



# **Denbighshire County Council Housing Support Programme Strategy**

**April 2022 – March 2026**

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## Foreword.

Since the Covid 19 Pandemic started in March 2020, we have seen the number of households becoming homeless increase significantly in Denbighshire. This strategy sets out our direction to end homelessness within Denbighshire.

We know this will be a significant challenge for us, therefore, we will continue to take a Corporate approach in undertaking a systematic review to preventing homelessness and providing appropriate and timely support to those households who find themselves homeless. Working in partnership with a wider range of stakeholders including Registered Social Landlords, Third Sector and other statutory partners is essential to achieving our ambitious aims.

Denbighshire County Council wants to eradicate its reliance on Bed & Breakfast style emergency accommodation. Progress has already been made with the purchase of a large property which is being developed into 8 units of self- contained family emergency accommodation, this will be available from Spring 2022. Work is ongoing to develop single people emergency accommodation which will also facilitate easier access to support and community services.

Early Intervention and Prevention is a key strategic priority for the Local Authority. Engaging with those households at risk of homelessness as early as possible is key to preventing them becoming homeless. We need to ensure that every household in Denbighshire has access to information, advice and assistance to prevent homelessness and where a household needs additional support we have accessible services providing timely interventions.

The supply of secure, self-contained and settled accommodation is one of our major challenges and will be the success of moving to a Rapid Rehousing approach to end homelessness. Working collaboratively with Denbighshire's Strategic Planning Service, our own Community Housing and Registered Social Landlords will be a key aspect of working towards the supply of suitable accommodation. We will also look to build on and improve our relationships with Private Rented Sector Landlords, who will be integral partners in shaping and developing our Rapid Rehousing Model.

## Introduction.

Denbighshire County Councils Housing and Homelessness Strategy has a vision to:

***“Denbighshire County Council Everyone is supported with pride to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to”.***

And

***“end homeless in Denbighshire”***

In principle six themes underpin the vision

- More Homes to Meet Local Need and Demand
- Creating a Supply of Affordable Homes
- Ensuring Safe and Healthy Homes
- Preventing & Ending Homelessness in Denbighshire
- Homes and Support for Vulnerable People
- Promoting and Supporting Communities

In response to the COVID19 Pandemic, Welsh Government issued guidance which stated “All In”, an approach which was to remove the need for local authorities to consider priority need and intentionality. Practically this meant that accommodation needed to be found for all who were precariously or rough sleeping. Denbighshire County Council is committed to ensure that we do not return to the Pre-Covid ways of working.

### 1a. Purpose of Strategy

Denbighshire County Council’s Housing Support Strategy aim is to set out the strategic direction for homelessness prevention and housing related support covering both the Housing Support Grant and statutory duties under the Housing (Wales) Act 2014. The strategy has been informed by a comprehensive Needs Assessment, following consultation with a range

of stakeholders including citizens that use our homelessness services and have received our support. The overarching aim is to end homelessness in our county.

Our priority in implementing this strategy will be to deliver person-centred, timely interventions to, wherever possible, prevent homelessness. When homelessness does occur we will endeavour to make it as short as possible with the right level of support put in place to end homelessness. We will ensure the risk of entering into a cycle of homelessness is mitigated against at every opportunity.

## **1b. Legislative and policy context Nationally**

The strategy satisfies the existing statutory requirements in the Housing (Wales) Act 2014. In developing it, the Local Authority has reviewed the current Housing and Homelessness Strategy, incorporating the relevant aims and priorities. Denbighshire County Council's Housing Support Programme Strategy, is underpinned by the following national legislation and policy:

- Housing (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Social Services and Well-Being (Wales) Act 2014
- The Mental Health Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Housing Support Grant Practice Guidance
- Equalities Act (Wales) 2010
- Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014
- Welsh Government's Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness, 2016
- National Pathway for Homelessness Services to Children, Young People and Adults in the Secure Estate

- Preventing Homelessness and Promoting Independence: A Positive Pathway to Adulthood
- The Homelessness (Suitability of Accommodation) (Wales) Order 2015
- Renting Homes (Wales) Act 2016

At a local level, this strategy contributes to the following areas of work:

- Denbighshire County Councils' Corporate Plan 2017 - 2022
- Denbighshire County Council Housing and Homelessness strategy 2021- 2026
- Denbighshire's Local Housing Market Assessment 2019
- Housing Revenue Account

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## 2. Needs assessment.

Welsh Government's Housing Support Programme requires all local authorities in Wales to carry out a full assessment of needs in the local area every four years.

The 2021 Needs Assessment has been used to inform and shape the services we will provide and how we will deliver them.

Provide a link to the 'Statement of Need' document once published 31/03/2022

### 2a. Needs assessment Process

A range of engagement techniques and research were used to gather and analyse data to determine Denbighshire's Needs Assessment and focussed around the vision of:

***Everyone is supported with pride to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to***

The process included extensive consultation with a wide range of stakeholders including citizens who use / or have used homelessness services, Housing Support Grant delivery partners including Third Sector Organisations and Registered Social Landlords as well as Public Sector Bodies such as Probation Service, Police and Betsi Cadwaladr University Health Board. This was also supported by statistics and data from Denbighshire's Statutory Homelessness Service and the Housing Support Grant single pathway.

Key sources of information used to inform the Needs Assessment are listed below:

- Denbighshire's Affordable Housing Prospectus
- Denbighshire's Local Housing Market Assessment 2019
- Wellbeing of Future generations assessment for Conwy and Denbighshire Public Service Board

- Denbighshire Housing and Homelessness Strategy – 2021 - 2026
- Homelessness statistics and housing data
- Welsh index of deprivation
- Regional VAWDASV needs assessment
- Supporting people Outcomes Data
- Health overview for Denbighshire
- Data from Children’s Services
- The Looked After experience, Denbighshire

## 2b Key Findings

Following consultation, the need to provide a more robust Early Intervention and Prevention Service was clearly identified as a priority need to reduce the numbers of households having to enter statutory homelessness services. This was supported by the need to ensure that there is a range of community based support services working closely with those households who do become homeless to support them to obtain and keep a permanent tenancy and reduce the risk of becoming homeless again.

A key finding within Denbighshire is the need to move away from the reliance on unsuitable Bed & Breakfast style emergency accommodation and move towards providing better quality, well supported temporary emergency accommodation. It was identified that single people under the age of 35 are most likely to be accommodated in Bed & Breakfast style accommodation for significant periods of time. This is due to the shortage of suitable properties at affordable rates, combined with reduced rates of Housing Benefit thus preventing them obtaining and securing permanent tenancies.

The two main elements of support that were identified as a priority was the need to deliver more accessible mental health and family support provision regardless of when an individual or household accesses homelessness services.

## 2c Conclusion

In summary the Housing Support Needs Assessment outlines the current needs and future demand for homelessness services. It sets out the strategic planning requirements to ensure effective commissioning and procurement of value for money housing support grant services, to ensure the right outcomes are achieved to support the needs of Citizens accessing the service.

Whilst Denbighshire County Council have some provision within the county it is clear from all the evidence collated in the assessment that further investment is needed in the following areas.

### **1. Single homeless citizens under 35**

Denbighshire's single household population is projected to increase by 0.8% per annum from 2011 – 2033. Single person social housing in Denbighshire equates to 12.9% of the stock, current demand for single person accommodation outweighs supply with 43.9% of people on the waiting list in need of this type of accommodation, this is also mirrored in homelessness presentations.

### **2. Mental Health and support needs are increasing, anxiety and depression being most reported**

Mental Health support is magnified when looking at citizens presenting as homeless. To address this Denbighshire have restructured the homelessness team to include designated mental health/substance misuse provision and a Counsellor/ Counselling Service, however on-going reviewing of service provision is required to fulfil the needs of increasing mental physical and health, complex needs, decreasing access to services, and the potential shifts in demographics.

### **3. Young homeless people aged 16/17 yrs old and care experienced children with complex needs**

The demand for support from Children's Services is high with a small group of complex young people who do not manage to sustain temporary accommodation or supported housing.

In Denbighshire, from April 2019 to March 2021 there were 947 referrals from Children's Services for young people needing support of which 123 were 16 and 17 year olds. These young people presenting as homeless or with support needs have been found to have

numerous complexities and this is currently an unmet need for a small group of the most complex young people with a duty to be accommodated and supported.

#### **4. Citizens leaving the secure estate, short terms repeat sentences and high risk offenders**

In 2019 Denbighshire had 91 ex-offenders apply for assistance, this more than doubled to 202 in 2020. There is a gap for repeat offenders on a short term sentence who need ongoing support and high risk cases where accommodation is incredibly challenging to source.

#### **5. Women fleeing domestic abuse**

Support needs are reported to be more complex, often with multiple support needs like mental health and addictions as well as domestic abuse.

#### **6. Older people (over55) with support needs**

There is an emerging theme of over 55s presenting to the homelessness prevention Pathway with support needs relating to their tenancies. Numbers presenting as homeless remain low.

### **Issues and Challenges**

Emergency and temporary accommodation is a priority for Denbighshire with single person accommodation a top priority. There is an imbalance between single person accommodation and the numbers of single people presenting as homeless and staying in temporary accommodation for significant periods of time. To address the issue Denbighshire have begun working to the Rapid Rehousing Model which will offer varied support levels to ensure households presenting get the correct support when its needed. The majority of households helped with Rapid Rehousing will be singles reinforcing the aim to develop smaller permanent accommodation within sustainable communities. The need is in the North of the County.

Denbighshire has identified council owned property and this will help ensure that we transition suitable affordable emergency accommodation. This will allow households to work and have the level of support needed to end homelessness through the rapid rehousing model.

### **Early Intervention and Prevention**

In order for homelessness in Denbighshire to be rare, brief and non-recurrent, we need to look at early intervention and prevention, or up steam. To fully understand this a 2-minute video is provided below.

<https://www.youtube.com/watch?v=OGj0jHXk1W8>

Denbighshire will prioritise targeted prevention.

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## 3. Strategic priorities

Denbighshire County Council have agreed the following strategic priorities for the delivery of both the Housing Support Grant (housing related support) and Statutory Homelessness Prevention duties, in line with the needs assessment, stakeholder engagement, and wider corporate and Welsh Government policy, consultation, and Guidance. Specific details of the strategic priority action plans are detailed in Annex A.

The Councils socioeconomic duty has identified through the needs assessment emerging themes of homelessness presentations; particular attention is given to ensure that all of the strategic priorities will be fully inclusive of such increasing presentations such as but not exhaustive to; young people; women fleeing domestic violence; ex-offenders; under 35's; over 55's; persons suffering mental health issues.

### Priority 1 – Adopt Rapid Rehousing Approach

The aspiration is to achieve the provision of a real transformation in the typical homelessness journey for households, reducing trauma and aiding their resettlement into a secure tenancy following a homeless episode, ensuring that the episode is as short a period as possible. Balancing the citizens short term needs whilst safeguarding the ability for sustainable plans for their long term needs. Ensure that plans account for the current and future demographic make-up of homelessness presentations such as the current high demand for single person accommodation.

It is recognised that strategic priorities 2- 7 are key to the successful delivery of the Rapid Rehousing approach and the progressive realisation to fulfil the right to adequate housing for all.

In line with Welsh Government policy and recommendations develop the Rapid Rehousing Transition Plan for September 2022 as per Annex B.

### Priority 2 – Provide a targeted Prevention Service

Early intervention is a recognised approach to preventing homelessness as laid out in the Housing (Wales) Act 2014. It is foreseen that there is the need to develop and strengthen our support offer around early intervention to prevent homelessness, so that we can identify and

engage with people much earlier on to prevent any risk factors/problems from escalating. This focused early intervention project will be a key part of this work. The project to offer a robust early intervention model, which is assertive and proactive, acting early to prevent homelessness problems or at least prevent them from worsening will help the council achieve its objectives.

### **Priority 3 – Secure Council owned emergency and temporary accommodation**

Work collaboratively with community housing and strategic housing group to secure the in house provision of good quality emergency accommodation to temporarily house homeless citizens and have reduced reliance on using bed & Breakfast type establishments. A service that will provide the support required to ensure that the period of homelessness is rare, brief, and unrepeated, and it provides the support they require so that they are ready to take the next step back into independent living in their own home.

### **Priority 4 – Strengthen the provision of multi-disciplinary support services**

Provision of multi-disciplinary support is providing the additional requirements often associated with homelessness presentations, the service needs to target those in need of such support and develop key performance indicators to drive the effectiveness of the multi-disciplinary approach. The service will seek to place the individual at the centre and work together in a trauma informed way with the involvement of people with an interest in achieving the well-being goals, allowing those people to reflect the diversity of the Citizens facing homelessness. Ensuring that the characteristics, culture, beliefs, and dignity of the Citizens are fully respected as laid down in the overarching duties within the Social Services and Well-being (Wales) Act 2014.

Ensure that quality and performance activity and monitoring operationally informs where there are gaps in service provision and that homelessness profiling provides accurately detailed information, targeting such areas to improve the person centred approach of multi-disciplinary working. As the strategic priorities develop regular reviewing of the support services will take place ensuring that the service model is current in line with requirements of individuals and that gaps in such provision of mental health and/or substance misuse are strengthened. In

addition, ensure that investment in the service develops resilience within the workforce to facilitate effective recruitment and retention of staff.

## **Priority 5 – Increase community based support services**

Work collaboratively and in partnership with third sector and voluntary organisations to promote independence to individuals experiencing or facing homelessness, promote their health and wellbeing through exercise programs and developing general life skills, such as cooking and the use of ICT. Ensuring that an integrative approach is adopted in reaching common well-being goals whilst promoting social inclusion and working towards less reliance on statutory service interventions.

## **Priority 6 – Increase access to sustainable accommodation**

Develop access to the private rented sector, working with landlords to maximise resources, create enterprising solutions, working with the councils Community Housing team and Registered Social Landlords, utilising existing work programmes and strategies to deliver additional social rented units to provide permanent homes to meet the identified need either through construction or repurposing of existing stock. Further access funding and initiatives where possible to support individuals maintain tenancies or find suitable accommodation when faced with Homelessness such as but not limited to Wales PRS Leasing.

## **Priority 7 – Strengthen Tenancy support services**

Strengthen tenancy support service, working with the Council Community Housing, RSL's, and private rented sector tenants to support the Local Authority's corporate priority: "Housing – everyone is supported to live in housing to meet their needs". The tenancy support team will provide housing related support to individuals and their families who are dealing with crisis or potential crisis that may threaten their tenancy, by fully understanding the barriers to maintaining healthy tenancies, working with individuals to ensure that the right level of support is being provided at the appropriate time of need. In addition, look beyond the housing situation at the time support closes, develop a longer term view of tenancy sustainability to assess and understand how successfully programs of support give the Citizens the skills to access mainstream support in sustaining their tenancies.

## 4. Stakeholder Engagement

As well consulting with internal partners and services in the process of developing the strategy, consultation has been undertaken in line with the duties set out in the Future Generations (Wales) Act 2015 and the five ways of working.

### 4a. Stakeholders engaged with

The following Partners, Agencies and wider stakeholders have been consulted with:

- BCUHB – Substance Misuse Services
- BCUHB – Community Mental Health Services
- Probation Service
- North Wales Police
- DCC Adult Social Services\ Community Resource Teams
- DCC Complex Disabilities
- DCC Intensive Family Support
- CCBC / DCC Housing First
- DCC Community Housing
- DCC Housing Development
- HSG support providers
- Homelessness Service Users (Citizens)

The following sources of engagement where used:

- North Wales HSG Service User questionnaire accessed via:  
<https://www.conwy.gov.uk/sep/snap/hsgstrategy/user/en/>  
<https://www.conwy.gov.uk/sep/snap/hsgstrategy/user/cy/>
- North Wales HSG Provider questionnaire accessed via:  
<https://www.conwy.gov.uk/sep/snap/hsgstrategy/provider/en/>  
<https://www.conwy.gov.uk/sep/snap/hsgstrategy/provider/cy/>

- Denbighshire County Council Homelessness Prevention Strategy Stakeholder Questionnaire.
- Feedback from internal request for responses on the Welsh Government “ending homelessness” consultation 12<sup>th</sup> November 2021.

## 4b Stakeholder feedback

Regionally each local authority across North Wales worked collectively to consult with both service users and service providers to inform and shape their Housing Support Grant strategy. Two questionnaires were designed; one for citizens receiving housing support grant funded services and another to Providers that receive housing support grant funds to deliver support. A further localised questionnaire was developed specifically for partner organisations and internal council departments.

The questionnaires were sent out at the same time for responses providing a four-week consultation period. A further consultation was completed once our Strategy was complete. The service user questionnaire had the option to be completed online or paper copy, the provider questionnaire was online only.

Denbighshire received 125 responses from citizens, and 22 responses from providers, and 5 from partners.

The most common themes from citizens were:

- 30% stated they didn't know how to access support.
- Citizens suggested social media should be used to raise awareness of support services available.
- Over 50% would like to have support over the phone or virtually
- 75% stated they had no barriers to accessing support virtually or by phone, the remainder stated various barriers to virtual support such as being unable to afford top up, they don't know how to work the internet, disability, blind or hard of hearing.
- Public transport was a reason given for not wanting face to face support. “cheaper to travel round London on the Tube than rural Denbighshire” and an infrequent bus service.
- Citizens feel they cannot afford private rented housing; this leaves citizens feeling demotivated
- Just under 50% stated they had a disability

- Of the 125 responses 75 were under 35 years' old
- Of 104 responses, 16 said they are a different gender to what was assigned at birth.
- Of 123 responses, 70 citizens are single and not in a relationship

The most common themes identified from support providers were:

- There is an increase in complex needs, resulting in crisis intervention.
- Access to Housing Support Grant funded services could be improved.
- Providers are supportive of delivering support face to face or virtually to suit citizen's preference.
- It is felt there is a lack of capacity in Mental Health services, which is resulting in providers filling the gap and providing more wellbeing support to often complex cases which has an impact on staff.
- Since the pandemic providers felt citizens were presenting with multiple needs including mental health and substance misuse, as well as an increase in domestic abuse cases
- Lack of social housing and private rented properties is sited as the biggest barrier to moving people on from supported and temporary accommodation and is also the greatest perceived barrier to Rapid Rehousing.
- Some providers are having recruitment issues due to a lack of job security, reward, pay, recognition and longevity on offer.
- There is a need to increase the provision of multi support services to work with individuals with severe needs and more knowledge around domestic abuse.
- Providers want Denbighshire to prioritise rapid re-housing, early intervention homeless prevention, and therapeutic support.

Themes identified from partners and internal council departments were:

- Concern over the lack of access to housing and the building of affordable housing.
- Lack of service provision for those with more complex needs, such as Learning Difficulties and how they often fall between the gaps.
- Compatibility checks on shared accommodation can cause delays in securing tenancies especially when dealing with more complex needs.

- The supply of accommodation does not meet some of the greatest need such as single people. There are 750 single people registered for social rent housing but we only have a supply of 60 one bedroom homes in total from all social landlords on average each year.
- Issue with Homelessness staff – retaining them and recruiting – many vacancies are attracting no applicants or poor quality applicants.
- There will always be a lag with development – planning process, infrastructure and building the homes – the move towards more modern methods of construction could reduce lag but not eliminate it.
- Improvement is required by increasing the level of support provided to social landlords through the Social Housing Grant scheme both in terms of amount available and the intervention rate applied as these are currently inadequate to enable additional permanent social housing to be delivered on the scale required.

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## 5. Impact assessments

Denbighshire County Council are committed to celebrating diversity and promoting equality in everything we do, to improve the quality of life for everyone living, working and visiting Denbighshire.

Our vision of the future for the council was developed in partnership with local communities and partners. Our strategic aim is to be a high performing council, closer to the community.

Our Corporate Plan incorporates our equality, diversity and human rights activities taking place throughout the council. Equality and diversity is embedded throughout all our services in the Council.

Legislation requires us to provide a new Strategic Equality Plan (SEP) every four years, even if it has been incorporated into another plan. Our equality objectives within the Corporate Plan will therefore be developed through engagement with our communities; reviewed in terms of what local data informs us about inequalities; and in response to recommendations made by the Equality and Human Rights Commission in a document called 'Is Wales Fairer? 2018'. Once these new interim strategic equality objectives have been considered, consulted upon and agreed on, they will run in tandem with the Corporate Plan (which focussed on community led dialogue and consultations with our 'County Conversation' engagement), in the form of an Interim Strategic Equality Plan and will also be incorporated into the next Corporate Plan 2022 to 2027.

Our current priorities are:

- **Housing:** Everyone is supported to live in homes that meet their needs;
- **Connected Communities:** Communities are connected and have access to goods and services locally, online and through good transport links;
- **Resilient Communities:** The Council works with people and communities to build independence and resilience;
- **Environment:** Attractive and protected, supporting well-being and economic prosperity; and

- **Young People:** A place where younger people will want to live and work and have the skills to do so.

As part of the strategic planning process, we have undertaken appropriate impact assessment of the strategy, particularly in relation to the strategic priorities identified at within section three of the strategy.

## 5a Impact assessment process

Denbighshire County council have established a new and innovative approach to impact assessment. We want to be sure that we consider the impact of proposals on a range of issues. Our new approach, the 'Well-being Impact Assessment', has been designed to assess the likely impact of proposals on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world. It integrates requirements to assess impact on equality, the Welsh language, environment, economy, health, and so on.

The Well-being Impact Assessment highlights any areas of risk and maximises the benefits of proposals across all of these issues, including equality. It helps us to ensure we have considered everyone who might be affected by the proposal. It also helps us to meet our legal responsibilities under the general equality duties (Equality Act 2010, inclusive of the Socio-economic Duty, within this Act), the Welsh Language Standards, the Well-being of Future Generations (Wales) Act 2015 and access to information legislation. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

Our approach to impact assessment will help us to strengthen our work to promote equality. It will also help to identify and address any potential negative or disproportionate impacts before introducing something new or changing the way we work.

**Assessment Number 997 - Housing Support Programme Strategy, Well-being Impact Assessment Report**

Include reference to the Children's Rights Impact Assessment and conclusion from this.

## 5b Key findings

The Sustainability of the wellbeing impact assessment scored 3 stars out of 4 with an overall scoring of 33 out of 36.

The assessment provided a summary for each Sustainable Development principle:

### **Long term**

The strategy is based upon "ending Homelessness in Wales" it is written under Welsh Government guidance, it deals directly with Citizens who find themselves in this position, it clearly deals with the short term issues, however also focusses on the sustainability of long term goals, climate change is considered although is not directly influenced within the strategy.

### **Prevention**

The strategy is all about finding new ways to promote resilience and independence, the very nature of homelessness often comes with a high level of personal resilience for the citizens it just needs channelling in a positive way. The preventative work is designed to prevent reliance on public services and give Citizens the choice and control at an earlier stage of their experience.

### **Integration**

The strategy supports corporate priorities, Housing, Connected Communities, Resilient Communities, Environment, and Young People and can be demonstrated within the strategy 7 priorities: rapid rehousing, prevention services, securing accommodation, strengthening Multidisciplinary services, community based support, sustainable accommodation, and tenancy support.

## Collaboration

The Strategy clearly focusses on collaboration and whilst the core homelessness service in a statutory provision ending homelessness is not a unilateral approach, Collaboration from partners is key in understanding the issues faced and what solutions all partners can provide. One such collaborative approach is the employment of specialist substance misuse workers from the Local Health Board and integrating them into the team to provide timely and effective interventions to support individuals faced with homelessness.

## Involvement

The strategy is based upon the long term goal of ending homelessness, through involvement, collaboration, and integration of in house services, support providers, citizens, partners such as the Local Health Board, prisons and Probation services and community based support, all looking to provide preventative programmes to alleviating homelessness. Without the principles of public engagement, the strategy would not achieve its intentions, engagement consultation and participation are all key to understanding the issues that face the Homeless.

A Summary of the Impacts demonstrates:

## Well-being Goals

- A prosperous Denbighshire
- A resilient Denbighshire
- A healthier Denbighshire
- A more equal Denbighshire
- A Denbighshire of cohesive communities
- A Denbighshire of vibrant culture and thriving Welsh language
- A globally responsible Denbighshire

## **Main conclusions and evidence to support the Well-being Impact Assessment**

The wellbeing impact assessment clearly demonstrates that the Housing Support Programme Strategy and its function to end homeless has a positive affect across all areas of the well-being goals, the short term goals are key to the sustainability of the long term goals. The strategic priorities provide equality, diversity and respect to vulnerable Citizens faced with the prospect or are homeless.

- We have consulted published research or guides that inform us about the likely impact of the proposal
- We have involved an expert / consulted a group who represent those who may affected by the proposal
- We have engaged with people who will be affected by the proposal

Within the wellbeing Impact Assessment there is an optional GDPR impact assessment option, whilst the operational data is subject to the legislation the strategy in itself is not, therefore the option to complete such impact assessment was not completed.

## 6. Implementing, monitoring, and reviewing the Strategy

### 6a. Working with partners

The council will work with Partners to ensure that the strategy and action plans are implemented and monitored accordingly, and to review and revise any plans where necessary based upon performance evaluations.

- BCUHB Substance Misuse Service
- BCUHB Community Mental Health Service
- HMPPS
- All HSG Support Providers
- DCC Housing and Homelessness Strategic Group
- DCC Community Housing
- DCC Adult Social Services
- DCC Children's Social Services

### 6b. Funding sources

The following funding streams will be used to implement the strategy:

- Housing Support Grant (HSG)
- Core Funding (statutory service provision)
- Homelessness Health and Wellbeing fund (BCUHB)
- Need to Check on Youth / Childrens Services.

## 6c. Monitoring, reviewing and evaluation arrangements

In order to meet our commitment to deliver the seven strategic priorities we need to ensure that together with partners, we have the skills, services, resources and infrastructure for the delivery of the Strategy's objectives, maximising the available funding sources to deliver on the plan.

To achieve the strategic priorities and objectives an action plan (ANNEX A) has been developed in partnership with partners and stakeholders, to outline key actions to be delivered over the lifetime of this strategy.

The Homelessness and Housing strategic group will be involved in the delivery and monitoring of this homelessness strategy and action plan. The group, meets on a bi-monthly basis and provides a joint approach to tackling homelessness by information sharing, improving joint working and contributing to the delivery of the Homelessness Strategy action plan. The action plan will be governed and monitored by the senior management across Community Support Services and Community Housing, which will ensure both effective governance arrangements, alongside a coordinated and comprehensive approach to the prevention of homelessness.

A joined up partnership approach is critical to delivering the ambitious and innovative plans detailed within this strategy and meeting Denbighshire's vision for homelessness.

Within the Core team a function has been created to monitor all performance data in order to support the strategic priorities, audit actions, and operational plans, and to ensure that the most effective and timely service is provided. Monitoring data over and above statutory requirements will be a specific operational plan which will be monitored and reviewed on a regular basis.

## 7. Annex A Strategic Priorities Action Plan

Date and Operational Plans to be revised

### 7.1 Priority 1 – Adopt Rapid Rehousing Approach

Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.1.1	Develop Transition plan	In line with WG guidance.	Draft June 2022 Completed/ published September 2022	Service Manager / Strategic Lead

### 7.2 Priority 2 – Provide a targeted Prevention Service

Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.2.1	Tender for Early intervention project		March 2022	Strategic Lead

### 7.3 Priority 3 – Secure Council owned Temporary accommodation

Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.3.1	Epworth Lodge, 8 bed family accommodation		Feb 2022	Housing Development Manager
7.3.2	24 Bed mixed Accommodation		March 2023	Housing and Homelessness strategic group

### 7.4 Priority 4 – Strengthen the provision of multi-disciplinary support services

Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s

7.4.1	Critical Time Intervention Team	Bring current 3 x staff from Housing first. Recruit Team Leader.	Feb 2022	Service Manager / Team Manager
7.4.2	Assess overall effectiveness of Social work provision and identify further support required across team	Assess the need for additional Social Worker  3 <sup>rd</sup> year 100 day placement to increase SW capacity	June 2022	Team Manager / Social Worker
7.4.3	Substance Misuse / Mental Health Service	Recruitment of BCUHB staff and implementation of service	Implementation Jan 2022 onwards	Service Manager / Team Manager
7.4.4	Counselling Service Development	Look at use of 4 <sup>th</sup> year students for 2 x 100hr placements, and the need for Counselling support practitioner	June onwards 2022	Team Manager / Counsellor
7.4.5	Outcome focussed quality and performance monitoring	Implement monitoring systems to ensure that quality information is informing decisions and service provision.	Jan 2022	All Team Management Involvement

7.4.6	Criminal Justice pathways	Ensure that a robust system is in place to monitor pathways and develop early intervention process	June 2022	Service Manager / Team Manager
7.4.7	Housing First	Develop partnership from Conwy Denbighshire to include Flintshire	Jan 2022	Service Manager / Housing First Manager
7.4.8	Support Hub / triage centre	Develop multi-disciplinary support hub / Triage centre in line with in house TA	Qtr 2 2023	Service Manager Team Manager Strategic Lead
7.4.9	Life skills training	Ensure that robust plans are in place for more holistic support for Citizens	2023	Team Manager Team
7.4.10	Staff Training	Develop a training needs analysis framework for the MDT including Housing (Wales) Act & Social Services Wellbeing (Wales) Act	2022/23	Team Manager
7.4.11	Support Pathways	Develop robust internal pathways for support with indicative parameters for HPO/HSP/CTI/ HF provider pathway support	2022/23	Service Manager Team Manager Strategic Lead Housing First Manager

7.4.12	Delivery Model	Regular review of the delivery model of the MDT approach	Annual	Principal Manager Service Manager Team Manager Team Leaders
7.5 Priority 5– Increase community based support services				
Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.5.1	Community Wellbeing activity – Gym access	Implement grant funding from BCUHB Wellbeing fund	2022 / 23	Homelessness Support Practitioner Team
7.5.2	Develop links with organisations	Provide ICT provision to support Citizens access benefit applications etc.	2022/23	Homelessness Support Practitioner Team
7.5.3	Support third sector / voluntary projects	Food Bank to cook your self-project	2022/23	Homelessness Support Practitioner Team
7.5.4	Support third sector / voluntary projects	Support the development of volunteering / work placements	2022/23	Service Manager Team Manager
7.6 Priority 6 – Increase access to sustainable accommodation				
Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.6.1	Debt management	Use of CAD to deliver support where tenancy arrears are occurring	2022	Service Manager Team Manager
7.6.2	Rent Guarantee schemes	Develop a scheme to provide early support to PRS tenancy	June 2022	Service Manager

7.6.3	Wales PRS Scheme	Adopt the all Wales PRS scheme.	Date to be Announced	
7.7 Priority 7 – Provide Tenancy support services				
Sub section	Detail	Delivery Action/s	Timescales	Lead Person/s
7.7.1	Accommodation support Officers Community Housing	TBC		Service Manager Community Housing Lead
7.7.2	Accommodation Support Officers private Landlords	TBC		Service Manager Community Housing Lead

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## 8. Annex B Rapid Rehousing Transition Plan

To be completed September 2022 (draft June 2022) HSPr strategy document to be amended on completion

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9. Annex C Glossary of Terms	
Term	Definition
CAD	Citizens Advice Denbighshire
CBCC	Conwy Borough County Council
CTI	Critical Time Intervention
BCUHB	Betsi Cadwaladr University Health Board
DCC	Denbighshire County Council
EA	Emergency Accommodation
FCC	Flintshire County Council
HF	Housing First
HMPPS	Her Majesties Prison and Probation Service
HPO	Homelessness Prevention Officer
HSG	Housing Support Grant
HSP	Homelessness Support Practitioner
HSPr	Housing Support Program
ICT	Information Communications Technology
LA	Local Authority
MDT	Multi-Disciplinary Team
NWP	North Wales Police
PRS	Private Rented Sector
SHG	Social Housing Grant
TA	Temporary Accommodation
WG	Welsh Government