

Homelessness and Rough Sleeping Strategy Delivery Plan 2020-25

Update for 2023-24

| Aim 1: Increasing access to accommodation and providing settled homes | | | | | | |
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| Challenge | Action | Outcome | Time-frame | Who will deliver? | Update for 2022-23 | Update for 2023-24 |
| 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 | 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. | During April 2023-March 2024, Colchester Borough Homes (CBH) used the Homestep and Homelessness prevention fund scheme (which provides rent deposits) to prevent homelessness and accommodate 219 households in the private sector. The Homestep offer continues to be updated annually. This allows CBH to maintain the ability to meet the demands of high market rents and availability. |
| 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 | For the year 2022-23: <ul style="list-style-type: none"> Colchester City Council (CCC) accepted a full homeless duty for 90 households and helped them into accommodation. Action was taken to prevent homelessness for 209 households and relieved homelessness for 77 households. | For the year 2023-24: <ul style="list-style-type: none"> Colchester City Council (CCC) accepted a full homeless duty for 223 households and helped them into accommodation. Action was taken to prevent homelessness for 239 households and relieved homelessness for 177 households. |

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| The current demand for supported accommodation outweighs the supply | 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 | Through out the life of the strategy | CBC Housing Strategy Team | <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>CCC and CBH represent CCC at the Supported Housing Partnership Board.</p> <p>CCC and CBH are in the process of negotiating with ECC, Peabody and Sanctuary Housing to look at ways to continue to provide supported housing solutions for Colchester residents following the withdrawal of Public Health funding from the Accommodation Based Supported Housing schemes at the end of March 2025.</p> <p>The Task and Finish sub-group work completed, and report finalised by ECC and circulated.</p> <p>CBH continue to work in partnership with the supported housing providers through the Joint Referral Panel (JRP) to provide supported housing that is suited to client needs.</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 | <p>Set up/improve release/discharge protocols for people leaving Institutions.</p> <p>Work with Social Care to ensure that Care leavers have a</p> | <p>Protocols set up and agreed. Planned move-on pathways created. Fewer people leaving institutions end up on the streets.</p> | 2021 | ECC – (Essex Vision work) CBC – Housing Strategy Team CBH – Housing Solutions Team/Phoenix Futures - | <p>The final draft of the Care Leaver Pathway Plan/Protocol has been completed and awaits Essex County Council approval and signature.</p> <p>The Hospital Discharge Protocol remains in place and CCC/CBH continue to work with the NE Essex</p> | <p>The Care Leaver Pathway Plan/Protocol, and The Hospital Discharge Protocol have been completed. Its use is continually monitored by ECC.</p> |

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| in them ending up on the street | move-on pathway | | | Horizon Project/Adult Social Care | 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 | <p>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.</p> <p>CBH are currently members of the Domestic Abuse Housing Alliance (DAHA) and are undertaking the associated accreditation process.</p> | <p>CBH is continuing their accreditation process for the Domestic Abuse Housing Alliance (DAHA).</p> <p>The Project Worker role for Domestic Abuse at CBH is expected to run until March 2025.</p> |
| 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 | <p>During 2022-23, CBH have had an increased presence at the Joint Referral Panel with active pursuance of applications to identify accommodation for young people.</p> <p>CBH also continue to work with supported housing providers and</p> | <p>In 2023-24, CBH have taken a lead at the JRP and a member of the team Chairs the meeting, enabling a full overview of the services.</p> <p>CBH have included a referral into the Private rented sector through trusted suppliers.</p> |

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| | | | | | 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 | <p>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.</p> <p>The Rough Sleeper Team continue to support clients to help them successfully move on through the pathway to live independently.</p> | <p>All 6 self-contained move-on flats, supported by the Housing Led scheme (Sanctuary Housing), are full to-date. There have been two move-ons in the last 8 months.</p> <p>The Rough Sleeper Team continue in supporting clients to successfully move on through the pathway to live independently.</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)</i></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. | Incoming populations are provided with information and support to help them to identify options for housing. | Ongoing | RAMA, Essex Integration, CCC Communities Team | <p>RAMA have continued to provide invaluable ongoing support services to refugees, asylum seekers and other vulnerable groups. This has included:</p> <ul style="list-style-type: none"> Supporting 167 individuals to move on from dispersal accommodation (most with less than 7 days' notice). 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. Partnership working with CCC, CBH, Colchester Engagement and | <p>RAMA have continued to provide support to vulnerable groups, despite the rising number of asylum seekers and high turnover rate.</p> <p>A current successful partnership with a private landlord has resulted in approximately 20 individuals having move-on accommodation (former student accommodation), and flexibility also allows the acceptance of LHA for younger clients.</p> <p>RAMA are continuing to work with partners across Beacon House, CENS, Emmaus and YMCA, to provide services.</p> |

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| <p><i>in recognition of the importance of homelessness prevention for refugees and asylum seekers)</i></p> | | | | <p>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.</p> <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> <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</p> | <p>Numbers of dispersed asylum seekers have risen in Colchester from 251 and new households have started to arrive – so far known of around 6 to 8 households. A few of the new ones are expected to be families. Rates of decisions from the Home Office have increased.</p> |
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| | | | | <p>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 RAMA and CAST (a charity based in Southend that works in this sector) with funding to provide housing for newly grated refugees.</p> | |
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Aim 2: Helping people to sustain their accommodation

| Challenge | Action | Outcome | Timeframe | Who will deliver? | Update for 2022-23 | Update for 2023-24 |
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| 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"> • 5 tenants have been evicted for rent arrears and 4 for ASB (same as preceding year). • Inequalities Funding has once again been used to support additional tenancy sustainment hours. • CBH continued to utilise partial closure orders to help 4 tenants to sustain their tenancies and change behaviour successfully. • CBH continued to fund Catch 22 project and Open Road to fast track CCC tenants for additional support. • 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. • New partnership with Phoenix Futures | <p>During this period;</p> <ul style="list-style-type: none"> • 4 Council Tenants have been evicted for ASB. This is the same as the previous year. • Inequalities funding has been extended for this year also and provides much needed resilience to the Tenancy Sustainment Team. • To reduce ASB evictions, and assist with sustainment, 2 partial Closure Orders were applied. This coupled with referrals to external organisations resulted in these two tenancies being sustained. • CATCH 22 funding continues and closer partnerships have been formed with Open Road through joint home visits. • We continue to support the Frank Clater Close project. This has resulted in 5 out of 7 tenants receiving interventions to encourage behavioural change, which proved positive, and their tenancies have been sustained with ongoing support. One terminated their tenancy, and the other is still receiving interventions to ensure sustainment. |

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| | | | | | <p>providing tenancy support for prison leavers funded by ECC.</p> <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 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</p> | <ul style="list-style-type: none"> The 'stepping stones' project continues to provide support to those leaving hospital who are unable to return home. Additional accommodation has been made available to further support ECC with this project. |
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| | | | | | 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. | |
| 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 | <p>During 2022/2023, CBH's Financial Inclusion Team (FIT):</p> <ul style="list-style-type: none"> Supported 15 tenants to open bank accounts. Reduced benefit cap cases to 1 (record low). Supported 128 tenants to receive Discretionary Housing payments (DHP) totalling £69,914. Reduced Under Occupation cases to 159 (a record low and 14% down from last year). Made 1,260 personal contacts. | <p>During 2023/2024, the CBH Financial Inclusion Team (FIT) supported tenants with:</p> <ul style="list-style-type: none"> Reducing benefit cap cases to zero Assisted 131 tenants to get a discretionary housing payment award totalling £73,248. Reduced under occupation cases (Bedroom tax) from 159 to 117 (record low). Made 1885 personal contacts with tenants. Managed 2400 universal credit cases (up 14%). Opened 115 new welfare rights cases and obtained additional income for tenants of £283,496 per annum. Assessed 2308 housing benefit claims. Awarded £34,733 in housing benefit overlaps for tenants moving homes |

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| | | | | <ul style="list-style-type: none"> • Managed 2100 Universal Credit (UC) cases. • Managed 103 Welfare Rights cases (total value awarded to tenants £166,780) • Assessed 181 Housing Benefit claims. • Processed £25,269 Housing Benefit overlaps. • 969 tenants have their rent paid directly to CBH (Universal Credit Alternative Payment Arrangements) • Only 6 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.</p> <p>Citizens Advice continue to support CCC tenants to help them sustain their tenancies with debt and finance support. Weekly CAB drop in debt surgeries</p> | <p>to cover rent liabilities during the notice period.</p> <ul style="list-style-type: none"> • Supported Housing Officers in arrears prevention. • 8 evictions for rent arrears (four of which had been abandoned) <p>CBH continue to work and fund several partners in the Colchester area. This included the introduction of a Citizens Advice outreach weekly surgery at the Greenstead Housing Office.</p> |
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| | | | | | are due to start at the Greenstead Housing Office, in January 2024. 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 | <p>There has been an increase in the number of owner-occupiers losing their homes due to an inability to afford mortgage repayments.</p> <p>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.</p> | Training is provided, by CBH, on Mortgage Possessions and Pre Action protocols. Valuable contacts have been re-established in courts and main law firms who deal with the possession claims. |

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| 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/YE S/CBH Housing Management Team | <p>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.</p> <p>No tenants 25 or under were evicted during this period.</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>The Health and Wellbeing Housing Case Worker role is continuing and is proving to be essential at YES; who have been supporting young people who are in accommodation but could be struggling with rent payments. The Health and Wellbeing Housing Case Worker will promote the benefits of working and support clients to budget for the additional rent needed. YES also continue to monitor referrals and offer ongoing support to try and prevent eviction from supported housing.</p> <p>Sanctuary Supported Living continued to work with your own place into 2024 where tenants attended tenancy workshops on a weekly basis, as well as working with external agencies to provide financial workshops to residents. Sanctuary created links with IPS to promote and enable customers to gain or retain education and employment increasing their income.</p> <p>The staff team at Sanctuary attended additional training concerning universal credit to apply a complex screening to customers journal where required to identify support needs and reduce sanctions being implemented. Sanctuary have also formed connections with local debt advise services to support customers in clearing previous debt.</p> <p>Sanctuary continues to work in partnership with the ASB team at</p> |
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| | | | | | <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> | <p>Colchester City Council to secure community protection warnings where needed.</p> <p>Through New Tenancy Visits and Tenancy Audits, CBH refer any tenants in need of additional support to appropriate agencies. They also have a 'Cause for Concern' in place for any front-line staff to refer in cases to the Tenancy Sustainment Team.</p> <p>YES still operate workshops for under 25's. These encompass all aspects of everyday living skills, including how to manage a tenancy. No-one under the age of 25 has been evicted during this period (For ASB).</p> <p>13 different residents lived at Korban (a supported housing scheme for young people aged 16-25) during 2023-24. 7 of these were new residents. 6 residents moved on during the year and there were no evictions.</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 access employment | Increase in the take up of services. Better use of housing stock. | Ongoing | Colchester Borough Council/Colchester Borough Homes/Job Centre Plus | <p>During 22/23:</p> <ul style="list-style-type: none"> • 128 tenants received DHP awards, to the value of £69,914. • CBH have reduced the number of households who are subject to the Housing Benefit Cap to just one managed case. • 159 households are under occupying | During 2023/2024, CBH have given support to 33 tenants to downsize through the Transfer Incentive Scheme (TIS) and completed 54 Mutual Exchanges. |

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| | 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>(Bedroom Tax), but this has reduced by 14% from previous year.</p> <ul style="list-style-type: none"> • A Welfare Rights Advisor has supported tenants to receive benefits of £166,780. • CBH continue to promote TIS and mutual exchange scheme through articles in the Housing News and Views tenant magazine. | |
| <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</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 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>Your Own Place pre-tenancy training schemes (which support individuals to create sustainable</p> | The Care Leaver Pathway Protocol has been completed and use monitored by ECC. The aim of the protocol remains to prevent homelessness for this group (aged 18-25). |

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| | maintain a tenancy. | | | | 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). | |
| 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/navigate or roles | Support provided. Reduction in repeat homelessness | 2020-21 | CBH Rough Sleeping Team/Beacon House/CENS/Health in Mind | <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> | <p>Surveys are currently being undertaken for the 2025 report.</p> <p>The Rough Sleeper Team continue to work in partnership with the Anti Social Behaviour Team at CBH. Better communication and coordination is facilitated by regular follow-ups and discussions.</p> <p>Beacon House has increased the range and depth of their courses/activities for the preparation and maintenance of tenancies. Several courses include, budgeting, personal wellbeing, as well as group work and activities to improve social skills, self-esteem and resilience. Guest numbers for a weekly feedback group are high and response is positive.</p> <p>CENS are offering a 6-week programme to clients following move-on to help tenants build relationships with their new provider. This is often held in the preferred method of the client (in-person meetings, email, phone etc.). Further</p> |

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| | | | | | | courses and training are offered for up to 6 months following a successful move-on. |
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Aim 3: Improving the health and wellbeing of people who experience homelessness

| Challenge | Action | Outcome | Timeframe | Who will deliver? | Update for 2022-23 | Update for 2023-24 |
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| 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 | 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. | Open Road, an established Drug and Alcohol Recovery support charity in Essex, continues to provide services to support customers on their journey to recovery from drug and alcohol addiction; offering help to individuals in the Criminal Justice sector and providing Housing Support. A Beacon House nurse accompanies the Rough Sleeper Team during Outreach. The Rough Sleeper Team also signposts to Beacon House for further medical intervention, if needed. BH run a 'Freedom from Addiction' group every Thursday, which is facilitated by partners from AA and NA. There have also been partnerships with Adam Project (Hope House) in Lowestoft to offer Guests residential rehabilitation. |
| 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 and promote vacancies at local Job Fairs. | The Financial Inclusion Team continue to work and support relevant partner organisations and attend networking groups such as the Greenstead SAINT (St Andrews Information Network Team) meeting. |

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| 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 | CCC and CBH continue to work with ECC to encourage better joined up 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. 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. | Mental Health schemes commissioned by ECC in Colchester have now ceased. With local pressures on Mental health and the hospital CBH are not currently able to meet demand for accommodation. The valuable secondment of a specialist mental health nurse has not been available due to MH staff resource. |
| 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 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. | During this period, two Partial Closure Orders were applied and successfully assisted in the sustainment of two tenancies. A further three Full Closure Orders were also applied to prevent the ongoing nuisance associated with drug use and dealing activities. Essex Police provide supporting Evidence to assist with these applications and CBH routinely share intelligence to prevent and detect crime of this type. |

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| | | | | | <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> | <p>CBH also instigated the introduction of Operation Trespass which is now county wide. It highlights the signs of Cuckooing and alerts potential perpetrators with regular and unpredictable visits to areas of concern.</p> <p>CBH also attends monthly Police Tasking meetings where this topic is highlighted and discussed. Plans to disrupt and deter are planned during these meetings.</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. | 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 | Better joined up working. Identified outcomes in the framework met | 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 are also working with ECC Public Health Team to ensure the best outcomes for people that are homeless and in temporary/supported accommodation.</p> | <p>The North East Essex Homelessness Alliance Group has been replaced by the Integrated Health and Housing Working Group which provides an opportunity for better collaboration on Housing and Health projects. CCC and CBH attend to represent Colchester.</p> <p>CCC and CBH are currently negotiating with ECC, Peabody and Sanctuary to look at ways to continue to provide supported housing solutions for Colchester residents following the withdrawal of Public Health funding from the Accommodation Based Supported Housing schemes at the end of March 2025.</p> <p>Following the success of recent 'Lunch and Learn' sessions open to staff at Colchester Hospital, a focused Training package is being agreed – one for operational staff in key areas such as ED, Same Day Emergency Assessment Unit and Transfer of Care Hub and a separate more strategic focussed for</p> |

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| | | | | | | Senior NHS staff who may get involved in escalation of individuals who are medically fit but have a social issue that requires intervention such as housing before they can be discharged. |
| 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 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. | The In-Form system continues to be an ongoing method of logging support needs for rough sleepers for the CBH Rough Sleeper team, offering a clearer view of individual client needs. |
| 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 | 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. | The Hospital Discharge Protocol remains in place. At CBH, in addition to previous year, a pre-discharge huddle has been established on a weekly basis with a multi agency attendance. |

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

| Challenge | Action | Outcome | Timeframe | Who will deliver? | Update for 2022-23 | Update for 2023-24 |
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| 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. | Through out the life of the strategy | CBC Housing Strategy Team/ CBH/Project Group Members | <p>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.</p> <p>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.</p> | <p>The Rough Sleeper Outreach team continues to attend drop-in sessions at partner organisations to connect with potential clients and strengthen collaboration. Currently, they attend drop-in sessions at the Salvation Army, Emmaus, Jose's Kitchen, and Beacon House.</p> <p>Each quarter, the Outreach team produces a Homelessness Newsletter featuring updates from the wider Housing Options team. This newsletter is shared with colleagues at CCC, CBH, and external partners.</p> <p>In November 2024, 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 2023-2024, and to consider the challenges and opportunities for 2024.</p> |
| Improve access to advice and support around welfare benefits for single clients | Work with the DWP and advice services to explore the best way to improve | Improved access to advice for single homeless clients | 2021 | CBH Housing Solutions Team/DWP/CAB | The amalgamation of different benefits into Universal Credit has tended to reduce incomes, particularly for the poorest | CBH has developed a better strategy for understanding of UC payments and APA (Alternative Payment Arrangement) to enable vulnerable applicants to not fall into debt. There is also a grant paid member of staff |

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| that are homeless to prevent delays in receiving benefits and to avoid sanctions which cause reductions in the amount of benefit they receive | access to benefit advice for single homeless clients | | | | <p>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> <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>within the local Citizens Advice service to support applicants to maximise benefit entitlement.</p> <p>DHP and Prevention payments making a collective and joint effort in preventing homelessness.</p> |
| 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. | <p>An increase in homelessness prevention for Young people.</p> <p>A decrease in homeless applications for young people</p> | Ongoing | CBH Housing Solutions Team/ECC Social Care Teams/ y.e.s | <p>Funding for the Family Mediator, employed by the Youth Enquiry Service (YES), ceased during 2022-23 (December 2022).</p> <p>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</p> | <p>Unfortunately, YES have not secured funding to employ a family mediator. However, they are funding Your Own Place to deliver workshops at the Colchester Institute starting in January 2025, as part of early intervention preventative work.</p> |

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| | | | | | main reasons for youth homelessness). | |
| | | | | | Youth Enquiry Service – Clare Hughes | |
| 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>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> | <p>Both Prison Release and Protocol are ongoing and effective.</p> <p>Despite increasing pressure on local temporary housing demands, CCC/CBH continue to work with the NE Essex Health and Housing Alliance and Tendring DC to meet the protocol requirements.</p> |
| 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 | <p>Throughout 2022-23, two multi agency partnership events occurred. These provided opportunities for networking and group learning (from a variety of keynote speakers such as Unlock, a national independent advocacy charity and the Gangmasters & Labour Abuse Authority) and were well attended.</p> | <p>CBH continue to host multi-agency networking events and identify training opportunities for both internal staff and external partners. -Two training events are planned, which will bring together CBH staff and external partners for a full day of learning and collaboration. These sessions will be led by Homeless Link and, on a separate occasion, the Samaritans.</p> <p>CBH have also hosted Meet & Greet events with local landlords to promote affordable properties within the partnership. Additionally, providing tenancy support through Your Own</p> |

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| | | | | | Monthly Colchester Homeless Action Panel (CHAP) meetings continue to occur with 7-10 organisations in attendance. | Place, a service accessible to both Council tenants and external clients. The Rough Sleeper Outreach team utilizes a personalised budget scheme to support clients in securing and maintaining stable accommodation. Over the past year, this funding has been used for items such as white goods, rent deposits, mobile phones, identification documents, and counselling sessions. |
| 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 | The Rough Sleeper Team are continuing to work with Greater Change , 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: <ul style="list-style-type: none"> • 3 cases for vital furnishings (£2,685) • 2 cases for rent arrears (£870.50) • 3 cases specifically for flooring council homes (£1,298) • 3 cases for employment support, specifically practical driving courses (£3,288.50) | Although the Rough Sleeper Team are no longer working with Greater Change at this time, they remain committed to attending external networking events. They continue to invite both internal and external colleagues to shadow outreach teams, providing them with a deeper understanding of the work and challenges. Continued engagement with the local community and community groups remains a priority. The Rough Sleeper Team focus on raising awareness of their work and ways to help, such as promoting StreetLink as a tool for reporting individuals sleeping rough. The team also continue to host and participate in multi-partnership meetings, including the Discharge Huddle, Outreach Forum, JRP, CHAP, North Housing Forum, and the City of Sanctuary meetings, among others. |

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| | | | | | <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</p> | Ongoing | CBC Housing Strategy Team/Rough Sleeper Co-ordinator/CBC Research Team | 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, | The Rough Sleeper Team continue to attend CCAP in order to maintain a proactive approach in reducing ASB and crime and disorder in Colchester City Centre. |

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| | | that are homeless | | | 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. | |
| 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 | 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. | The Rough Sleeper Team continue to conduct an annual survey with individuals who have experienced homelessness. The insights gathered help shape future work and ensure their views and experiences are reflected. |

Rough Sleeping Action Plan

| Challenge | Action | Outcome | Timeframe | Who will deliver? | Update for 2022-23 | Update for 2023-24 |
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| 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 | <p>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:</p> <ul style="list-style-type: none"> • Provided 137 clients with support, advice, and assistance to help them move off the streets • Housed 53 rough sleepers into more settled accommodation through friends, the Private Rented Sector, Supported Housing, Social Housing. • Helped 29 rough sleepers to return to the local authority area they came from and where they have support networks. | <p>The Rough Sleeper Team continues to be funded through the governments Rough Sleeper Initiative funding secured by CCC. During 2023- 2024, the Rough Sleeper Team:</p> <ul style="list-style-type: none"> • Provided 167 clients with support, advice, and assistance to help them move off the streets • Housed 50 rough sleepers into more settled accommodation through friends, the Private Rented Sector, Supported Housing, Social Housing. • Helped 19 rough sleepers to return to the local authority area they came from and where they have support networks. |

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| 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 | <p>The Housing Led scheme (provided by Sanctuary Housing) continues to be funded through the governments Rough Sleeper Initiative funding secured by CCC. Throughout 2022-23, 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> | <p>Sanctuary Supported Living have continued to work closely with external providers to address support needs. Throughout 2023-24 there has been an increase in concerns around modern day slavery and county lines. As a result, guest speakers have spoken with both the customers and staff to build on their knowledge and understanding.</p> <p>Sanctuary identified a gap in services for clients that didn't need intensive support but still required support to maintain accommodation. To bridge this gap additional funding was provided by CBH for 2 additional flats to be added to the housing led scheme as "move-ons" and can be used prior to clients being referred to the Next Steps Accommodation Pathway (NSAP) or Sanctuary's own internal pathway. This has helped to increase the number of "entrenched rough sleepers" they are able to support.</p> <p>During 2023-2024, there were:</p> <ul style="list-style-type: none"> • 18 referrals to housing led scheme (provided by sanctuary housing) via the Rough Sleeper Team • 10 individuals accommodated with a variety of support needs (including living skills, self-care, emotional and mental |
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| | | | | | <ul style="list-style-type: none"> • 8 referrals to the Housing Led scheme (provided by Sanctuary Housing) via the Rough Sleeper Team. • 6 individuals accommodated with a variety of support needs (including living skills, self-care, emotional and mental health, managing accommodation, drugs and finances). • 3 individuals supported to move on to alternative accommodation. <p>With each individual currently in the service or previously in the scheme Sanctuary explore the following accommodation Pathways:</p> <ul style="list-style-type: none"> • Private rented including house shares. • JRP to access other support accommodation such as Emmaus, YMCA and Nacro. • Housing register via the local council – Gateway to Home choice | <p>health, managing accommodation, drugs, finances and offending)</p> <ul style="list-style-type: none"> • 4 individuals supported to move on to alternative accommodation <p>Sanctuary have implemented monthly formal pathway meetings with project staff across the different services funded by the government, such as outreach, NSAP and Rough Sleeper Accommodation Pathway to break down any barriers and minimise any preconceived ideas, offering a smoother transitional period for clients.</p> |
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| | | | | | <ul style="list-style-type: none"> • Their own internal pathway- Main building- /Chinook/ Pebmarsh • RSAP – Rough Sleeper Accommodation Pathway – CCC move on accommodation • NSAP – Next Steps Accommodation Pathway at Mersea Road • NEST – Housing Related Support schemes for young people 16+ | |
| 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 Engagement and Next Steps | <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.</p> | <p>The referral process remains in place at CENS (now known as Colchester Engagement and Next Steps), and there is a throughput for 38 individuals more capable of independent living, with only minimum level support. CENS continue to maintain a waiting list and prioritise those with a local connection.</p> <p>In the new accommodation unit, 1 tenant is remaining, and the project is undergoing refurbishment to increase CENS standards – this will be opening up imminently.</p> <p>The accommodation provides 4 bedsit rooms each with kitchen facilities and a shared shower room, 2 studio</p> |

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| | | | | | <p>Referrals are taken from CENS main project only.</p> <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.</p> | apartments and a 2 bedroom flat. All referrals will come from CENS so the main project allows for more referrals and to help more street homeless and vulnerably housed people. |
| 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 | 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 | <p>SWEP continues to operate.</p> <p>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.</p> | <p>The SWEP is ongoing.</p> <p>The 7-bedroom house, sourced in the previous year, is still in use. The Rough Sleeper Team continue to utilise hotels for SWEP.</p> |

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| Dedicated duty line required to support SWEP and outreach Team | <p>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> | 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 | |
| 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 & | 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 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. | <p>The Navigator case load has increased to approximately 25 clients per Outreach Navigator.</p> <p>The Navigators continue to work with rough sleepers to support them to move on and/or maintain accommodation.</p> |

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| | contact with the criminal justice system. | | | | | |
| 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 | <p>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.</p> <p>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.</p> | The In-Form computer system continues to be in use and is utilised effectively by CBH and the Rough Sleeper team, allowing the monitoring of information across teams and services. |
| 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>During 2022-23, CENS received funding from NST, which has enabled them to:</p> <ul style="list-style-type: none"> 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. Increase the hours of the Kitchen Coordinator to cater for lunch club. | <p>Beacon House is running afternoon groups on Tuesday, Wednesday, Thursday and Friday which all Guests, whether currently engaged with BH or recently housed, are welcome to attend. These are all well attended which would indicate that they are meeting a real need.</p> <p>Residents can attend CENS during the day when they offer training sessions, and they are open. CENS are open full time over the weekend (5pm Friday – 9.30am Monday)</p> |

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| | | | | | <ul style="list-style-type: none"> 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. <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> | <p>Unfortunately, CENS have now ceased lunch club, and cookery club for reasons of attendance and funding.</p> |
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