

Homelessness and Rough Sleeping Strategy Delivery Plan 2020-25

Update for 2021-22

Aim 1: Increasing access to accommodation and providing settled homes						
Challenge	Action	Outcome	Time-frame	Who will deliver?	Update for 2020-21	Update for 2021-22
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	In the last year (April 2020 – March 2021) CBH used the Homestep scheme (which provides rent deposits) to prevent homelessness and accommodate 144 households in the private rented sector	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 Colchester Borough Homes (CBH) also use Help2Rent which provides insurances where needed especially for those without a guarantor.
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	Monitoring is in place and during 2020-21 the number of households prevented from becoming homeless was 187 and homelessness was relieved for 136 households.	For the year 2021-22: <ul style="list-style-type: none"> • Colchester City Council (CCC) accepted a full homeless duty for 177 households. • Action was taken to prevent homelessness for 190 households and relieved homelessness for 108 households.

<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>Essex County Council (ECC) Homelessness accommodation with support services contract has been recommissioned. As a result of this a Service Level Agreement (SLA) has been agreed between CBC and Peabody to ensure access for homeless households nominated by CBC is maintained to temporary accommodation. ECC Commissioning of young people's services and mental health services has been put on hold due to the public health pandemic Covid 19.</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 1st 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>Ensure people are not discharged from services such as Prisons, Mental Health, care, armed forces and hospitals in an unplanned way which could result in them ending up on the street</p>	<p>Set up/improve release/discharge protocols for people leaving Institutions.</p> <p>Work with Social Care to ensure that Care leavers have a move-on pathway</p>	<p>Protocols set up and agreed. Planned move-on pathways created. Fewer people leaving institutions end up on the streets.</p>	<p>2021</p>	<p>ECC – (Essex Vision work) CBC – Housing Strategy Team CBH – Housing Solutions Team/Phoenix Futures - Horizon Project/Adult Social Care</p>	<p>CBC are signed up to a Prison Release Protocol which has been set up by ECC and quarterly monitoring is in place. CBC are working with the Clinical Commissioning group (CCG) and Tendring District Council to set up a Hospital Discharge Protocol for North Essex using learning from the protocol in South-Essex</p>	<p>CCC are working with ECC Leaving & Aftercare Team and 12 additional districts to develop a Care Leaver Pathway Plan.</p> <p>CCC/CBH are working with the NE Essex Health and Housing Alliance alongside Tendring DC around the Hospital Discharge Protocol.</p>

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	CBC and Colchester Borough Homes (CBH) are working with ECC and other Essex Local Authorities around the requirements of the new Domestic Abuse Bill to ensure the best access, support and outcomes for Colchester residents suffering Domestic Abuse.	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).
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	Through out the life of the strategy	Supported Housing Providers/Housing Solutions Team/Beacon House/CENS	CBC/CBH continue to work with supported housing providers to encourage move on into the Private Rented Sector (PRS).	Due to the lack of available properties in the social rented sector, CBH continue to work with supported housing providers and promote the use of move on into the Private Rented Sector (PRS).
Identify accommodation	Work with local landlords to	Move-on options identified	Ongoing	CBH Rough Sleeper Co-	Funding was secured by CBC in partnership with	Capital funding was secured by CCC from Homes England to provide 6

<p>opportunities for rough sleepers to help with transition from living on the street</p>	<p>increase accommodation opportunities for this group. Use positive outcomes from 'Housing First' approach to encourage other organisations to adopt a similar scheme.</p>	<p>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</p>		<p>ordinator/CB C Housing Strategy Team</p>	<p>Peabody from the Ministry of Housing Communities and Local Government's (MHCLG) Next Steps Accommodation Pathway (NSAP) to provide 7 units of self-contained move-on accommodation with support, by reconfiguring one of Peabody's Supported Housing schemes.</p>	<p>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.</p>
<p>Assist the incoming population (including refugees and asylum seekers) to access services and 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>Work with the local community and voluntary sector including Refugee, Asylum Seeker & Migrant Action (RAMA) and Essex integration to improve information, access and support.</p>	<p>Incoming population are provided with information and support to help them to identify options for housing.</p>	<p>Ongoing</p>	<p>RAMA, Essex Integration, CCC Communities Team</p>	<p><i>(This Challenge has been newly added in January 2023 so no update for previous years exists)</i></p>	<p>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 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 & seconded Support Officer leading on</p>

						<p>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>Marks Tey Bridging Hotel – Afghan Families: General support given by Essex Integration and CCC assisting with wrap around support issues.</p>
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Aim 2: Helping people to sustain their accommodation

Challenge	Action	Outcome	Timeframe	Who will deliver?	Update for 2020-21	Update for 2021-22
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	Due to the national ban on evictions no CBC tenants were evicted during 2020/21. CBH have used partial closure orders to help tenants sustain their tenancies whilst also addressing (Anti-Social Behaviour) ASB. CBH Tenancy Sustainment Team have supported 15 vulnerable tenants to sustain their tenancies. CBC/CBH fund Catch 22 and Open Road to work with CBC tenants to help	<p>During this period:</p> <ul style="list-style-type: none"> • 5 tenants have been evicted for rent arrears and 4 for ASB. • Inequalities funding has paid for additional hours for the tenancy sustainment team working with vulnerable tenants at risk of eviction. • CBH have continued to use partial closure orders to enable tenants to remain in their home and address breaches of tenancy. • CCC/CBH have continued to fund Catch 22 project and Open Road to fast track CBH tenants for support to sustain their tenancies.

					<p>them sustain their tenancies. CBH partners with Citizens Advice and Christians Against Poverty who have supported tenants in rent arrears. The number of Colchester referrals to the Peabody (Floating support) Outreach Team during the year was 598 and of these, 189 clients were supported to help sustain their tenancies.</p>	<ul style="list-style-type: none"> Continued partnership working with Citizens Advice, Christians Against Poverty and Colchester Credit Union to offer further support to tenants to sustain their tenancies. Officers continued to make referrals to 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>Ensure the provision of debt and welfare rights advice is targeted at those at risk of losing their accommodation</p>	<p>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</p>	<p>Reduction in the number of evictions for rent arrears Increase take up of welfare benefits</p>	<p>Ongoing</p>	<p>CBC Benefits Team/CBH Financial Inclusion Team/Private Sector Landlords</p>	<p>During 2020/21 CBH Financial Inclusion Team (FIT) supported 16 tenants to open bank accounts. 509 tenants have arrangements to pay their rent directly to CBC.143 tenants received Discretionary Housing Payments (DHP). During 2020/21 the value of welfare rights awards to CBC tenants = £106,715</p> <p>CBH worked in partnership with Citizens Advice and Christians Against Poverty (CAP). CAP have run life skills training virtually for</p>	<p>During 2021/2022 CBH's Financial Inclusion Team (FIT):</p> <ul style="list-style-type: none"> Supported 12 CCC tenants to open bank accounts. Reduced benefit cap cases to 8. Supported 163 tenants to receive Discretionary Housing payments (DHP) totalling £115,032. Reduced Under Occupation cases to 185 (a record low). Made 1,298 person contacts. Managed 1793 Universal Credit (UC) cases. Managed 79 Welfare Rights cases. Assessed 2039 Housing Benefit cases. Processed £32,239 Housing Benefit overlaps

	to establish new approaches to reduce evictions.				tenants to help them make positive changes. Citizens Advice have supported 57 CBC tenants to help them sustain their tenancies with debt and finance support.	<ul style="list-style-type: none"> • 631 tenants have their rent paid directly to CBH (Universal Credit Alternative Payment Arrangements) • Only 5 evictions took place for rent arrears. <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. 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.</p>
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	Reduction in homeless applications due to repossession	Ongoing	CBH Housing Solutions Team	No information available.	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.

	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	Pre – tenancy panels are currently not operating. Due to the national ban on evictions no young people were evicted during 2020/21	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. No tenants under the age of 25 were evicted during 2021/22. Monitoring of Joint Referral Panel (JRP) referrals continues so early intervention can be applied. Small pot of funding received (£500) for emergency Young Person (YP) approaches. “Your Own Place” tenancy training workshops booked in for the new year. Following on from COVID the ban on evictions is no longer in place.
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	143 CBC tenants received DHP awards during 2020/21 CBH are currently supporting 14 households who are subject to the Benefit Cap. There are 214 households that are under occupying	In 21/22: <ul style="list-style-type: none"> • 163 CCC tenants received DHP awards, to the value of £115,032. • CBH provided ongoing support to 8 households who are subject to the Housing Benefit Cap. • There were 185 households under occupying their council property. • Regular articles featured in the Housing News and Views tenant

	<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>their Council property – The Tenant Transfer Incentive scheme is being promoted annually.</p>	<p>magazine to promote Mutual Exchange scheme and TIS.</p> <ul style="list-style-type: none"> • All Under Occupiers were contacted to promote CCC New Build Properties for Transfer Incentive Scheme (TIS). • Tenants in larger properties requesting the assisted gardening scheme were visited to discuss downsizing and TIS.
<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</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>The Housing Strategy Team are working with ECC on the Essex Young People's Pathway review and recommissioning. However, the recommissioning process was put on hold due to the Covid 19 Public Health pandemic.</p> <p>CBH are working with DePaul on a Nightstop scheme in partnership with Chelmsford City Council and ECC.</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 Colchester. The scheme provides short stay accommodation for young people whilst a more permanent housing solution is found.</p>

	required to maintain a tenancy.				The scheme will provide short term accommodation for young people from Colchester whilst the Housing Options Team try to get them back home or into supported housing.	
Minimise isolation so that single people that have been homeless/rough sleeping have less chance of reverting to their former lifestyle once housed	Encourage organisations to provide outreach tenancy support to their clients once housed. Set up a peer mentoring scheme/navigat or roles	Support provided. Reduction in repeat homelessness	2020-21	CBH Rough Sleeping Team/Beacon House/CENS/ Health in Mind	The Rough Sleeper Team Navigators provide initial tenancy support to ensure clients are settled into accommodation and have specialist support provided if needed. CBH provide Homelessness Prevention Funding to Beacon House for a Tenancy Sustainment Officer for clients that are accommodated.	The Rough Sleeper Team Navigators are supporting more people within their tenancy by working alongside frontline staff to do joint visits. 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.

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

Challenge	Action	Outcome	Timeframe	Who will deliver?	Update for 2020-21	Update for 2021-22
Increase in service provision for clients who are entrenched in substance misuse. The referral process to access services needs to be less complicated for	Information needs to be provided to influence commissioners and statutory services. Commissioners need to have a better understanding of	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	Funding secured by CBC from MHCLG via the Rough Sleeper Initiative (RSI) has provided funding for a Drug and Alcohol Support Worker from Open Road to be seconded to the Rough Sleeper Team to improve the referral process and access to services.	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.

clients to navigate. There is a gap in service provision for clients with Dual Diagnosis	gaps in service provision. Navigators/Phoenix Futures Horizon Project may help with this			Team/CBH/Phoenix Futures		
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 explored peer mentoring opportunities including Peer mentoring and Expert by experience panels.	CBH attend the local Job Fairs to promote opportunities for work experience.
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	Proactively encourage joint working and shared budgets as part of the recommissioning process - to be considered as part of the new contract.	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	ECC recommissioning of Mental Health Services has been put on hold due to the Covid 19 Public Health Pandemic. A Mental Health nurse seconded from EPUT to CBH provides support and better access to mental health services for single homeless clients.	Mental Health Recommissioning - the current contracts for "Intensive Enablement" and "Supported to Independence" has expired. The new service commenced from October 2022, taking a phased approach. 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

cost-effective service	Help to provide a better understanding between organisations of mental health services.					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.
Drug use has increased and– drug dealers are more organized. 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	Partial Closure Orders have been used to enable victims of cuckooing to remain in their homes. These measures have been promoted through social media sites and the press. The CBH Tenancy sustainment team have worked with vulnerable tenants and made referrals to Open Road.	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. 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. Tenants that are affected by drugs that do engage are also considered for management moves to assist in the sustainment of their tenancies.
Households and individuals that are eligible but not in priority need or are in temporary accommodation can have greater public health needs than the	Promote the integration between health and housing to meet the indicator around homelessness in the Public	Better joined up working. Identified outcomes in the framework met	Ongoing	ECC Public Health Team/CBC	The Covid 19 Public Health Pandemic has resulted in improved joined up working between Health and Housing and provided a better understanding of the roles. Weekly meetings set up by ECC with Health and Essex Local Authorities has	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.

rest of the population.	Health Outcomes Framework: Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation				provided a joined-up approach to Homelessness and Rough Sleeping across the county.	
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/CBC Housing Strategy Team	Identifying and assessing the support needs of rough sleepers' forms part of their support plans. Access to services is identified by the Navigators and/or via the Colchester Homeless Action Panel (CHAP).	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.
Ensure that all discharges from hospital, in-patient mental-health services, and drug and alcohol	Work with partners in health and the voluntary sector to research best practice and set	Discharge protocols/policy in place People are not discharged from	Ongoing	NHS CCG /CBC/CBH/E CC	The Clinical Commissioning Group (CCG), CBC and CBH are working on a Hospital Discharge Protocol for North Essex. Funding is	Housing specialist in place in hospitals to assist with discharge process. Attempts to move on are challenging due to high demand and lack of

detox treatment are planned, with continuity of support where needed so that no-one is left homeless.	up discharge protocols/policy to provide a planned accommodation and support pathway for clients.	hospital as homeless.			being explored through the CCG for a Housing specialist based at the hospital.	suitable alternative accommodation available.
Aim 4: Improving Communication and challenging the perception and culture of homelessness						
Challenge	Action	Outcome	Timeframe	Who will deliver?	Update for 2020-21	Update for 2021-22
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	Restrictions in place because of Covid-19 meant that information days could not take place in 2020-21	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.
Improve access to advice and	Work with the DWP and advice	Improved access to advice	2021	CBH Housing Solutions	CBH Housing Solutions Team continue to work with	CBH have linked in with advice providers (CAB and CAP) and are

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	services to explore the best way to improve access to benefit advice for single homeless clients	for single homeless clients		Team/DWP/CAB	the Department of Work and Pensions to help reduce delays in accessing benefit advice for single homeless clients.	considering providing outreach advice at Job Centres for early intervention for the purpose of homelessness prevention. 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.
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 Borough to educate young people and their parents of the risks of leaving home in an unplanned way.	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	The Youth Enquiry Service (y.e.s) has employed a Family Mediator who will work with young people and their families to try to prevent parental eviction.	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 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. This has meant that around 90% of the families engaged have either not evicted the young person or have supported them into alternative accommodation. This service is currently on hold, pending confirmation of new long-term funding options.
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	The Duty to Refer is improving and a Prison Release Protocol across Essex has been adopted. CBC and CBH are working with Health colleagues to set up a hospital discharge policy across North Essex.	CCC/CBH continue to work with ECC on the Prison Release Protocol which is currently being reviewed. CCC/CBH continue to work with Health colleagues to set up a hospital discharge policy across North Essex.
Promote a person-centred approach to people that are homeless by creating structures which encourage voluntary sector services to work better together	Multi agency working group Community of Practice – Homeless link	Better joined up working/reduction in duplication of services	Ongoing	Project Group members	Colchester Homeless Action Panel (CHAP) is a multi-agency and person-centred approach to rough sleeping which provides a support and move-on pathway for those clients verified as rough sleepers in Colchester. CHAP is currently working with 12 Rough Sleepers.	Monthly CHAP meetings continue to occur with 7-10 organisations in attendance. 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.

and share good practice					2 Community of Practice events have been held by Homeless Link online (due to the Covid 19 pandemic) and have been well attended by local organisations.	
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	Through out the life of the Strategy	CBC Housing Strategy Team/CBH Rough Sleeper Team	CBC and CBH have been working with an organisation called 'Greater Change' to look at an "alternative giving" pilot to help provide funding for Rough Sleepers or those at risk of sleeping rough to help them move on.	Work is planned by CBH to develop and promote Colchester's Homelessness Charter in 2023. 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 and furnishing of accommodation and the remaining 20% provided access to services (such as counselling, rehab or debt advice) and back to work support.
To educate the public on the difference between rough sleepers and street beggars that are not homeless to discourage them from giving	Work on a 'behaviour change' project to educate the public on the best way to help rough sleepers in Colchester and to discourage them	Increase in public awareness between the difference in rough sleeping and street begging. Increase in	Ongoing	CBC Housing Strategy Team/Rough Sleeper Co-ordinator/CB C Research Team	The Town Centre Action Panel (TCAP) has helped to identify and support those that are Rough Sleeping as well as tackling ASB issues around the town caused by street begging. A project has been identified through 'Greater	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

money to people that are begging on the street	from giving money to street beggars.	funds for local charities who support people that are homeless			Change' to provide an online fundraising platform for rough sleepers to assist with funding needed to help them move-on. CBC and CBH are looking to set up a pilot.	Centre. TCAP 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
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	This action has not been progressed due to the Covid 19 Public Health Pandemic	Due to lack of resources, this action has not been completed.

Rough Sleeping Action Plan

Challenge	Action	Outcome	Timeframe	Who will deliver?	Update for 2020-21	Update for 2021-22
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	Funding from MHCLG Rough Sleeper Initiative (RSI) was secured by CBC for 2019-20 and 2020-21 to continue the initiatives already in place provided by the Rough Sleeper Team based within CBH. During 2020-21 the Team provided advice, support, and assistance to 161 rough sleepers or those at risk of rough sleeping and accommodated 101	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.

					people. This included those in emergency accommodation under the government's 'everyone in' initiative.	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.
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 supported housing.	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	The Housing Led scheme accommodation provided by Sanctuary Housing and funded using MHCLG (RSI) funding secured by CBC continues to be successful in providing accommodation with wraparound support to rough sleepers with chaotic lifestyles. During 2020-21 there were 11 referrals to the scheme via the Rough Sleeper Team. 3 clients have successfully moved on during the year and only 1 client has returned to the street. Funding has been secured by CBC from MHCLG Next Steps Accommodation Funding (NSAP) in partnership with Peabody to provide 7 units of self-contained accommodation for Rough Sleepers at a Supported Housing scheme - this forms part of	During 2021-2022, there were 7 referrals to the Housing Led scheme (provided by Sanctuary 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 support offered, and to build positive working relationships.

					the rough sleeper move-on pathway.	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.
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.	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	Due to the Covid 19 Public Health Pandemic the Night Shelter was forced to close in line with legislation. It is due to reopen as a 24/7 hostel (Colchester Engagement and Next Steps) providing 17 single rooms with en-suite facilities.	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.
During severe weather such as high wind, heavy rain, snow and heatwaves, emergency accommodation with support is needed to ensure that rough sleepers have	Funding awarded by MHCLG Rough sleeper initiative funding to provide proper continuous Severe Weather Emergency Provision (SWEP) from October - mid	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	SWEP continues to operate during severe weather with funding secured from MHCLG RSI funding.	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.

<p>somewhere to stay</p> <p>Dedicated duty line required to support SWEP and outreach Team</p>	<p>March, with specialist support staff to prevent people moving back to the street once the provision ends.</p> <p>Set up a dedicated duty line for the Rough Sleeping team so that people on the street that need emergency accommodation can be identified and provided with somewhere to stay and help to access support services</p>	<p>Duty line set up</p>	<p>2018-19</p>		<p>A Duty line has been set up which enables people who need support and emergency accommodation easier access to the Rough Sleeping Team</p>	<p>The Duty line continues to operate, enabling people who need support and emergency accommodation to contact the Rough Sleeping Team</p>
<p>Rough sleepers who are facing multiple disadvantage and experiencing a combination of problems need more intensive support to access services</p>	<p>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</p>	<p>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</p>	<p>2019-20</p>	<p>Housing Strategy Team/Housing Solutions/Rough Sleeper Team</p>	<p>Funding secured from MHCLG RSI funding for 2 Navigator roles to provide consistent support to Rough Sleepers with complex needs to help them access housing and specialist support needs.</p> <p>Funding has also been secured via RSI for a Drug and Alcohol Support</p>	<p>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.</p>

	identified by Outreach who have complex needs including substance misuse, mental ill health and contact with the criminal justice system.	relationships with services across Colchester.			Worker (seconded to the Rough Sleeper Team from Open Road) and a Trauma Informed Counsellor. These posts can provide specialist support to Rough Sleepers who require it.	
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	Information on Rough Sleepers is being shared via CHAP. A system to track rough sleepers is currently being researched with Homeless Link	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. CBH are working with Partners to fund wider usage of In-Form to allow better information sharing across different organisations.
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	The Colchester Night Shelter is due to reopen in July 2021 as a 24/7 hostel (see update above) therefore clients will be able to remain in the building during the day.	CENS trialed 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. 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).
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