

Appendix 1. - Action Plan Update - Homelessness and Rough Sleeper Prevention Strategy 2019-2022

RAG rating: Each action should be given a RAG (Red, Amber, Green) rating according to the following definitions.

Progress/indicator RAG status	
	Work is significantly behind schedule and no progress has been made, and/or Progress has been made but the timescale has not been achieved
	Progress is being made, progress is good and the action is likely to be achieved within timescale. Or the action has been completed but evidence is required to demonstrate achievement
	The action has been completed and there is a record of evidence to support its completion.

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
Aim 1 - To support people with Complex Needs					
Increase Housing First- To work with housing partners to extend the Housing First Model- secure additional funding	Sandra Tolley Helen Caulfield Browne & Commissioners	Originally commissioned 25 units of Housing First In 2020-21 RSI funding provided an additional 5 units In 2021-22 COMF funding have funded the 5 units funded originally by RSI and provided funding for an additional 5 units There are currently 34 Housing First properties in use. The additional property is in progress commissioners are working closely with the provider to ensure. However, support is provided to a total of 35 people.	March 2021		An increase of 9 Housing First properties and one pending which will provide 35 units in total. This has contributed towards reducing the number of people rough sleeping and supporting those with the most complex needs.
Provide a resettlement/floating support package for every person with complex needs to	Phil Hamilton	In addition to the existing commissioned housing related floating support service, it was identified that there was a need to increase and develop a floating support	March 2020		This service has supported the reduction of people in temporary accommoda-

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support them in accessing independent tenancies		<p>Service. This was in response of Covid (COMF funding) and the increasing need to support people with complex needs placed into temporary accommodation supporting their transition to more settled housing. The Indigo floating support service has since been developed. Grant funded to an external provider – SYHA. Supporting up to 50 customers at one given time. SYHA work in partnership with councils housing options team.</p> <p>The funding is until 2023 and will have a planned reduction as use of temporary accommodation reduces.</p> <p>In addition - The councils Financial Inclusion Team delivers tenancy support - increasing referrals for people with complex needs are evident.</p> <p>This team continues to utilise the council's own resources to support council tenants with complex needs to sustain their council tenancy.</p> <ul style="list-style-type: none"> 6 months snapshot 2021 referrals triaged as complex needs was 38 the following year 2022, 7-month snapshot an increase to 61 			<p>tion and rough sleeping – improving outcomes to some of the most vulnerable customers.</p> <p>The most recent performance outcomes report –Qtr. 1 - April 2022 and 30 June 2022 are as follows:</p> <p>The service is currently supporting 47 individuals. (3 pending,)</p> <p>A total of 23 individuals left the service within qtr. 1</p> <p>21 of the leavers left in a planned way.</p> <p>7 moved on to their own independent tenancy</p> <p>4 completed the program without the need for additional support,</p> <p>10 moved into supported accommodation.</p>
Support for people with previous offending behaviour, with supported housing – to improve housing and support pathway	Sandra Tolley &	The aim was to increase supported housing for individuals released from prison or for those who are at greater risk of reoffending. A joint funding arrangement between the Council and the National Probation Service is	March 2020		The council have 50% nomination rights for the 24 units of accommodation This additional provision has improved the housing

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	Helen Caulfield-Browne	now in place, funded 2019- 2023, this funds 2 FTE specialist support workers. Target Housing are the provider			pathway and provides support to enable tenancy sustainment and help reduce reoffending.
Increase partnership working Rough Sleepers Outreach Service to be part of the Shiloh Drop-in Service – and link-in with customer who have multiple disadvantage needs.	Phil Hamilton	<p>Shiloh community hub, (none commissioned, local charity) provides a drop-in service working in collaboration with various partner agencies. It is well utilised by individuals who require information, advice and guidance and help to sustain their housing or to access housing and support, most of the customers have complex needs.</p> <p>The councils RSI Outreach team are part of the wrap around services which help to deliver the drop-in service with Shiloh.</p> <p>Number of drop-in's delivered and customers accessing support are detailed below:</p> <ul style="list-style-type: none"> • Oct 21 - end of March 22 - (Drop in reopened on a once-a-week basis in October 21) - 401 attendances, 30 sessions, 130 individuals attended. • April 2022 end of June 2022 - 391 attendances, 14 sessions, 154 individuals attending. 	Oct 2021		The utilisation of the drop-in service demonstrates that benefits of having a joined-up partnership approach to wrap around support, located centrally. This has provided an opportunity to reach more people with complex needs and reduce duplication of support services.
Improve Mental health support - Accessible Mental Health Specialist	Sandra Tolley	The council has its own dedicated specialist in mental health, through the sourcing of a mental health practitioner funded by the Council Community Safety Team. The specialist worker also attends the Shiloh drop-in service and is part of the wrap around support for people homelessness, seeking advice, information, and help.	March 2020		Improved pathway into mental health services and is a valuable resource for the council

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		<p>properties to meet their specific needs. At the time of the investigation, alternative means for accessing PRS properties were being considered and a web-based software product was a secondary aspect, which was not pursued further.</p> <p>The Council's focus was on creating a leasing model that contributes towards providing access to an increased number of private properties to be used for the Council's purposes. However, progress has been restricted recently due to other Council priorities.</p> <p>Mitigation - The Housing Options Team continue to source private rented properties individually and are reliant upon their relationship with agents and landlords to source these properties. Due to a continuing increase of demand in the sector, the number of available properties is reducing. Therefore, a refocus on supporting the private rented sector landlords, for those landlords who continue to be in the renting market will need to be explored going forward in the new strategy 2023-2026 and will include any outstanding actions relating to this the original objective.</p> <p>Mitigation - In addition to the above action, to help increase housing options in the private rented sector Housing Options are recruiting</p>			see current mitigations in place

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		to a dedicated homeless prevention accommodation officer who will develop strong relationships with a range of landlords including Private Rented Landlords and Social Housing Landlords. There will be a focus on building relationships and increasing housing options whilst coordinating suitable candidates when opportunity arise to match them with a suitable, affordable property. The aim will be to have this in place by 30 Dec 2022			
Evaluate the impact of the changes to the Housing Allocation Policy for people at risk of homeless – process is in place – annual reviews	Sandra Tolley Carol Wordsworth	Numbers of households rehoused via the Allocation Policy is being monitored weekly as part of the performance recording. Between 1 April 2019 and 31 March 2020 there have been 491 homeless households assisted to alternative Council accommodation compared to 307 during 1 April 2018 to 31 March 2019 During 2020/2021, there have been 682 homeless households assisted to alternative accommodation of these 393 have been assisted to move to Council homes	March 2020		Effective Allocation Policy and rehousing of homeless households Supporting housing options for homeless households. Effective move – on Annual reviews are in place
Improve the referral pathway and service for people being discharged from hospital without suitable housing accommodation	Kim Firth	Prior to Covid regular weekly meetings were in place between Housing Options and the NHS Trust. Unfortunately, due to the impact of Covid the weekly hospital discharge meeting had to be put on hold. Ongoing communication	Dec 2019		Increased homelessness prevention- Improved coordinated approach to hospital discharges. Ensuring that there is a housing plan for everyone and reduce delays in hospital discharges

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		<p>throughout and coming out of Covid has supported hospital discharges.</p> <p>There has been recent communication between, to reinstate the weekly meetings to discuss discharges. The aim will be to continue to improve the pathway.</p> <p>2021-2022-84 hospital discharges supported directed by the specialist homeless assessment and prevention officer</p> <p>A total of 22 live open cases A total of 62 closed cases</p> <ul style="list-style-type: none"> ▪ 36% rehoused into their own long-term tenancy ▪ 26% rehoused into supported housing ▪ 19% of which were supported housing - Elliott House and Court ▪ 9% of which were supported housing - Burns and Browning Court 			
<p>Improve information on how to access to social housing for members of the Armed Forces, Veterans, and their families</p>	<p>Kim Firth</p>	<p>£90K funding awarded across the sub region was used to:</p> <ul style="list-style-type: none"> • Develop an e-learning package across South Yorkshire, specifically about homeless ex-services personnel and their families. • Fund the four South Yorkshire authorities to support armed forces community. For example: housing options 	<p>Dec 2019</p>		<p>Increased support provisions for homelessness prevention and tenancy sustainment</p>

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		<p>through the provision of bond and rent deposit - provision of furniture / white goods mental health support</p> <ul style="list-style-type: none"> Funding will end 31 March 2023, the E-learning will still be accessible for new staff 			
Monitor the local causes of homelessness to align resources and services	Sandra Tolley Helen Caulfield-Browne	<p>There are weekly performance reports which are shared amongst Housing Options colleagues.</p> <p>A Performance and local data are shared with partners in the Housing Strategic and the Homeless Forum meetings to ensure there is a collaborated approach to understanding the key issues and finding solutions by working in partnership.</p> <p>Data suggests that customers are approaching for help at the relief or duty stage. Therefore, there is a need to refocus on early prevention. Early prevention will be a key feature in the refresh strategy going forward.</p>	March 2019		A robust system is in place which provides an accurate local picture in relation to latest statistics and key areas of performance and helps identify trends and areas for improvement
Aim 3 – To increase support for young people to prevent homelessness					
Provide information for young people on their housing options to prevent homelessness	Commissioner's Helen Caulfield-Browne	<p>Youth Homelessness – Codesign of Commissioned Services:</p> <p>In response of local changing need, following an increase of young people presenting with</p>	Dec 2019		The new service has demonstrated a reduction in young people being evicted and increase of positive leavers

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		<p>multiple support needs, the Housing Options team worked closely with commissioner as part of the remodel and codesign of the young person housing related support services. Both supported housing and floating support provision were redesigned. The new service model recognised the importance of providing a trauma informed service. The service was re-procured in 2019. The contract was awarded to Roundabout Ltd delivering in partnership with Rush House.</p> <p>In 2021-2022, a total of 75 young people who received support exited the young person's combined floating support and supported housing service.</p>			<p>moving on or returning to friends and family</p> <p>Outcomes:</p> <p>Floating support – 88.70% young people exited the service positively.</p> <p>Supported Housing - 86.40% young people exited the service positively with a planned move on.</p>
Undertake housing advice sessions in special schools and colleges	Wendy Swallow	Learning Disability Officer within the Housing Options staffing structure plays an important role, which is to support individuals with LD and providing outreach support, on Housing Options advice delivered in educational settings for young people who have difficulties in learning.	March 2019		Increase early homelessness prevention awareness for LD in an educational setting.
Continue to fund a social worker in the Early Help team	Sandra Tolley	Three Early Help Support workers are funded via the Housing Revenue Account to support families in financial distress and at risk of eviction.	March 2019		Funding has provided additional resources within Early Help – helping with homelessness prevention

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<p>Contribute towards the set-up of 10 properties as part of the House Project for Care Leavers – This has since increased in capacity of number of House projects -</p>	<p>Sandra Tolley Carol Wordsworth</p>	<p>The House Project model operates on the basis of offering suitable, safe, and long term, post-care housing alongside a holistic and bespoke package of training and support for care leavers. Focussing on increasing young people’s independent living and personal skills as well as ensuring their participation in education, employment, and training. The House Project is now working with its 4th cohort who have just completed the six-month HP programme. This will be the first time since 2019 that the project has been able to go back to group face to face meetings and complete all the programme events such as the residential trip and community event. The House Project Team work closely with Housing colleagues in Key Choices to identify houses in the chosen area.</p>	<p>June 2020</p>	<p style="background-color: green;"></p>	<p>A new model has been implemented by CYPS and housing, key choices have supported with the identification of suitable properties.</p> <p>A total of 21 young people has now completed the House Project and moved into their own properties. Between August and September this year an additional 8 young people from cohort 4 will move into their properties and is proving to be successful in Youth homelessness prevention.</p>
<p>Aim 4 – To end rough sleeping and begging</p>					
<p>Explore the development of an “Alternative Giving Scheme” which aims to reduce rough sleeping and begging</p>	<p>Sandra Tolley Jill Jones</p>	<p>Alternative Giving Scheme was in the final stages: H.O.M.E prior to Covid (Helping Other’s Made Easy) About H.O.M.E - HOME (homerotherham.uk) The initiative is an alternative just giving scheme for Rotherham which has been developed with Shiloh and other partners. Encourage members of the public to donate to a local charity rather than to hand money to people begging to ensure the money provides better</p>	<p>March 2020</p>	<p style="background-color: green;"></p>	<p>Progress made the H.O.M.E web- based site is in place. (see link)</p> <p>The promotion of the scheme and the continued management of the site will be reviewed and completed by 30 March 2023</p>

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		<p>value to the people in most need in Rotherham.</p> <p>The promotion of scheme was put on hold due to Covid 19 and the Governments campaign “Everyone In” which supported people off the streets took priority and people on the streets reduced.</p> <p>It was initially intended to be launched in 2 phases, a digital platform and then raising awareness campaign. However due to Covid 19 the increase of demand on services the initiative and the recovery of Covid it has continued to be on hold</p> <p>Recent discussions in July 2022 regarding this initiative, have resulted in the need to review that the infrastructure is in place so that this web-based site is managed. As initially this initiative was reliant on Shiloh to support the management of the web-based sites. In recent discussions with Shiloh, they have confirmed they are not able to lead, this is due to limited resources however Shiloh is still willing to support any initiative going forward.</p> <p>Mitigation - In the meantime Shiloh are happy to carry on with updating information and have kept the website open.</p>			

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		There has been some light touch promotion of the site, and relaunch will be planned			
Work closely with community protection and the police to carry out assertive outreach to beggars and to consider taking enforcement action when appropriate. - Reducing people begging Working in partnership	Phil Hamilton	<p>Begging in the town was decreasing prior to the pandemic reducing from 17 to 5 in response to Operation Carbon, which involved Close partnership working with Community Protection Unit.</p> <p>In 2020 -21 - Covid naturally reduced the number of people street begging combined with the work undertaken by the council to accommodate everyone into temporary accommodation and the continued partnership working.</p> <p>It is acknowledged that there is a risk of street begging increasing, as we recover from the pandemic and the “Everybody In” initiative has come to an end. As well as the rising cost of living impacting on individuals. Although it is thought that the link between rough sleeping and street begging is not prevalent.</p> <p>Housing Options have recently started to attend the fortnightly Central Tasking meetings. The meetings largely involve RMBC (various) & SYP. The purpose of the meetings is to look at hotspot areas, households, individuals etc and to work in partnership.</p>	March 2020		Effective ongoing partnership approach to reducing street begging in Rotherham

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		<p>It is understood that SYP are refreshing their POP (Problem Solving) Plans x2 i.e.</p> <ul style="list-style-type: none"> • Robberies • Vagrancy / Begging including street drinking, drug taking & littering <p>There will be a continued partnership approach to look at the Town Centre issues and the development of structures to address them.</p>			
<p>Ensure people have access to ongoing support if required when they move out of temporary accommodation into their own tenancy.</p>	<p>Phil Hamilton Jill Jones Commissioners-</p>	<p>Rough sleeping is resolved through a partnership response. The council is most effective when services are delivered in partnership with other agencies, examples of partnership working in delivering support provisions.</p> <p>Commissioning of the Emergency Accommodation Community Hub awarded to Target Housing- Provides the provisions of the Queen Street Hostel and is part of the move on pathway.</p> <p>The emergency accommodation is part of the rough sleeper's pathway and provides a 7-bed rapid rehousing support service, where both the councils Rough Sleepers Initiative team and supported housing provider work together to support individuals to move on to housing which best meets their needs.</p> <p>Since 2019, a total of 93 people has been accommodated and received support. 7 of whom</p>	<p>Aug 2019</p>		<p>The service is performance demonstrates positive outcomes for homeless customers and has improved the move on pathway and reduce the number of people rough sleeping.</p> <p>The development of the councils Rough Sleeper Initiative Team has enabled specialist roles to help improve coordination and move on effort and respond to rough sleepers or those at greater risk of rough sleeping.</p>

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		<p>are currently still in receipt of the service. Therefore, a total of 86 leavers.</p> <p>68 (73.1%) of the 93 placed were identified as having medium to high level support needs. Reasoning: Multiple complex issues – substance, alcohol, mental health, history of repeated failed tenancies.</p> <p>From the 86 leavers the average length time in Queen Street, First Steps emergency housing is 55 nights. Out of the 86 leavers, 81% left the service in a planned positive way. Appropriate referrals are made for ongoing support as they exit the service and move on to more settled housing, where referrals are appropriate. The 9% that left unplanned have included 2 individuals who needed longer term hospital care, e.g. psychiatric hospital which was advocated and supported by the team</p>			
Work with partners to ensure continued advice and support for rough sleepers	Phil Hamilton	<p>Continue and build on Partnership Working-Rough Sleepers:</p> <p>The Housing Options partnership work has developed over the last 2-3 years. The success of securing the Government Rough Sleepers initiative funding has provided invaluable additional council resources, for the Rough Sleepers Initiative Team</p> <p>Examples include:</p> <p>Shiloh hosts a weekly drop in for all people who need homelessness advice and support.</p>	March 2020		Stronger partnership working continues to reduce rough sleeping.

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		<p>The RSI team also have 2 additional slots on a Monday and Friday at Shiloh where people can book in to speak to a member of staff for advice – although this is not a drop in, people are aware that the RSI team do work from Shiloh on these day's so will turn up to seek advice.</p> <p>Fortnightly meetings are held with partners to give updates on the currently rough sleeper 'picture' throughout Rotherham, discussing actions and support that is available. Partners include CGL, Crisis Skylight, SYHA, Action, Shiloh, Roundabout, Target & RMBC Commissioners.</p> <p>Monthly early morning rough sleeper walks are done with partners (all listed above plus SYP). The RSI team also go on fortnightly walks and will add more, dependant on the number of reports received.</p>			
<p>Conduct quarterly rough sleeper counts and continue to undertake weekly outreach work in key locations to connect people to services</p>	<p>Phil Hamilton</p>	<p>As a result, the RSI Outreach Team carry out weekly walks to ensure that there have been no changes in rough sleeping.</p> <p>Performance number of rough sleepers:</p> <ul style="list-style-type: none"> ➤ 2019 – 10 ➤ 2020 – 6 ➤ 2021-22 – 3 ➤ 27 July 2022 - 0 	<p>March 2019</p>		<p>Annual formal counts have seen the reduction of people rough sleeping across the borough from 10 to 3.</p> <p>More recently, at the end of July 2022, the RSI team report that there are 0 rough sleepers that they are aware of.</p>

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Provide outreach work in key locations- development	Phil Hamilton	<p>In addition to the drop-ins at Shiloh as detailed above. - Outreach in key locations:</p> <p>The RSI team also attend monthly meetings with SYP and the Neighbourhoods Team in relation to begging and go on regular walks throughout the Town Centre.</p> <p>The RSI Team have developed good links with local businesses throughout the Town Centre which helps in responding and assisting to potential rough sleepers.</p> <p>Members Homelessness RSI team, Drugs Services and the police actively go out during the early hours to locate any rough sleepers to try and encourage them to connect them to relevant help and support. Local Intelligence and prime hot spots for rough sleeping provide an idea on the locations in the town centre and across the borough they should focus on.</p>	March 2020		See above
Ensure there is enough capacity and support available to run SWEP (Severe Weather Emergency Protocols) all winter.	Phil Hamilton Kim Firth	<p>SWEP (Severe Weather Emergency Protocols) all winter:</p> <p>Quarterly counts are in place</p> <p>In respect of accommodation the Council has an arrangement with South Yorkshire Fire Service and have a Rotherham Annual Agreement to utilise their training room to provide a winter night shelter for up to 8 rough sleepers.</p>	June 2019		<p>A process is in place, SWEP has come into force for high temperature weather as well as the winter.</p> <p>Due to the Rough Sleeper Initiative, Rotherham have seen a reduction of people requiring emergency housing under Severe Weather Emergency SWEP Protocols). This</p>

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		<p>Referrals are made solely by the Homelessness Service. This will need to be reviewed for winter 2022-23</p> <p>In addition, during the cold weather (not necessary below zero) rough sleepers are offered self-contained temporary accommodation and hotel accommodation.</p>			<p>is because the council do not wait for the cold weather. There is proactive activity of the RSI team all year round. Therefore, working in partnership with partners there is a more planned approach to helping people rather than reacting to SWEP.</p>
Aim 5 – To improve access to tenancy support, employment and health support services					
<p>Provide a planned approach via the South Yorkshire Accommodation Hub to rehousing prior to all offenders leaving prison who have a local connection to Rotherham</p>	<p>Kim Firth</p>	<p>Sub regional funding attained for 3 Prevention Officers across the region to work with local prisons. Updates are received from the link officers in prison and the Prevention Officer undertakes a homelessness assessment so that there is a plan in place on release. The current open case load for people being released from prison or already released is 33 as on 30 July 2022.</p> <p>During April 2021 to 31 March 2022 a total of 139 prison release cases were managed by the Rotherham prevention officer. The table below shows the outcome relating to customers housing, upon release. A total of 64% of prison released customers were housed with a positive planned housing outcome. A total of 22% of these customers were rehoused by</p>	<p>March 2020</p>		<p>Increased support provisions to people with a history of offending and homelessness.</p> <p>Opportunities to create financial resilience, more options to access work and training and repeat offending</p>

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		Rotherham council, 33% were accommodated into supported housing, through a range of commissioned, and none commissioned services. Given the complexity of some of the customer group, 64% positive outcome is an achievement and reinforces the need for a range of housing options and the important role supported housing plays in the pathway to settled housing and stopping the revolving door of homelessness.			
Ensure all individuals presenting as homeless who have substance misuse issues are referred straight away to commissioned treatment services	Phil Hamilton Kim Firth Sonya Dyson	<p>Clients that CGL record as homeless are referred by a variety of referral sources, this is often due to these clients being engaged in multiple services and the lead professional making the referral.</p> <p>The Councils partner, Shiloh hosts a weekly drop-in surgery, where partners including the council's homelessness outreach service and CGL housing officer, and other support provider provide an open-door drop-in for people who are or may experience homelessness and need help and support. This provides an excellent opportunity for collaborative partnership working and ensuring that there is a pathway into drugs and alcohol services.</p>	Dec 2019		Improved pathway into substance misuse services
Connect people to employment, training, volunteering	Laura Thornley	Support – Employment, training, volunteering:	Dec 2020		Improved early help and homelessness prevention

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		<p>To develop further the ongoing work with Employment Solutions.</p> <p>As of 1st July 2022, the Employment Solutions team have supported 340 residents to access employment and 299 into accredited training.</p> <p>The Tenancy Support team are providing holistic support to 1400 RMBC tenants every year.</p> <p>The Income Pre-Tenancy team have completed 2946 Income and Expenditure assessments from July 21-June 22. They have identified and helped people to claim over £1,298,721 in underlying benefit entitlement. They have made 761 support referrals into schemes such as Gamcare and Get Healthy Rotherham</p> <p>The new Energy Crisis Support Scheme has received over 1100 applications and has approved payments of £250 to over 200 applicants so far.</p>			<p>Increased opportunities to create financial resilience, more options to access employment and training</p> <p>Wider impact on improving the local economy</p>
<p>Ensure people have speedy access to money advice, debt services and gambling support when needed</p>	<p>Public Health</p>	<p>Delivery of Harmful Gambling Training- staff training and development:</p> <p>Following the training session which occurred prior to the Covid pandemic (in which 135 frontline staff received training) further planned sessions were put on hold due to the</p>	<p>Dec 2019</p>		<p>Increased staff awareness</p> <p>As new staff are recruited, and the new Public Health Specialist role is in place there will be a refocus on the training.</p>

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		Pandemic. Since this time a new Public Health Specialist role, Jessica Brooks, is in place who will have gambling as part of her remit going forward.			
Implement 'Tenancy Health Checks' to prevent problems from escalating and tenancies being jeopardised	Housing Services Lynsey Skidmore	1541 Tenancy Health Checks and 216 welcome visits were completed in 2021/22. Of the tenancy health checks and welcome visits conducted in 2021/22, this led to 5 referrals for financial support and 7 referrals for tenancy support.	March 2019		This has been in place prior 2019 and provides opportunities to ensure that appropriate referrals for support are made and assist with tenancy sustainment/homeless prevention
Aim 6 – To ensure there is enough decent emergency accommodation					
Set up 6 “Step-up Step-Down properties” for hospital discharges	Sandra Tolley	4 step-up step-down properties were set up and 2 units for homeless applicants in need of accessible properties. The 4 step-up step-down properties were managed by Adult Social Care. A business case is being drafted to request the management of these is transferred to the Housing Options team so that the 4 properties are part of the wider portfolio for applicants leaving hospital and for homelessness cases in need of accessible temporary housing. 1 unit of temporary accommodation will be handed back to general lettings and 1 unit will be for the sole use of the Adaptation team. This property will be for households who need to be temporary rehoused whilst their	June 2020		Everyone has a safe place to live and nobody is in emergency accommodation without a plan to move on

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		home is being adapted and cannot live in situ whilst the work is being carried out			
Set up 2 assessable temporary accommodation units for people with a disability	Sandra Tolley	2 properties in use	March 2020		Accessible temporary accommodation is in place for homeless people with disabilities.
Set up a dog friendly temporary emergency accommodation	Sandra Tolley	Housing Options explored setting up dog friendly accommodation, however due to significant damage resulting in costs to the council this is not in place for everyone, however each case is considered	March 2020		In exceptional circumstance allowing dogs will be considered. This is considered on a case-by-case basis
Set up 4 dispersed properties for people fleeing domestic abuse	Kim Firth	This is now in operation. The portfolio has been increased to 13 units, 7 are in occupation which are in the process of being completed	March 2022		Specialist DA properties and support has been developed to ensure victim's and families of DA are safely housed An increase of properties than initially targeted for
Maintain decency of temporary accommodation- process in place	Graham Cooke Recently recruited Furnished Accom. Manager	During the Covid the portfolio of temporary accommodation has increased by 50 units from 64 to 114 units of temporary accommodation. Checks are undertaken twice per week; a condition report is provided. Full refresh is project planned.	April 2019		H & S checks are completed, ensuring that the temporary accommodation is safe and fit for letting Due to the increase of Temporary accommodation properties a full refresh is planned and will be part of a rolling

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					<p>programme to decorate etc- Target March 2024</p> <p>In the meantime, H & S checks ensure the properties are safe</p>
Carry out a regular safe and well-being checks for all households placed into temporary accommodation	Sonya Dyson	Visiting Officers now in post – they are patch based; all occupants have a move on plan	March 2019		There is a process in place to ensure the welfare of vulnerable customers in temporary accommodation are checked on. There is a housing move on plan for all occupants.