

# Colchester's Homelessness Strategy Delivery Plan 2014 – 2019

## 2017 - 18 update

Priority 1: Preventing homelessness by sustaining tenancies								
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016	Update 2017	Update 2018
Increase the provision of tenancy support including floating support to tenants in social rented sector	<p>1.1 Encourage the take up of tenancy floating support through One support to vulnerable tenants moving into accommodation</p> <p>1.2 Tenancy support Officers to identify and support clients in accommodation</p>	Increased take up of One support service – increase in tenants sustaining their tenancy – reduction in number of evictions for rent arrears and ASB	Throughout the lifetime of the strategy	<p>One support/Customer Service Centre/Colchester Borough Homes/Registered Providers</p> <p>Colchester Borough Homes – Tenancy Support Officers</p>		<p>One Support has increased the number of referring agencies to the service. Additional drop in services have been created at the Job Centre and the Library – there are approximately 260 referrals per month to the service.</p>	<p>Floating support – One Support continue to provide Housing related support with a reduced capacity due to ECC funding reductions. Although there has been a reduction in referrals to One Support from the previous year time spent waiting to receive the service has reduced. In 2016-17 there were 613 referrals to the service. The number of drop-in hours has increased and the team are working with the Lakes Mental health Unit to provide advice and guidance to patients.</p>	<p>One Support continue to support people in the community, in their homes and at drop-ins, delivering housing related support. This includes; Homelessness prevention, tenancy sustainment etc. In Colchester One Support have a capacity of approx. 150 customers at any one time along with 14.5hrs of drop-ins each week and telephone support through their gateway.</p> <p>Colchester Borough Homes provides Tenancy sustainment to support tenants who are at risk of eviction, and lead a partnership with Catch 22 who provide Intensive family support for Social housing tenants in Colchester. A pilot service “Start well” has been funded by CBC to provide intense intervention and support to families living in temporary accommodation, especially Bed and breakfast which has provided positive outcomes.</p> <p>Colchester Emergency Night Shelter (CENS) TSO still supporting ex residents in Private Rented Sector move on accommodation. 100% success rate. No returning clients except for on-going support.</p> <p>Beacon House Occupational Therapy and Assessment staff provide pre-tenancy and post-tenancy support, relating to financial capacity, self-care and supportive social networks.</p>

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Prevent Homelessness by helping people sustain their tenancies, through the increased provision of debt and welfare rights advice.	<p>1.3 Provide support and advice to tenants on managing debt and welfare benefits including organisations working with single homeless</p> <p>1.4 Increase the availability and provision of debt advice in the Borough and promote existing services including the Citizens Advice Bureau (CAB).</p> <p>1.5 Continue to raise awareness of the Credit Union to avoid clients using expensive doorstep credit providers</p>	<p>Reduction in the number of evictions for rent arrears</p> <p>Increase take up of welfare benefits</p> <p>Increase in number of people using the Credit Union</p>	Throughout the lifetime of the strategy	Colchester Borough Homes – Financial Inclusion Officer/CAB/Credit Union/Beacon House/Night Shelter	<p>19 CBC tenants were evicted in 2014/15 for rent arrears. CBH Financial Inclusion Officer continues to support tenants to manage budgets. The Night Shelter has appointed a Tenancy Sustainment worker and is holding pre tenancy workshops – 100% success rate.</p> <p>A Housing Benefit Officer is working within the front facing office with housing staff at CBH; this allows for crisis resolution at the front end of the service.</p> <p>The CAB has been grant funded to provide an enhanced money management advice service which housing options services staff can refer their clients into directly.</p>	<p>20 CBC tenants were evicted in 2015/16 for rent arrears.</p> <p>During 2015-16 the Financial Inclusion Officer visited 152 tenants to provide support and debt advice including; opening bank accounts, applying for welfare benefits and preventing homelessness, evictions and court action.</p> <p>Colchester Emergency Night Shelter (CENS) Tenancy Sustainment Officer continues to have 100% success with all clients supported into the PRS and general needs accommodation.</p> <p>Beacon House – has set up 'Bridging a gap' to help clients with ID, moving support, financial support and skills to maintain tenancies</p> <p>Beacon House – awarded CBC Homelessness Prevention Grant Funding to provide homelessness prevention and support for single homeless. Open Road are developing money</p>	<p>10 CBC tenants were evicted in 2016/17 for rent arrears.</p> <p>CBH Financial Inclusion Officer provided 67 home visits with CAB debt advice service.</p> <p>CBH Financial Inclusion Team (FIT) helped tenant's obtain 142 Discretionary Housing Payments (DHP) totalling £89,674 and an additional £223,440 in welfare benefits.</p> <p>Colchester Emergency Night Shelter (CENS) Tenancy Sustainment Officer continues to have 100% success rate with all clients supported into the Private Rented Sector and general needs accommodation. 20% of these are in employment. CENS also have a Personal Development worker for people that have moved on from the shelter and a breakfast club.</p> <p>Tenancy workshops are also being provided by Family Mosaic, Beacon House and Probation.</p> <p>CBH have awarded funding of £30k to Catch 22 for a year to provide intensive support for families who are at risk of eviction or who are presenting as homeless. Catch 22 will:</p> <ul style="list-style-type: none"> <li>- Support families in emergency or temporary accommodation with needs wider than the direct housing pressure.</li> <li>- Maximise opportunities to have timely supportive conversations through Customer Solutions and Family Interventions work.</li> <li>- Compliment the housing</li> </ul>	<p>6 CBC tenant were evicted in 2017/18 for rent arrears.</p> <p>CBH Financial Inclusion Officer (FIT) made 39 home visits with CAB providing support for debts.</p> <p>30 CBC tenants were supported to open basic bank accounts.</p> <p>CBH Financial Inclusion Officer made 84 Welfare Reform Visits.</p> <p>8 CBC tenants were supported to open a Credit Union account and obtained the emergency loan.</p> <p>(FIT) helped 152 tenants obtain Discretionary Housing (DHP) payments totally to £98,769 and an additional £223,440 in Welfare Benefits.</p> <p>CBH fund a full time Debt Specialist post at the Citizens Advice Bureau (CAB).</p> <p>CENS runs a Financial Capability Course via CAB on a monthly basis. It is well attended and available to all residents past and present. Follow on appointments available when clients move out to provide assistance with their new situation and individual budgets.</p> <p>CENS are liaising with the Credit Union to provide a collection point. This will encourage residents to start saving due to the convenience of the collection point being on site.</p> <p>CENS sign post to registered money advice services and support clients with completion of all paperwork.</p> <p>CENS are now able to have residents DWP payments credited to CENS account with their permission to assist clients with budgeting and to try and protect them from financial abuse by</p>

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						and work mentors to assist service users to maintain accommodation.	options advice given to families who have been provided with an interim or full housing duty with wider support dependent on need. - Focus on income maximization, debt reduction and back to work advice to deliver longer term solutions and future stability of tenure, along with wider health/wellbeing referrals and connecting families to their community.	others.  CBC Welfare benefits Team provide Drop-In sessions at Beacon House.
Reduce the number of owner occupiers losing their properties through mortgage arrears	1.6 Provide advice and support services to home owners threatened with repossession at an early stage so that homelessness can be prevented in a sustainable way 1.7 Promote the Governments Mortgage Rescue Scheme	Reduction in homeless applications due to repossession	Throughout the lifetime of the strategy	Colchester Borough Homes - Housing Options Team	Mortgage rescue scheme has now ceased and no longer exists.	CBH Housing options Team continue to provide advice and support to homeowners to help prevent homelessness through repossession.	CBH Housing Solutions Team continue to provide advice and support to homeowners to help prevent homelessness through repossession.	
Provide services that will support young tenants to maintain their tenancy and prevent unnecessary evictions through ASB and Arrears	1.8 Develop early intervention programmes for young people under 25 including pre eviction panels/pre tenancy workshops 1.9 Joint working with Supported Housing Schemes for under 25's on Notice to Quit Panels to prevent evictions	Reduction in Young People being evicted from their tenancy including Temporary Accommodation and Supported Housing	October 2014	Colchester Borough Homes – Housing Options Team/Supported Housing Network, CBH TSO's	Pre tenancy workshops now mandatory. 15 young people attend per workshop. 5 Young people evicted for rent arrears by CBH in 2014/15. Tenancy Support Team now supporting new young tenants for 6 months. DWP quarterly Liaison meetings set up - helping to engage young people that are hard to reach.	Youth Enquiry Service (y.e.s.) - Pre tenancy workshops with young people in supported housing – focus on priority debts to help prevent homelessness by maintaining move – on accommodation.  3 young people were evicted for rent arrears/ASB from CBC properties	The Youth Enquiry Service (y.e.s), continue to provide pre tenancy workshops targeted at young people moving-on into permanent accommodation.  CBH complete support assessments for young people at sign-up to identify need to help new tenants to sustain tenancies.  2 young people were evicted for rent arrears/ASB from CBC properties	Continuation of pretenancy workshops by y.e.s and CBH. The content of the workshop is continually updated to ensure that yp are fully aware of welfare benefit reforms.  All new CBC tenants under 25 years old are visited by the Support team to ensure they have the skills to manage their tenancy. Prompt intervention is put in place if the tenancy becomes at risk.  No young people were evicted for rent arrears/ASB from CBC properties.

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						Bernard Brett House track and support their clients for 2 years after being rehoused to support them in maintaining a tenancy.		
Improve release programmes for people leaving Care and Institutions' such as Prison and Armed Forces	1.10 Set up monitoring of release programmes from Prisons and Armed Forces 1.11 Work with Prisons, Armed Forces and Social Services on planned move-on routes - The April Centre is conducting visits to prisons to help those ready to be released	Data collected to inform policy  Release programmes in place	Monitoring set up by April 2015  October 2015	Colchester Borough Homes  The April Centre has now closed.	'Help for single homeless' funding secured by CBC, Tendring DC and Ipswich BC to provide early intervention for prison leavers. Anglia Care Trust to provide Early Intervention Service for 18 months.	Referrals to ACT since the service began from Colchester is 59. Referrals predominantly from CBH, Colchester probation and the Community Rehabilitation Company.	Funding has now ceased for the Help for single homeless programme.  Essex County Council (ECC) have been awarded funding from the Department of Communities and Local Government (DCLG) to provide a Homelessness Prevention Trailblazer project across Essex for 2 years. Each Local Authority area has been allocated a specialist mentor. In Colchester Phoenix Futures will be delivering the Offenders with complex additional needs (OCAN) contract. CBH can refer clients to the service who are at risk of losing their tenancy and have a history of offending or are at risk of offending, to try to prevent them from becoming homeless.	The Colchester Trailblazer mentor has been in post since August 2017 and continues to work pro-actively with CBH to develop effective referral pathways – making links with the temporary housing officer, the rough sleeper co-ordinator and the Greenstead housing team. To date the mentor has been able to engage with 19 cases. Of these 19 referrals the mentor has been able to work alongside relevant agencies to prevent homelessness for 12 cases (the rest remain on-going or have been unsuccessful).  It is hoped that with closer working and a greater presence within the relevant housing teams the mentor will be able to increase referral numbers and successful preventions over the coming year.  Beacon House staff negotiate with Chelmsford Prison pre-release to ensure support is in place upon release.
Increase prevention of homelessness caused by domestic violence	1.12 continue to support the multi-agency partnership work with local domestic abuse agencies through the Domestic Violence Forum 1.13 Monitor the take up of the Sanctuary Scheme	A reduction In homelessness caused by domestic violence	Throughout the lifetime of the strategy	Community Initiatives Team/Housing Options Team	Domestic Abuse protocol being set up by ECC.	The Colchester Sanctuary Scheme received 62 high risk domestic violence security reports from Essex Police between 1/4/15 – 31/3/16, to which CBC have responded.  CBC and CBH have worked in partnership with	There have been 26 referrals to the Sanctuary Scheme in 2016-17. The scheme is now being run by CBH.  CBC, in partnership with Braintree, Tendring and Maldon Councils, successfully secured £263,453 for a 15 month project to provide specialist services in the refuge and the community for Gypsy and Roma Travellers and hard to	From May 2017 to the end of March 2018, 181 Colchester households who were experiencing domestic abuse were referred to the project. Of these, 169 were from hard to reach groups and 12 from Gypsy and Roma Traveller Groups. A total of 24% of all the referrals were accommodated in the Refuge and 76% were offered support in the community. The project was also able to deliver training for survivors of domestic abuse to empower them and help them identify potential signs of domestic abuse in the future.

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						ECC on the Domestic Abuse Joint Commissioning Strategy for Essex. This included the commissioning of the Independent Domestic Violence Advisor (IDVA) service to support households experiencing domestic violence (100% of high risk victims known by Essex Police are now supported by an IDVA)	reach groups, victims and their families. The project is being delivered by Colchester and Tendring Women's Refuge. The service will start in May 2017.	An additional £14,573 of funding was secured from the MHCLG to continue the project.  Beacon House provide therapeutic support with Emotional Management in partnership with local service providers.
Set up a system to monitor and analyse the demand for TA, repeat homelessness applications and the reasons for homelessness including where tenancies have broken down	Identify what data is already being collected and where there are gaps.	Set up a template to collate and monitor the demand and supply for temporary accommodation.	Set up system to capture data on a quarterly basis from April 2016	CBH- Housing Options Team/CBC- Housing Strategy Officer		Temporary accommodation (TA) position statement reviewed and updated. Demand for TA being monitored including use of B&B.	Research co-ordinated by the Housing Strategy Team into the use of B&B and alternative options for temporary accommodation has been undertaken. Report completed.	



Priority 2: Mitigating the negative impacts of welfare reform								
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Provide advice and support to tenants/residents potentially affected by the welfare reforms	<p>2.1 Promote the availability of Discretionary Housing Payments (DHP)</p> <p>2.2 Work with the Job Centre Plus to help assist tenants to access employment</p> <p>2.3 Promote mutual exchange to encourage tenants to move including via Mutual Exchange fairs</p> <p>2.4 Review existing policies to encourage tenants to move and make better use of housing stock</p> <p>2.5 Identify and support tenants with managing budgets – Financial Inclusion officer</p>	Reduction in tenants /residents affected by welfare reforms	April 2017	Colchester Borough Council/Colchester Borough Homes/Job Centre Plus	<p>DHP used predominately to assist families in the PRS. There has been a 43% reduction in the budget for 2015/16 from the previous year. On 1<sup>st</sup> April 2015 the number of families affected by the benefit cap was 54 which is a reduction from 228 families in 2012. CBC is working in partnership with JCP which includes an Officer being seconded from the JCP to provide job search advice to clients. CBH has changed its Transfer Incentive Scheme and now offers tenants £500 for help with moving costs and £500 per bedroom given up, to a maximum of £2,000. A CBH enabling team support tenants to make decisions and take care of practicalities, to help them move. Since April 2013 the number of residents affected by the spare room subsidy has been reduced by 36%; this has been achieved by proactive support, early intervention and partnership working. Universal Credit was rolled out 16<sup>th</sup> March 2015 for</p>	<p>DHP funding for 2015/16, fully spent. £50,000 CBC / £239,924 DWP. CBC DHP budget for 2016/2017 is £50,000 CBC and £292,170 DWP. A Welfare Reform project has been set up at CBC. Specialist team being recruited within the Customer Service Team for 3 year project. This will include proactive work on the impact of the benefit cap. Customer Service – new DHP online form to go live June/July 2016. Successful Joint working with the DWP and the JCP. CENS – assisting clients with welfare benefits. y.e.s. – now based at the Job Centre once a fortnight to offer support to young people who have been sanctioned – to stop rent arrears getting out of control and leading to homelessness. y.e.s. – pre tenancy workshops includes mitigating the forthcoming impact of UC for young people. Beacon House provides food</p>	<p>The provision of the Council's Discretionary Housing Payment (DHP) Fund was used to support residents affected by welfare reform and prevent homelessness. The DHP fund of £342,170 (including £50,000 CBC funding) was Spent in 2016/2017. Colchester Borough Council's specialist team continued to proactively support residents affected by welfare reform and has supported 553 households. An additional officer was recruited in the second year of the project. The team operate from the Library and Community Hub and also offer telephone interviews and home visits for the more vulnerable. The work of the team is promoted through the CBC website which includes useful information regarding welfare reforms. CBH Financial Inclusion Officer provided 67 home visits with CAB debt advice service</p> <p>The Financial Inclusion Team (FIT) helped tenants obtain 142 DHP's totalling £89,674, an additional £223,440 in welfare benefits.</p> <p>Beacon House and CENS both provide budgeting support to clients to help them maintain their tenancies.</p> <p>A representative from the Welfare Reform Team attends the Job Centre, CENS and Beacon House to assist clients with Personal Independence Payments (PIP) assessments.</p>	<p>Discretionary Housing Payment (DHP) was further utilised to support residents affected by the Welfare Reforms and to remove risk of homelessness. The DHP fund of £464,027 (including £50,000 from CBC) was spent in 2017/18.</p> <p>£125,872.50 was used to support residents affected by the Benefit Cap. £115,743.42 was used to support residents affected by the Removal of the Spare Room Subsidy.</p> <p>Customer Support Team – continue to work with families affected by Welfare Reform including the Benefit Cap and LHA freeze as well as provide more generic benefits advice for the residents in the Borough. Face-to-face and telephone appointments are carried out to provide relevant advice and support.</p> <p>Welfare Reform Team contacted 59 households to advise them of their Local Council Tax Support (LCTS) entitlement. The team supported residents to claim £34,150.80 in LCTS.</p> <p>A member from the team carries out a weekly drop in session at the Job Centre Plus every Tuesday 10-2.</p> <p>The Team also went through additional training to support residents with Personal Independence Training (PIP), Disability Living Allowance (DLA), Attendance Allowance (AA) Employment Support Allowance (ESA) claims to ensure residents are maximising their income through correct disability benefits entitlement.</p> <p>CBH Financial Inclusion Officer made 39 joint home visits with CAB.</p> <p>The Financial Inclusion Team (FIT) helped</p>

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					<p>single people making new 'simple' claims only. Supported Housing is exempt. Colchester council has entered into a delivery partnership agreement with DWP to deliver four key elements of support for claimants inc: support with housing costs; triage with debt and budgeting advice; using PCs; and informing landlords of the changes. Within this agreement Colchester will deliver personal budgeting support (PBS) and digital inclusion support through a dedicated customer support team. Financial Inclusion Officer continues to support tenants to manage budgets including helping 15 tenants with children to secure DHP to clear arrears and avoid eviction and secure DHP awards for 29 tenants living in an adapted property to cover under occupation charges. The Financial Inclusion Strategy is being updated.</p>	<p>parcels for rough sleepers and helping with opening bank accounts for this group. Financial Inclusion Officer continues to support tenants with budgeting: In 2015/16, 152 tenants were visited. DHP awarded to tenants to clear rent arrears to avoid homelessness amounted to £94,051. 50 Tenants had joint debt advice/solution home visits with the CAB. 25 tenants supported to open basic bank accounts. 64 DHP awards were made to CBC tenants who had council tax arrears with some facing court action, total amounted to £6846.81.</p>		<p>tenants obtain 152 DHP's totally to £98,769 and an additional £204,734 in Welfare Benefits. One Support provide support to customers when the impact of welfare reform affects their ability to maintain their accommodation through loss of benefits, reduced income etc. and provide advice on benefits and welfare reform specifically at the drop-in service particularly where One Support partner with DWP.</p> <p>CENS provides personal and practical support to ensure residents maintain their benefit status and that conditionality's are met.</p> <p>CENS provide facilities to allow residents to job search and suitable volunteering and work placements can be found in order to maintain their benefits.</p> <p>Beacon House facilitates access to banking for those who have no bank account, until the necessary ID is obtained to open bank accounts.</p>

Priority 3: Improving the Health and Wellbeing of homeless people								
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Work in partnership with the Public Health Team at Essex County Council (ECC) on the Homelessness Health Needs Audit to gather local information on the health needs of homeless people.	3.1 Work with ECC and other Local Authorities in North Essex to progress the Health Needs Audit – Project Group set up for Colchester to complete audit - CBC, One Support and Beacon House	Meetings set up and work plan agreed  Representatives for Project Group agreed	October 2013	ECC/CBC/One Support/Beacon House	Health Needs Audit completed and report published.	<b>Action completed</b>	<b>Action completed</b>	
Collate the information from the Health Needs Audit to identify services to meet the health needs of homeless people in Colchester. The results will inform ECC's Joint Strategic Needs assessment	3.2 ECC and Colchester Project Group to work in partnership to collate information from the audit	Information Collated  Services to meet the health needs of homeless people identified	April 2014	ECC/CBC/One Support/Beacon House	Beacon House have been awarded a contract from the CCG for 3 years to provide health provision for street homeless clients and outreach including a mental health drop-in service	The information was collated by ECC and work on this project has ceased.		
Promote the integration between health and housing to meet the actions identified in the Public Health Outcomes Framework Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation	3.3 Work in partnership with ECC Public Health Team to progress the actions in the framework	Identified outcomes in the framework met	April 2016	ECC/CBC/CCG	CBC attending meetings set up to improve partnership working between Housing Health and Social Care.	New role in Private Sector Housing - Public Health Improvement Coordinator will help to build links between health and housing. Projects to improve health and wellbeing of homeless household includes: y.e.s – offer a Counselling service for clients up to the age of 25. y.e.s. Teenage Pregnancy Midwife, has a new role as the Vulnerable Women's Midwife so as well as	y.e.s continue to offer a counselling service for clients up to the age of 19.  One support provide a drop in service at the Lakes Mental health Unit.	Catch 22 received funding from CBC to deliver the Startwell project for 18 months, to provide intensive support for families that are homeless and/or are in temporary accommodation.  One Support continue to provide drop-ins with referral and sign posting activities. They also partner with Community Mental Health services to provide patient drop-ins at the lakes and are working with other health care providers including the walk in centre.  Beacon House provides a Registered nurse service, in partnership with the Clinical Commissioning Group (CCG), to provide primary care, screening and diagnostic and treatment for people with no fixed abode who are unable to register with a GP. Beacon House provides showers and laundry services to keep people clean and minimise the chance of infection or disease.



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						<p>offering a service to teenage mums also opens up the service to women who are pregnant and considered vulnerable.</p> <p>Beacon House – received a grant from Reaching Communities to provide aspirational activities for their clients including Kayaking, Climbing and Coracle making.</p> <p>Beacon House has 2 barbers and also provides Podiatry services and Occupational therapy support.</p> <p>One Support now has a mental health crisis team.</p> <p>The team also have a weekly drop in at Beacon House.</p>		<p>y.e.s have received funding for a year to provide a counselling service for young people aged 19-25. This is specifically for young people who have presented with a housing issue as y.e.s' age range for counselling is 6-19.</p> <p>y.e.s has an early intervention family mediator and this service has successfully returned yp to the family home – preventing homelessness</p>
Progress work with ECC and North and Mid Essex on the actions from the ECC Mental Health Accommodation Strategy including the hospital discharge process	<p>3.4 Colchester represented at meetings with North and mid Essex Locality Group.</p> <p>3.5 Priorities identified Project groups set up to progress actions.</p>	<p>Actions from strategy implemented</p> <p>Hospital discharge process in place</p>	November 2015	ECC/CBC/CBH	Mental Health Accommodation Pathway set up in September 2014 which included a MH JRP introduced to improve access to accommodation and support for this group.		<p>ECC are reviewing the Mental Health Accommodation Pathway and the recommissioning of services is on hold.</p> <p>The hospital discharge process is also under review.</p> <p>ECC are providing an Adult Mental Health Wellbeing Service which provides short term support. Clients are able to self-refer and the service has had positive feedback.</p>	ECC are reviewing the Mental Health Accommodation Pathway and recommissioning Housing Related Support for Mental Health. ECC have met with providers to look at proposals. This work is currently ongoing.

Priority 4: Changing the perception and culture of social housing through education – managing expectations								
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Provide wider communication of Colchester Borough Council's Housing and Homelessness services	<p>4.1 Improve communication of services provided by the Council to statutory and voluntary sector organisations through Information days</p> <p>4.2 Identify gaps in information and publish and promote leaflets on the Council's homelessness and housing service for partner organisations and young people, and distribute widely at key Service Locations.</p> <p><b>New action for 2018</b> - Provide advice and information about the changes to the Council's Homelessness Service brought about by the introduction of the Homelessness Reduction Act (HRA) and the new Homelessness Code of Guidance</p>	Statutory and Voluntary organisations and Service Users more aware of services provided by Colchester Borough Council	Throughout the lifetime of the strategy	Community Initiatives/Housing Options –Young Persons Housing Forum	<p>2 successful homelessness events held in 2014.</p> <p>Pocket Guide to Homelessness and Young Persons Guide updated and published.</p> <p>COYOHO – a website providing housing and homelessness advice for young people set up and publicised in 2014.</p>	<p>A successful Homelessness Information event was held in March 2016 – 45 people attended excluding organisers – very good feedback. CBC and CBH websites are being updated to improve information provided on housing and homelessness.</p> <p>In May 2016 the Housing Options Team achieved the NPSS Silver Standard award for their housing and homelessness service.</p>	Nothing to report for this year.	<p>Through the drop-in service and partnership working One Support provide advice to partners and the public about current Housing and Homelessness provision and processes.</p> <p>The Pocket Guide to Homelessness is under review to reflect the service changes following the Homelessness Reduction Act (HRA) implementation, and update partner organisation information.</p> <p>CBH held a successful Stakeholder event in February 2018 to introduce partners to the changes being introduced with the implementation of the HRA. Training on the HRA was also carried out to all recognised partner organisations. Upskilling of Housing Solutions staff has taken place to meet the new requirements and additional officers have been recruited to meet the initial assessment process.</p> <p>Systems and processes have been reviewed to assist customers to self-serve</p>
<b>New action for 2018:</b> Review the Allocations Policy to meet the requirements of the Homelessness Reduction Act to ensure that it is sufficiently geared	Work in partnership with the Local Authorities who are members of the Gateway to Homechoice Allocations scheme to review	The Allocations Policy meets any new requirements of the Homelessness Reduction Act 2017.	April 2018	CBC Housing Strategy Team/CBH Housing Solutions Team/Gateway to Homechoice partners				The Allocations Policy was reviewed in 2017/2018 to meet the requirements of the Homelessness Reduction Act and to ensure that it is sufficiently geared towards preventing homelessness. The Policy was adopted in February 2018.

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towards preventing homelessness.	the Allocations Policy.							
Develop early intervention and prevention options for Young People at risk of becoming homeless in the Borough through the Young Persons Housing Forum	4.3 Work with the Homeless Response Team to raise awareness of family breakdown and provide basic strategies and signposting to support families to resolve conflict 4.4 Continue to work in partnership with Schools in the Borough to educate young people and their parents of the risks of leaving home in an unplanned way.	An increase in homelessness prevention for young people  A decrease in homeless applications for young people	Throughout the lifetime of the strategy	Community Initiatives/Housing Options – Young Persons Housing Forum	Feasibility study for a Peer Educator programme for schools has been carried out. Project being developed.  COYOHO – a website providing housing and homelessness advice for young people set up in 2014	y.e.s. – working in partnership with Social Care to prevent homelessness for 16/17 year olds.	The Young Peoples' Housing Forum has now merged with the Supported Housing Network which meets quarterly and continues to develop early intervention and prevention options for young people.	y.e.s continue to work with social care to prevent homelessness for 16/17 year olds. y.e.s are monitoring the impact of the Essex Young Person's Partnership (EYPP) that was implemented in June 2017.
<b>New action for 2018:</b> Identify people at risk of homelessness at an earlier stage, and interventions that need to be put in place to prevent them being threatened with or becoming homeless.	Develop local protocols and referral arrangements with public bodies and other appropriate agencies to assist with early identification of people at risk of homelessness.	Referral process in place. An Increase in Homelessness prevention at an earlier stage – 'Duty to refer' fulfilled.	2019	Housing Solutions Team/Service partners				A Matrix has been developed to highlight those at risk of Rough sleeping A Duty to refer form has been designed and shared amongst Essex local authorities.  A Protocol with the local Mental health hospital is being produced to assist with the discharge process  The Colchester Homelessness Prevention Charter is being developed, aimed at encouraging the Community of Colchester to make a pledge towards preventing homelessness and supporting vulnerable households
Increase and support housing options for single people and vulnerable groups including Move-on options from	4.5 Identify, support and promote alternative housing options including Solo	Increase in alternative housing options and planned move on routes	Throughout the lifetime of the strategy	Young Persons Housing Forum/Supported Housing Network	Improvement in culture for young people in Supported Housing with less reliance on social housing as a move	y.e.s. – exploring private rented options with young people to promote the idea that social housing is not the	ECC recommissioned young peoples' supported housing services in Essex. In Colchester the contract for providing this service was awarded to Nacro and Family	CBH are introducing a Lodging scheme following a review of previous provision.

Priority 4: Changing the perception and culture of social housing through education – managing expectations								
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supported Housing	Housing Scheme, YMCA Supported Lodgings Scheme and Genesis Leasing Scheme				on option.	only housing route available to them.	Mosaic. The cohort of young people eligible for the service has changed with priority given to young people aged 16-20, Teenage parents and Care Leavers. This has resulted in single people who do not fall into this group being excluded from these housing schemes.	

Priority 5: Rough Sleepers								
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016	Update 2017	Update 2018
Establish a multi-agency group of support services for single homeless and rough sleepers	5.1 Re-establish the Co-ordinated Welfare Meeting with organisations that support single homeless and rough sleepers – will help to identify duplication in services	Multi Agency Group established	April 2014	Beacon House/Night Shelter/CBC	CHASUP set up for organisations to work collaboratively with entrenched rough sleepers to help them access accommodation and support. Meetings held monthly. Currently have 22 active cases and a watching brief.	Since July 2015 CHASUP has worked with 65 clients of which 25 have been rehoused.	The number of clients that have been referred to CHASUP (Colchester Homeless Service Users Panel) during 2016-17 was 46. The multi-agency panel uses a person centred approach to support vulnerable homeless clients often with mental health and/or chaotic lifestyles into accommodation. During 2016-17 the number of clients housed was 20.	CHASUP is now being Chaired by the Early Response Rough Sleeper Coordinator. A matrix has been developed to provide an accommodation and support pathway. CHASUP is currently working with 18 clients.  A Community of Practice has been set up in partnership with Homeless link. Every quarter a forum is held to look at innovation and ideas and provide training for all services in Colchester to help address single homelessness and rough sleeping. Two events have been held so far and have been well attended.
Set up a protocol between voluntary sector organisations to enable data on rough sleepers to be shared	5.2 Set up protocol through the CHASUP meeting	Protocol established	November 2014	CHASUP	Joint working agreement set up through CHASUP	<b>Action Completed</b>		
Identify the support needs of different types of rough sleepers including entrenched rough sleepers, young people that are 'new' to the streets and people suffering from mental health to help engage with different groups	5.3 Work to be progressed through the Street Outreach Service set up for 2 years from November 2013 with funding from the DCLG and provided by the April Centre	Support needs identified	November 2015	Beacon House/Night Shelter/CBC/Rough Sleeper Co-ordinator	Support needs being identified through Outreach and CHASUP.	One Support now has a mental health crisis team. The team also have a weekly drop in at Beacon House. Due to the closure of the April Centre the street outreach project (grant funding provided	In December 2016 CBC and Tendring District Council successfully secured DCLG funding of £239,000 for 2 years to provide a co-ordinated response to rough sleeping across both local authority areas to support and prevent homelessness for this group. 2 Rough Sleeper co-ordinators (one for Colchester and one for Tendring) will start	The Early Response Rough Sleeper Co-ordinators were in post by November 2017 and are based in each Local Authority (in the case of CBC this is with the Housing Solutions Team within CBH) but work together across the two local authorities. Since the project begun, the Co-ordinators have been working with local partner organisations who have the skills and expertise in this field to provide an assertive outreach service



Priority 5: Rough Sleepers								
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016	Update 2017	Update 2018
						by CBH for the project) is now being run by Beacon House – the project signposts rough sleepers to services and is ‘catching’ people that are new to the streets. The project also helps to move people on from a street lifestyle once they are housed and feeds into CHASUP. Foundation 66 – Support and Mentoring Services programme – Provides a peer mentoring service for people over 18 recovering from drug and alcohol addiction across Essex. Open Road are providing a street based worker to support rough sleepers and street drinkers and drop in activities for those with alcohol or drug issues CENS – Meaningful use of time – programme offering volunteering opportunities and Mersea conservation – weekly.	work on this project in 2017/2018.	to support and help secure accommodation for people living on the street. The outcomes for the project from 30 <sup>th</sup> Oct 2017- end of July 2018: 20 rough sleepers/vulnerably housed people have been housed or supported to remain in their homes:  The Co-ordinator in Colchester is currently working with 32 people.
Explore the possibility of extending the opening times of agencies to reduce	5.4 To be progressed through the Co-ordinated Welfare	Opening times extended – more places for rough sleepers to go	November 2014	Beacon House/Night Shelter		CENS – now provide longer daytime opening hours to ensure	From 15 <sup>th</sup> December 2016 until 28 <sup>th</sup> February 2017, St Peter’s Guest House in conjunction with Beacon House, provided	From mid December 2017 until the end of February 2018, St Peters Guest House in conjunction with Beacon House provided 12 bed

Priority 5: Rough Sleepers								
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the amount of time that rough sleepers spend on the street	meeting	during the day				that their service users are engaging with support. Clients who have been rehoused but were previously at the Night Shelter can benefit from the service. (50+ a week use the service) During the winter months, St Peters Guest House in conjunction with Beacon House provided shelter and food. The service was run by a paid Co-ordinator and volunteers. Between 14 <sup>th</sup> December 2015 – end of February 2016 (Over 66 nights) the centre provided for 26 guests and received donations from local businesses. Beacon House looking to increase capacity at the centre by refurbishing the ground floor.	12 temporary bed spaces for people sleeping rough within the town. The service also included an evening meal, breakfast, washing facilities and opportunities to socialise in the evening. Over the three month period 30 different individuals stayed between 3 and 66 nights. CBC and CBH contributed funding to the service.	spaces for rough sleepers in Colchester. The service provided as detailed previously for 2016-17. During the period 22 different individuals used the service.  Daytime activities at CENS remain well attended by residents and ex residents. This in itself has created a mentoring and peer support environment which allows residents to see that positive outcomes can be made if engagement is continued. Emergency bed spaces at CENS increased during the cold period in 2018 and 24 hour opening introduced during extreme bad weather. CENS actively looking for day premises to allow for increased opening, additional move on to free up bed spaces in-house and to open up to other cohorts in the town if required.
Identify move-on opportunities for rough sleepers to help with transition from living on the street	5.5 To be progressed through the Street Outreach Service 5.6 Monitor and promote the Solo Lodgings Scheme set up in July 2013 with funding from the DCLG	Move-on options identified Increase in number of Landlords signing up to the scheme Decrease in number of rough sleepers	November 2015  Monitored quarterly	Beacon House/Rough Sleeper Co-ordinator/CENS	Solo housing scheme no longer exists.  The April Centre was funded by the Greater Haven Gateway to provide an Outreach response to rough sleepers across the sub region. The April Centre were able to	Due to the closure of the April Centre the street outreach project (grant funding provided by CBH for the project) is now being run by Beacon House – the project links service users to services that provide support	Beacon House have now expanded and provide accommodation for homeless single people – currently they have 2 houses providing 8 bed spaces.	CENS are still working with landlords to provide move on for residents and part of this process is ensuring engagement with external groups.

Priority 5: Rough Sleepers								
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					<p>provide a fast response to rough sleepers identified by members of the public as well as partner agencies and help them to access accommodation and support.</p> <p>Action being progressed through Help for single homeless bid - Breaking the cycle of rough sleeping through Intensive Brokerage and Increasing the range of accommodation with support.</p>	<p>and accommodation and is 'catching' people that are new to the streets. The project also helps to move people on from a street lifestyle once they are housed and feeds into CHASUP.</p> <p>Anglia Care Trust (ACT) was successful in bidding for the Help for Single Homeless funding. 70 referrals have been made to ACT since the service began from CBH, Open road, One Support, Beacon House, CRC and the National Prison Service (NPS). Open Road are working with Dimensions to help Support single homeless people with Drug &amp; alcohol issues into settled accommodation. CBH, CBC and partner agencies conducted a rough sleepers count in November 2015 and 9 rough sleepers were identified. 5 were referred to supported accommodation or Anglian Care Trust for assistance into private rented accommodation.</p>	<p>An estimated figure of 20 Rough Sleepers was submitted to the DCLG in November 2016. This figure was based on information from local intelligence. A Rough Sleepers count will be completed in 2017/2018.</p>	<p>A Rough Sleeper count was conducted in November 2017 and Colchester was found to have 20 rough sleepers on that particular night. Out of this 16 were UK nationals (4 preferred not to disclose) 5 were women and 11 were over 25 (out of those who disclosed their age).</p>

Priority 5: Rough Sleepers								
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						The remaining 5 were referred to CHASUP and the Outreach Worker at Beacon House to help them engage with services.		
<p>Set up an 'Alternative Giving Campaign' to discourage members of the public from giving money to beggars.</p> <p>To educate the public so that their donations get spent on charitable work to help those in need to reduce street begging in Colchester.</p>	<p>To produce leaflets and media publicity to raise awareness of perpetuating street begging.</p> <p>To encourage residents to give donations to charities for homeless clients instead of street beggars.</p> <p>Signpost street beggars that need support to organisations that provide the service required.</p>	<p>A reduction in the number of street beggars.</p> <p>Increase in funds for local charities for those who really need it.</p> <p>Increase in street beggars accessing services.</p>	Estimated start date August 2015.	Essex Police, CBC, CBH, Beacon House and the Safer Colchester Partnership.	Initial funding identified for leaflets/media publicity through Police Crime Commissioner for Essex.	<b>Action completed.</b> Anecdotal evidence suggests that the campaign has reduced the amount of begging in the town.	CBC Community Safety Team have set up a Task and Finish Group to address the issue of street begging in Colchester. The group meets quarterly and is looking at another campaign to discourage residents from giving money to street beggars.	CENS actively encourage the public/schools etc through social media and talks to various groups to only give to registered charities and providers to educate the public on the dangers of giving on the streets. Voiced concerns where necessary on groups working to enable and facilitate behaviours which stops vulnerable people from accessing the services that can assist them in change.