



CORE AIM 1	 EARLY AND EFFECTIVE UPSTREAM PREVENTION							
Commitment	Action Point	Lead Associated Action Group Lead Action Groups will work with other Action Groups as required and may also have additional task and finish groups	Measures of success and impact	Short, mid or long term	RAG rating	Target completion date	Key actions taken	Key successes
1.1 Provide timely housing options planning and support advice to all care leavers and other relevant under 19 year olds	Strengthen working links and communication between Housing, Childrens Social Care and other key partners such as Drug & Alcohol Commissioning Team, mental health services such as CAMHS (Children & Adolescent Mental Health Service) and vol partners, inclusive of existing Housing Resource Panel. This will be linked to CiC/CEYP Sufficiency Strategy Action Plan which already has links with Strategic Housing	Focussed Upstream Prevention	Early identification of risks leading to reduced escalation to homelessness occurring, joint working ensuring visibility and engagement - no falling between provisions and consistent pathways	M		31/03/2022		
	Specific focus where known or statistically higher risks including where a know family history or high ACEs (Adverse Childhood Experiences), the LGBT+ community, ethnic minorities or other minority groups.		More accurate data re high risk groups, increased early engagement, reduced cases of homelessness for these groups	M		31/03/2022		
	Early education including the utilisation of peer mentors and community leads/inc those with lived experience		Better engagement, reduced barriers	M		31/03/2022		
	Produce a care leavers housing protocol to help inform plan for future demand and improve process		Reduce the number of care leavers in inappropriate temporary housing and ensure everyone has a housing pathway plan	S		31/10/2021		
	Reduce both the proportion and number of young people who enter the Single Homeless Pathway and maintain progress		Increases in the care leavers offered a settled home, reduction in numbers accessing the Single Homeless Pathway and/or rough sleeping at any point	L		31/03/2023		
1.2 Develop homelessness employment pathways for people who are unemployed including those who have recently lost their job	Homelessness employment pathways to be incorporated into Personal Housing Plans	Community Support Action Group	Fewer cases of unemployment causing or maintaining homelessness, quicker re-employment for those who lose jobs with this helping to maintain accommodation, fewer losses of tenancies, fewer repossessions	S		31/10/2021		
	Investigate and develop existing and potential options from community groups to assist people back into employment, education and training		Increased cases of people accessing employment, education and training	S		31/10/2021		
	Consider specialist programmes and a training and skills hub for those with the greatest barriers to employment, such as people who have been street homeless for long periods		Increase in the number of persons who are employed or in training and apprenticeships etc. Access to a wider sphere of support with a resultant sense of belonging	M		31/03/2022		
	Focused work with young people around accessing meaningful employment, including via apprenticeships, with particular consideration of the impact of the pandemic on education and recent work opportunities		More young people accessing sustainable jobs and apprenticeships	M		31/03/2022		
	Specific help is provided for anyone who is at risk of losing their home as a result of COVID-19 related unemployment to enable them to return to work as quickly as possible		Prompt re-employment, means and ability for increased numbers of those affected to retain or regain accommodation	M		31/03/2022		
1.3 Ensure that when people are discharged from institutional settings that they have accommodation and support services in place	Update Hospital and Prison discharge protocols	Focussed Upstream Prevention	Any issues resolved more speedily, reduced instances of contact being lost at either end	S		31/10/2021		
	Demonstrably embed the use of Duty to Refer (DTF) to maximise likelihood of accommodation being in place upon release/discharge		Reduction in number and proportion of people released/discharged to no accommodation	M		31/03/2022		
	Support needs and strengths/ aspirations identified at an early stage to enable most appropriate support, opportunities, mentoring upon release/discharge		Increased instances of prompt engagement with positive interventions, activities. Decreased cases of individuals being left with no support and re-offending, relapsing.	M		31/03/2022		
	Consider bespoke and specific accommodation provision for women leaving prison		Reduction in number and proportion of women reoffending, repeat homelessness. Increase in successful reintegration.	M		31/03/2022		
	Ensure a responsive approach to anyone who is released or discharged earlier than planned to ensure they receive accommodation offers rather than be verified rough sleeping		Fewer cases of homelessness caused by early release or discharge. Fewer cases of reoffending, few cases of related rough sleeping, increase in positive outcomes	S		31/10/2021		
1.4 Ensure specialist housing, care and support is in place for groups of people who require a bespoke home	Evaluate the outcomes of the Government's Protect Programme locally and consider future options and funding, including bespoke' solutions in accommodation and support provisions	TA move on/Accommodation Action Group	Better and quicker accommodation options for people who do not want more typical provision, due to preferences and specific situations.	S		31/10/2021		
	Increase and expand Housing First provision in an ongoing manner, ensuring a multi-disciplinary approach		Understanding of impact and how to improve wider offer, more capacity, less rough sleeping, positive feedback from tenants	L		31/03/2025		
	Align support services and related service standards with Housing First Core Principles, including floating support and other Housing Related Support commissioned and grant funded services		Consistent service provided, value for money, minimise potential reliance on grant funding	M		31/03/2022		
1.5 Develop a web-based housing and homelessness advice platform	In partnership with the Smart Place programme launch a proof of concept challenge platform to identify potential system options	Data & Insight Action Group	Increase online self-help service offer for residents better able to resolve own housing circumstances and access specialist support	M		31/03/2022		
	Make clear to stakeholders and the general public that this platform will be to empower people who have the ability and desire to use it, and will allow staff resource to be freed up to give added time and focus to those who can not use this for a variety of reasons		Better and quicker access to housing solutions for those who have the ability, means and desire. More staff time and resource to directly help those who need it	S		31/10/2021		

1.6 Provide targeted support and intervention to all groups who are at greater risk of homelessness including the 'hidden homeless' and those in precarious accommodation	Establish closer links with community organisations and leads re disproportionately affected groups in terms of known/statistically higher risks. This will include the LGBT+ community, ethnic or other minorities, those with known ACEs, trauma or substance dependency. (Links with 3.5)	Focussed Upstream Prevention/Financial Resilience	More accurate data re high risk groups, increased early engagement, reduced cases of homelessness for these groups	M		31/03/2022		
	Publish a Prevention Toolkit for people who have rent/mortgage arrears and are at potential or identified risk of eviction or repossession		Minimise cases of first-time homelessness (individuals, couples, families etc) with support re finances (and related such as signposting for retraining) specifically.	S		31/10/2021		
	Ensure that health assessments are included in Housing Options plans for people that are at risk of or threatened with homelessness (link with Health AG)		Early identification of risks to accommodation /of homelessness that are linked to poor health	S		31/10/2021		
	Utilise data and technology to help identify those most at risk both as individual cases and with wider perspectives (e.g. wider geographies/neighbourhoods at higher risk) Also use technology to provide self help tools to maximise efficacy and empowerment.		Data providing more focus and ability to target resources effectively. Increased opportunities for people to help themselves where appropriate and wanted.	M		31/03/2022		
	Build on learning from <i>Everyone In</i> regarding those precarious housed, those who are 'hidden' in terms of their homelessness such as sofa surfing and ensuring focus on people who are/are likely to be found to have NRPF (No Recourse to Public Funds) but who are currently in accommodation and working		Reduced cases of escalation to rough sleeping, improved early help and long term resolution to such cases. Reduced cases of people with NRPF becoming homeless	S		31/10/2021		
1.7 Communicate clear housing support and assessment pathways	Engage with What Works Community (WWC) academy with the Centre For Homelessness Impact and review the BCP Council support service for people in temporary accommodation	Focussed Upstream Prevention	Better understanding and insight in relations to data in relation to effective (or otherwise) housing and support delivery locally	S		31/10/2021		
	Alignment of rough sleeping and homeless pathways in BCP Council Housing Options Team		Consistent approach applied in terms of standards and minimal offer, flexibility applied as to solutions	M		31/03/2022		
	Restructure of BCP Council support functions.		Improved alignment of support services, better use of resources	M		31/03/2022		
	Ensure that all partner agencies and community support services are aware of and involved in pathways through regular training and stakeholder workshops		Clear understanding of pathways and how to refer and interact	S		31/10/2021		
1.8 Embed strong partnership working and a homelessness prevention ethos across services	Further build on good practise re eviction being a last resort, and widen partnership working and consider organisational peer support	Focussed Upstream Prevention	Reduced evictions, reduced need for enforcements, better working relationships	M		31/03/2022		
	Promote training for RSLs (Registered Social Landlords) and the PRS (Private Rental Sector) re trauma and complex needs, and the need for a flexible and empathic approach		Maximise consistency of approach. Less evictions and better resolutions to concerns and tenancy-related issues	M		31/03/2022		
	Seek to get more PRS landlords involved in the Homelessness Partnership, working alongside them to increase access for households experiencing or at risk of homelessness		More PRS representatives in the Homelessness Partnership. Better understanding of trauma and complex needs from housing management teams. Flexibility and tolerance leading to a reduction in evictions.	S		31/10/2021		
	Conduct an exercise to identify any remaining unidentified gaps or weaknesses in provision or in partnership working and seek to involve relevant organisations and services		Increased ownership and co-operation. Improved scope in areas such as learning disabilities and autistic spectrum	S		31/10/2021		
	Implement & promote Private Rented Assistance Schemes & PRSO policy		Schemes and policies in place and effective and well publicised with stakeholders and the public.	M		31/03/2022		
1.9 Encourage and provide high standards of accommodation that communicate value and worth to their occupants	Collate and agree a set of standards and commitments forming a Housing Standards agreement or similar	TA move on/Accommodation Action Group	Improved and minimal standards, consistency across landlords	M		31/03/2022		
	Identify affordable services to assist people who were homeless with decorating and furnishing new homes		Increased sense of ownership, better wellbeing	M		31/03/2022		
	Deliver a pet-friendly accommodation offer to help reduce barriers to accommodation and enhance wellbeing		Increased and more varied accommodation for households with pets, increased levels of wellbeing	M		31/03/2022		
	Establish system of tailored starter packs for new residents and including wider information about insurance, cuckooing, safety and budgeting tips or as appropriate		Better informed tenants, increased levels of self efficacy	S		31/10/2021		
1.10 Work alongside landlords to create robust early alert systems and ensure protocols are in place for tenancies at risk	Produce a study of the reasons for previous evictions to help inform clear understanding of any trends or spikes and help with future mitigation	Focussed Upstream Prevention/Financial Resilience	Address root causes proportionately, reduce evictions, reduce initial enforcement	M		31/03/2022		
	Work alongside landlords to consider potential solutions and interventions that would prevent evictions, agreeing a tenancy sustainment offer		Clearer understanding of main issues based on data and evidence	M		31/03/2022		
	Ensure tenancy support protocols are in place with all landlords and services supporting both tenants and landlords.		Developed partnership working resulting in less evictions	M		31/03/2022		
	Produce a PRS tenant evaluation annual report outlining local experiences and demonstrating increased and productive dialogue between PRS providers and people with lived experience. Links to Lived Experience Action Group		Fewer instances of escalating issues occurring due to misunderstanding or breaks in communication, increase in mutual trust. More satisfied tenants	M		31/03/2022		
	Work with the WWC academy support service and Crisis to improve the use of data analysis and evidence to improve service delivery		Better data analysis and resultant informing of need and provision. Better services as demonstrated by outcomes and customer feedback	M		31/03/2022		
1.11 Ensure mediation is available to maintain or repair relationships whilst longer term housing solutions are identified	Review EPS (Early Prevention Service) function using data analysis with a view to developing the service's core prevention aims	Financial Resilience	Better data and related insight, best use of resources, increased prevention rates as a number and proportion of cases.	M		31/03/2022		
	Explore what extra or new services can be put in place alongside Children's Social Care specifically regarding mediation. This will be linked to wider upstream prevention work with young people		Better mediation, fewer young people being asked to leave home, fewer cases of young people losing accommodation including foster care, and other supported settings.	L		31/03/2023		
	Review the Homelessness Prevention offers in early mediation work with parental and family eviction		Reduce the number of parental evictions and young people entering the homelessness pathway	M		31/03/2022		

1.12 Provide early advice , housing options services and support to people leaving the armed forces and prioritise veterans	Agree a referral pathway and protocol for armed forces and related services	Focussed Upstream Prevention	Increased understanding of accommodation pathways and how and when to refer.	M		31/03/2022		
	Promote services such as SAFFA (Soldiers, Sailors, Airmen and Families Association) and deliver the Housing related commitments in the Armed Forces Covenant within the Homelessness Partnership and residents		Better communication leading to more referrals for veterans at risk of homelessness	S		31/10/2021		
	Provide offers of accommodation to all eligible veterans who become homeless so that no-one needs to sleep rough in order to get help		Reduction in the number of veterans who become homeless, including rough sleeping cases.	S		31/10/2021		
1.13 Ensure appropriate safeguarding practises are embedded across the Homelessness Partnership, inclusive of further developing a robust multi-agency safeguarding approach for rough sleeping	Promote the MARM (Multi-Agency Risk Management) process and toolkit with Homelessness stakeholders, increase confidence and competence in its use.	Health Action Group	Increase appropriate use of the MARM process, better safeguarding and proactive, positive and collective management of risk	S		31/10/2021		
	Maximise and share training opportunities across providers and partner agencies to consistently raise standards and knowledge		Better trained staff, more confidence in processes, more consistency in approach	L		31/03/2025		
	Ensure local policy and practice consistently reflects national safeguarding policy and best practise, particularly in relation to homelessness and excluded groups		Lessons learned from other areas are applied as appropriate, including best and improved practise, fewer safeguarding issues, better handling of identified safeguarding concerns	L		31/03/2025		
1.14 Focus on significantly reducing homelessness-related deaths including those dying of suicide, due to preventable poor health or as a result of being a victim of crime	BCP Council Housing Team and relevant partners to ensure all designated actions from Suicide Prevention Action Plan are met and to ensure communicative and collaborative working to this end.	Health Action Group	Enhanced support to vulnerable tenants in local authority or RSLs, appropriate and supportive welfare benefit advice service for those receiving acute mental health support, support staff from all housing related support service better trained re suicide prevention. Reduced rates of suicide, and reduced suicide attempts	L		31/03/2022		
	Reviewing of reporting and evaluation around homelessness related deaths to maximise learning and training in this area.		Better practise, fewer near misses, fewer A&E admissions due to self-injury and overdose, fewer deaths	M		31/03/2022		
	Ensure specific learning from Oxfordshire in this area, as well any documented best practise from other localities		Reduced preventable deaths and related concerns	M		31/03/2022		
	Development of the planned multi-disciplinary team, inclusive of health partners, to ensure a whole-scale approach to safeguarding the health and wellbeing of individuals, including early intervention		Better health outcomes, with quicker diagnosis of issues leading to fewer and shorter hospitalisations, fewer escalating issues, fewer life changing complications such as amputations and fewer early deaths. Better wellbeing and mental health	M		31/03/2022		
	Together with DACT (Drug & Alcohol Commissioning Team), Dorset Police and Community Enforcement, consider potential solutions to the 'where' problem issue of safer injecting for those still drug dependent, taking a health-first approach		Less problematic drug use in public spaces such as parks, communal stairwells, car parks and beaches. Better access to support interventions and first aid if required.	L		31/03/2023		

CORE AIM 2	 REDUCING AND STOPPING THE CYCLE OF HOMELESSNESS							
Commitment	Action Point	Lead Associated Action Group Lead Action Groups will work with other Action Groups as required and may also have additional task and finish groups	Measures of success and impact	Short, mid or long term	RAG rating	Target completion date	Key actions taken	Key successes
2.1 To end rough sleeping in the BCP area within the lifetime of the strategy	Task & Finish Group to produce recommendations regarding fair access to prevention services, accommodation advice and information for people with No Recourse to Public Funds	Rough Sleeping	Reduction in unresolved cases and a related reduction in people with no recourse being forced to rough sleep. Clarity of local position and ways forward	S		31/10/2021		
	All offers of accommodation to consider both history and aspiration of applicant(s) as well as specific circumstances and needs		Considered matches to suitable accommodation leading to fewer tenancy breakdowns and increase in related personal progress for the individuals and families concerned	M		31/03/2022		
	Ensure sufficient supported accommodation that accepts couples and pets		Reduced barriers to accommodation, and increased choice for couples and those with pets	M		31/03/2022		
	Ensure the views, concerns and suggestions of those with lived experience inform provision, practise and commissioning. Links to Lived Experience Action Group		High levels of involvement and input which do not significantly drop off will demonstrate effectiveness. Insight provided will contribute to more effective services	L		31/03/2025		
	Ensure wider, intrinsically linked, needs such as health, income, mental wellbeing and substance dependency are addressed and met via a multi-display approach		Fewer early deaths, fewer people with prolonged ill health, accommodation better sustained once provided, quality of life and wellbeing improved	L		31/03/2025		
2.2 Reduce the dependency on inappropriate B&B accommodation	As other short-term options including Somewhere Safe to Stay (SSStS) become available, work towards ceasing the use of B&Bs with identified lower standards as part of overall reduction in B&B usage.	TA move on/Accommodation Action Group	Disincentivise poor provision, save money for better usage, better accommodation options and standards for homeless households.	L		31/03/2023		
	Identification and implementation of a suitable site for provision of a SSTS service		Reduction in Emergency Accommodation/B&B, prompt routes off the streets for people who are at risk of rough sleeping, reduction in cases rough sleeping for one night or more.	S		31/10/2021		
	Develop supported family hostels across the BCP region		Reduce number of families in B&B for over 6 weeks	L		31/03/2025		
	Ensure more accessible supported accommodation is available, including at short notice.		People with more specific needs such as relating to mobility not needing to waiting longer, or at least not significantly so.	L		31/03/2023		
	Commission a review of the Councils Temporary Accommodation Portfolio		Clear picture of current provision	M		31/03/2022		
2.3 To provide more social rented affordable housing, including Housing First, to more people affected by homelessness	Ensure all eligible single people who are homeless have a clear pathway to access social housing where they need it via the new BCP Allocations Policy	TA move on/Accommodation Action Group	Less time spent in emergency/temporary accommodation	M		31/03/2022		
	Implement the delivery of the Housing First Service Level Agreement with Registered Housing Providers		Additional accommodation for this purpose, enhanced multi-agency working, better communication, increase in successful placements, decrease in unplanned exits.	M		31/03/2022		
	Maintain engagement with Registered Providers, BCP Council re BCP Council's development brief for new-build housing and synergy with the wider Housing Strategy.		Further provision of affordable housing in the medium to long term	M		31/03/2022		
2.4 Focus on the inherent strengths, potential and aspirations of each person, couple and family	Collectively shift focus from deficits and problems to strengths and aspirations via training and ensuring national best and emerging practice is shared and adopted	Lived Experience Action Group	Positive outlook, building on existing skills and interests to move forwards, greater autonomy and empowerment	L		31/03/2025		
	Services work on reviewing assessment processes, paperwork etc to reflect this shift in emphasis from problems to solutions		Less focus on perceived past failures and of reliving past traumatic situations. Better experience for those seeking assistance	M		31/03/2022		
	Maximise humanising practise, including ending use of descriptions such as <i>rough sleeper</i> . Gain insight and feedback on use of any terms such as <i>client</i> , <i>service user</i> etc and ensuring no pejorative undertones. Links to other groups including Comms Action Group and with consideration of press and social media releases.		Reduced stigmatising language. Consistent use of language	M		31/03/2022		
	Develop a plan to secure a training and skills hub, which expands on Stay Safe and working with Only A Pavement Away. etc. Links with Community Support Action Group		A scheme that offers community, belonging, friendship and meaningful activity and occupation, skills training etc which builds confidence. This would be a location that gives individuals somewhere to go to access a wider sphere of support, skills training and self efficacy	M		31/03/2022		
2.5 Provide flexible approaches, according to need, ensuring that no-one is left behind or falls between provisions	Develop task and finish group focussing on solutions for more challenging complex needs, with cross-dept/agency scope and considering social care needs as well as homelessness solutions	Rough Sleeping Action Group	Scope to be determined, but will include a joint approach between housing, health and social care	S		31/10/2022		
	Provide a flexible toolkit of bespoke accommodation provision, support provision or both, and deliver a requisite range of solutions		Accommodation and support provided for people previously excluded for cited reasons such as "lack of engagement", "choice" or "nothing suitable"	M		31/03/2022		
	New multi-agency group to be finalised and established to review cases regularly and set actions		Accountable actions to ensure appropriate follow up to agreed way forward	M		31/03/2022		
	Ensure that the views and insight of those with lived experience contribute to this work on an ongoing basis. Strong links and synergy with Lived Experience Action Group		Ensure that the voice, insight and input of those requiring assistance are included and considered in finding solutions	L		31/03/2025		
	Review the rough sleeper verification process being linked to SSTS provision, to prevent cases of a first night out rough sleeping		Less cases of rough sleeping, including a first night out. Fewer challenges to verification process	M		31/03/2022		

2.6 Where rough sleeping is linked with anti-social behaviour, the approach will be support-led with proportionate enforcement	Review of and continued implementation of Operation Luscombe, with it's focus on support	Rough Sleeping Action Group	Support being utilised and taken up, minimal to no cases of enforcement and/or related measures such as fines.	S		31/10/2021		
	Regular communication meetings between CSAS (Community Safety Accreditation Scheme), Community Enforcement, the BCP Street Outreach Service and Business Improvement District teams to monitor this area and any need for escalation or renewed focus on specific localities.		Early intervention if cases start to increase in particular areas, greater confidence from businesses, and increased awareness of work being done	L		31/03/2025		
	Pilot, followed by rollout of contactless giving scheme to disincentive begging and better inform the general public. Working closely with Comms Action Group who are leading on this		Reduced instances and impact of begging. Increase of funds raised via contactless giving and related direct redistribution to those in need. Public better aware of how to help financially to best effect.	S		31/10/2021		
	Implement lockers pilot project for people who are currently rough sleeping to enable them to store their belongings when attending interviews, appointments, viewing a property, seeing their housing officer etc, and consider expansion across the rest of the BCP region. This will also contribute to reducing the visual signs of rough sleeping from the streets of Boumemouth, Christchurch and Poole		Increased levels of dignity. Gateway to accessing and taking up support. Less instances of belongings being left on streets improving visual look of communities. Improved ability to attend appointments including interviews, accommodation appointments and those related health and housing etc.	S		31/10/2021		
	Enhance the health led approach to homeless assessment and support through an MDT approach		Increased access, and take up of health interventions. Main purpose is improved health, but positive side effects will include factors such as less begging due to substance dependency	M		31/03/2022		
2.7 Maximise the range of affordable and sustainable accommodation available for all households affected by homelessness	Work in partnership with the PRS regarding the wider provision of sustainable and affordable housing provision	TA move on/Accommodation Action Group	More PRS accommodation available, long term solutions for households	L		31/03/2025		
	Work in partnership with local registered providers regarding the wider provision of sustainable and affordable housing provision		More registered provider accommodation available, long term solutions for households	L		31/03/2025		
2.8 Provide an accommodation & support offer to any local resident who may otherwise sleep rough, adoption of a No First Night Out approach	Promote importance of early warning/referral, inclusive of Duty To Refer, if someone is being made homeless, and all prevention attempts have been unsuccessful	Rough Sleeping Action Group	Increase in number and proportion of cases identified via DTR. Reduction in last minute cases requiring emergency resolution. Reduction in those rough sleeping for the first time	S		31/10/2022		
	Revisit and implement the establishment of a Somewhere Safe to Stay service, initially via Rough Sleeper Initiative funding		Provision which provides prompt and interim accommodation for people who are at risk of sleeping rough as a stepping stone to temporary and longer term accommodation.	S		31/10/2022		
2.9 Seek long lasting, housing led solutions for everyone, including a focus on rapid re-housing pathways	Review the nominations arrangements into social housing with Registered Providers	TA move on/Accommodation Action Group	Nomination arrangements up to date and fit for purpose to meet needs	M		31/03/2022		
	Maximise local supporting housing pathways for people who require additional or alternative support		Sufficient access for those who need it leading to fewer repeat cases of homelessness including rough sleeping	M		31/03/2022		
	Ensure local lettings plans provide long term settled housing for people who find themselves homeless		Increase in long term settled housing available for this purpose	L		31/03/2025		
	Increase the provision of Housing First on an ongoing basis		Better ability to match housing provision to need. Improved outcomes with longer term cases who require higher levels of support. Low evictions, higher sustainability of accommodation, lower community impact.	L		31/03/2025		
	Review approach to ensure room for considering individual preference and input for each individual and family and minimising perceived box ticking approaches, including training on strength based approaches		Improved, more person-centred experiences for people, better feedback re service provision and processes	M		31/03/2022		
2.10 Ensure any victim of domestic abuse has somewhere safe to stay and receive support	With ref Domestic Abuse Bill (April 2021) - Annual Housing Needs Assessment commissioned through Community Safety Partnership to determine the support and accommodation needs for people experiencing domestic abuse in the BCP area.	TA move on/Accommodation Action Group	Updated as needed to ensure relevance and covering required elements	M		31/03/2022		
	Develop a CSP (Community Safety Partnership) and Housing commissioning plan to meet the identified gaps in provision of the annual needs assessment		Identified gaps or required improvement/enhancements demonstrably addressed	M		31/03/2022		
	Continued promotion across the Homelessness Partnership of domestic abuse/MARAC (Multi Agency Risk Assessment Conference) and perpetrator training		Increased awareness of support available, better reporting, upskilled staff, increased prevention	L		31/03/2025		
	Commitment for continued support of MARAC		MARAC well attended by key partners, suitable ownership of actions maximising impact	L		31/03/2025		
	Support launch of the new Drive Programme		Drive programme rollout successful and impactful	S		31/10/2021		
2.11 Provide specialist and targeted programmes of meaningful occupation, volunteering and employment for people who have experienced barriers	Ensure that anyone experiencing homelessness has access to a programme suitable for their needs, and that spectrum of voluntary/charity sector support is widely known and utilised	Community Support Action Group	Increase in network of trusted support, longer term support that is less formal, professionals more aware of range of such supported link in with and refer to	M		31/03/2022		
	Ensure housing resettlement provides access to suitable programmes		Ensure links with accommodation and ongoing community support or similar and whilst respecting choice/if wanted	M		31/03/2022		
	Deliver an Individual Placement Support Programme		Increase of suitable and tailored placements into ETE (Education, Training, Employment)	M		31/03/2022		
	Consider specific solutions for the particular needs of young people, many of whom will have had their education and employment prospects impacted by the pandemic and related impacts such as isolation		Young people getting into ETE for the first time and maintaining these opportunities	M		31/03/2022		
2.12 Provide a range of support for people with current or past substance dependency challenges to aid them find and maintain a home	Review the support provided for people moving on from emergency accommodation	Health Action Group	Increase in maintaining accommodation, increase in maintaining abstinence or reduction in use, fewer lapses back to substance dependency	S		31/10/2021		
	Ensure specialist information provided to people when moving into independent accommodation		Quick self-self referral for help if needed	M		31/03/2022		
2.13 Ensure that there are no systemic barriers to health provision, including access to GPs and dental care	All people experiencing homelessness to have access to a GP practice in their area, leading to higher uptake	Health Action Group	No-one refused access, minimal people not registered with a practice	S		21/10/2021		
	Specifically all those who at rough sleeping or in emergency accommodation to have access to a GP practice, leading to higher uptake		No-one refused access, minimal people not registered with a practice	S		21/10/2021		
	Maximise and increase access to dental care, leading to higher uptake		Increased number and proportion of people experiencing homelessness have access to dental care	S		21/10/2021		
	Address any resistance from practices, with sharing of best practice from those who successfully do this well currently, including myth busting and other educating, leading to reduction in resistance to such access		Less resistance, more open access, better treatment, less stigma	M		31/03/2022		
	Ensure appropriate links to Healthwatch to maximise shared communication and better engagement. healthwatchdorset.co.uk		Assistance with engagement, better access and advocacy	L		31/03/2025		

CORE AIM 3		ONGOING IMPROVEMENT, DEVELOPMENT AND SUSTAINABILITY						
Commitment	Action Point	Lead Associated Action Group Lead Action Groups will work with other Action Groups as required and may also have additional task and finish groups	Measures of success and impact	Short, mid or long term	RAG rating	Target completion date	Key actions taken	Key successes
3.1 Adopt and annual communications plan that promotes the activities of the strategy	Media (inc social media/digital) campaigns planned and synchronised across services and providers for maximum impact and consistency	Comms	Demonstrate collective impact, outcomes and common priorities	L		31/03/2025		
	Deliver an annual conference		Momentum maintained, profile of work raised locally and nationally , reflection on future challenges and success celebrated	M		31/03/2022		
	Ensure focus on addressing stigma regarding all aspects of homelessness, including myths, potential prejudice and terminology in all comms and press releases		Better understanding of causes and effects of homelessness, less prejudice and more positive use of language	M		31/03/2022		
	Deliver a specific Comms Action Plan inclusive of FAQs (Frequently Asked Questions)		Clear additional actions and priorities agreed in this area including campaigns	S		31/10/2021		
3.2 Review and develop a commissioning strategy for Housing Related Support services	Consider other relevant strategies such as Childrens & Young People, Domestic Abuse, and Mental Health Review in producing future commissioning strategy	Housing, Childrens and Adults Commissioning - BCP Council	Coherent and joined up commissioning aims identified, ensuring no gaps and considering overlaps	M		31/03/2022		
	Take into account wider commissioning models of homelessness services and opportunities for a joint approach		Less siloed working in terms of thinking and funding, more scale and resource, better value for money	L		31/03/2023		
	Consider need for range of services in terms of duration, with potential need for longer term services for some		Balance between empowerment and moving on when ready, and potential of setting up to continued struggle due to ongoing or longer term support required.	M		31/03/2022		
3.3 Use data and evidence to understand ways to work smarter to manage demand and to inform how we improve prevention and intervention services	Engage in the What Works Community Programme in partnership with the Centre for Homelessness Impact	Data & Insight Action Group	Enhanced practice, closer links with other members of the community, increased profile	M		31/03/2022		
	Develop a bespoke resource to focus on reviewing homelessness project outcomes and local partnership outputs		Clear understanding of effective outcomes and how to build on these further	M		31/03/2022		
	Test and pilot projects which contribute to our strategic aims		Ability to assess potential benefits, or unforeseen pitfalls, without overcommitting	M		31/03/2022		
	Produce & Publish a regular partnership overview of local data trends and project outcomes		Homelessness Partnership well informed in this area aiding ongoing navigation of next steps and priorities	L		31/03/2025		
3.4 Regularly seek insight from people with lived experience of homelessness	Ensure that no significant changes or initiatives proceed without pertinent input from those with lived experience, linking in with the other Action Groups re any proposals	Lived Experience	Increased ownership, more effective services and outcomes	L		31/03/2025		
	Ensure diverse views and needs are considered including those from minority and disproportionately affected groups who may have different needs, perspectives and preferences.		Diverse voices heard and wider ownership in the community. Better confidence in diverse groups accessing support and services when needed	L		31/03/2025		
	Ensure young people are included in this work, reflecting particular challenges and perspectives		Better shaped provisions, improved prevention leading to less initial cases of homelessness, fewer repeat cases, fewer safeguarding issues	L		31/03/2025		
3.5 Improve our understanding of and service offer to ethnic minorities, the LGBT+ community and other minority groups	Establish a sub-group focussing on minority and disproportionately affected groups	Focussed Upstream Prevention	Better focus on reaching minority groups, earlier engagement, reduction in related homelessness cases, better advocacy	S		31/10/2021		
	Source and rollout initial training for staff and volunteers on areas such as diversity and unconscious bias		Improved understanding (including of the critical difference between equality and equity), prejudice addressed	M		31/03/2022		
	Report on accommodation options for any groups at higher risk (e.g. people who have transitioned/are in the process of), particularly in relation to supported housing and refuges, identifying gaps or required improvements		Provision of safer, more positive and more secure experience with less incidents of abuse, violence, threat or other hate crime	M		31/03/2022		
3.6 Provide environments that communicate personal worth and value to occupants, including physical spaces and the manner of support and interventions being provided	Commit to ensuring that new properties are at highest possible standard	TA move on/Accommodation Action Group	Positive feedback from tenants	L		31/03/2025		
	Work with partners to ensure that at least basic furnishings are provided		New tenants have a minimum of basic furnishings upon moving into a new property	M		31/03/2022		
3.7 Share training and learning experiences across the Homelessness Partnership, building out collective capacity and expertise	Provide an online resource for the partnership to access online		Easy and accessible access to best practise information and training opportunities	M		31/03/2022		
	Review and identify any gaps in knowledge, experience and skills and develop and share new learning via the Partnership		Increase in collective knowledge, experience and skills, more consistent approaches	M		31/03/2022		
	Collectively develop or access and deliver training on specialist areas such as people with no recourse to public funds, trauma informed approaches and minimising evictions		Raise collective levels of knowledge and practise. Ensure minimal errors or misinterpretation of legislation, protocols etc as well as consideration of and adherence to established best practise	M		31/03/2022		
3.8 Deliver a community hub where services for people who are rough sleeping and those is temporary accomodation can improve health, wellbeing and housing outcomes by ensuring a holistic and proactive package of tailored support	Further development of the OOHC (Out Of Hospital Care) model and funding	Health	Better long term health outcomes for people leaving hospital, fewer leaving to no suitable accommodation, fewer repeat cases, better engagement with long term health interventions and other support	S		31/10/2021		
	Development of the multi-disciplinary toolkit for working with single homeless		Clear tools and guidelines available, consistency of approach	M		31/03/2022		
	Consider the development of an accessible and welcoming Health & Housing front door hub which allows for seamless multi-disciplinary working, including a focus on health and wellbeing		Increase and improved multi-disciplinary working, increased accessibility to and use of health and wellbeing interventions	M		31/03/2022		
	Consider the development of an out-reach health offer from this hub to potentially provide services in other hubs including Routes to Roots in Poole and suitable locations within supported housing and temporary accommodation provision.		Increase and improved multi-disciplinary working, increased accessibility to and use of health and wellbeing interventions, better engagement with those reluctant to access a hub or GP Practise. Equity of provision across BCP	M		31/03/2022		
3.9 Commit to delivering a common info sharing platform, assessment and risk tool	Provide & procure an online client data system to improve information sharing and reporting client journeys and pathways	Data & Insight Action Group	Better and more accurate data, consistency of information, less requirements for multiple assessments and potential resulting re-traumatising	M		31/03/2022		