**Mae’r ddogfen hefyd ar gael yn Gymraeg.**

**This document is also available in Welsh.**

**Housing Support Strategy 4 year Action Plan 2022-2026**

**Initial Action Plan put in place in 2022/23**

**(Please note this action plan will be reviewed annually and additional actions may be added)**

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|  | **Housing Support Strategy Priority** | **Action required to deliver the priority** | **Timescales**   * **Short term <1 year** * **Medium 1-2 years** * **Long Term >3 years** | **Lead** | **Outcome/Outputs** |
| 1 | Strengthen and increase services in place to prevent homelessness. | Ensure appropriate increase in resources for statutory homelessness service to deal with increase in demand and provide capacity for a refocus on preventive work. | Short. | Housing Options Manager. | Appointment of new posts within Housing Options Team. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Develop pre-eviction protocols with all housing and supported housing providers and understand reasons for abandoned tenancies, embedding PIE and trauma- informed approaches. | Medium. | Housing Support Grant Planning Performance and Development Officer / Operations Manager for Community Housing. | No evictions into homelessness across supported housing and social housing sector. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Develop further a set of dashboard measures that will inform needs, gaps and priorities and accurately report progress towards ending homelessness and support Welsh Government’s new Homelessness Outcomes Framework. | Short. | Housing Support Grant Commissioning Team / Operations Manager for Community Housing | Measures in place for:   * Repeat homelessness * Time spent in Temporary Accommodation * Tenancy sustainment * Additional measures to be agreed when Welsh Government Outcome Framework is available. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Pro-actively promote Housing Options service, housing advice and tenancy support services online, in social media and press. | Short. | Housing Options Manager/Tenancy Support Unit Manager/Housing Support Grant Commissioning Team. | All appropriate services are fully accessible, and support and advice is available at the earliest opportunity. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Ensure target is met for homelessness prevention.  Monitor use of Prevention fund to ensure it successfully contributes to sustainable tenancies, including data on use of Tenancy Hardship Fund. | Short / Medium. | Housing Options Manager. | Prevention and Tenancy Hardship Fund data monitored. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Monitor reasons for loss of private rented accommodation to better understand the drivers behind this cause of homelessness and develop measures to address issues identified. | Short. | Housing Options Manager. | Private rented data collated and monitored.  Reduction in private rented sector evictions. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Commission and sustain an appropriate level and range community-based support services to undertake early intervention and prevention of homelessness   * Floating Support Services accessed via the Tenancy Support Unit Gateway including rapid access crisis and planned resettlement. * Local Area Coordinators | Medium. | Housing Support Grant Commissioning Team with Tenancy Support Unit Manager and Local Area Coordinator. | Levels of commissioned services ensure rapid access to support is available as early intervention and prevention in order to prevent needs escalating to homelessness presentations. |
| 1 | Strengthen and increase services in place to prevent homelessness. | Ensure that all commissioned services link to the appropriate referral sources/partners. For example Registered Social Landlords, Housing Officers and General Practitioners for opportunities for early intervention and prevention. | Short. | Housing Support Grant Commissioning Team with Tenancy Support Unit Manager and Local Area Coordinator. | Increased awareness and understanding of Housing Related Support Service offer.  Wide range of referral sources. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Review the Move-On Strategy:   * Ensure it responds to the Temporary Supported Accommodation Housing pathway process review. * Ensure Support Services deliver the requirements of Temporary Supported Housing review. | Medium. | Operations Manager for Community Housing. | Move-on Strategy contributes to the Rapid Rehousing approach and Temporary Accommodation Pathway review.  People do not spend more time than they need in Temporary Supported Housing. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Develop a consistent simplified pathway for individuals to access temporary supported accommodation,  taking account of recommendations from the systems thinking review.  Supporting the Rapid rehousing Transition Plan. | Short. | Operations Manager for Community Housing/Housing Support Grant Commissioning Team and Providers. | Temporary accommodation pathway developed ensuring options available are appropriate for an individual's accommodation and support needs.  A process and range of provision which support the Rapid Rehousing Transition Plan. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Reduce barriers to access temporary and longer-term supported accommodation.  Current barriers include:   * Rent & service charges levels. * Lack of ability to accommodate people with pets. * Lack of suitable supported accommodation for couples. * Previous evictions exclusions. * Ability to manage high risks in settings. | Short. | Housing Support Grant Commissioning Team/Housing Options Manager. | Access barriers are reduced or removed. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Develop a procurement plan to provide a range of Temporary Supported Accommodation that will contribute to the transition to a Housing-led/Rapid Rehousing approach and deliver improved outcomes and minimizing evictions. | Short / Medium | Housing Support Grant Commissioning Team/ Homelessness Prevention Team. | Aim of the Rapid Rehousing Plan are delivered. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Ensure full community coverage of Local Area Coordination. | Short / Medium. | Local Area Coordinator/Housing Support Grant Commissioning Team. | Full coverage for all communities of early intervention prevention service. |
| 2 | Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Rapid Rehousing Support is available and offered to support those in Bed & Breakfast immediately on placement or as soon as possible. | Short. | Housing Support Grant Commissioning Team/Operations Manager for Community Housing. | Support is offered rapidly to all people placed in Temporary Accommodation. |
| 1 & 2 | Strengthen and increase services in place to prevent homelessness.  Ensuring appropriate support is available at the right time for people who are at risk or are experiencing homelessness. | Regular monitoring and reposting of Tenancy Support Unit waiting lists across all client groups. | Short. | Tenancy Support Unit Manager. | Ensure waiting time for tenancy support is minimised and rapid crisis support is available. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Develop a dedicated in-house Rapid Rehousing Support Team within the Tenancy Support Unit. | Short. | Tenancy Support Unit Manager. | Rapid Rehousing support embedded within the in-house Tenancy Support Unit Service. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Complete and implement Rapid Rehousing Transition Plan. | Short. | Housing Support Grant Planning, Performance & Development Officer / Operations Manager for Community Housing. | Rapid Rehousing Transition Plan is in place and its implementation is monitored. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Establish a strategic partnership group to develop Rapid Rehousing Transition Plan.  Continue to support existing operational Rapid Rehousing support services via a monthly group. | Short. | Housing Support Grant Team / Operations Manager for Community Housing. | Rapid Rehousing Transition Plan is in place developed in partnership with stakeholders. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Complete Temporary Accommodation Supported Housing Commissioning Review including service specification and procurement plan which address the Rapid Rehousing Transition Plan. | Medium. | Housing Support Grant Team / Operations Manager for Community Housing. | Service specification and procurement plan in place which addresses the Rapid Rehousing Transition Plan. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Monitor and report the use and length of time spent in Temporary Accommodation for homeless households. | Short / Medium. | Housing Options Manager. | Measures in place on time spent in temporary accommodation.  Reduction in use and time spent in Temporary Accommodation. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Monitor and report the time spent in Temporary Supported Housing before moving on. | Short. | Housing Support Grant Commissioning Team. | Trends are monitored.  Time spent in Temporary Supported Housing is reduced as needed. |
| 3 | Develop and adopt a Rapid Rehousing approach in partnership with stakeholders. | Review and Evaluation of Housing First Project. | Medium. | Planning Performance and Development Officer / Operations Manager for Community Housing. | Housing First targets met. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Continue to facilitate and support Swansea Multi Agency Homelessness Cell. | Short/ Medium. | Planning Performance and Development Officer / Operations Manager for Community Housing. | Regular meetings with good attendance from partners and continued dynamic actions resulting from the work of the group. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Continue to support and facilitate the Homelessness and Housing Support Grant Collaborative Forum. | Short / Medium. | Planning Performance and Development Officer / Operations Manager for Community Housing. | Regular meetings with good attendance from stakeholders.    Opportunity for key stakeholders to inform and influence the development of strategic priorities and responses to prevent homelessness. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Work with Registered Social Landlord partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. | Short / Medium. | Operations Manager Community Housing. | * Increased allocations for homeless households. * Low or no evictions into homelessness. * HSG spend /development aligned with Local Authority strategic priorities. * Reduction in barriers to accessing social housing. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | With partners, map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance. For example, those with no recourse to public funds. | Medium. | Operations Manager Community Housing / Social Services. | Partnerships in place to support all ineligible households. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Work with Probation and key Voluntary Sector partners to review the effectiveness of the Prisoner Pathway on an annual basis. | Short. | Housing Options Manager /  Probation. | Effective arrangements in place to reduce homelessness amongst former prisoners and reduce re-offending. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined-up approach to homelessness prevention. | Review the Council’s Housing Allocations Policy | Medium / Long | Operations Manager Community Housing | New Housing Allocation Policy in place that reflects the changes in legislation and priorities. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined-up approach to homelessness prevention. | Attendance at the Regional Partnership Board and Regional Housing Forum to inform and support the development of strategic priorities across housing, health and social care delivering regional and local transformation. | Short/ Medium. | Head of Housing and Public Health. | Alignment of the Housing Support Programme Strategy with the priorities of the Social Care, Health and Housing Strategy to deliver better outcomes for citizens. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined-up approach to homelessness prevention. | Commitment to use Housing Support Grant for essential non-statutory health interventions for those in Temporary Accommodation and Temporary Supported Accommodation:   * Continue to work in partnership with Primary Care and GP network Enhanced Surgery to fund non- statutory Homeless Outreach Mental Health Nurse and Substance Misuse provision. * Continue to fund Outreach Substance Workers. | Short. | Planning Performance and Development Officer / Operations Manager for Community Housing. | Virtual minimum multi-disciplinary team is in place to support unprecedented numbers in Temporary Accommodation. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined-up approach to homelessness prevention. | Actively seek other specialist funding options. For example, Area Planning Board and Health Board funding to establish and sustain a multi-agency complex needs team. | Medium. | Housing Support Grant Commissioning Team/Housing Options Manager. | Complex needs team established to provide improved access and increased capacity to support people with mental health and substance misuse issues so that they can maintain a stable home. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined-up approach to homelessness prevention. | Ensure Commissioning Review of Substance Misuse Services has input from Homelessness & Housing Support. Also, non-statutory virtual team to represent the needs of people experiencing homelessness. | Short. | Principal Officer Mental Health & Learning Disabilities.  Area Planning Board, including representatives from Homelessness Service and Housing Support Grant Team. | Identified barriers for homeless people wishing to access substance misuse treatment and support services are no longer in place, increasing ability to sustain their accommodation.  . |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Finalise the Mental Health commissioning review to inform procurement options for Mental Health specialist accommodation and support.  Delivery of additional longer term dispersed/cluster self-contained units and female only shared accommodation. | Medium. | Housing Support Grant Commissioning Team/Social Services/Health/  Homelessness. | Services are fit for the future delivering a trauma and psychologically informed approach.  Increase in recovery focused specialist services preparing people to move forward to more stable and sustainable accommodation with support. |
| 4 | Continue to develop and improve partnership working with key stakeholders to ensure a joined up approach to homelessness prevention. | Develop an effective hospital discharge protocol for people experiencing mental health from General and Psychiatric hospitals/wards and review the effectiveness on an annual basis. | Short. | Housing Options /  Health. | Clear protocol for a planned approach to assess accommodation and support options for people leaving hospital is in place. |
| 5 | Work in partnership to strengthen support provision for people with complex needs, including mental health, learning disabilities, substance misuse and Domestic Abuse Services (VAWDASV). | Extend VAWDASV specialist support and accommodation for people who experience difficulty in accessing current services. | Medium. | VAWDASV Strategic Lead / Housing Support Grant Team | Provide victims with equal access to appropriately resourced, high-quality, needs-led, strength-based, gender-responsive services. |
| 6 | Continue to increase the supply of suitable and affordable accommodation. | More Homes Programme has set a 10 year delivery ambition for 1000 new Council homes from 2021-2031.  The current 4 Registered Social Landlords who are zoned to develop in Swansea between them, project to deliver over 4000 new homes over the next 10 years.  Continue LA acquisitions programme, including scheme prioritising 1 bedroom flats in order to deal with the immediate crisis and reduce number of single households in Bed & Breakfast Accommodation. NB programme is also acquiring larger flats and houses to increase overall supply in areas of need for larger households. | Long.  Medium. | Housing Strategy & Development Manager | 1000 new council homes built by 2031.  4000 additional new affordable homes by 2031.  Increase in LA stock of 1 bedroom properties immediately available for letting.  Reduction in number of households in Bed & Breakfast Accommodation . |
| 6 | Continue to increase the supply of suitable and affordable accommodation. | Continue to increase the supply of suitable and affordable private rented properties by establishing social lettings scheme for private sector properties. | Medium. | Operations Manager Community Housing. | Swansea Social Lettings Agency established by 2023. Target number of properties to be announced. |
| 6 | Continue to increase the supply of suitable and affordable accommodation. | Ensure Bed & Breakfast accommodation is only used for families in an emergency and that target is not exceeded. | Long. | Housing Strategy & Development Manager / Housing Options Manager. | Targets met. |
| 6 | Continue to increase the supply of suitable and affordable accommodation. | Prevent use of Bed & Breakfast for 16 & 17 year olds. | Short. | Youth Homeless Manager /Housing Options Manager. | Targets met. |
| 6 | Continue to increase the supply of suitable and affordable accommodation. | Increase the temporary accommodation provision available to both single people and families | Short. | Operations Manager Community Housing. | Reduction in use of Bed & Breakfast accommodation. |
| 7 | Work with service users and stakeholders to introduce regular mechanisms for engagement and co-production to inform service development and improvement | Incorporate coproduction principles into the design and delivery of service provision. | Short/ Medium / Long. | Housing Support Grant Planning Performance and Development Officer.  Housing Options Manager. | Co-production methods implemented during commissioning reviews making a difference to the outcomes of service design.  Co-production is built into tender specifications and measured as part of effective service delivery. |
| 7 | Work with service users and stakeholders to introduce regular mechanisms for engagement and co-production to inform service development and improvement. | Carry out satisfaction surveys with:   * Housing Options clients (homelessness and housing advice). * Households in temporary accommodation. * Identify ways to ensure engagement from groups with protected characteristics. | Medium. | Housing Options. | Surveys completed and findings reported to Homelessness Cell and Housing Support Grant /Homelessness Forum.  Additional service improvements, reviews and actions identified for inclusion in Housing Support Programme Action Plan. |
| 7 | Work with service users and stakeholders to introduce regular mechanisms for engagement and co-production to inform service development and improvement. | Introduce a co-productive approach with service users to develop the following:   * Service standards for Housing Options * Written standards for temporary accommodation | Medium. | Operations Manager Community Housing. | Service standards for Housing Options and temporary accommodation produced and publicised. |
| 8 | Strengthen support and accommodation provision for young people. | Implement findings of Systems Thinking Review. | Short / Medium | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services | More support available to help support independence and transition into adulthood. |
| 8 | Strengthen support and accommodation provision for young people. | Complete the Young Persons Support and Accommodation joint Commissioning Review. | Short / Medium. | Housing Support Grant Team /  Principal Officer – Adolescent & Young People Services. | Review completed and commissioning plan in place.    Review completed and model developed. |
| 8 | Strengthen support and accommodation provision for young people. | Review and evaluate the Welsh Government funded Housing First scheme for young people.  Consideration given to increasing demand. | Short. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | Review completed and model developed.    Longer term – offer that is in line with what matters to Younger People in Swansea and reflects greater choice and control. |
| 8 | Strengthen support and accommodation provision for young people. | Promote and ensure implementation of Youth Homelessness Charter within the Council and amongst partners. | Short / Medium. | Youth Homeless Manager. | Youth Homelessness Charter embedded in the service. |
| 8 | Strengthen support and accommodation provision for young people. | Embed the transition training flat service as part of the local offer and explore the expansion of the Housing First for youth model in Swansea following its evaluation as part of the review of supported accommodation and floating support. | Short/ Medium. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | More Younger People accessing Swansea Council accommodation or independent living in the private rented sector.    More options available to Young People. |
| 8 | Strengthen support and accommodation provision for young people. | Continue to use Youth Support Grant to align with Housing Support Grant and strengthen our focus on Youth Homelessness prevention through the use of eviction prevention work for Care Leavers, ‘Single Access Point’ pathway coordination function and front of house offer to young people needing immediate support and advice. | Medium. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | Reduction in evictions.    Improve move numbers.  Improved matching and placement offers. |
| 8 | Strengthen support and accommodation provision for young people. | Continue to develop the ‘When I’m Ready’ function within Adolescent and Young People services to ensure that young people who are care experienced have the opportunity to remain with foster carers/friends and family. | Short. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | Numbers of young people remaining in the ‘When I’m Ready’ scheme increase and promoting more stability and improved outcomes such as remaining in training and education for longer. |
| 8 | Strengthen support and accommodation provision for young people. | Using prevention funding to continue to reduce the risks of evictions and promote accommodation and / or tenancy stability for young people. | Short. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | Reduction of evictions, spotting triggers / needs earlier, and intervening earlier to prevent problems escalating. |
| 8 | Strengthen support and accommodation provision for young people. | Continue to use Housing Support Grant to support the ongoing implementation of the tier 3 homelessness prevention role as part of prevention and early intervention. | Short. | Youth Homeless  Manager  Principal Officer – Adolescent & Young People Services. | Early prevention of homelessness.    Improved mediation with family and prevention of the need to source accommodation. |
| 9 | Provide robust responses to support rough sleepers and eliminate the need for individuals to sleep rough. | Continue to strengthen the emergency response to rough sleeping, introduced during the pandemic. | Short. | Operations Manager Community Housing. | Rough sleeping data monitored and reported on a monthly basis to Homelessness Cell.  Rough Sleeping numbers kept to a minimum. |
| 9 | Provide robust responses to support rough sleepers and eliminate the need for individuals to sleep rough. | Complete a multi-agency review of provision and services available to avoid the need for rough sleeping. | Medium. | Housing Support Commissioning Team/ Operations Manager for Community Housing. | Ensuring services commissioned meet aims of contacting all rough sleepers with 24 hours of notification and eliminate the need for rough sleeping. |
| 9 | Provide robust responses to support rough sleepers and eliminate the need for individuals to sleep rough. | Review of Homeless Prevention Grant Services transitioning into Housing Grant Support main programme to ensure fit for purpose and contribution to Rapid Rehousing Transition Plan. | Short. | Housing Support Grant Commissioning Team/ Operations Manager for Community Housing. | Clear position reached post ring fenced protection on strategic priority commissioning as part of main Housing Support Grant programme. |
| 9 | Provide robust responses to support rough sleepers and eliminate the need for individuals to sleep rough. | Carry out an annual review of the Adverse Weather Plan. | Short. | Housing Options Manager / Housing Support Grant Team. | Review completed, and plan updated annually. |

Please note that some actions may contribute to more than one priority.

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