

# Homelessness and Rough Sleeping Strategy Delivery Plan 2020-25

## Update for 2022-23

Aim 1: Increasing access to accommodation and providing settled homes						
Challenge	Action	Outcome	Time-frame	Who will deliver?	Update for 2021-22	Update for 2022-23
Create opportunities for accessing housing of the right kind and quality, to prevent people from becoming homeless	Implement and sustain the private rented sector (PRS) access scheme – “Bond Assure” and the Homestep scheme	PRS access scheme is implemented, and more people are helped to access accommodation in the private sector. An increase in Landlords signing up to Homestep.	2021	CBH Accommodation Team	<p>During April 2021-March 2022, CBH used the Homestep scheme (which provides rent deposits) to prevent homelessness and accommodate 76 households in the private rented sector</p> <p>Colchester Borough Homes (CBH) also use Help2Rent which provides insurances where needed especially for those without a guarantor.</p>	During April 2022-March 2023, CBH used the Homestep scheme (which provides rent deposits) to prevent homelessness and accommodate 55 households in the private sector.
Evaluate how well the Homelessness Reduction Act is working and what difference it is making to preventing homelessness in Colchester	Set up a monitoring system to measure the impact of the Homelessness Reduction Act	Monitoring in place and outcomes identified. More households prevented from becoming homeless	2021	CBH Housing Solutions Team/CBC Housing Strategy Team	<p>For the year 2021-22:</p> <ul style="list-style-type: none"> <li>• Colchester City Council (CCC) accepted a full homeless duty for 177 households.</li> <li>• Action was taken to prevent homelessness for 190 households and relieved homelessness for 108 households.</li> </ul>	<p>For the year 2022-23:</p> <ul style="list-style-type: none"> <li>• Colchester City Council (CCC) accepted a full homeless duty for 90 households and helped them into accommodation.</li> <li>• Action was taken to prevent homelessness for 209 households and relieved homelessness for 77 households.</li> </ul>

<p>The current demand for supported accommodation outweighs the supply</p>	<p>Influence the future commissioning of services to ensure that the need for this type of accommodation is met</p>	<p>Waiting lists for supported housing are reduced and demand for supported accommodation in Colchester is met</p>	<p>Through out the life of the strategy</p>	<p>CBC Housing Strategy Team</p>	<p>CCC and CBH continue to work with Essex County Council (ECC) to influence the recommissioning of supported housing services to meet the needs of Colchester residents.</p> <p>A new service for young people aged 16-21 was commissioned and the contract awarded to Nacro, commencing on 1<sup>st</sup> June 2022. The NEST (Nacro Education Support Transition) service is being delivered in partnership with Peabody for the next 5-7 years.</p> <p>Mental Health Recommissioning - the current contracts for Intensive Enablement and Supported to Independence expired in October 2022. The new service commenced from October 2022, taking a phased approach.</p>	<p>CCC and Colchester Borough Homes (CBH) represent CCC at the Supported Housing Partnership Board. This was set up by ECC to improve partnership working across Essex and to provide a more joined up approach to supported accommodation solutions. The Board meets quarterly.</p> <p>A task and finish sub-group has been created to identify supported accommodation solutions specifically for clients with complex needs.</p> <p>CBH continue to work in partnership with the supported housing providers through the Joint Referral Panel (JRP). Organisations refer clients to the panel to be considered for supported housing that is suited to their needs in Colchester. Clients must have a local connection to the city to be considered.</p>
<p>Ensure people are not discharged from services such as Prisons, Mental Health, care, armed forces</p>	<p>Set up/improve release/discharge protocols for people leaving Institutions.</p>	<p>Protocols set up and agreed. Planned move-on pathways created. Fewer people leaving</p>	<p>2021</p>	<p>ECC – (Essex Vision work) CBC – Housing Strategy Team</p>	<p>CCC are working with ECC Leaving &amp; Aftercare Team and 12 additional districts to develop a Care Leaver Pathway Plan.</p>	<p>The final draft of the Care Leaver Pathway Plan/Protocol has been completed and awaits Essex County Council approval and signature.</p>

and hospitals in an unplanned way which could result in them ending up on the street	Work with Social Care to ensure that Care leavers have a move-on pathway	institutions end up on the streets.		CBH – Housing Solutions Team/Phoenix Futures - Horizon Project/Adult Social Care	CCC/CBH are working with the NE Essex Health and Housing Alliance alongside Tendring DC around the Hospital Discharge Protocol.	The Hospital Discharge Protocol remains in place and CCC/CBH continue to work with the NE Essex Health and Housing Alliance and Tendring DC to adhere to it.
Increase homelessness prevention for people suffering domestic abuse.	Work with providers of DA services to ensure that the model commissioned does not create a barrier to settled accommodation and a move on pathway is identified. Ensure that refuge provision is protected. Continue to promote the Sanctuary scheme. Ensure continued housing representation at MARAC	Reduction in homelessness for people experiencing Domestic Abuse	Through out the life of the strategy	CBH Housing Solutions Team/Next Chapter	A Project Worker for Domestic Abuse has been employed and commences work in January 2023.  CBH aim to improve all policies and performance for DA victims and are working to obtain DAHA accreditation (the UK benchmark for how housing providers should respond to domestic abuse in the UK).	A Project Worker for Domestic Abuse has commenced work (as proposed in the previous Delivery Plan Update) and the post has been extended to March 2025.  CBH are currently members of the Domestic Abuse Housing Alliance (DAHA) and are undertaking the associated accreditation process.
Increase and support housing options for people	Identify, support and promote access to alternative	Increase in alternative housing options and planned	Through out the life of	Supported Housing Providers/Housing	Due to the lack of available properties in the social rented sector, CBH continue to work with	During 2022-23, CBH have had an increased presence at the Joint Referral Panel with active pursuance

moving on from supported housing to reduce the reliance on social housing	housing options in the private rented sector including shared houses	move on routes	the strategy	Solutions Team/Beacon House/CENS	supported housing providers and promote the use of move on into the Private Rented Sector (PRS).	of applications to identify accommodation for young people.  CBH also continue to work with supported housing providers and promote the use of move on into the Private Rented Sector (PRS).
Identify accommodation opportunities for rough sleepers to help with transition from living on the street	Work with local landlords to increase accommodation opportunities for this group. Use positive outcomes from 'Housing First' approach to encourage other organisations to adopt a similar scheme.	Move-on options identified Increase in number of Landlords signing up to the scheme Decrease in number of rough sleepers Increase in organisations willing to adopt Housing First approach	Ongoing	CBH Rough Sleeper Co-ordinator/CB C Housing Strategy Team	Capital funding was secured by CCC from Homes England to provide 6 one-bed self-contained flats (through acquisition of ex local authority properties) to be used as move on accommodation (up to 2-year tenancy) for clients as part of the Rough Sleeper accommodation Pathway (RSAP). Revenue funding from the Department of Levelling Up, Housing and Communities (DLUHC) was also secured to fund a Support Worker for the clients. All 6 properties are now ready or have been let.	The Rough Sleeper Accommodation Pathway (RSAP) continues to work well in Colchester. The schemes that are part of the pathway include the Housing Led scheme (by Sanctuary Housing), supported accommodation scheme and 6 self-contained move-on flats. All the schemes are funded via the government's rough sleeper funding programmes.  The Rough Sleeper Team continue to support clients to help them successfully move on through the pathway to live independently.
Assist the incoming population (including refugees and asylum seekers) to access services and	Work with the local community and voluntary sector including Refugee, Asylum Seeker & Migrant Action (RAMA) and	Incoming population are provided with information and support to help them to identify options for housing.	Ongoing	RAMA, Essex Integration, CCC Communities Team	RAMA have provided excellent ongoing support services to refugees, asylum seekers and other groups who may be vulnerable such as victims of domestic violence or trafficking. For example, in	RAMA have continued to provide invaluable ongoing support services to refugees, asylum seekers and other vulnerable groups. This has included: <ul style="list-style-type: none"> <li>Supporting 167 individuals to move on from dispersal</li> </ul>

<p>support which may help them to identify options for housing and prevent homelessness.</p> <p><i>(Challenge added in January 2023 in recognition of the importance of homelessness prevention for refugees and asylum seekers)</i></p>	<p>Essex integration to improve information, access and support.</p>				<p>2021-22, RAMA supported c.50 individuals with newly granted refugee status to identify and approach housing options, make applications for appropriate welfare support and to find and secure employment.</p> <p>Homes 4 Ukraine: Hosts identified and matched with Guests. Rematches made where appropriate/possible (where placements had broken down or come to an end) and a small number of referrals made to CBH Housing Solutions Team.. Community Enabling Officer &amp; seconded Support Officer leading on the project from CCC (both externally funded at present). Property inspections carried out by Private Sector Housing. Refugee Action commissioned by CCC.</p> <p>Afghan Refugee Programme – Families in Community: Support for the families provided by Essex Integration.</p>	<p>accommodation (most with less than 7 days' notice).</p> <ul style="list-style-type: none"> <li>• Providing emergency accommodation for 79 individuals on spousal visas when domestic violence forced them to leave their accommodation and they had no recourse to public funds.</li> <li>• Partnership working with CCC, CBH, Colchester Engagement and Next Steps, Beacon House YMCA, Youth Enquiry Service, Emmaus and others to source temporary accommodation and to support individuals to get access to healthcare, benefits, food and other necessities.</li> </ul> <p>Homes for Ukraine: Guests have continued to arrive, although at a much slower rate. The Private Rented Sector Housing Team (PRS) continue to support with housing inspections and RAMA have assisted with 26 rematches since the start of the scheme. CCC's Communities Team have used H4U funding to provide first month's and rent and deposit for a number of guests who have managed to find accommodation in the private rented sector. The CCC Housing Strategy Team secured funding through the Local Authority Housing Fund (LAHF) to provide 2 families with move-on accommodation</p>
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					<p>Marks Tey Bridging Hotel – Afghan Families: General support given by Essex Integration and CCC assisting with wrap around support issues.</p>	<p>Marks Tey Bridging Hotel: Intensive support has been provided by the Communities team, CBH, Essex Integration and the Strategic Migration Partnership to assist the families to find accommodation. All but six of the families were found settled accommodation before the close of the hotel in August 2023. 4 of the families were provided with permanent accommodation secured by CCC Housing Strategy Team under round 1 of the governments LAHF programme( a further update will be provided in the next delivery plan update covering 23-24)</p> <p>Afghan Refugee Programme: The lease on the 10 MOD properties found for families under this scheme in 2021 expires in January 2024. 6 of the families have been provided with permanent accommodation secured by CCC Housing Strategy team under round 2 of the LAHF. The remaining 4 are being offered intensive support to find housing in the private rented sector by the Communities team, CBH and Essex Integration.</p> <p>Asylum: The Communities team have used funding provided by the Home Office to support those with newly granted refugee status into the private rented sector with one month's rent and deposit. They are also supporting</p>
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						RAMA and CAST (a charity based in Southend that works in this sector) with funding to provide housing for newly grated refugees.
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**Aim 2: Helping people to sustain their accommodation**

<b>Challenge</b>	<b>Action</b>	<b>Outcome</b>	<b>Timeframe</b>	<b>Who will deliver?</b>	<b>Update for 2021-22</b>	<b>Update for 2022-23</b>
Ensure tenants in the social rented sector at risk of homelessness are provided with more intensive tenancy support including that provided by floating support	Encourage the take up of tenancy support including floating support to vulnerable tenants moving into accommodation including temporary accommodation	Increased take up of support services – increase in tenants sustaining tenancies – reduction in number of evictions for rent arrears and ASB	Ongoing	CBH Housing Management Team/Peabody	<p>During this period:</p> <ul style="list-style-type: none"> <li>• 5 tenants have been evicted for rent arrears and 4 for ASB.</li> <li>• Inequalities funding has paid for additional hours for the tenancy sustainment team working with vulnerable tenants at risk of eviction.</li> <li>• CBH have continued to use partial closure orders to enable tenants to remain in their home and address breaches of tenancy.</li> <li>• CCC/CBH have continued to fund Catch 22 project and Open Road to fast track CCC tenants for support to sustain their tenancies.</li> <li>• Continued partnership working with Citizens Advice, Christians Against Poverty and Colchester Credit Union to offer further support to tenants to sustain their tenancies.</li> <li>• Officers continued to make referrals to</li> </ul>	<p>During this period:</p> <ul style="list-style-type: none"> <li>• 5 tenants have been evicted for rent arrears and 4 for ASB (same as preceding year).</li> <li>• Inequalities Funding has once again been used to support additional tenancy sustainment hours.</li> <li>• CBH continued to utilise partial closure orders to help 4 tenants to sustain their tenancies and change behaviour successfully.</li> <li>• CBH continued to fund Catch 22 project and Open Road to fast track CCC tenants for additional support.</li> <li>• Continued to work in partnership with Citizen’s Advice Bureau, Christians Against Poverty and Colchester Credit Union to offer further financial support to tenants struggling to pay their rent.</li> <li>• New partnership with Pheonix Futures providing tenancy support for prison leavers funded by ECC.</li> </ul> <p>A new project launched in 2023 with support commissioned by ECC (“Frank Clater Close – Phoenix Futures”) to assist offenders, with a high risk of re offending who are homeless sustain a tenancy. The six flats are in one block with on site daily</p>



					<p>Peabody for floating support. CBH working in partnership with Community Mental Health with a Community Psychiatric Nurse (CPN) working alongside the teams to help tenants with mental health issues access services to enable them to sustain tenancies.</p>	<p>support. Those housed were assessed as unlikely to sustain their stay in temporary accommodation or achieve a successful letting. One year on we are pleased that 4 of the 6 tenants have progressed well and tenancies are sustained. Next steps are to bring additional accommodation into the support hub and extend the offer to include “peer mentoring.”</p> <p>The ‘stepping stones’ project has been set up with ECC. The scheme provides short term accommodation in 2 flats at Heathfields House, to support those who leave hospital and cannot go home alone, for example where adaptation is needed. A review of the scheme has demonstrated the need, with some development in assessment and efficiency of appropriate lets. CBH and ECC are considering extending the project in another location.</p>
Ensure the provision of debt and welfare rights advice is targeted at those at risk of losing their accommodation	Provide support and advice to tenants on managing debt and welfare benefits including organisations working with single homeless Increase the take up of debt advice in the	Reduction in the number of evictions for rent arrears Increase take up of welfare benefits	Ongoing	CBC Benefits Team/CBH Financial Inclusion Team/Private Sector Landlords	<p>During 2021/2022 CBH’s Financial Inclusion Team (FIT):</p> <ul style="list-style-type: none"> <li>Supported 12 CCC tenants to open bank accounts.</li> <li>Reduced benefit cap cases to 8.</li> <li>Supported 163 tenants to receive Discretionary Housing payments</li> </ul>	<p>During 2022/2023, CBH’s Financial Inclusion Team (FIT):</p> <ul style="list-style-type: none"> <li>Supported 15 tenants to open bank accounts.</li> <li>Reduced benefit cap cases to 1 (record low).</li> <li>Supported 128 tenants to receive Discretionary Housing payments (DHP) totalling £69,914.</li> </ul>

	<p>Borough and promote existing services. Work with private rented sector and social landlords to establish new approaches to reduce evictions.</p>				<p>(DHP) totalling £115,032.</p> <ul style="list-style-type: none"> <li>• Reduced Under Occupation cases to 185 (a record low).</li> <li>• Made 1,298 person contacts.</li> <li>• Managed 1793 Universal Credit (UC) cases.</li> <li>• Managed 79 Welfare Rights cases.</li> <li>• Assessed 2039 Housing Benefit cases.</li> <li>• Processed £32,239 Housing Benefit overlaps</li> <li>• 631 tenants have their rent paid directly to CBH (Universal Credit Alternative Payment Arrangements)</li> <li>• Only 5 evictions took place for rent arrears.</li> </ul> <p>CBH continue to work in partnership with Citizens Advice and Christians Against Poverty (CAP). CAP have run life skills training for tenants to help them make positive changes. Citizens Advice continue to support CCC tenants to help them sustain their</p>	<ul style="list-style-type: none"> <li>• Reduced Under Occupation cases to 159 (a record low and 14% down from last year).</li> <li>• Made 1,260 personal contacts.</li> <li>• Managed 2100 Universal Credit (UC) cases.</li> <li>• Managed 103 Welfare Rights cases (total value awarded to tenants £166,780)</li> <li>• Assessed 181 Housing Benefit claims.</li> <li>• Processed £25,269 Housing Benefit overlaps.</li> <li>• 969 tenants have their rent paid directly to CBH (Universal Credit Alternative Payment Arrangements)</li> <li>• Only 6 evictions took place for rent arrears.</li> </ul> <p>CBH continue to work in partnership with Citizens Advice and Christians Against Poverty (CAP). CAP have run life skills training for tenants to help them make positive changes. Citizens Advice continue to support CCC tenants to help them sustain their tenancies with debt and finance support. Weekly CAB drop in debt surgeries are due to start at the Greenstead Housing Office, in January 2024.</p>
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					tenancies with debt and finance support. Partnership working with the Green Doctor Service. Continue partnership with Step Change (Debt Support) and Colchester City Council's Employment and Welfare Team. Strong working partnership with the Department for Work and Pensions (DWP) - UC.	Partnership working has continued with the Green Doctor Service, Step Change (Debt Support), the Department for Work and Pensions (DWP) and Colchester City Council's Employment and Welfare Team.
Reduce the number of owner occupiers losing their properties through mortgage arrears	Provide advice and support services to homeowners threatened with repossession at an early stage so that homelessness can be prevented in a sustainable way	Reduction in homeless applications due to repossession	Ongoing	CBH Housing Solutions Team	CBH have introduced early intervention procedures in line with the Mortgage Pre Action-Protocol, establishing contacts with solicitors who act for lenders for solutions to prevent repossessions. Housing cost increases have shown a higher influx of requests for assistance from homeowners..	There has been an increase in the number of owner-occupiers losing their homes due to an inability to afford mortgage repayments.  CBH have increased communication and engagement with mortgage lenders to offer support to those households who may be at risk of homelessness. This has meant that steps can be taken to prevent homelessness (by offering available support to those struggling), keeping people within their own homes.
Develop services that will support young tenants to maintain their tenancy and prevent unnecessary evictions through ASB and arrears	Develop early intervention initiatives for young people under 25 including pre eviction panels/pre	Reduction in young people in temporary Accommodation and supported housing being evicted	2020-2025 with regular reviews	Supported Housing Providers/YE S/CBH Housing Management Team	Pre tenancy panels are still not operating but capacity for this in the future will be explored, as it proved successful in reducing the number of young people losing their introductory tenancies.	Your Own Place Tenancy Workshops" commenced, funded for one year. CBH worked with Emmaus and Sanctuary to support rolling this programme out to wider partners.  No tenants 25 or under were evicted during this period.

	tenancy workshops with some tailored 1:1's as and when they are identified through New Tenant Visits.				<p>No tenants under the age of 25 were evicted during 2021/22.</p> <p>Monitoring of Joint Referral Panel (JRP) referrals continues so early intervention can be applied.</p> <p>Small pot of funding received (£500) for emergency Young Person (YP) approaches.</p> <p>"Your Own Place" tenancy training workshops booked in for the new year.</p> <p>Following on from COVID the ban on evictions is no longer in place.</p>	<p>CBH carry out tenancy visits within the first 6 weeks of all new tenancies. This helps to identify early support needs for all new young tenants.</p> <p>In early 2023, YES (Youth Enquiry Services) employed a Health and Wellbeing Housing Case Worker; whose role is to maintain contact with the young people that they have supported into accommodation (including those in supported housing). The Case Worker is there to offer early support to those that are struggling with their tenancies (e.g. support with budgeting or engagement).</p> <p>YES continue to monitor referrals that are accommodated through the Joint Referral Panel (JRP) and are now recording if their client group are issued with a Notice to Quit (NTQ). This enables the identification of trends forming with young people and then take steps being taken to try and prevent a NTQ being issued.</p>
Provide advice and support to tenants/residents affected by the welfare cap, removal of the spare room subsidy etc	Promote the availability of Discretionary Housing Payments (DHP) Work with the Job Centre Plus to help assist tenants to	Increase in the take up of services. Better use of housing stock.	Ongoing	Colchester Borough Council/Colchester Borough Homes/Job Centre Plus	<p>In 21/22:</p> <ul style="list-style-type: none"> <li>• 163 CCC tenants received DHP awards, to the value of £115,032.</li> <li>• CBH provided ongoing support to 8 households who are</li> </ul>	<p>During 22/23:</p> <ul style="list-style-type: none"> <li>• 128 tenants received DHP awards, to the value of £69,914.</li> <li>• CBH have reduced the number of households who are subject to the Housing Benefit Cap to just one managed case.</li> <li>• 159 households are under occupying (Bedroom Tax), but this</li> </ul>

	<p>access employment Promote mutual exchange to encourage tenants to move including via Mutual Exchange fairs Review existing policies to encourage tenants to move and make better use of housing stock Identify and support tenants with managing budgets</p>				<p>subject to the Housing Benefit Cap.</p> <ul style="list-style-type: none"> <li>• There were 185 households under occupying their council property.</li> <li>• Regular articles featured in the Housing News and Views tenant magazine to promote Mutual Exchange scheme and TIS.</li> <li>• All Under Occupiers were contacted to promote CCC New Build Properties for Transfer Incentive Scheme (TIS).</li> <li>• Tenants in larger properties requesting the assisted gardening scheme were visited to discuss downsizing and TIS.</li> </ul>	<p>has reduced by 14% from previous year.</p> <ul style="list-style-type: none"> <li>• A Welfare Rights Advisor has supported tenants to receive benefits of £166,780.</li> <li>• CBH continue to promote TIS and mutual exchange scheme through articles in the Housing News and Views tenant magazine.</li> </ul>
<p>Develop a strategic approach with Children's Services to meet the housing needs of Care Leavers.</p> <p>Care leavers need to have a</p>	<p>Work with commissioners so that a broad range of high to low supported accommodation is provided. Develop training to ensure that clients are made aware at an</p>	<p>Level of support provided meets the needs of clients accommodated. Training developed so that clients have the skills to maintain a tenancy.</p>	2022	<p>ECC Adult Social Care/CBC Housing Strategy Team/Supported Housing Providers</p>	<p>CCC and CBH are working with ECC to review and update the Joint Working Protocol for Care Leavers aged 18-25. The aim of the protocol is to prevent homelessness for this group.</p> <p>The Nightstop scheme has now been set up in</p>	<p>The final draft of the Care Leaver Pathway Plan/Protocol has been completed and awaits Essex County Council approval and signature. The aim of the protocol is to prevent homelessness for this group (aged 18-25).</p> <p>The Nightstop scheme was deemed unsuccessful in Colchester and has now been discontinued.</p>

<p>better understanding of the responsibilities of being a tenant</p>	<p>early stage about the consequences of being evicted and the skills required to maintain a tenancy.</p>	<p>To be considered as part of the new young person's contract</p>			<p>Colchester. The scheme provides short stay accommodation for young people whilst a more permanent housing solution is found.</p>	<p>Your Own Place pre-tenancy training schemes (which support individuals to create sustainable tenancies) have been in operation. The schemes have been popular and successful, and it is hoped that in the coming year, they could be expanded to include Housing Management (i.e. ongoing CBH tenancies).</p>
<p>Minimise isolation so that single people that have been homeless/rough sleeping have less chance of reverting to their former lifestyle once housed</p>	<p>Encourage organisations to provide outreach tenancy support to their clients once housed. Set up a peer mentoring scheme/navigat or roles</p>	<p>Support provided. Reduction in repeat homelessness</p>	<p>2020-21</p>	<p>CBH Rough Sleeping Team/Beacon House/CENS/Health in Mind</p>	<p>The Rough Sleeper Team Navigators are supporting more people within their tenancy by working alongside frontline staff to do joint visits.</p> <p>The team has also facilitated initial work around "lived experience" by engaging with former rough sleepers to understand what support could be helpful for those experiencing/at risk of homelessness.</p>	<p>Throughout 2022-23, the Rough Sleeper Team worked more closely with the Anti Social Behaviour Team and other teams across CBH (via regular engagement meetings), enabling better communication and more a more coordinated approach to tackling issues.</p> <p>Surveys were undertaken with former rough sleepers, the results of which enabled better shaping of the service and more targeted support for current rough sleepers.</p>

**Aim 3: Improving the health and wellbeing of people who experience homelessness**

<b>Challenge</b>	<b>Action</b>	<b>Outcome</b>	<b>Timeframe</b>	<b>Who will deliver?</b>	<b>Update for 2021-22</b>	<b>Update for 2022-23</b>
Increase in service provision for clients who are entrenched in substance misuse. The referral process to access services needs to be less complicated for clients to navigate. There is a gap in service provision for clients with Dual Diagnosis	Information needs to be provided to influence commissioners and statutory services. Commissioners need to have a better understanding of gaps in service provision. Navigators/Phoenix Futures Horizon Project may help with this	Better services provided Referral processes improved with better access to services	Ongoing	Open Road/Supported Housing Providers/Beacon House/CBH Rough Sleeper Team/CBC Housing Strategy Team/CBH/Phoenix Futures	Although there was initially an increase in clients post-Covid (due to services restricting their approach during the pandemic), referrals and waiting lists of rough sleepers needing to access Drug & Alcohol support has significantly decreased. The Drug and Alcohol Support Worker position has therefore now ceased.	Beacon House provide various medical services that rough sleepers can access (and are directed to by CBH's Rough Sleeper Team). This includes Covid Booster clinics and Flu Vaccination clinics. Planning has been undertaken to implement Smoking Cessation clinics.
Improve access to employment, volunteering and training opportunities for people that are or have experienced homelessness	In partnership with the Work Coach Programme and DWP identify how to overcome the barriers to employment faced by homeless people. Research good practice. Develop an action plan.	Better access to employment, volunteering and training opportunities for people that are or have been homeless	Ongoing	CBC/DWP Work coach programme/Peabody//CBH - Peer mentoring	CBH attend the local Job Fairs to promote opportunities for work experience.	CBH attend and promote vacancies at local Job Fairs.
Statutory services need to be more	Proactively encourage joint	More joined up approach to	2020-21 (or in	ECC/CBC/CBH/Supported	Mental Health Recommissioning - the	CCC and CBH continue to work with ECC to encourage better joined up

<p>joined up when commissioning Mental Health services to make better use of the options available including personal budgets. This would provide a more efficient and cost-effective service</p>	<p>working and shared budgets as part of the recommissioning process - to be considered as part of the new contract.</p> <p>Help to provide a better understanding between organisations of mental health services.</p>	<p>commissioning mental health services</p> <p>More efficient, cost effective service</p>	<p>line with the new contract )</p>	<p>Housing Providers</p>	<p>current contracts for “Intensive Enablement” and “Supported to Independence” has expired. The new service commenced from October 2022, taking a phased approach.</p> <p>The Mental Health Nurse secondment from Essex Partnership University NHS Foundation Trust (EPUT) to CBH has been agreed for an additional year. They continue to work with the Rough Sleeper Team and other partners to provide better access and support for single homeless clients (whether rough sleeping or housed in temporary accommodation). They continue to offer training across CBH to educate the wider teams. The Mental Health Nurse attends Colchester Homeless Action Panel.</p>	<p>working, especially around a planned approach to move on when mental health schemes are due to close. Early notification is essential to provide better outcomes for the tenants at these schemes.</p> <p>The Mental Health Nurse secondment has ceased, with the nurse returning to her previous role. An “expression of interest” process was issued to identify a replacement but the role so far remains unfilled.</p>
<p>Drug use has increased and– drug dealers are more organized. Specific areas where there are vulnerable clients</p>	<p>Continue to work with the Police to identify and support clients that are being targeted.</p>	<p>Reduction in tenants evicted due to drug related crime</p>	<p>Ongoing</p>	<p>CBH/CBC ASB teams/Essex Police</p>	<p>Partial Closure Orders have continued to be a success in keeping perpetrators away from vulnerable tenants and enabling victims of cuckooing to remain in their homes.</p>	<p>Partial Closure Orders have continued to be a success in keeping perpetrators away from vulnerable tenants and enabling victims of cuckooing to remain in their homes. This reporting period saw 8 orders applied to properties.</p>



are being targeted					<p>Security Reviews, close liaison with the police during tasking meetings and disruption panels plus referrals to supportive agencies have allowed tenancies to be sustained and perpetrators to be disrupted.</p> <p>Tenants that are affected by drugs that do engage are also considered for management moves to assist in the sustainment of their tenancies.</p>	<p>CBH's ASB Forum also offer a platform for all housing providers and police to share relevant information and deal with incidents of ASB much earlier.</p>
Households and individuals that are eligible but not in priority need or are in temporary accommodation can have greater public health needs than the rest of the population.	<p>Promote the integration between health and housing to meet the indicator around homelessness in the Public Health Outcomes Framework: Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation</p>	<p>Better joined up working. Identified outcomes in the framework met</p>	Ongoing	ECC Public Health Team/CBC	<p>CCC and CBH continue to work in partnership with Health colleagues through the North East Essex Homelessness Alliance Group which meets bi-monthly and was set up to help address some of the health inequalities for people that are homeless.</p>	<p>CCC and CBH continue to work in partnership with Health colleagues through the North East Essex Homelessness Alliance Group which meets bi-monthly and was set up to help address some of the health inequalities for people that are homeless.</p> <p>CCC and CBH are also working with ECC Public Health Team to ensure the best outcomes for people that are homeless and in temporary/supported accommodation.</p>

Identify the support needs of different types of rough sleepers including entrenched rough sleepers, young people that are 'new' to the streets and people suffering from mental health to provide a better understanding of gaps in support services	Research the possibility of conducting a health needs audit (using the Homeless Link toolkit) for single homeless/rough sleepers.	Support needs Identified and met	2021 - ongoing	CBH Rough Sleeper Co-ordinator/CB C Housing Strategy Team	Identifying and assessing the support needs of rough sleepers continues to form part of their support plans. The computer system In-Form is used to log all support needs of rough sleepers, supporting a better picture of individuals and the entire cohort. An audit of health needs of rough sleepers is planned in conjunction with Homeless Link and CBH.	Identifying and assessing the support needs of rough sleepers continues to form part of their individualised support plans. CBH Rough Sleeper Team continue to use the computer system In-Form to log all support needs of rough sleepers, supporting a better picture of individuals and the entire cohort.
Ensure that all discharges from hospital, in-patient mental-health services, and drug and alcohol detox treatment are planned, with continuity of support where needed so that no-one is left homeless.	Work with partners in health and the voluntary sector to research best practice and set up discharge protocols/policy to provide a planned accommodation and support pathway for clients.	Discharge protocols/policy in place  People are not discharged from hospital as homeless.	Ongoing	NHS CCG /CBC/CBH/E CC	Housing specialist in place in hospitals to assist with discharge process.  Attempts to move on are challenging due to high demand and lack of suitable alternative accommodation available.	A Housing specialist post (funded by ECC, managed by Peabody) is still in place, working with hospitals to assist with discharge process.  The Hospital Discharge Protocol remains in place and CCC/CBH continue to work with the NE Essex Health and Housing Alliance and Tendring DC to adhere to it.

<b>Aim 4: Improving Communication and challenging the perception and culture of homelessness</b>						
<b>Challenge</b>	<b>Action</b>	<b>Outcome</b>	<b>Timeframe</b>	<b>Who will deliver?</b>	<b>Update for 2021-22</b>	<b>Update for 2022-23</b>
Provide advice and information to support people to access services that could prevent them becoming homeless. Raising awareness about realistic housing options and homelessness in Colchester	Improve communication of services provided by the Council to statutory and voluntary sector organisations through Information days. Identify gaps in information and publish and promote information on the website on the Council's Homelessness and housing service for partner organisations.	Statutory and Voluntary organisations and service users more aware of housing and homelessness services and have more realistic expectations.	Throughout the life of the strategy	CBC Housing Strategy Team/ CBH/Project Group Members	In November 2022, CCC hosted a Homelessness Strategy Forum. Over 20 partner organisations attended to discuss their achievements against the Strategy's key aims for 2021-2022, and to consider the challenges and opportunities for 2023. The event allowed an opportunity for those providing services related to homelessness to network and share information and to identify opportunities to work together and increase/develop the support provision available to homeless people and those at risk of homelessness.	In November 2023, CCC Housing Strategy Team hosted a meeting of the Homelessness Strategy Project Group. Representatives from 15 partner organisations attended to discuss their achievements against the Strategy's key aims for 2022-2023, and to consider the challenges and opportunities for 2024.  Previously, CBH had created and agreed Service Level Agreements with some voluntary sector partners. Upon review, these were found on the whole not to have been successful and there is an intention to reconsider in the coming year how CBH can best engage with their partners.
Improve access to advice and support around welfare benefits for single clients that are homeless to prevent delays in receiving benefits and to	Work with the DWP and advice services to explore the best way to improve access to benefit advice for single homeless clients	Improved access to advice for single homeless clients	2021	CBH Housing Solutions Team/DWP/CAB	CBH have linked in with advice providers (CAB and CAP) and are considering providing outreach advice at Job Centres for early intervention for the purpose of homelessness prevention.	The amalgamation of different benefits into Universal Credit has tended to reduce incomes, particularly for the poorest households. Over the last year, this has led to an increase in applications for Discretionary Housing Payments (DHP) and arrears payments on the Housing Solutions Fund.

<p>avoid sanctions which cause reductions in the amount of benefit they receive</p>					<p>Benefits training has been provided to the Housing Solutions team who are now able to make calculations to determine if correct benefits are being received.</p>	<p>Updated benefits training was provided to the Housing Solutions team (and is done so annually) to ensure their knowledge and skills can continue to provide the best outcomes and advice for all service users.</p>
<p>Develop early intervention and prevention options for Young People at risk of becoming homeless in the Borough</p>	<p>Provide basic strategies and signposting to support families to resolve conflict. Continue to work in partnership with Schools in the Borough to educate young people and their parents of the risks of leaving home in an unplanned way.</p>	<p>An increase in homelessness prevention for Young people.  A decrease in homeless applications for young people</p>	<p>Ongoing</p>	<p>CBH Housing Solutions Team/ECC Social Care Teams/ y.e.s</p>	<p>Across 2021-22, the Youth Enquiry Service (y.e.s) Family Mediator (employed in 2021) worked with 45 families across Colchester to prevent parental eviction. The Family Mediator completed a series of sessions (4 to 5 per family) as well as follow up reviews, to support and engage the family and avoid eviction. There were positive outcomes for 40 families (e.g. working together to create a safe plan for the young person within the household or agreed housing plan around divorcing families and/or additional support for the young person such as counselling or mentoring etc). 5 families were unable to agree a plan and were referred to another service (Family Solutions and/or Social Care) and other</p>	<p>Funding for the Family Mediator, employed by the Youth Enquiry Service (YES), ceased during 2022-23 (December 2022).  YES continue to contact parents/carers (where appropriate) to try and prevent homelessness for young people and are looking for further funding sources that could allow the recommencement of family mediation sessions (which are recognised as beneficial as parental eviction remains one of the main reasons for youth homelessness).</p>

					<p>agency partners. The family mediator continued to work with referring agencies around the young person such as schools, Child and Adolescent Mental Health Services (CAMHS) and other partners such as The Outhouse etc.</p> <p>This has meant that around 90% of the families engaged have either not evicted the young person or have supported them into alternative accommodation.</p> <p>This service is currently on hold, pending confirmation of new long-term funding options.</p>	
Identify people at risk of homelessness at an earlier stage, and interventions that need to be put in place to prevent them being threatened with or becoming homeless.	Develop local protocols and referral arrangements with public bodies and other appropriate agencies to assist with early identification of people at risk of homelessness.	Referral process in place. An Increase in Homelessness prevention at an earlier stage – ‘Duty to refer’ fulfilled.	Ongoing	Housing Solutions Team CBH	<p>CCC/CBH continue to work with ECC on the Prison Release Protocol which is currently being reviewed.</p> <p>CCC/CBH continue to work with Health colleagues to set up a hospital discharge policy across North Essex.</p>	<p>The Prison Release Protocol was reviewed, prompting a return to a triage system to identify early interventions for those at risk of homelessness and prevent homelessness where possible.</p> <p>The Hospital Discharge Protocol is in place and CCC/CBH continue to work with the NE Essex Health and Housing Alliance and Tendring DC to adhere to it.</p>
Promote a person-centred approach to	Multi agency working group	Better joined up working/reductio	Ongoing	Project Group members	Monthly CHAP meetings continue to occur with 7-10	Throughout 2022-23, two multi agency partnership events occurred. These provided opportunities for networking

<p>people that are homeless by creating structures which encourage voluntary sector services to work better together and share good practice</p>	<p>Community of Practice – Homeless link</p>	<p>n in duplication of services</p>			<p>organisations in attendance.</p> <p>Community of Practice has ended due to a cease in funding to Homeless Link. However, in lieu of this, CBH's Rough Sleeper team arranged an end of year networking event for 2022 and will be organising quarterly meeting to promote joined up working /networking and better communication.</p>	<p>and group learning (from a variety of keynote speakers such as Unlock, a national independent advocacy charity and the Gangmasters &amp; Labour Abuse Authority) and were well attended.</p> <p>Monthly Colchester Homeless Action Panel (CHAP) meetings continue to occur with 7-10 organisations in attendance.</p>
<p>Provide better communication to the public and organisations about how they can play their part in helping to prevent homelessness and support those that are homeless</p>	<p>Promote Colchester's Homelessness Charter – providing information about how people/organisations can pledge their support to help people that are homeless</p>	<p>More people/organisations signing up to the Charter.</p> <p>Better understanding around homelessness prevention</p>	<p>Through out the life of the Strategy</p>	<p>CBC Housing Strategy Team/CBH Rough Sleeper Team</p>	<p>Work is planned by CBH to develop and promote Colchester's Homelessness Charter in 2023.</p> <p>The Rough Sleeper Team are working with Greater Change, an online "alternative giving" platform that provides funding to people to help them move on. Between November 2021 and March 2022, a total of £12,202 of funds were released to 20 individuals in Colchester (an average of £610 per referred person).80% of this funding directly supported the provision</p>	<p>The Rough Sleeper Team are continuing to work with <a href="#">Greater Change</a>, an online "alternative giving" platform that provides funding to people to help them move on. Between 1 April 2022 and 30 November 2023, a total of £8,412 of funds were released to 11 individuals in Colchester. The funding was spent as below:</p> <ul style="list-style-type: none"> <li>• 3 cases for vital furnishings (£2,685)</li> <li>• 2 cases for rent arrears (£870.50)</li> <li>• 3 cases specifically for flooring council homes (£1,298)</li> <li>• 3 cases for employment support, specifically practical driving courses (£3,288.50)</li> </ul>

					and furnishing of accommodation and the remaining 20% provided access to services (such as counselling, rehab or debt advice) and back to work support.	<p>Creating a safer and more dignified home for individuals helps them to sustain their tenancies. Vital furnishings help to build the foundations for a more stable life, and support both a physical and mental move-on from homelessness.</p> <p>Sustaining a tenancy means an individual will integrate better into the local community. This in turn means less usage of services (and thus savings to the public purse) and a greater likelihood of finding and sustaining employment.</p>
To educate the public on the difference between rough sleepers and street beggars that are not homeless to discourage them from giving money to people that are begging on the street	Work on a 'behaviour change' project to educate the public on the best way to help rough sleepers in Colchester and to discourage them from giving money to street beggars.	<p>Increase in public awareness between the difference in rough sleeping and street begging.</p> <p>Increase in funds for local charities who support people that are homeless</p>	Ongoing	CBC Housing Strategy Team/Rough Sleeper Co-ordinator/CBC Research Team	The Town Centre Action Panel (TCAP) takes a proactive approach in reducing ASB and crime and disorder in Colchester City Centre (Castle Ward). TCAP operates primarily in response to the Crime and Disorder Act 1998, alongside identifying local needs, priorities, and vulnerable individuals, including homeless individuals who frequent the City Centre. TCAP continues to work in partnership with the Rough Sleeper team, conducting engagement and problem-solving activity to take supportive action and	The (now renamed) City Centre Action Panel (CCAP) continues to take a proactive approach in reducing ASB and crime and disorder in Colchester City Centre (Castle Ward). CCAP operates primarily in response to the Crime and Disorder Act 1998, alongside identifying local needs, priorities, and vulnerable individuals, including homeless individuals who frequent the City Centre. CCAP continues to work in partnership with the Rough Sleeper team, conducting engagement and problem-solving activity to take supportive action and enforcement where appropriate to do so

					enforcement where appropriate to do so	
Involve people that have experienced homelessness in designing services to ensure they are relevant and accessible and to continue to inform the development of the strategy.	Hold focus groups/drop in sessions with different groups of clients i.e. homeless families	Better understanding of services for people that are homeless.	Through out the life of the strategy	CBC Housing Strategy Team/Rough Sleeper Co-ordinator/Project Group members	Due to lack of resources, this action has not been completed.	Over the last year, surveys were undertaken by the Rough Sleeper Navigators, engaging with former rough sleepers. The results of these surveys enabled better shaping of the Rough Sleeper Service and more targeted support for current rough sleepers.



### Rough Sleeping Action Plan

Challenge	Action	Outcome	Timeframe	Who will deliver?	Update for 2021-22	Update for 2022-23
More assertive approach to rough sleepers needed in order to help them access support services and accommodation	Funding awarded by MHCLG Rough sleeper Initiative funding to provide a more assertive street outreach, especially out of hours provision and reconnection.	Outreach Team set up within CBH and more rough sleepers helped to access support services and into accommodation	2018-19 2019-20	Housing Strategy Team/Housing Solutions/Rough Sleeper Team	CCC secured additional three-year funding for 2022-25 from DLUHC to continue the initiatives laid out in the previous update. During 2021-22 the Rough Sleeper Team provided 124 clients with support, advice, and assistance to help them move off the streets, and 38 rough sleepers were housed during the same period into more settled accommodation through friends, the Private Rented Sector, Supported Housing, Social Housing. 6 of the rough sleepers were accommodated under the governments Protect and Vaccinate initiative. 9 rough sleepers were helped to return to the local authority area they came from and where they have support networks.	The Rough Sleeper Team continues to be funded through the governments Rough Sleeper Initiative funding secured by CCC. During 2022- 2023, the Rough Sleeper Team: <ul style="list-style-type: none"> <li>• Provided 137 clients with support, advice, and assistance to help them move off the streets</li> <li>• Housed 53 rough sleepers into more settled accommodation through friends, the Private Rented Sector, Supported Housing, Social Housing.</li> <li>• Helped 29 rough sleepers to return to the local authority area they came from and where they have support networks.</li> </ul>
Accommodation with wraparound support needed for entrenched rough sleepers to	Funding awarded by MHCLG Rough sleeper initiative funding to	Entrenched rough sleepers move on from the streets into	2018-19 2019-20	Housing Strategy Team/Housing Solutions/Rou	During 2021-2022, there were 7 referrals to the Housing Led scheme (provided by Sanctuary	The Housing Led scheme (provided by Sanctuary Housing) continues to be funded through the governments Rough Sleeper Initiative funding secured by CCC. Throughout 2022-

<p>help them move from the streets into settled accommodation</p>	<p>provide an opportunity to pilot a 'Housing First' Registered Provider that provides supported housing.</p>	<p>settled accommodation</p>		<p>gh Sleeper Team/Sanctuary Housing</p>	<p>Housing) via the Rough Sleeper Team.  1 client was successfully moved to the sister scheme, in a one bedroom self-contained flat where they are responsible for their own electricity, council tax and water bills; they receive a lower level of support and has settled in well.  No clients have returned to rough sleeping in this period.  Sanctuary have developed different strategies for clients to enable them to access support, such as walk-and-talk style meetings to develop rapport and build trust.  Sanctuary have continued to work with Peabody around RSAP and NSAP properties, to provide a joined-up approach and move-on pathway with support for their clients.    Sanctuary have been supporting referrals who are waiting to move in, completing regular meetings with them to ensure they are accustomed to engaging in</p>	<p>23, Sanctuary focused on building connections with those who may need their service before they apply or are referred for support. This has been done by joining up with the CBH Rough Sleeper team and visiting current sleeping spots, offering support to attend health appointments, pre-tenancy meetings and inclusion into client involvement activities (such as visiting the current winter project where support staff have helped with cooking and getting clear goals in place before the individual moves in). Sanctuary have found that this has promoted engagement between the individual and their keyworker and increased successful outcomes.</p> <p>During 2022-2023, there were:</p> <ul style="list-style-type: none"> <li>• 8 referrals to the Housing Led scheme (provided by Sanctuary Housing) via the Rough Sleeper Team.</li> <li>• 6 individuals accommodated with a variety of support needs (including living skills, self-care, emotional and mental health, managing accommodation, drugs and finances).</li> <li>• 3 individuals supported to move on to alternative accommodation.</li> </ul> <p>With each individual currently in the service or previously in the scheme</p>
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					<p>support offered, and to build positive working relationships.</p> <p>Alongside this, Sanctuary have had drop-in sessions from an NHS Nurse for clients to discuss their mental health and have supported a client to engage in employment. Sanctuary have also dedicated funding to improve the general look of the building, starting with the communal lounge.</p>	<p>Sanctuary explore the following accommodation Pathways:</p> <ul style="list-style-type: none"> <li>• Private rented including house shares.</li> <li>• JRP to access other support accommodation such as Emmaus, YMCA and Nacro.</li> <li>• Housing register via the local council – Gateway to Home choice</li> <li>• Their own internal pathway- Main building-/Chinook/ Pebmarsh</li> <li>• RSAP – Rough Sleeper Accommodation Pathway – CCC move on accommodation</li> <li>• NSAP – Next Steps Accommodation Pathway at Mersea Road</li> <li>• NEST – Housing Related Support schemes for young people 16+</li> </ul>
<p>Colchester has a night shelter that can provide emergency provision to those in need. Where feasible, those with a local connection to Colchester should be prioritised.</p>	<p>Funding awarded by MHCLG Rough sleeper initiative funding to increase bed spaces and support staff capacity at Colchester Night Shelter, specifically for Colchester people at risk of rough sleeping.</p>	<p>Better access to emergency beds at the night shelter for people that have a local connection Colchester</p>	<p>2018-19 2019</p>	<p>Housing Strategy Team/Housing Solutions/Rough Sleeper Team/Colchester Emergency Night Shelter</p>	<p>Post Pandemic, CENS reopened with 15 self-contained bedrooms with ensuite facilities. CENS prioritises eligible individuals with a local connection to Colchester. When receiving referrals from the wider Essex area, these are only accepted when the individual has a confirmed/credible move on option in their own area.</p>	<p>15 ensuite rooms are available in the main CENS building. Priority continues to be given to people with a local connection. Referrals taken out of area must have a confirmed move-on option in the pipeline. A waiting list has now been introduced as CENS are experiencing double the number of referrals previously received (c. 100 per month).</p> <p>The 4 bed move on property is still active with support from CENS staff. Referrals are taken from CENS main project only.</p>

						Another accommodation unit has been acquired, providing 4 bedsit rooms and 2 self-contained studios for move on accommodation with CENS support. Again, referrals are made via CENS main project. The unit currently fully occupied with tenants supported to move on with deposits paid via CENS.
During severe weather such as high wind, heavy rain, snow and heatwaves, emergency accommodation with support is needed to ensure that rough sleepers have somewhere to stay	Funding awarded by MHCLG Rough sleeper initiative funding to provide proper continuous Severe Weather Emergency Provision (SWEP) from October - mid March, with specialist support staff to prevent people moving back to the street once the provision ends.	SWEP set up, accommodation and staff identified and trained. Provision available for rough sleepers during severe weather	2018-19 2019-20	Housing Strategy/Housing Solutions/Rough Sleeper Team	SWEP continues to operate. Due to low numbers of rough sleepers, hotel accommodation is used-with follow up support from Navigators. All partners are notified of the required processes to refer someone in.	SWEP continues to operate.  Hotels are still utilised where appropriate, however the Rough Sleeper Team have also sourced a 7 bedroom house (with government funding secured by CCC through the Move-on and Prevention Fund) for their core cohort of Rough Sleepers to provide medium term accommodation through winter.
Dedicated duty line required to support SWEP and outreach Team	Set up a dedicated duty line for the Rough Sleeping team so that people on the	Duty line set up	2018-19		The Duty line continues to operate, enabling people who need support and emergency accommodation to contact the Rough Sleeping Team	The Duty line continues to operate, enabling people who need support and emergency accommodation to contact the Rough Sleeping Team

	street that need emergency accommodation can be identified and provided with somewhere to stay and help to access support services					
Rough sleepers who are facing multiple disadvantage and experiencing a combination of problems need more intensive support to access services	Funding awarded by MHCLG Rapid Rehousing Fund for 2 Navigator roles to work within the RS Team to provide more intensive support to rough sleepers identified by Outreach with complex needs including substance misuse, mental ill health & contact with the criminal justice system.	Consistent support provided to rough sleepers with complex needs to gain access to services and help to break down barriers to housing by establishing good working relationships with services across Colchester.	2019-20	Housing Strategy Team/Housing Solutions/Rough Sleeper Team	The Navigators continue to operate with a high case load (20-30 at any one time; the maximum caseload should be 12), working with rough sleepers to support them to move on and/or maintain accommodation.	The Navigator case load has slightly reduced (c.20 cases at any one time) but is still above the ideal maximum caseload of 12. The Navigators work with rough sleepers to support them to move on and/or maintain accommodation.
Enable more robust sharing of information about rough sleepers by setting up a system between	Research the viability of using a system i.e. inform to identify and provide information on	Research undertaken. System in place to 'track' rough sleepers	2021-22	CBC – Housing Strategy Team/CBH Rough	The In-Form computer system is in place and being utilised by CBH and the RS team – this allows accurate recording and sharing of information	The In-Form computer system is in place and being utilised by CBH and the Rough Sleeper team – this allows accurate recording and sharing of information across services.

the Rough Sleeper Team (CBH) and the voluntary sector organisations	rough sleepers in Colchester			Sleeper Co-ordinator	across services. CBH are working with Partners to fund wider usage of In-Form to allow better information sharing across different organisations	A wider roll out of In-Form to Partners has been planned, to allow better information sharing across different organisations, but is currently on hold due to budget constraints.
Seek to improve the availability of day services for rough sleepers/single homeless by exploring the viability of extending the opening times of agencies	To be progressed with CENS/Beacon House	Opening times extended – more places for rough sleepers to go during the day	2021	CENS/Beacon House/CBH Rough Sleeper Team	<p>CENS trialled a 24/7 opening hours approach but has since reverted to opening hours of 5pm-9.30am on weekdays/nights and 24-hour access at the weekends. The full-time opening hours approach resulted in some anti social behaviour (in which clients disrupted their move-on accommodation options in order to remain at CENS) and also posed issues with regards to staffing.</p> <p>Beacon House is open 10am to 2pm Monday to Friday. They provide a number of activities and enriching events during those hours (including “Everyone Has a Story,” Pool and Karaoke).</p>	<p>During 2022-23, CENS received funding from NST, which has enabled them to:</p> <ul style="list-style-type: none"> <li>• Provide a lunch club, Monday – Friday, 12.30-1.30pm, so that residents can attend for food. This can currently cater for up to 25 people and is open to tenants in move-on accommodation.</li> <li>• Increase the hours of the Kitchen Coordinator to cater for lunch club.</li> <li>• Run a cookery club on Monday and Friday mornings to support residents to choose, shop and prepare meals using a UC budget to develop skills for when they move on.</li> </ul> <p>CENS remain open 24 hours on Saturday and Sunday and provide lunches to their residents.</p> <p>Beacon House’s general opening times remain 10am -2pm, Monday to Friday for guests. They also offer three afternoon groups (Tuesday-Thursday): “Everyone has a Story,” Pool Club and Social Club (including Killer Pool and Karaoke).</p>