

## **COMBINED HOMELESSNESS & ROUGH SLEEPING ACTION PLAN 2019/20**

The vision for addressing homelessness in BCP is set out by the following key Objectives:

Objective 1: Prevent homelessness and minimise the use of temporary accommodation

Objective 2: Reduce homelessness and rough sleeping to as close to zero as possible

Objective 3: Develop a range of sustainable housing options and pathways

Objective 4: Develop partnership work and wider communications to ensure efficient and effective use of resources

Objective 5: Key improvements to health, wellbeing and awareness

Objective 6: Update key partnerships, policies, process and protocols following Local Government Reorganisation

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Priorities	Lead	Actions	Target date	Resources	Updates
<b>Objective 1: Prevent homelessness and minimise the use of temporary accommodation</b>					
A) Minimise the use of inappropriate Temporary Accommodation	BCP Strategic Housing	<ol style="list-style-type: none"> <li>Continued focus of resources to reduce use of B&amp;B, through targeted support, rent deposit loans, mediation with landlords, support to sustain move-on tenancies</li> <li>New temporary accommodation/hostels to be developed E.g. Princess Road, Herbert Avenue to reduce use of B and B</li> </ol>	Ongoing, reviewed monthly	Existing staffing	<ol style="list-style-type: none"> <li>Ongoing prevention work to prevent the use of B and B</li> <li>New development plans well underway for new family hostels and £40M homeless acquisition programme well underway involving purchase of properties for homeless households</li> </ol>
B) Structure services to ensure the prevention of homelessness of vulnerable adults and families and young people	BCP Strategic Housing	<ol style="list-style-type: none"> <li>Restructure BCP Housing teams to develop and embed a dynamic preventative approach</li> <li>Continued development of preventative resettlement options and private rented sector offer</li> <li>Review and creation of BCP Allocations Policy that will support early intervention and prevention</li> <li>Begin consultation with Adults &amp; Children's services on service models aligning this priority</li> </ol>	March 2020 March 2020 March 2021	Existing staffing	<ol style="list-style-type: none"> <li>Commenced: Housing team restructure commenced.</li> <li>Ongoing: Continued exploration of options and Private Rented Access Scheme now in place available across BCP.</li> <li>Project plan drafted, scheduled for public consultation 2020</li> <li>Discussions to be tabled now that BCP Service Directors are in place to help shape a new BCP Homelessness Strategy</li> </ol>
C) Early intervention, information provision and tailored housing advice to minimise tenancy loss for private tenants.	BCP Strategic Housing	<ol style="list-style-type: none"> <li>Review advice and information available, including a review of the BCP Council website</li> <li>Continue to make information available at a range of appropriate contact points</li> <li>Explore further possibilities to raise awareness among professionals</li> <li>Recently implemented Homes To Let initiative with £480,000 government funding.</li> </ol>	March 2020  Jan 2019 and ongoing	Existing staffing	<ol style="list-style-type: none"> <li>Ongoing: Homelessness pages currently split according to town. Update to include info on Home page relating to Homes to Let initiative.</li> <li>Ongoing: Housing Options Service increased accessible info points. Voluntary sector Street Support website provides range of information and advice.</li> <li>Ongoing: various activities through range of routes (HRB subgroups, Trailblazer, Street Support, Housing Awareness sessions etc).</li> <li>Homes To Let scheme well underway.</li> </ol>
D) Ensure all LA Housing Officers receive up to date annual training regarding changing legislation and case law	BCP Strategic Housing	<ol style="list-style-type: none"> <li>Annual training on Housing Law &amp; Homelessness and related areas</li> </ol>	Annually, rolling	Existing staffing	<ol style="list-style-type: none"> <li>Successfully implemented Homelessness Reduction Act Duties. Ongoing training programme in place across teams.</li> </ol>
E) Wider promotion of advice services	BCP Strategic Housing Homelessness Reduction Board (HRB) Voluntary Sector Comms/Social Media	<ol style="list-style-type: none"> <li>Maximise promotion of advice services to raise awareness and effectiveness of early intervention service.</li> <li>Effective use of Comms groups, social media, BCP website, Street Support site etc.</li> </ol>	March 2020	Existing staffing and partners	See C 2.Communications strategy development to be delegated to new BCP Homelessness Reduction Board (HRB)communications group
F) Better manage Hospital discharges	BCP Strategic Housing NHS Foundation Trust	<ol style="list-style-type: none"> <li>Develop and implement general and mental health hospital discharge protocols</li> </ol>	March 2020	Existing staffing and partners	<ol style="list-style-type: none"> <li>Existing protocols in place to be reviewed</li> <li>To be monitored via updated Action Plan and by Homelessness Reduction Board (HRB).</li> </ol>

Priorities	Lead	Actions	Target date	Resources	Updates
		2. Reduce unnecessary delays in hospitals, increase flow, and enhance communication regarding risk, adaptations required etc.			Case audit activity required where discharges fail to provide adequate housing plans
<b>Objective 2: Reduce homelessness and rough sleeping to as close to zero as possible</b>					
A) Development of existing commissioned rough sleeper service	BCP Strategic Housing /St Mungo's	<ol style="list-style-type: none"> <li>1. Monitor and review outcomes afforded by additional Rough Sleepers Initiative resource, including analysis of flow to streets.</li> <li>2. Support and develop innovative approaches to tackling rough sleeping</li> <li>3. Develop communications strategy specific to services for rough sleepers including public reporting and 'giving' strategy</li> <li>4. Commission St Mungo's to provide Rough Sleeper Outreach in Christchurch</li> </ol>	<p>April 2020</p> <p>April 2020</p> <p>Ongoing, quarterly reviews</p> <p>November 2019</p>	Existing staffing Additional central government grant. Rough Sleeper Initiative & Rapid re-housing Pathway	<ol style="list-style-type: none"> <li>1. <b>Ongoing:</b> Monitor ongoing outcomes monthly and via quarterly contract meetings.</li> <li>2. <b>Ongoing:</b> St Mungo's continue to develop BPRST service. MHCLG RSI allocation has started to shape different service delivery options. Discussions underway to develop BCP consolidated Housing First model for rough sleepers</li> <li>3. <b>HRB Communications strategy group</b></li> <li>4. Agreed in principle, documentation to be finalised (November 2019)</li> </ol>
B) Wind down EPIC Group with full integration of business as usual approach. Similar issues will also be picked up and monitored by sub-group of Homelessness Action Board	EPIC group Homelessness Reduction Board/related subgroup	<ol style="list-style-type: none"> <li>1. Have final meeting to wind down and ensure any final work allocated.</li> <li>2. New Homelessness Reduction Board will have a subgroup related to ASB</li> <li>3. Subgroups will report to HRB and will include related task and finish functions</li> </ol>	<p>October 2019</p> <p>October 2019</p> <p>Ongoing, report quarterly to HRB</p>	Members of HRB and subgroup	<ol style="list-style-type: none"> <li>1. Final meeting complete.</li> <li>2. Board launched 10<sup>th</sup> Oct 2019 and sub groups to be mobilised after launch</li> <li>3. To be implemented</li> </ol>
C) Consider options and contingency for Rough Sleepers Initiative, including local service integration	BCP Strategic Housing	<ol style="list-style-type: none"> <li>1. Review service delivery models specifically for rough sleepers &amp; single homeless</li> <li>2. Scope out potential for augmentation of this work by vol sector partners, linked to HRB</li> </ol>	<p>April 2020</p>	TBC	<ol style="list-style-type: none"> <li>1. Meetings held on 4<sup>th</sup> Sept 2019 and 24<sup>th</sup> Oct 2019 with MHCLG which considered current model and potential ways forward and some potential ideas and actions. More to follow.</li> <li>2. Need to shape exit and integration strategy for additionally funded activity</li> </ol>
D) Review the Single Homeless Accommodation Pathway	BCP Strategic Housing Housing Providers Homeless Health Service	<ol style="list-style-type: none"> <li>1. Review homelessness accommodation pathway and protocols</li> <li>2. Monitor trends regarding evictions and other unplanned departures, time in services and planned departures</li> <li>3. Develop benefits of 'Trauma Informed Care' embedded in accommodation provision</li> <li>4. Explore options to better support those with Autistic Spectrum needs within the pathway</li> <li>5. Local connection applied across</li> </ol>	<p>April 2020</p> <p>April 2020</p> <p>April 2020</p> <p>April 2020</p>	Existing staffing	<ol style="list-style-type: none"> <li>1. <b>Ongoing:</b> Yearly reviews, last one was January 2019.</li> <li>2. <b>Ongoing:</b> Ensure data is continually collected and analysed across BCP homeless services.</li> <li>3. <b>Ongoing:</b> Drug &amp; Alcohol C Team developing Adverse Childhood Experiences action plan and training. Trauma Informed Care (TIC) training has been delivered. Supported housing providers developing common paperwork for assessment and support planning – TIC informed and strength-based.</li> <li>4. Ongoing: To be further explored by HRB</li> </ol>

Priorities	Lead	Actions	Target date	Resources	Updates
		BCP for access to supported housing			subgroup Complete – BCP access in place for all supported housing across three areas 5.
E) Identify and review the requirements of wider housing related support services across BCP to households effected by homelessness including <ul style="list-style-type: none"> <li>Rough Sleeping</li> <li>Survivors of Domestic Abuse</li> <li>Those with Disabilities</li> <li>Mental Health</li> <li>Substance Misuse</li> <li>Those with an Offending history</li> <li>Care Leavers</li> </ul>	BCP Strategic Housing BCP Children's Social Care Community Safety Housing Providers Stakeholders CCG DACT	<ol style="list-style-type: none"> <li>Complex needs panel reviewed</li> <li>Refuge access protocol</li> <li>Rough sleeper's pathway developed for Ebed and third and private sector supported housing</li> <li>Bespoke housing needs panel to be reviewed</li> <li>Draft housing care leaver pathway plan in development.</li> <li>Duty to refer protocol to be monitored for effectiveness and adherence.</li> </ol>	March 2020	Existing staffing	<ol style="list-style-type: none"> <li>Need to review panels (hoarding, complex resources, etc) used to support vulnerable homeless</li> <li>Need to review merits of BCP refuge protocol</li> <li>Need to consider the merits of Sleep Safe expansion for Somewhere Safe to Stay initiative for 365 day provision</li> <li>Need to review the provision of bespoke housing service provision in BCP</li> <li>Need to review protocol &amp; pathways for Care leavers and looked after children and families</li> <li>Need to review the process for Duty to Refer</li> </ol>
F) Review SWEP arrangements & related winter provision	BCP Strategic Housing Housing Providers Faithworks/Sleepsafe HRB St Mungo's	<ol style="list-style-type: none"> <li>Ensure all arrangements in place for winter 2019/20 including locations and contingencies inc possibility of a harsh winter.</li> <li>Liaise with Faithworks regarding longer Sleepsafe provision.</li> <li>Consider hot weather/heatwave contingencies ahead of summer 2020</li> </ol>	Oct 2019	Existing staffing and partners	<ol style="list-style-type: none"> <li>Discussed at contract review meeting in Sept 2019 with St Mungos in preparation for winter</li> <li>On track, ongoing discussion regarding funding. Agreed 6 month provision, with potential for longer subject to funding options being explored</li> <li>Initial discussion with St Mungo's in Aug 2019</li> </ol>
<b>Objective 3: Develop a range of sustainable housing options and pathways</b>					
A) Improve access to private rented sector tenancies	BCP Landlord Liaison	<ol style="list-style-type: none"> <li>Consultation with landlords to establish requirements and concerns.</li> <li>Development &amp; promotion of a 'Landlord Offer'</li> <li>Implement Help to Let Service for landlords</li> </ol>	From August 2018	Existing staffing Potential additional Landlord Liaison staffing	<ol style="list-style-type: none"> <li>Ongoing: Landlord Liaison Officer (LLO) leading. Also, LLO in post for rough sleepers via RSI funding.</li> <li>As above. Landlord Liaison Officer developing</li> <li>Review service offer &amp; consider exit strategy for single grant funded services</li> </ol>
B) Ensure opportunities for external funding streams are considered and maximised where possible	BCP Strategic Housing Third Sector Stakeholders	<ol style="list-style-type: none"> <li>Partnerships in place with third sector &amp; statutory services to support access to grants. E.g.; Comic Relief prevention fund, Private Rented Access Scheme fund, Rough Sleeper Support Grant.</li> <li>Maintain close contact with MHCLG &amp; Health partners to maximise opportunities for joint funding</li> <li>Examine Homelessness role at the Health &amp; Wellbeing Board</li> </ol>	March 2020	Existing staffing	<ol style="list-style-type: none"> <li>Including new subgroup of HRB relating to research and funding opportunities.</li> <li>Away Day meeting with MHCLG representatives took place September 2019</li> </ol>

Priorities	Lead	Actions	Target date	Resources	Updates
C) Implement new homelessness portfolio	Seascope Homes BCP Strategic Housing PHP Registered Providers	<ol style="list-style-type: none"> <li>1. Purchase and acquisition of properties</li> <li>2. Continued implementation of housing management arrangements</li> </ol>	Ongoing	Existing staffing Additional resource of £11.7 million (Bmth)	<ol style="list-style-type: none"> <li>1. Ongoing: Council continues to purchase portfolio as planned. Properties continue to be acquired/ developed and some leased to Seascope Homes and Property for assured shorthold tenancies.</li> <li>2. <b>Ongoing:</b> Units tenanted, inc HMOs.</li> </ol>
D) Potential further development of the Housing First approach	BCP Strategic Housing, St Mungo's Pivotal	<ol style="list-style-type: none"> <li>1. Review Housing First Service Service Level Agreement</li> <li>2. Develop and implement ongoing Housing First Model across BCP</li> <li>3. Review different options/variants of model for scaling up and potential risks and rewards of this</li> </ol>	April 2020	Existing Housing Related Support Review	<ol style="list-style-type: none"> <li>1. Commenced. Meeting with BCP Housing Landlord services and Poole Housing Partnership in Sept 2019 to review service to date</li> <li>2. Commenced Meeting with Threshold provider in Sept 2019 to share ideas and perspectives on models and best practice, Portfolio Holder visit to Finland</li> </ol> <p>Meeting scheduled in November to take stock of the way forward</p>
<b>Objective 4: Develop partnership work and wider communications to ensure efficient and effective use of resources</b>					
A) Develop inter-agency understanding and joint working	BCP Strategic Housing Homeless Reduction Board	<ol style="list-style-type: none"> <li>1. Launch HRB &amp; BCP Homelessness Partnership on 10<sup>th</sup> October with introductory meeting</li> <li>2. Finalise Board members agree vision and key objectives for subgroups</li> <li>3. Subgroup members to be finalised</li> <li>4. Regular updates and analysis of progress to Board</li> </ol>	<p>Oct 2019</p> <p>Nov 2019</p> <p>Nov 2019</p> <p>Ongoing, regular updates at quarterly meetings of Board.</p>		<ol style="list-style-type: none"> <li>1. Complete with wide attendance</li> <li>2. Agreed</li> <li>3. Following launch, sub groups will be established</li> <li>4. Ongoing, Board will meet quarterly</li> </ol>
B) Work in partnership to minimise impact of welfare reform and other legislative developments	HRB Financial Inclusion Subgroup to lead	<ol style="list-style-type: none"> <li>1. Homelessness Reduction Board will have a Financial Inclusion Sub-group to lead on this area.</li> <li>2. Continued active monitoring of impact of Welfare Reform and other legislative developments</li> <li>3. Review commissioning of Financial Wellbeing Service</li> </ol>	<p>Oct 2019</p> <p>Ongoing</p>	Existing staffing CAB Universal Credit service	<ol style="list-style-type: none"> <li>1. New action</li> <li>2. New action</li> <li>3. To be undertaken annually as previously</li> </ol>
C) Review homelessness communications with stakeholders	HRB Comms Group	<ol style="list-style-type: none"> <li>1. Liaise with partners to establish a joint communications approach via HRB and Comms team.</li> </ol>	Oct 2019	Existing staffing and partners	<ol style="list-style-type: none"> <li>1. HRB will assist with this area and will have a Comms Group with BCP representation</li> <li>2. Develop a comms plan</li> </ol>
D) Consider merits of an online information sharing system for Rough Sleepers & Single Homeless	BCP Strategic Housing HRB Legal	<ol style="list-style-type: none"> <li>1. Explore options in the first instance, including CHAIN system, virtual passport, etc. Finalise as part of a multi-agency business case.</li> </ol>	March 2020	Existing staffing and partners.	<ol style="list-style-type: none"> <li>1. Initial discussions with St Mungo's regarding this have taken place. (Aug 2019). Will be done in consultation with the Homelessness Reduction Board</li> </ol>
<b>Objective 5: Key improvements to health, wellbeing and awareness</b>					

Priorities	Lead	Actions	Target date	Resources	Updates
A) Improve access to health interventions for those homeless or at risk of being homeless, and particularly rough sleepers	BCP Strategic Housing Homeless Health Network NHS Addaction St Mungo's	<ol style="list-style-type: none"> <li>1. Look to review role of Health Bus, St Pauls facilities and potential drop-ins at town centre churches to maximise access to health interventions.</li> <li>2. Ensure rough sleepers and other homeless individuals have equitable access to GP surgeries and do not experience unnecessary barriers or prejudice.</li> </ol>	<p>March 2020</p> <p>Ongoing</p>	Existing staffing and partners	<ol style="list-style-type: none"> <li>1. To be followed up by Homeless Health sub group as part of HRB.</li> <li>2. Previous work done to promote this by Homeless Health Service lead in 2018. To be followed up as part of Homeless Health sub group.</li> </ol>
B) Improve access to mental health interventions for those homeless or at risk of being homeless, and particularly rough sleepers	BCP Strategic Housing Homeless Health Network NHS/CMHT St Mungo's	<ol style="list-style-type: none"> <li>1. Review role of Health Bus, St Pauls facilities and potential drop-ins at town centre churches to maximise access to health interventions. In particular, explore opportunities for the provision of a similar service to the Retreat, but allowing access for these under the influence of substances.</li> <li>2. Support Routes to Roots to further enhance outreach support services in Poole</li> <li>3. Work to improve joint-working in relation to access to mental health support for rough sleepers and those otherwise homeless/at risk of homelessness.</li> <li>4. Pilot psychological support and interventions for those working with those with particularly complex needs and behaviours</li> </ol>	March 2020	Existing staffing and partners	<ol style="list-style-type: none"> <li>1. New action, to be progressed</li> <li>2. New action, to be progressed</li> <li>3. New action, to be progressed</li> <li>4. Already in place for rough sleeping, to be extended as appropriate</li> </ol>
C) Promote an asset and strength-based approach, with emphasis on being trauma informed. Develop Psychological Informed Environments across a broad range of local services	BCP Strategic Housing Homeless Health Network Providers	<ol style="list-style-type: none"> <li>1. Staff trained in focusing on assets and strengths as building blocks to sustainability and self-efficacy.</li> <li>2. Review paperwork and assessment tools to ensure as simple and trauma-informed as possible.</li> <li>3. Ensure reflective practice approach becomes embedded in local services delivering person centred support and interventions to the most vulnerable</li> </ol>	March 2020	Existing staffing and partners	<ol style="list-style-type: none"> <li>1. New action , to be progressed</li> <li>2. New action , to be progressed</li> <li>3. New action , to be progressed</li> </ol>
D) Ensure safeguarding awareness remains embedded in all frontline housing practice.	BCP Strategic Housing	<ol style="list-style-type: none"> <li>1. Ensure all staff are fully trained &amp; refresher training provided</li> <li>2. Housing safeguarding champion</li> <li>3. Ensure this area remains key component to monitoring of Housing Related Support services.</li> <li>4. Develop assurance from Homelessness Partnership of</li> </ol>	March 2020	Existing staffing and partners	<ol style="list-style-type: none"> <li>1. Develop 12-month training programme to build on existing training levels</li> <li>2. Continue safeguarding network across housing</li> <li>3. New action, to be progressed</li> <li>4. New action, to be progressed</li> </ol>

Priorities	Lead	Actions	Target date	Resources	Updates
		effective safeguarding practice, reporting and awareness.			
<b>Objective 6: Update key partnerships, policies, process and protocols following Local Government Reorganisation</b>					
A) Ensure appropriate housing / homelessness arrangements are in place to support young people (including 16, 17-year olds, teenage parents, care leavers, young offenders)	BCP Strategic Housing & Children's Services	Review existing arrangements & develop new processes / protocols for: <ol style="list-style-type: none"> <li>1. Information, Advice &amp; Guidance</li> <li>2. Targeted Early Help offer</li> <li>3. Referral &amp; Access points, access to emergency accommodation &amp; support</li> <li>4. Supported Housing review and commissioning</li> <li>5. Defined Settled housing move-on pathway options</li> </ol>	2020	Existing Resources	New actions to be progressed in anticipation of a new BCP Homelessness Strategy
B) Develop support arrangements for families impacted by homelessness, including those intentionally homeless	BCP Strategic Housing & Children's Services	Review existing arrangements & develop new processes / protocols for: <ol style="list-style-type: none"> <li>1. Information, Advice &amp; Guidance</li> <li>2. Targeted Early Help offer</li> <li>3. Referral &amp; Access points, access to emergency accommodation &amp; support</li> <li>4. Temporary Accommodation review and housing support commissioning</li> <li>5. Defined Settled housing move-on pathway options</li> </ol>	2020	Existing Resource	New actions to be progressed in anticipation of a new BCP Homelessness Strategy
C) Develop early intervention and preventative protocols prison discharges	BCP Housing & Adults Services	Review existing arrangements & develop new processes / protocols	2020	Existing Resource	New actions to be progressed in anticipation of a new BCP Homelessness Strategy
D) Develop multi-agency arrangements which address adults impacted by homelessness and multiple disadvantage	BCP Housing & Adults Services	Review existing arrangements & develop new processes / protocols  Reaffirm arrangements with SAB	2020	Existing Resources	New actions to be progressed in anticipation of a new BCP Homelessness Strategy
E) Develop early intervention and preventative protocols for households whose behaviour is anti-social linked to offending and / or impacts local communities	BCP Housing & Community Services	Review existing arrangements & develop new processes / protocols	2020	Existing Resources	New actions to be progressed in anticipation of a new BCP Homelessness Strategy