

OBJECTIVES	AGREED ACTIONS	MEASURES/OUTCOMES	BY WHOM	BY WHEN	UPDATE
<p>To address issues in sourcing suitable emergency and temporary accommodation</p> <p>To reduce the number of nights homeless households are accommodated in emergency accommodation from an average of 56 nights to 40 nights by 31/3/2020.</p> <p>To reduce the average number of moves homeless households experience in emergency accommodation from 2.7 to 1 by 31<sup>st</sup> March 2020</p>	<p>Reduce the number of homeless households from the Westminster Hotel, Rhyl to a maximum of 14 (10% of no of rooms)</p>	<p>To have 14 households in Westminster Hotel and all other B&amp;B accommodation having no more than 10% occupancy for homeless households.</p>	<p>Homelessness Prevention Team (HPT)</p>	<p>31<sup>st</sup> March 2019</p>	<p>14/3/19 - Number of households currently supported in Westminster is now 16. 1/4/19 Latest checks show we are now achieving in most B&amp;B establishments the 10% occupancy target</p>
	<p>Source potential other B&amp;B style accommodation outside of Rhyl (within Denbighshire) as emergency accommodation as a short – medium term solution</p>	<p>To source at least 2 new properties</p>	<p>Homelessness Prevention Team</p>	<p>31st March 2020</p>	<p>14/3/19 - We have secured 2 and will continue to promote this.</p>
	<p>Work with Supporting People, supported housing providers to free up units to become emergency and temporary accommodation</p>	<p>To secure 3 units of supported housing accommodation by 30th April 2019 and a further 3 units by 30<sup>th</sup> June 2019</p>	<p>Ann Lloyd and HPT</p>	<p>30th June 2019</p>	
	<p>Continue discussions around the viability of developing Wellington Road Community Centre as temporary accommodation</p>	<p>To work with procurement to determine feasibility of developing a framework of emergency accommodation – learning from other LAs (e.g. Newport)</p>	<p>CSS, FAH</p>	<p>30th September 2019</p>	
	<p>Explore options to develop Pod style accommodation, dispersed across our Supporting People Providers as emergency accommodation or potentially with RSLs</p>		<p>CSS Commissioning and Contracts team, Legal and Procurement</p>	<p>30<sup>th</sup> June 2019</p>	
			<p>CSS, FAH, P&amp;PP</p>	<p>30th September 2019</p>	
<p>Increase the provision of leased accommodation from 50 units to 100 units by 31/03/2020</p>	<p>Continue with the recent marketing of our landlord offer to increase the portfolio of leased accommodation</p>	<p>To acquire a minimum of 10 properties by 31<sup>st</sup> March and a further 20 by 31st March 2020</p>	<p>HPT</p>	<p>31st March 2020</p>	<p>1/6/19 - 18 properties secured through the LandLord Offer</p>
	<p>Work with Community Housing and RSLs to negotiate leased property within their housing stock.</p>	<p>To secure at least 5 units of social housing as leased accommodation by 30<sup>th</sup> June 2019 with another 20 being secured by 31<sup>st</sup> March 2020.</p>	<p>HPT, Community Housing, P&amp;PP</p>	<p>31st March 2020</p>	<p>14/3/19 - 2 Gwrp Cynefin – 2 Leased North Wales Housing – 1 leased Community Housing - 7 leased</p>
	<p>Review the work that was undertaken to explore options to develop a Social Lettings Agency which would enhance a landlord offer</p>		<p>Angela Loftus</p>	<p>30th June 2019</p>	
	<p>Work with Valuations and Estates Team to ensure the lease we offer landlords reduces any risk around dilapidations.</p>		<p>HPT, FAH</p>	<p>31<sup>st</sup> March 2019</p>	

	To explore licence arrangements that other North Wales Authorities use to see if that would work for us and understand the implications of introducing this model		Ann Lloyd, Abbe Harvey	30th April 2019	
To develop a corporate approach to working with RSLs to increase their engagement in tackling homelessness.	To develop a strategic approach to engage with RSLs in Denbighshire to gain their support in tackling homelessness and providing leased accommodation across the county  To work with RSLs on individual cases to secure appropriate tenancies for large households and adapted property.	To secure at least 10 units of leased accommodation from hard to let social housing by 31st March 2020	Corporate Working Group  HPT	30th June 2019  Ongoing	14/3/19 - Cartrefi Cymendol Gwynedd – 1 letting to large homeless family since April 2018 – property acquired specifically for that need (total general needs stock-holding = 1 in Denbighshire)
To develop adequate provision of 'move-on' accommodation	Utilising existing resources both internally and with our SP partners develop a multi-agency Move-On Team to source appropriate accommodation for citizens to move into from Supported Housing and Leased Accommodation  To develop a procedure to work with Supporting People Providers and Homelessness Prevention Officers (HPOS) to move households from both Supported Housing and Leased Accommodation into suitable permanent accommodation, primarily through the Private Rented Sector and SARTH.	To have co-ordinator in place by 1 <sup>st</sup> April and team appointed by 31 <sup>st</sup> May 19  To reduce the average number of nights in leased accommodation from 337 to 250 by 31st March 2020	Claire Owens, Abbe Harvey  Claire Owens, Debbie Nalecz, Hayley Williams	31 <sup>st</sup> May 19 to implement proposed changes with ongoing review  Procedure to be developed and implemented by 30th June 2019 and targets achieved by 31st March 2020	
Utilise Homelessness Prevention Team resources effectively to improve the customer journey	To implement the proposed changes to roles within the team to better utilise our resources in managing emergency and temporary accommodation and the move on into tenanted property.	To have HPT Management team in post by 30th April and full team changes implemented by 31st May 2019	Abbe Harvey, Claire Owens	31 <sup>st</sup> May 2019	
To reduce youth homelessness and ensure a smoother transition for LAC from Children's Services to stop these young people becoming homeless.	To review the Young People's Positive Pathway and ensure it is working effectively to address youth homelessness. Support the YPPP team to work more effectively with Youth Services.  To develop a protocol to engage with LAC children at least 12 months before their 18th Birthday to develop and implement a plan to prevent them from becoming homeless.	To reduce the YPPP caseload from 105 to 50 by 31st March 2020  To reduce homelessness for LAC children by 50% by 31st March 2020	HPT, Children's Services  HPT, Children's Services	31st March 2020  31st March 2020	

<p>To work closely with Education Services and transport services in relation to homeless families in emergency and temporary accommodation to support the children's ongoing attendance at school</p>	<p>To develop a protocol for working with Education Services and Transport Services to support children of families who are accommodated away from their normal area of residence to ensure the ongoing attendance in education and we minimise the need for school transport wherever possible</p> <p>To review all families in emergency and temporary accommodation at agreed regular intervals in relation to the attendance of the children in school and whether there needs to be a move to a different school with Education Services</p> <p>To take school transport into consideration when sourcing emergency and / or temporary accommodation and work collaboratively to ensure there is no duplication of providing bus passes/transport for homeless families and the requirement for individualised school transport is minimised.</p>	<p>To maintain high levels of school attendance for those children of families who are being temporarily accommodated due to homelessness.</p> <p>To have a process developed with named contacts in each service to review the attendance at school of the children in families accommodated in emergency/temporary accommodation, at periodic intervals and when an accommodation move is being planned</p> <p>To see a XX reduction in the school transport budget for homeless families by XX(% or £) <i>This will be agreed with Peter Daniels following analysis of current data and spend.</i></p>	<p>Ann Lloyd, Ian Land</p> <p>Ann Lloyd, Ian Land</p> <p>Ann Lloyd, Ian Land, Peter Daniels</p>	<p>Protocol to be developed and in place by 31st May 2019</p> <p>Process to be developed and implemented by 31st May 2019</p> <p>Process in place by 31st May 2019 with bi-annual review.</p>	
<p>To continue to develop practice within the Homelessness Prevention Team that focuses on prevention of homelessness with the citizens of Denbighshire</p> <p>To develop resource to address the root causes of homelessness</p>	<p>Funding secured through Supporting People to employ both a Social Worker and Occupational Therapist within the team to address root causes of homelessness and to provide support to complex cases across the HPT Team</p> <p>To closely monitor the effect the Triage post has on reducing the number of households presenting as homeless or at risk of homelessness and identify gaps in provision and implement activities to address this where appropriate. Ensure best practice is shared throughout the team.</p> <p>To work with Revenues and Benefits to undertake a discreet project to understand and address the issues of Welfare Reform and Housing Benefit Cap on single people aged under 35.</p>		<p>Abbe Harvey, Claire Owens</p> <p>Abbe Harvey, Claire Owens</p> <p>Ann Lloyd, Abbe Harvey, Paul Barnes</p>	<p>30th April 2019</p> <p>Ongoing - 31st March 2020</p> <p>30<sup>th</sup> June 2019</p>	<p>09/04/2019 - initial discussions have taken place and a further meeting has been arranged for 30th April. We have identified that through the administration of DHP we are preventing homelessness and statistics are being gathered.</p>

	Partnership ongoing with Civica whereby we have a Homelessness Navigator based in the Jobcentre who is doing significant work in preventing homelessness with practical support for those impacted by Welfare Reform. Need to review how the practice from the Navigator post is rolled out wider, in relation to Welsh Government Flexible Funding		Ann Lloyd, Abbe Harvey, Paul Barnes	30th June 2019	
To implement Housing First Pilot	Implementation is at very early stages, recruitment is ongoing, partnership board has been established and awareness raising has begun. Work will continue to deliver the project jointly with Conwy and opportunities for shared learning and development across the wider Homelessness Prevention Team	To pilot Housing First within Denbighshire with at least 2 households by 31st March 2020	Abbe Harvey, Susan Stevenson	31st March 2020	
To refresh the Corporate Housing strategy	To work with P&PP to ensure actions are captured within The Corporate Housing Strategy that are aligned to the Homelessness Strategy Action Plan and all other current plans to address homelessness		Ann Lloyd, Abbe Harvey, P&PP	30 <sup>th</sup> December 2019	
To work with internal audit to address key areas of concern within the Homelessness Prevention Team	Work through then recent Audit scoping document and address key areas of concern through the action plan and agree a date when Audit will come into the Homelessness Prevention Team to undertake an internal review		Ann Lloyd, Abbe Harvey, Lisa Lovegrove	31st July 2019	
To develop a robust communications plan to raise awareness of the positive work being undertaken to prevent homelessness	<p>Include Communications activity on all project meeting agendas</p> <p>Develop and deliver a communications plan including website pages and on-line assessment form</p> <p>Continue with the marketing of the Landlord offer</p>	<p>Plan developed and website pages amended and accessible on-line assessment developed</p> <p>To achieve an additional 50 leased properties by 31st March 2020</p>	<p>Communications, Marketing and Engagement - Sian Owen, Ann Lloyd, Abbe Harvey, Claire Owens</p> <p>Communications, Marketing and Engagement - Sian Owen, Ann Lloyd, Abbe Harvey, Claire Owens</p> <p>Communications, Marketing and Engagement - Sian Owen, Ann Lloyd, Abbe Harvey, Claire Owens</p>	<p>Ongoing - 31st March 2020</p> <p>30 April 2019 and then as per the agreed dates in the plan</p> <p>Ongoing - 31st March 2020</p>	

	Raise awareness of homelessness within CSS and the wider Authority		Communications, Marketing and Engagement - Sian Owen, Ann Lloyd, Abbe Harvey, Claire Owens	Ongoing - 31st March 2020	
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