

## Homelessness and Rough Sleeping Strategy Delivery Plan 2020-25 (Draft)

| Aim 1: Increasing access to accommodation and providing settled homes   |   |  |                                     |  |
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| Challenge   | Action  | Outcome  | Timeframe                           | Who will deliver?  |
| Create opportunities for accessing housing of the right kind and quality, to prevent people from becoming homeless                    | Implement and sustain the private rented sector (PRS) access scheme – “Bond Assure” and the Homestep scheme             | PRS access scheme is implemented and more people are helped to access accommodation in the private sector.<br>An increase in Landlords signing up to Homestep. | 2021                                | CBH Accommodation Team   |
| Evaluate how well the Homelessness Reduction Act is working and what difference it is making to preventing homelessness in Colchester | Set up a monitoring system to measure the impact of the Homelessness Reduction Act                                      | Monitoring in place and outcomes identified.<br>More households prevented from becoming homeless   | 2021                                | CBH Housing Solutions Team/CBC Housing Strategy Team   |
| The current demand for supported accommodation outweighs the need.  | Influence the future commissioning of services to ensure that the need for this type of accommodation is met            | Waiting lists for supported housing are reduced and demand for supported accommodation in Colchester is met  | Throughout the life of the strategy | CBC Housing Strategy Team  |
| Ensure people are not discharged from services such as Prisons, Mental Health, care, armed forces and hospitals in an unplanned way   | Set up/improve release/discharge protocols for people leaving Institutions.<br><br>Work with Social Care to ensure that | Protocols set up and agreed.<br>Planned move-on pathways created<br>Fewer people leaving institutions end up on the streets.                                   | 2021                                | ECC – (Essex Vision work)<br>CBC – Housing Strategy Team<br>CBH – Housing Solutions Team/Phoenix Futures - Horizon |

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| which could result in them ending up on the street  | Care leavers have a move-on pathway  |   |                                     | Project/Adult Social Care  |
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| Increase homelessness prevention for people suffering domestic abuse.   | Work with providers of DA services to ensure that the model commissioned does not create a barrier to settled accommodation and a move on pathway is identified. Ensure that refuge provision is protected. Continue to promote the Sanctuary scheme. Ensure continued housing representation at MARAC | Reduction in homelessness for people experiencing Domestic Abuse  | Throughout the life of the strategy | CBH Housing Solutions Team/New Chapter                               |
| Increase and support housing options for people moving on from supported housing to reduce the reliance on social housing | Identify, support and promote access to alternative housing options in the private rented sector including shared houses   | Increase in alternative housing options and planned move on routes  | Throughout the life of the strategy | Supported Housing Providers/Housing Solutions Team/Beacon House/CENS |
| Identify accommodation opportunities for rough sleepers to help with transition from living on the street                 | Work with local landlords to increase accommodation opportunities for this group. Use positive outcomes from 'Housing First' approach to encourage other organisations to  | Move-on options identified<br>Increase in number of Landlords signing up to the scheme<br>Decrease in number of rough sleepers<br>Increase in organisations | Ongoing                             | CBH Rough Sleeper Co-ordinator/CBC Housing Strategy Team             |

|   | adopt a similar scheme.   | willing to adopt Housing First approach  |           |   |
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| <b>Aim 2: Helping people to sustain their accommodation</b>   |   |  |           |   |
| Challenge   | Action  | Outcome  | Timeframe | Who will deliver?   |
| Ensure tenants in the social rented sector at risk of homelessness are provided with more intensive tenancy support including that provided by floating support | Encourage the take up of tenancy support including floating support to vulnerable tenants moving into accommodation including temporary accommodation   | Increased take up of support services – increase in tenants sustaining tenancies – reduction in number of evictions for rent arrears and ASB | Ongoing   | CBH Housing Management Team/Peabody                                     |
| Ensure the provision of debt and welfare rights advice is targeted at those at risk of losing their accommodation   | Provide support and advice to tenants on managing debt and welfare benefits including organisations working with single homeless. Increase the take up of debt advice in the Borough and promote existing services. Work with private rented sector and social landlords to establish new approaches to reduce evictions. | Reduction in the number of evictions for rent arrears Increase take up of welfare benefits   | Ongoing   | CBC Benefits Team/CBH Financial Inclusion Team/Private Sector Landlords |
| Reduce the number of owner occupiers losing their properties through mortgage arrears   | Provide advice and support services to home owners threatened with repossession   | Reduction in homeless applications due to repossession   | Ongoing   | CBH Housing Solutions Team  |

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|  | at an early stage so that homelessness can be prevented in a sustainable way  |  |                                |   |
| Develop services that will support young tenants to maintain their tenancy and prevent unnecessary evictions through ASB and arrears | Develop early intervention initiatives for young people under 25 including pre eviction panels/pre tenancy workshops with some tailored 1:1's as and when they are identified through New Tenant Visits.  | Reduction in young people in temporary accommodation and supported housing being evicted | 2020-2025 with regular reviews | Supported Housing Providers/y.e.s/ CBH Housing Management Team      |
| Provide advice and support to tenants/resident s affected by the welfare cap, removal of the spare room subsidy etc                  | Promote the availability of Discretionary Housing Payments (DHP)<br>Work with the Job Centre Plus to help assist tenants to access employment<br>Promote mutual exchange to encourage tenants to move including via Mutual Exchange fairs<br>Review existing policies to encourage tenants to move and make better use of housing stock<br>Identify and | Increase in the take up of services. Better use of housing stock.                        | Ongoing                        | Colchester Borough Council/Colchester Borough Homes/Job Centre Plus |

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|  | support tenants with managing budgets   |   |           |   |
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| Develop a strategic approach with Children's Services to meet the housing needs of Care Leavers.<br><br>Care leavers need to have a better understanding of the responsibilities of being a tenant | Work with commissioners so that a broad range of high to low supported accommodation is provided. Develop training to ensure that clients are made aware at an early stage about the consequences of being evicted and the skills required to maintain a tenancy. | Level of support provided meets the needs of clients accommodated. Training developed so that clients have the skills to maintain a tenancy.<br><br>To be considered as part of the new young person's contract | 2022      | ECC Adult Social Care/CBC Housing Strategy Team/Supported Housing Providers   |
| Minimise isolation so that single people that have been homeless/rough sleeping have less chance of reverting to their former lifestyle once housed  | Encourage organisations to provide outreach tenancy support to their clients once housed. Set up a peer mentoring scheme/navigator roles  | Support provided. Reduction in repeat homelessness  | 2020-21   | CBH Rough Sleeping Team/Beacon House/CENS/Health in Mind  |
| <b>Aim 3: Improving the health and wellbeing of people who experience homelessness</b>   |   |   |           |   |
| Challenge  | Action  | Outcome   | Timeframe | Who will deliver?   |
| Increase in service provision for clients who are entrenched in substance misuse. The referral process to access services needs to be less complicated for   | Information needs to be provided to influence commissioners and statutory services. Commissioners need to have a better understanding of gaps in  | Better services provided Referral processes improved with better access to services   | Ongoing   | Open Road/Supported Housing Providers/Beacon House/CBH Rough Sleeper Team/CBC Housing Strategy Team/CBH/Phoenix Futures |

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| clients to navigate. There is a gap in service provision for clients with Dual Diagnosis  | service provision. Navigators/Phoenix Futures Horizon Project may help with this  |  |  |   |
| Improve access to employment, volunteering and training opportunities for people that are or have experienced homelessness  | In partnership with the Work Coach Programme and DWP identify how to overcome the barriers to employment faced by homeless people. Research good practice. Develop an action plan.  | Better access to employment, volunteering and training opportunities for people that are or have been homeless | Ongoing                                    | CBC/DWP Work coach programme/Pea body//CBH - Peer mentoring |
| Statutory services need to be more joined up when commissioning Mental Health services to make better use of the options available including personal budgets. This would provide a more efficient and cost-effective service | Proactively encourage joint working and shared budgets as part of the recommissioning process - to be considered as part of the new contract. Help to provide a better understanding between organisations of mental health services. | More joined up approach to commissioning mental health services<br><br>More efficient, cost effective service  | 2020-21 (or in line with the new contract) | ECC/CBC/CBH/ Supported Housing Providers                    |
| Drug use has increased and drug dealers are more organised and specific areas where there are vulnerable clients are being targeted   | Continue to work with the Police to identify and support clients that are being targeted.   | Reduction in tenants evicted due to drug related crime   | Ongoing                                    | CBH/CBC ASB teams/Essex Police                              |

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| <p>Households and individuals that are eligible but not in priority need or are in temporary accommodation can have greater public health needs than the rest of the population.</p>   | <p>Promote the integration between health and housing to meet the indicator around homelessness in the Public Health Outcomes Framework: Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation</p> | <p>Better joined up working. Identified outcomes in the framework met</p>                                | <p>Ongoing</p>        | <p>ECC Public Health Team/CBC</p>                               |
| <p>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 provide a better understanding of gaps in support services</p> | <p>Research the possibility of conducting a health needs audit (using the Homeless Link toolkit) for single homeless/rough sleepers.</p>   | <p>Support needs Identified and met</p>  | <p>2021 - ongoing</p> | <p>CBH Rough Sleeper Co-ordinator/CBC Housing Strategy Team</p> |
| <p>Ensure that all discharges from hospital, in-patient mental-health services, and drug and alcohol detox treatment are planned, with continuity of support where needed so that</p>  | <p>Work with partners in health and the voluntary sector to research best practice and set up discharge protocols/policy to provide a planned accommodation and support</p>  | <p>Discharge protocols/policy in place<br/><br/>People are not discharged from hospital as homeless.</p> | <p>Ongoing</p>        | <p>NHS CCG /CBC/CBH/ECC</p>                                     |

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| no-one is left homeless.  | pathway for clients.   |   |                                     |  |
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| <b>Aim 4: Improving Communication and challenging the perception and culture of homelessness</b>  |  |   |                                     |  |
| Challenge   | Action   | Outcome   | Timeframe                           | Who will deliver?                                    |
| Provide advice and information to support people to access services that could prevent them becoming homeless. Raising awareness about realistic housing options and homelessness in Colchester                               | Improve communication of services provided by the Council to statutory and voluntary sector organisations through Information days. Identify gaps in information and publish and promote information on the website on the Council's homelessness and housing service for partner organisations. | Statutory and Voluntary organisations and service users more aware of housing and homelessness services and have more realistic expectations. | Throughout the life of the strategy | CBC Housing Strategy Team/ CBH/Project Group Members |
| Improve access to advice and support around welfare benefits for single clients that are homeless to prevent delays in receiving benefits and to avoid sanctions which cause reductions in the amount of benefit they receive | Work with the DWP and advice services to explore the best way to improve access to benefit advice for single homeless clients  | Improved access to advice for single homeless clients   | 2021                                | CBH Housing Solutions Team/DWP/CA B                  |
| Develop early intervention and  | Provide basic strategies and signposting to  | An increase in homelessness prevention for  | Ongoing                             | CBH Housing Solutions Team/ECC                       |

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| prevention options for Young People at risk of becoming homeless in the Borough  | support families to resolve conflict. 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 | young people. A decrease in homeless applications for young people   |                                     | Social Care Teams/ y.e.s                             |
| 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. | Ongoing                             |  |
| Promote a person-centred approach to people that are homeless by creating structures which encourage voluntary sector services to work better together and share good practice | Multi agency working group<br><br>Community of Practice – Homeless link  | Better joined up working/reduction in duplication of services  | Ongoing                             | Project Group members                                |
| Provide better communication to the public and organisations about how they can play their part in helping to prevent homelessness and support                                 | Promote Colchester’s Homelessness Charter – providing information about how people/organisations can pledge their support to help  | More people/organisations signing up to the Charter.<br><br>Better understanding around homelessness prevention    | Throughout the life of the Strategy | CBC Housing Strategy Team/CBH Housing Solutions Team |

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| those that are homeless   | people that are homeless  |   |                                     |  |
| To educate the public on the difference between rough sleepers and street beggars that are not homeless to discourage them from giving money to people that are begging on the street | Work on a 'behaviour change' project to educate the public on the best way to help rough sleepers in Colchester and to discourage them from giving money to street beggars. | Increase in public awareness between the difference in rough sleeping and street begging.<br><br>Increase in funds for local charities who support people that are homeless | Ongoing                             | CBC Housing Strategy Team/Rough Sleeper Co-ordinator/CBC Research Team     |
| Involve people that have experienced homelessness in designing services to ensure they are relevant and accessible and to continue to inform the development of the strategy          | Hold focus groups/drop in sessions with different groups of clients i.e. homeless families  | Better understanding of services for people that are homeless.  | Throughout the life of the strategy | CBC Housing Strategy Team/Rough Sleeper Co-ordinator/Project Group members |

### Rough Sleeping Action Plan

| Challenge  | Action   | Outcome  | Timeframe          | Who will deliver?  |
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| More assertive approach to rough sleepers needed in order to help them access support services and accommodation | Funding awarded by MHCLG Rough sleeper Initiative funding to provide a more assertive street outreach, especially out of hours provision and reconnection. | Outreach Team set up within CBH and more rough sleepers helped to access support services and into accommodation | 2018-19<br>2019-20 | Housing Strategy Team/Housing Solutions/Rough Sleeper Team |
| Accommodation with wraparound support needed for entrenched rough sleepers                                       | Funding awarded by MHCLG Rough sleeper initiative funding to provide an  | Entrenched rough sleepers move on from the streets into settled accommodation                                    | 2018-19<br>2019-20 | Housing Strategy Team/Housing Solutions/Rough Sleeper      |

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| to help them move from the streets into settled accommodation   | opportunity to pilot a 'Housing First' Registered Provider that provides supported housing.   |   |                    | Team/Sanctuary Housing  |
| Colchester has a night shelter that attracts people that are homeless from neighbouring boroughs that don't have emergency provision and reduces the number of emergency bed spaces for people that have a local connection to Colchester | Funding awarded by MHCLG Rough sleeper initiative funding to increase bed spaces and support staff capacity at Colchester Night Shelter, specifically for Colchester people at risk of rough sleeping.  | Better access to emergency beds at the night shelter for people that have a local connection Colchester                   | 2018-19<br>2019    | Housing Strategy Team/Housing Solutions/Rough Sleeper Team/Colchester Emergency Night Shelter |
| During severe weather such as high wind, heavy rain, snow and heatwaves, emergency accommodation with support is needed to ensure that rough sleepers have somewhere to stay  | Funding awarded by MHCLG Rough sleeper initiative funding to provide proper continuous Severe Weather Emergency Provision (SWEP) from October - mid March, with specialist support staff to prevent people moving back to the street once the provision ends. | SWEP set up, accommodation and staff identified and trained. Provision available for rough sleepers during severe weather | 2018-19<br>2019-20 | Housing Strategy Team/Housing Solutions/Rough Sleeper Team                                    |
| Dedicated duty line required to support SWEP  | Set up a dedicated duty line for the team   | Duty line set up  | 2018-19            |   |

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| and outreach Team   | so that people on the street that need emergency accommodation can be identified and provided with somewhere to stay and help to access support services   |  |         |  |
| Rough sleepers who are facing multiple disadvantage and experiencing a combination of problems need more intensive support to access services                     | Funding awarded by MHCLG Rapid rehousing Fund for 2 Navigator roles to work within the rough sleeping Team to provide more intensive support to rough sleepers identified by Outreach who have complex needs including substance misuse, mental ill health and contact with the criminal justice system. | Consistent support provided to rough sleepers with complex needs to gain access to services and help to break down barriers to housing by establishing good working relationships with services across Colchester. | 2019-20 | Housing Strategy Team/Housing Solutions/Rough Sleeper Team |
| Enable more robust sharing of information about rough sleepers by setting up a system between the Rough Sleeper Team (CBH) and the voluntary sector organisations | Research the viability of using a system i.e. inform to identify and provide information on rough sleepers in Colchester   | Research undertaken. System in place to 'track' rough sleepers   | 2021-22 | CBC – Housing Strategy Team/CBH Rough Sleeper Co-ordinator |
| Seek to improve the availability of day services for rough sleepers/single  | To be progressed with CENS/Beacon House  | Opening times extended – more places for rough sleepers to go during the day   | 2021    | CENS/Beacon House/CBH Rough Sleeper Team                   |

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| homeless by exploring the viability of extending the opening times of agencies |  |  |  |  |
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