

## Appendix 1 - Homelessness and Housing Related Support

### Planning for Recovery and Renewal of Homelessness and Housing Related Support Services – June 2020

#### 1 Planning for Recovery and Renewal

1.1 The plan we develop and submit by 30<sup>th</sup> June 2020 must be flexible enough to take into account a potential second or third wave of COVID 19.

Phase 1	March 2020 - August 2020	Crisis Management
Phase 2	July 2020 – March 2021	Phase 2 Response
Phase 3	January 2021 – March 2022	Move to “New Normal”

1.2 The plan is based on 4 essential elements:-

- **Support** – to continue to support those sleeping rough and everyone in emergency accommodation
- **Plan** – develop clear transition plans on how we will move towards sustainable accommodation and support that meets the needs of everyone
- **Build** – innovate, remodel, procure and build accommodation to improve the quality of emergency accommodation and increase the availability of permanent move on and supported accommodation.
- **Transform** – commit to and plan how to urgently prioritise better quality emergency provision which quickly supports citizens into permanent housing.

1.3 The plan is required to have ‘rapid rehousing’ at the heart of its services and utilise a range of support models including:-

- **Housing First** – high level of intensive activity 24/7 over a long period of time
- **Critical Time Interventions** – more medium term interventions with at least 1-3 interventions per week
- **Rapid Rehousing with Floating support** – short term, low level intervention to get a household settled into their tenancy.
- **Assertive outreach** – to engage with the most disengaged rough sleepers

1.4 Abbe Harvey, Service Manager will be responsible for developing and implementing the plan and will engage with a variety of stakeholders. Within the guidance received from Welsh Government we are required to adopt a multi-agency approach at a strategic level and the partnership, which will include Health, RSLs, Probation and other key stakeholders, will be chaired by Phil Gilroy.

#### 2 Denbighshire’s Approach

2.1 During the Crisis Management phase within the plan, we will continue our work with Community Housing and RSLs to permanently accommodate as many of our homeless households as possible. There are currently 24 households accommodated in leased properties within community housing and we are working closely with our Community Housing Team, to convert these leases into permanent tenancies. In

addition, we have provided details of the households currently accommodated in emergency accommodation and work is taking place to provide direct lets in social housing while there are amendments to the SARTH process during the COVID 19 restrictions. We will then assess the needs of these households based on the new Individualised Housing Plan (detailed within the new WG guidance) and provide the level of support as detailed at 1.3 for as long as needed.

2.2 From 1<sup>st</sup> July 2020, in partnership with Conwy County Borough Council, we intend to launch the WG Private Rented Leasing Scheme Pilot. The pilot proposes using 66 Private Rented Sector properties between Conwy and Denbighshire, to increase the stock available to local authorities. Private sector landlords will be asked to lease their properties to the LA for a period of up to five years; those property owners will receive guaranteed rent, every month, for the period of the lease and an undertaking that subject to fair wear and tear at the end of the five years they will receive their property back in the same condition as they leased it. Additionally, property owners will be eligible for a grant and an interest free loan to bring their properties up to a required standard, should their property not meet the minimum requirements for the trial. Landlords will receive rent at the relevant Local Housing Allowance rates, less a sum equivalent to a competitive management fee.

2.3 From August 2020 through to March 2021 we will carry on with the transition phase of our plan, to fully implement a rapid rehousing model with a fully developed support model. To achieve this we will continue our strategic level engagement with partners to ensure we have full support to deliver sustainable accommodation to homeless households.

2.4 During this phase we will also:-

- Review and where necessary procure services through Housing Support Grant that deliver effective preventative services to stop households becoming homeless and deliver supported accommodation.
- Develop and implement a triage centre with good quality single people accommodation that will deliver 24/7 services. Within the Triage Centre we will:-
  - Have a small contact centre which will handle all homelessness and social housing enquiries, including a web-based 'live chat' facility
  - Triage all homelessness presentations and provide immediate access to the right support including prevention of homelessness support
  - Host a multi-disciplinary team (as detailed below) and provide access to a variety of wrap-around services e.g. CAD and Working Denbighshire
  - Have a number of units of emergency accommodation, on site, for single people
- Develop a multi-disciplinary team consisting of :-
  - Mental Health professionals
  - Substance Misuse Worker
  - Social Worker & Occupational therapist
  - Prison Liaison Worker
  - Probation Staff
  - BACP (British Association of Counselling and Psychotherapy) Lead
- Source a separate building to develop into family emergency accommodation with support

- Restructure the staffing model within homelessness prevention to meet the needs of the new service
- Procure services that are best placed to be delivered by partners e.g. managing Private Rented Sector properties and delivering good quality family emergency accommodation with 24/7 support.
- Work with our Local Authority partners in North Wales to develop, where appropriate, regional solutions to address specific areas of support.

2.5 During the final phase of the plan, from January 2021 through to March 2022, we will embed:-

- The Homeless Service Pathway with clear identification of support needs as defined by the support matrix
- A fully recruited multi-disciplinary team with governance processes in place
- New Housing Support Grant contracts for prevention services and person-centred supported accommodation
- Key performance indicators that will allow us to monitor progress against the plan and the achievement of outcomes for individuals and households experiencing homelessness
- Processes for continuous learning and development with possibility of contracting the model to other areas.

### **3 Finances**

3.1 The plan we develop and submit to Welsh Government by 30<sup>th</sup> June 2020 forms part of our bid into the one-off £20 million transitional fund. We can include both capital and revenue costs but must clearly demonstrate value for money and any other funding sources we will be using e.g. Housing Support Grant, Housing First Trailblazer (to March 2021), HRA, Private Sector Leasing Scheme Funds etc. We will also fund some of this from our existing homelessness budget. As part of the planning process we need to ensure we build in the financial viability of our proposal from March 2021 onwards.

### **4 Challenges**

4.1 Whilst we endeavour to accommodate as many of the households in emergency accommodation during the crisis management phase, we need to address the shortage of affordable housing both in social housing and the private rented sector. We will work closely with colleagues in Community Housing and Planning and Public Protection to plan how we achieve this; we may need to purchase additional properties especially for single people to meet the demands.

4.2 There needs to be a significant change of culture within the Homelessness Service to move away from following the processes within the Housing Act to delivering a truly person-centred service through a multi-disciplinary team.

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