21 – The above Scheme is currently in planning stage and discussions regarding how the Scheme will operate once developed have commenced with GISDA and LA. Another Scheme currently being developed in Bangor to provide access to employment opportunity. Individuals will be referred to the scheme from the hostel and those accommodated within our new developments on the High Street through Phase 2 funding.	This is an area for development. Links have been made with Creating Enterprise	We have an employment mentor who works with everyone presenting as homeless under the age of 25. This supports with CV's, interview techniques, clothing etc to end housing poverty	Youth Worker works closely with Communities for Work and regularly refers in for employment support. Young people have a personal mentor as part of this programme to help them gain employment or employment related skills and confidence building. Meeting held with CFW in Aug 2020 where it was agreed to trial some sessions at the Emergency Bed Provision in Deeside to gain more engagement with this programme. Communities For Work Manager to attend the FCC Homeless Forum in Sept to promote Work Support and raise awareness of services amongst FCC accommodation and support providers and 3 rd sector partners.		
	Creating the right support and prevention tools to help maintain tenancies	27 supported accommodation and 24 floating support units provided for young people aged 16-24	Have set up a new integrated Tenancy Support team who will be giving this more priority.	Close working takes place with team Around the Tenancy in order to access their support	Crisis renting ready and intensive support which includes a personal budget.	FCC currently have as part of the Integrated Young Persons Service:		Denbighshire's tailored support for LGBTQ project Currently commissioning

		<p>through the Housing Support Grant.</p> <p>The following schemes are being provided/developed to support young people to maintain their tenancies once they have left the hostel.</p> <p>-Llety Pontio - Young People Move On Project (6 step-down units sourced from the PRS for up to 12 weeks intensive support)</p> <p>- Looking at building 4 MMC units on the Ysgol Thomas Ellis site to be used as a move-on accommodation for up to 2 years, for young people leaving hostel accommodation</p>	<p>Update 16/5/21 – Internal reorganisation of Teams continues, additional staff will be appointed through HSG funding to provide further more intense support to help maintain tenancies.</p>	<p>The Young Persons Positive Pathway Officer remains available to provide support to clients after they have moved into a tenancy. A Young Persons Support Officer is due to start work shortly, funded by the Phase 2 bid</p>		<ul style="list-style-type: none"> • A dedicated Youth Worker • A Children's Services Worker (works with 16/17 year olds) • A dedicated support worker (works with 16/17 year olds) post accommodation sourced <p>FCC are keen to review supported accommodation provision for young people and this will form part of a wider commissioning exercise across HSG.</p>		<p>LGBTQ+ Training across North Wales and looking at more regional units available for LGBTQ+</p> <p>HSG Leads also looking at dispersed unit for males fleeing domestic abuse</p> <p>HSG also looking at commissioning dual diagnosis refuge for domestic abuse</p>
Rough Sleepers	<p>Promote Streetlink App and Information on reporting homelessness and how public can assist homeless people</p> <p>Just need on Gwynedd and Wrexham council web page</p>	<p>-StreetLink poster is regularly posted on IOACC social media pages</p> <p>-StreetLink poster up in both Housing and Social Services offices</p>	<p>Update – 16/5/21 Will chase this up</p>	<p>Information about Streetlink is on the Council's web site, and it is promoted via social media on a rolling programme, especially in winter. It is also promoted when SWEP is triggered</p>	<p>This is on the DCC website</p>	<p>On FCC Website</p> <p>A letter was issued to all Town and Community Councils in Feb 2020 to promote use of Streetlink</p>	<p>Leaflets and posters are distributed on a regular basis</p>	<p>Ensure this is on each LA intranet page</p>
	<p>Create a regional charity liaison hub to improve consistency and strategic delivery of support</p>	<p>-liaison meetings take place with Medrwn Mon (umbrella body representing third sector)at a corporate level</p>		<p>Conwy established a multi agency rough sleeper action group in 2019, which has brought together a range of agencies and services, including voluntary and community groups, to share information and coordinate activity</p> <p>A community hub was set up in December 2019, supported by this group, but is not currently operating due to Covid 19</p>				<p>The BCUHB LIT (Local Information teams) groups have been setting up hubs in each LIT region (East, Central and West) based on Mental health type service</p>
	<p>Change culture and stereotypes of politicians</p>		<p>Several presentations during Covid to Cabinet</p>		<p>Conwy Denbighshire first accredited Housing First</p>	<p>Briefing note and presentation to members</p>	<p>We have developed a rough sleeper</p>	<p>Cymorth Cymru have been</p>

Rough Sleepers	for emergency accommodation, shared accommodation and Housing First		<p>Members and members of our Well Being Board and Corporate Parent Board.</p> <p>Update 16/5/21 Housing First scheme is now underway in Gwynedd, and referrals have been made to the scheme. Council Cabinet has also agreed to the new Gwynedd Housing Action Plan, which will over the next 6 years deliver over 50 units of supported accommodation in Gwynedd.</p>		project which we take every opportunity to promote and ensure our Members are aware of the work carried out.	<p>at FCC Council Meeting in Feb 2020. This explained the challenges in the County and how the Council was responding to them in moving from a SWEP model to a full time emergency bed provision. This was a really good session and members were supportive and keen to understand the challenges and barriers for rough sleepers.</p> <p>Housing First awareness sessions need to be scheduled with Politicians and a Paper going to Scrutiny Committee soon (in the Future Work Programme)</p>	strategy for Wrexham and this was adopted in February this year.	<p>campaigning with CHC for the HSG and for more money to be made available? The Oral Statement from the Minister following the guidance release – the oral script following this is positive, homelessness / risk of is being recognised.</p> <p>I think this is more what we publish to show the impact. We need to get our stories out there more. The RHSCG do this via the service user feedback questionnaire.</p>
	<p>Pull data sets together at a regional level to create a better understanding of:</p> <ul style="list-style-type: none"> Why people refuse certain types of accommodation Why tenancies end / Why people present as homeless What PRS want in terms of support and how we can encourage landlords to let to Welfare Benefits claimants SHOULD BE A SEPARATE ACTION 	All this information is available.		<p>Data is kept in relation to why tenancies end and why people present as homeless</p> <p>Regular Landlord Forum meetings take place</p> <p>Two Private Sector Access Officers are based within Housing Solutions and a Private Sector Liaison Officer will start work shortly, funded via the Phase 2 bid</p>		<p>This is not currently part of the data set collated for homeless returns, would need to agree what to collate to gain consistency and meaningful data</p> <p>This is already collected as part of the data set collated for homeless returns.</p> <p>PRS- A short questionnaire is now being developed via survey monkey to see if we can gain some insight via a different platform.</p>		<p>Why tenancies end and why people present as homeless can be picked up from the SP Outcomes data.</p> <p>Some of this been picked up by Laura Patterson</p>
	Develop better engagement with rough	The Wallich, through their Housing First Model,	Outreach service currently being provided by NWH.	Conwy had its first winter night shelter last winter, which enabled close	Housing First currently cover our outreach to rough sleepers.	FCC do not currently have a dedicated Outreach Worker and this is being	Outreach posts have now been recruited to.	Substance Misuse APB are commencing

	sleepers to understand need	provide good engagement.		<p>working with a regular cohort of people using the night shelter</p> <p>Accommodating people because of Covid 19 is presenting an opportunity to work with people and provide them with appropriate support</p> <p>The rough sleep action group had started to see agencies and services work more closely together. The rough sleeper count in November 2019 was well supported, with agencies providing information about people that they were aware of who were sleeping rough</p> <p>Working with outreach services such as the Kind Bay, Soup and Sox, Hope Restored and with the Council's Vulnerable Persons Team has been very positive</p> <p>Access to Health's Mental Health services is a gap in service provision</p>		<p>managed in house by Officer within the service.</p> <p>The Wallich have good engagement with service users who access the emergency bed provision and need to build on this to collect data on need</p> <p>£15k secured through Phase 2 for APB Mental Health & Well Being support which will be targeted at the Covid Cohort in order to avoid a return to rough sleeping post "Covid Response"</p>	<p>Triage centre in operation throughout pandemic see as best practice</p> <p>Peer mentor positions have been agreed and proved invaluable in working with partner agencies working in the private rented sector.</p> <p>Tenancy ready training provided in all our supported TA run by the LA and also employment and enterprise initiative courses.</p>	<p>Outreach Service for Complex Needs / Rough Sleepers / Mental Health. Posts are now out to advert.</p> <p>Work Laura Patterson is completing for the group.</p>
Complex Needs	Develop definitive and shared definition of complex needs across region						Wrexham have their definition , although broad, supported by the steering group	Agree definition – Conwy have an agreed definition – do we adopt
	Coordinate use of research across region and individual Local Authorities in terms of data on complex needs	-Outcomes and SPOA data available for this		<p>Some data is collected that we could report on</p> <p>The WG's matrix has recently been used to assess support needs of homeless households, and the Minafon project has received Phase 2 funding</p>				Group need to agree what data first? Have Outcomes and can look at first and second need to show multiple needs?

	Develop / utilise right type of housing			Conwy and Denbighshire have a joint Housing First project which has recently received funding for additional staff				Put examples of what was used during pandemic and reacting to the crisis
	Develop better collaboration across local authority departments around complex needs	Complex Case Worker post has been advertised.		<p>Closer working links have been established with the Vulnerable Persons Team</p> <p>The Council has a Complex Case Panel to bring services together to coordinate a response to a household's needs</p>	Funding approved under Phase 2			Substance Misuse APB Complex Needs Project? This is a collaborative approach. Links with this? which will help develop a complex needs process
Prison Leavers	Increase resource for Prisoner Pathway by developing a reciprocal agreement across region – creation of regional Prisoner Pathway network of officers	Prisoner Resettlement Officer located within the Housing options Team	Update- 16/5/21- Resources being increased to develop prisoner pathway service within the LA. Team will now have a Team Leader and two dedicated Housing Options Officers along with one move-on officer.	<p>The Prison Liaison Officer post sits within the Housing Solutions team</p> <p>Conwy coordinates the NW Regional Prison Liaison Officers regular meetings</p> <p>Reciprocal arrangements have been agreed and are in operation</p> <p>There is discussion currently about jointly commissioning accommodation and support for this client group which is not currently available in North Wales</p>		Reciprocal agreement developed and in place. Regional Prisoner Pathway Network is also in place and meeting are held regularly.	<p>Additional resource being explored</p> <p>Prison liaison support officer has been in post albeit temporary as a result of phase 2 funding. We are hoping to mainstream this position through HSG funding.</p>	The Supporting People RHSCG has led a piece of work to ensure each LA recruits a Prison Resettlement Officer. Prison resettlement officers have their regular meetings with each other for lessons learnt / best practice.
	Improve monitoring of Prisoner Pathway and develop a data map of impact it's having across region							Lyndsey Waters in WG is currently looking at the Pathway. Await further instructions.
Homes								
Housing First	Joined up communication approach to persuade local politicians of the merits of Housing First	<p>Some work done on this with regards to Bunkabins provision during covid.</p> <p>The Wallich who provides IOACC's Housing First project regularly give</p>	First Housing First Scheme underway in Gwynedd, referrals already made.	The Conwy and Denbighshire Housing First project has been operating since 2019	Please contact susan.p.Stevenson@denbighshire.gov.uk for this update as she was unaware of these actions.	FCC Members to receive briefings on Housing First in coming months		Conwy and Denbighshire joint pilot project. Conwy and Denbighshire to lead on this action.

		presentations to different groups and forums on the merits of the scheme.						Flintshire now joining C and D model
	Feed into ongoing Welsh Government roll out programme to better understand WG vision			As above	As above.			
	Share best practice across the region			As above	As above			
Improved access to accommodation – supply	Raise awareness of Homelessness Strategy with other departments	Links made with Learning, youth and adult and children services and the Corporate Prevention Board	Homelessness in Gwynedd is now a corporate priority.	25/5/21 – it is a CCBC corporate priority to stop people from becoming homeless	Homelessness in Denbighshire is now a corporate priority.	Can be promoted through the FCC Homeless Forum which will now be meeting every quarter to bring together key stakeholders and partners within within the housing, homelessness and support sector across Flintshire	Steering group set up to monitor and review homeless strategy in Wrexham	The strategy is to report to the RHSCG which will report or share work with the Regional Partnership Board and Public Health Boards. Piece of work I think could be done here on how we share case studies and show the impact of what this strategy is achieving. RHSCG creating a website
Improved access to accommodation – supply	Embedding homelessness at a strategic level across the region			25/2/21 - The NW LAs have a regional homelessness strategy. This is to be updated within the new Housing Support Programme Strategy				RHSCG and RHSCG links with Regional Partnership Board. Part of the new push for regional working for the HSG
	Increasing supply that is suitable and accessible <ul style="list-style-type: none"> Social new build Utilising more PRS Stock 	<ul style="list-style-type: none"> Social Housing Grant Programme (providing single person MMC units on larger development sites) Empty Homes Schemes 	PRS incentive scheme in the pipeline. Several capital Supported accommodation schemes in the pipeline - 38 units possible. Update 16/5/21-	Accommodation needs to be affordable – this is a key challenge when trying to access the PRS Conwy is the lead authority in a WG pilot scheme with Denbighshire to lease accommodation from	DCC working with Conwy on the new PRS scheme.	At of 31.07.2020 FCC have delivered 147 social and 79 affordable properties through its new build programme. A further 53 social and 20 affordable are approved/works commenced on site.	ongoing	Phase 2 Plans and MMC builds

		May 2021 – 227 new units currently on site for the Council and the Housing Associations, with 24 of these units being one bedroom flats.	A support package to fund 100 units of accommodation in PRS has been approved which will encourage landlords to offer a tenancy to local people who need housing rather than letting them for short term periods.	<p>property owners for 5 years. The properties will be used to discharge homeless duties owed to households, particularly Section 75 duties. Support is available to households for a long as needed</p> <p>Phase 2 funding has been awarded to support the Empty Homes initiative to enable RSLs to purchase empty properties</p> <p>25/5/21 – the pilot WG PSL scheme cannot be used to discharge s75 homeless duties but it is being used to discharge s6 and s73 duties. There are 10 properties now on the scheme with another 3 due to join imminently</p> <p><i>EHI update – Jodie</i></p>		PRS work needs further development		
	Develop a suite of incentives across the region to encourage landlords to work with Homelessness Service	<p>-IOACC currently provides the following Private Landlord Incentives and Prevention Fund:</p> <ul style="list-style-type: none"> - Cashless bonds - Rent guarantee insurance - Financial inclusion - One off payments - Guaranteed rent for 3 months 		<p>HAWS lettings agency offers a suite of management options to owners and works closely with Housing Solutions to assist their clients in to the PRS</p> <p>25/5/21 – the homeless prevention fund is used in a variety of ways to prevent homelessness, but most commonly to support households to access the PRS via rent in advance/deposits</p> <p>WG PSL pilot scheme is enabling access to PRS properties for 5 years at LHA rent levels</p>		Area for development in FCC	ongoing	Have these discussions at Landlord Forums All Wales leaflet on assistance for Private Landlords to be published

				HAWs is now advertising a new landlord support service				
	Working with PRS to reduce negative perception of taking on Welfare Benefit tenants	<p>-IOACC Annual Landlord Forum is held jointly with Public Protection Department. In the most recent forum in October 2019 The Wallich gave a presentation about Housing First, whilst JCP gave a presentation about Universal Credit.</p> <p>Next forum to be held in June 2021 virtually.</p>	Intense tenancy Support will be offered along with the new financial incentive(above) to encourage landlords to take on Welfare Benefit tenants.	<p>Support to help tenants maintain their tenancies and support for landlords when problems are encountered are key areas to be addressed</p> <p>25/5/21 – Landlord Forum continues to be held regularly and has moved on-line since the pandemic</p> <p>Not all negative – risky people al, rent arrears often ben claimants –</p> <p>Not averse Rents increasing. No evictions</p> <p>Guarantees of rent</p>		As above		<p>As above</p> <ul style="list-style-type: none"> - CIH's Tyfu Tai forums have been looking at Private Renting and Mental Health (working with the Private Rented Sector to look at the support available for landlords)
	Regionalising comms approach with PRS landlords	See above All Wales leaflet to be produced		<p>Landlord Newsletter</p> <p>25/5/21 – the PRS Network covers the whole of Wales and has recently re-started after several years. The group is considering how consistent communication with landlords can be taken forward</p> <p>Starting to capture data about the sector. Rent Smart Wales has shared some of their information – there are 9,450 properties registered with RSW in Conwy, thought to be a decrease in supply</p>				

	Further promote Tai Teg web portal	-Tai Teg Affordable Housing Register regularly promoted on IOACC social media pages.	Already on our website and social media platforms	25/5/21 - Jodie	I will check if its on DCC page.	Needs to be added to FCC website		Can this be on each LA intranet page?
Temporary accommodation	Explore innovative solutions to temporary accommodation	Bunkabins utilised as part of covid response	4 of the House 4 One Pods (wich were designed by Gwynedd ☺) being developed in Caernarfon with a further 6 in the pipeline for Dolgellau. Update 16/5/21 - 4 pods in Caernarfon nearly at completion, also 5 other pods in Dolgellau currently going through planning.	Haus for One units are to be used as temporary accommodation A large property has been leased from a RSL to use as a shared house instead of bed and breakfast placements 25/5/21 – Haus for One pods, Minafon and Bodhyfryd Road are all now in use as TA		FCC plan to review all existing TA to ensure it is fit for purpose. This includes looking at current shared/HMO provision and looking to move to more self- contained accommodation. This review was planned for this year but pressure from dealing with Covid 19 has meant this work has not yet commenced.	Triage/hub being developed as a result of Covid 19 Grove House has been opened, this is supported temporary accommodation owned and operated by the LA. The accommodation is for those with the most complex needs.	Cartrefi Conwy's work (HAUS 4 One) anything else like this going on across NW?
Temporary accommodation	Learning from Local Authorities that don't use Bed and Breakfast accommodation to meet temporary accommodation needs – sharing best practice across the region	-Mental Health Step Down (Stepping Stones) – 4 PRS flats providing up to 12 weeks of intensive housing first and PIE support for service users who are too vulnerable for traditional B&B accommodation.		Visits have taken place to other schemes in North Wales to help inform our approach to the shared house and our first winter night shelter 25/5/21 - due to the pandemic, the demand for TA has increased. The number of people in B and B and their length of stay has increased. One B and B is about to be leased by CCBC for 6 months It would seem that there will be a continued need for more TA in the short term due to the impact of the removal of priority need, it having been indicated that there is 'no going back' on this from the present position		FCC do use B&B where needed but try to ensure that this is minimal and for brief periods only. We have tried to increase TA provision in areas we traditionally had high numbers in B&B provision, i.e families to ensure we have adequate capacity within TA to decrease B&B usage. This has had an effect on TA expenditure as when TA is vacant the service is liable for the void periods but the increase on TA expenditure has been substantially lower than previous B&B expenditure.	Llyndir Hall hotel, has been sourced until the end of September To accommodate those who are low risk, families and fleeing DV. Out of county placements into hotel/B &B continue.	
	Communication campaign to address public perceptions of temporary accommodation and the people that use it			Behavioural issues being experienced make this hard to address				

				<p>25/5/21 – due to the number of people in B and B and behavioural issues being experienced, this is very difficult to progress at present</p> <p>The issue of homelessness has been more visible due the pandemic</p>				
	Explore a regional service level agreement with bed and breakfast providers			<p>An agreement is in place with Denbighshire about the management of households placed across the border</p> <p>All bed and breakfast providers are accredited annually and safety certificates etc are provided by them as part of this process</p> <p>25/5/21 – CCBC is about to lease a B and B for 6 months to help address the increased need for TA</p>		<p>This has been discussed previously and not sure how it would work or if possible given the different levels in demand and provision within each LA area.</p>	Local agreement in place	
Services								
Prevention / Intervention	Create cross-regional data set to better inform why people present as homeless	<ul style="list-style-type: none"> - SPOA data notes the reasons why each individual referred for support is presenting as homeless. - Homeless presentations data also captures the reason for the presentations. 	Reasons for presenting homeless is recorded.	<p>We record the reason for homelessness for all applicants</p> <p>25/5/21 – Until 2020 quarterly WHO12 returns were completed. Homelessness data returns have been in a different format during 2020/21, with less detailed information provided and numbers of people reported on (WHO12 returns is in relation to numbers of households)</p> <p>Homeless statistics for 2020/21 have been shaped by ‘Everyone In’</p>		<p>This is included in data set for homeless return but is high level – could give a good starting point for further analysis</p> <p>Data sharing for the Covid Response through NW Cell has been very useful.</p>		<p>Outcomes has why support was ended? Can look at this? But what other data tell us this?</p> <p>Or would this be follow on from the outreach workers action previously mentioned or the work of the APB on complex needs for rough sleepers / MH and SM?</p>

				and restrictions on PRS evictions				
	Raising awareness amongst statutory services within local authorities to understand that earlier intervention can prevent future homelessness	Internal corporate meetings on Prevention Strategy and also early intervention meetings with regards to vulnerable families	Youth Homeless Co-ordinator has been appointed who sits in Youth Service but works directly with homeless clients to prevent homelessness, also Mental Health Co-ordinator will be appointed within next 6 weeks who will also raise awareness within Mental health service.	<p>The lack of resources and capacity in services is an issue</p> <p>Other services know that Housing Solutions provides a safety net if other interventions have not worked e.g. looked after children have often exhausted a range of options by the time they make a homeless application</p> <p>25/5/21 – WG is placing an increased emphasis on early intervention by all public services in order to prevent homelessness. This is a requirement of the Rapid Rehousing approach</p>	Being led corporately. Awareness being raised, but still work to be done.	As above for development of Homeless Forum in Flintshire		ACE's? PIE / PATH?
	Create a regional map of the prevention tools available at both a local and regional level			<p>Code of Guidance contains a prevention toolkit as a starting point</p> <p>WHO12 returns require data about the number of homeless applications where homelessness was prevented or relieved and how this was achieved</p> <p>25/5/21 – the homeless prevention fund is used flexibly to prevent homelessness</p>				
	Share information services across the region			<p>The Code of Guidance requires local authorities to work in partnership with other services</p> <p>Housing Solutions has developed a suite of information factsheets</p>				Family Information Service Teams? How much of housing is within these information they share?

				25/5/21 – the factsheets have been updated and extended and are available on CCBC’s web site				
	Share training resource across the region			Conwy shares training with Cartrefi Conwy		Potential to look at Crisis Renting Ready training as a regional project Still need to have some training for staff on NRPF and eligibility. This has been flagged again on the back of accommodating those with NRPF	Health , local and regional represented on the local steering group	
Welfare reform	Develop a regional early intervention hub	- Internal corporate meetings on Prevention Strategy and also early intervention meetings with regards to vulnerable families UC hub also established on Ynys Mon		25/5/21 – need to clarify what the intervention hub will look like and whether place-based is still a relevant delivery model CHS has early intervention processes			Projects are being identified in order to promote and implement the prevention agenda that will include ‘rapid re housing’	
	Set up a regional best practice group			Conwy has an internal WR group 25/5/21 – CHS staff are part of this internal group				Would this not be our group sharing this information at meetings? Some communication plan needed?
	Plug data gaps to better understand the impact of sanctions on homelessness	UC Hub established in Ynys Mon		25/5/21 – needs to be considered with DWP CHS have close links with CAB staff, who are part of the team 3 days pw, and CCBC’s Welfare Rights team		Link in with DWP partnership reps		-WG commissioned Policy in Practice to conduct research on the impact of UC – IOACC provided information for this research.
	Regionalise pre-eviction protocols			25/5/21 – RSLs are committed to working towards no evictions into homelessness from social housing				
Health and social care	Better demonstrate cost-benefit of investment in	Recent WAO report on cost of homelessness is a		25/5/21 – HPO (Hospital Discharge) funded by		FCC Flagged this at the National Housing		RHSCG has Our People’s Stories

	housing and homelessness agenda in terms of savings to health service through sharing of best practice	good starting point. Also, member of a South Wales LA stated that she had developed a cost benefit tool – need to see a copy of this		Health and based at Glan Llwyd hospital. Some assessment of savings and impact on reducing bed blocking was done. The post is now vacant and Health are reviewing it CIH is currently undertaking some research in to housing advice and hospital discharge There has been some assessment of the savings that Housing First can make to a range of other public services		Network meeting as we need a formula we can buy into for cost benefit analysis The WAO Rough Sleeper Report released in July 20 des offer some interesting info about cost benefits for public purse when housing rough sleepers		document as a draft idea
	Creating a louder voice for housing on Public Service Boards							RHSCG linkage

Work plan for 2021-22

These have been included as a response to Covid and future issues that will require attention

Task	Upate
Gather information from the COVID 19 'Everyone In' response, to understand the lessons learnt and make recommendations for improvement.	Overview, methodology agreed Research and interviews commenced April 2020
Map the customer journey and record the story behind the statistics, ensuing that customer feedback and satisfaction data is embedded within performance monitoring.	Overview, methodology agreed
To engage all Housing Association partners and Local Authorities Housing Departments with Homeless Teams and Support services to develop shared understanding and best practice in relation to Ending Evictions into Homelessness.	Overview, methodology agreed