

Appendix A
Homelessness – Improving Places Panel.

Subject of the review	Homelessness
Type of review	Full Review
Chair	Cllr Jackie Falvey,
Review group members	Cllr Swift, Cllr Neil Hamilton, Cllr Gosling, Cllr Chris Read and Ms Copnell – co-opted member.
Officer contacts	Deborah Fellowes, Scrutiny Manager ext: 22769
Purpose of the review	<p>Areas for consideration</p> <p>1 Improving information – Short term focus</p> <ul style="list-style-type: none"> • What information is there for customers who are faced with homelessness (leaflets, website, self-help other agencies) • Where can customers get advice and information to prevent homelessness • Do customers understand the information provided – especially verbal when referring to being homeless earlier than the 28 day legislative rule on taking cases. <p>2 Sub Regional Collaboration – long term focus</p> <ul style="list-style-type: none"> • Bed spaces/direct hostels. • Out of hours emergency phone <p>3 Temporary accommodation – short term focus</p> <ul style="list-style-type: none"> • Availability and quality of temporary accommodation/direct access hostels – how does a customer in Rotherham access a bed space and what is their experience when they get there • Crash pads, locations, standards and information available to the customer when they arrive.
Key questions and areas to focus on – based on previous member discussions	Jill to complete.
Anticipated outcome(s)	<p>1. Improving information - Better understanding of what information is available to customers and any make any necessary improvements including ease of accessibility and understand – plain English.</p> <p>Appropriate and accurate support and advice regarding referrals between partner organisations.</p> <p>Include information into Team Plans.</p>

	<p>Earlier intervention with people facing homelessness to give support and advice. Long term aim is to reduce the number of people requiring temporary accommodation</p> <p>2. Sub Regional Collaboration</p> <p>Working more effectively with sub regional partners in obtaining funding to assist customers.</p> <p>3. Temporary accommodation Provide adequate accommodation, information and support around resettlement.</p> <p>Overall aim is to reduce number of people using the service.</p>
<p>What is the potential impact of the review on</p> <ul style="list-style-type: none"> • Residents • Equality issues eg access to services, vulnerable groups • Health inequalities • Adding value to the organisation • Partners • Any other key groups? 	<p>Is the information provided in different formats – languages, for partially sighted, for hard of hearing.</p> <p>Potential health problems – stress, physical illness from no or poor accommodation</p> <p>Crash pads – are they DDA compliant?</p> <p>Ex service personnel</p> <p>Ex offenders</p> <p>Location of provision.</p>
<p>Links to the council’s corporate plan</p>	<p>○ Priority 2 “Protecting our most vulnerable people and families and enabling them to maintain their independence.”</p>
<p>Methodology</p>	<p>Questionnaire – Rotherham Show Consultation Programme – Jill to provide. Feedback from customers Pier Group feedback. Meetings with support providers – Rush House, Action Housing, Moving on panel (young people) Benchmarking with other local authorities.</p> <p>Report to Improving Places Panel.</p>
<p>Press & publicity</p>	<p>Involve once the review is complete.</p>
<p>Key background papers (to be considered in advance of evidence gathering meeting)</p>	<p>Localism Act RMBC Housing Strategy 2013 onwards RMBC Allocation Strategy</p>

Written evidence to be provided by	Jill Jones Housing Manager
Oral evidence to be provided by	
Potential partners	Rush House, Action Housing and Moving On panel. Probation Service and MCV
Resources required	Existing staff time from RMBC Housing & Scrutiny Services, Members, support organisation and the Housing Forum.
Timetable	Housing Strategy to be completed by ??????
Reporting mechanism	Improving Places to OSMB to Cabinet