

Homelessness and Rough Sleeping Strategy Delivery Plan 2020-25

Aim 1: Increasing access to accommodation and providing settled homes				
Challenge	Action	Outcome	Timeframe	Who will deliver?
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
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
The current demand for supported accommodation outweighs the need.	Influence the future commissioning of services to ensure that the need for this type of accommodation is met	Waiting lists for supported housing are reduced and demand for supported accommodation in Colchester is met	Throughout the life of the strategy	CBC Housing Strategy Team
Ensure people are not discharged from services such as Prisons, Mental Health, care, armed forces and hospitals in an unplanned way which could	Set up/improve release/discharge protocols for people leaving Institutions. Work with Social Care to ensure that Care leavers	Protocols set up and agreed. Planned move-on pathways created Fewer people leaving institutions end up on the streets.	2021	ECC – (Essex Vision work) CBC – Housing Strategy Team CBH – Housing Solutions Team/Phoenix Futures - Horizon Project/Adult Social Care

result in them ending up on the street	have a move-on pathway			
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	Throughout the life of the strategy	CBH Housing Solutions Team/New Chapter
Increase and support housing options for people moving on from supported housing to reduce the reliance on social housing	Identify, support and promote access to alternative housing options in the private rented sector including shared houses	Increase in alternative housing options and planned move on routes	Throughout the life of the strategy	Supported Housing Providers/Housing Solutions Team/Beacon House/CENS
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	Ongoing	CBH Rough Sleeper Co-ordinator/CBC Housing Strategy Team

		Housing First approach		
Aim 2: Helping people to sustain their accommodation				
Challenge	Action	Outcome	Timeframe	Who will deliver?
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
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 Borough and promote existing services. Work with private rented sector and social landlords to establish new approaches to reduce evictions.	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
Reduce the number of owner occupiers losing their properties through mortgage arrears	Provide advice and support services to home owners threatened with repossession at an early stage so that homelessness	Reduction in homeless applications due to repossession	Ongoing	CBH Housing Solutions Team

	can be prevented in a sustainable way			
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 tenancy workshops with some tailored 1:1's as and when they are identified through New Tenant Visits.	Reduction in young people in temporary accommodation and supported housing being evicted	2020-2025 with regular reviews	Supported Housing Providers/y.e.s/ CBH Housing Management Team
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 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	Increase in the take up of services. Better use of housing stock.	Ongoing	Colchester Borough Council/Colchester Borough Homes/Job Centre Plus

<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 better understanding of the responsibilities of being a tenant</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 early stage about the consequences of being evicted and the skills required to maintain a tenancy.</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> <p>To be considered as part of the new young person's contract</p>	2022	ECC Adult Social Care/CBC Housing Strategy Team/Supported Housing Providers
<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/navigator roles</p>	<p>Support provided. Reduction in repeat homelessness</p>	2020-21	CBH Rough Sleeping Team/Beacon House/CENS/Health in Mind

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

Challenge	Action	Outcome	Timeframe	Who will deliver?
<p>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</p>	<p>Information needs to be provided to influence commissioners and statutory services. Commissioners need to have a better understanding of gaps in service provision.</p> <p>Navigators/Phoenix Futures</p>	<p>Better services provided Referral processes improved with better access to services</p>	Ongoing	Open Road/Supported Housing Providers/Beacon House/CBH Rough Sleeper Team/CBC Housing Strategy Team/CBH/Phoenix Futures

clients with Dual Diagnosis	Horizon Project may help with this			
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/Pea body//CBH - Peer mentoring
Statutory services need to be more 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	Proactively encourage joint working and shared budgets as part of the recommissioning process - to be considered as part of the new contract. Help to provide a better understanding between organisations of mental health services.	More joined up approach to commissioning mental health services More efficient, cost effective service	2020-21 (or in line with the new contract)	ECC/CBC/CBH/ Supported Housing Providers
Drug use has increased and—drug dealers are more organised and specific areas where there are vulnerable clients are being targeted	Continue to work with the Police to identify and support clients that are being targeted.	Reduction in tenants evicted due to drug related crime	Ongoing	CBH/CBC ASB teams/Essex Police
Households and individuals that are eligible but not in priority need or are in temporary	Promote the integration between health and housing to meet the indicator around	Better joined up working. Identified outcomes in the framework met	Ongoing	ECC Public Health Team/CBC

<p>accommodation can have greater public health needs than the rest of the population.</p>	<p>homelessness in the Public Health Outcomes Framework: Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation</p>			
<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</p>	<p>Research the possibility of conducting a health needs audit (using the Homeless Link toolkit) for single homeless/rough sleepers.</p>	<p>Support needs Identified and met</p>	<p>2021 - ongoing</p>	<p>CBH Rough Sleeper Co-ordinator/CBC Housing Strategy Team</p>
<p>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.</p>	<p>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.</p>	<p>Discharge protocols/policy in place</p> <p>People are not discharged from hospital as homeless.</p>	<p>Ongoing</p>	<p>NHS CCG /CBC/CBH/ECC</p>

Aim 4: Improving Communication and challenging the perception and culture of homelessness

Challenge	Action	Outcome	Timeframe	Who will deliver?
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
Improve access to advice and support around welfare benefits for single clients that are homeless to prevent delays in receiving benefits and to avoid sanctions which cause reductions in the amount of benefit they receive	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
Develop early intervention and prevention options for Young People at risk of becoming homeless in the Borough	Provide basic strategies and signposting to support families to resolve conflict. Continue to work in partnership with Schools in the	An increase in homelessness prevention for young people. A decrease in homeless applications for young people	Ongoing	CBH Housing Solutions Team/ECC Social Care Teams/ y.e.s

	Borough to educate young people and their parents of the risks of leaving home in an unplanned way			
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	
Promote a person-centred approach to people that are homeless by creating structures which encourage voluntary sector services to work better together and share good practice	Multi agency working group Community of Practice – Homeless link	Better joined up working/reduction in duplication of services	Ongoing	Project Group members
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	Promote Colchester’s Homelessness Charter – providing information about how people/organisations can pledge their support to help people that are homeless	More people/organisations signing up to the Charter. Better understanding around homelessness prevention	Throughout the life of the Strategy	CBC Housing Strategy Team/CBH Housing Solutions Team
To educate the public on the difference between rough sleepers and street beggars	Work on a ‘behaviour change’ project to educate the public on the best way to	Increase in public awareness between the difference in rough sleeping	Ongoing	CBC Housing Strategy Team/Rough Sleeper Co-ordinator/CBC Research Team

that are not homeless to discourage them from giving money to people that are begging on the street	help rough sleepers in Colchester and to discourage them from giving money to street beggars.	and street begging. Increase in funds for local charities who support people that are homeless		
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.	Throughout the life of the strategy	CBC Housing Strategy Team/Rough Sleeper Co-ordinator/Project Group members

Rough Sleeping Action Plan

Challenge	Action	Outcome	Timeframe	Who will deliver?
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
Accommodation with wraparound support needed for entrenched rough sleepers to help them move from the streets into settled accommodation	Funding awarded by MHCLG Rough sleeper initiative funding to provide an opportunity to pilot a 'Housing First' Registered Provider that provides	Entrenched rough sleepers move on from the streets into settled accommodation	2018-19 2019-20	Housing Strategy Team/Housing Solutions/Rough Sleeper Team/Sanctuary Housing

	supported housing.			
Colchester has a night shelter that attracts people that are homeless from neighbouring boroughs that don't have emergency provision and reduces the number of emergency bed spaces for people that have a local connection to Colchester	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.	Better access to emergency beds at the night shelter for people that have a local connection Colchester	2018-19 2019	Housing Strategy Team/Housing Solutions/Rough Sleeper Team/Colchester Emergency Night Shelter
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 Team/Housing Solutions/Rough Sleeper Team
Dedicated duty line required to support SWEP and outreach Team	Set up a dedicated duty line for the team so that people on the street that need emergency accommodation can be identified and	Duty line set up	2018-19	

	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 rough sleeping Team to provide more intensive support to rough sleepers identified by Outreach who have complex needs including substance misuse, mental ill health and 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
Enable more robust sharing of information about rough sleepers by setting up a system between the Rough Sleeper Team (CBH) and the voluntary sector organisations	Research the viability of using a system i.e. inform to identify and provide information on rough sleepers in Colchester	Research undertaken. System in place to 'track' rough sleepers	2021-22	CBC – Housing Strategy Team/CBH Rough Sleeper Co-ordinator
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