

Dyfed Powys Homelessness Strategy – Action Plan for Powys

This action plan reflects the priorities identified in the regional Dyfed Powys Homelessness strategy and identifies the actions needed in Powys to help meet the wider regional strategic objectives and prevent homelessness.

The plan draws out the key priorities and reflects on the local context in relation to taking them forward. The priorities identified in the regional strategy are as follows;

- **Continue to evolve and harness community-based services to assist in the prevention of homelessness**
- **By utilising intelligence, explore how we can focus support to households in those localities which are producing the highest proportion of homelessness cases**
- **Utilise IT systems and technology to prevent homelessness by ensuring systems are in place which flag up issues early to trigger help and advice as early as possible**
- **In partnership with key agencies explore how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services**
- **In partnership with local stakeholders and other statutory services, explore whether a ‘Housing First’ approach can be developed to support those with the most complex needs**
- **Each authority to explore with their Housing Association and private landlord partners how to develop affordable and sustainable housing options for single people**
- **Each authority to develop close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household’s ability to retain their tenancies**

The following plan takes each of these priorities in turn and describes the actions which will be taken to help meet the objective of preventing homelessness whenever possible.

This is an initial plan and is short-term in nature. As these preliminary tasks are undertaken and partners engaged, the plan will evolve to reflect findings of research exercises, views of stakeholders, etc.

As different approaches are experimented with we need to reflect and adapt the plan accordingly. (“We do not learn from experience, we learn from reflecting on experience” – John Dewey- American Philosopher)

- **Priority 1 - Continue to evolve and harness community-based services to assist in the prevention of homelessness**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
<p>This priority aims to develop a far greater partnership approach across all agencies working in Powys communities, so that they see the prevention of homelessness as something they are part of and know how to bring in relevant support</p>	<p>Head of Housing / Health & Social Care Change Manager</p>	<p>Bring together key senior officers responsible for the Homelessness Strategy, and those involved in developing the Powys 'Vision 2025' and Health & Care Strategy, to agree a joint plan on how agencies can work more effectively in the heart of communities to prevent homelessness</p> <p>Following the re-tendering of all Supporting People funded services, ensure whichever organisation/s commissioned are fully engaged with this agenda</p> <p>Through these meetings / consultations develop a 'shared purpose' in relation to the preventative approach</p> <p>Meet with Housing Associations, the Voluntary Sector, (including Shelter Cymru) and other community stakeholders to agree and embed these principles</p>	<p>Short term</p> <ul style="list-style-type: none"> • Sign up from agencies in relation to adopting a partnership / 'locality' approach to prevent homelessness and reduce homelessness presentations <p>Longer term</p> <ul style="list-style-type: none"> • Reductions in the number of households triggering homelessness legislation 	<ul style="list-style-type: none"> • Through Welsh Government homelessness statistical returns 	

- **Priority 2 - By utilising intelligence, explore how we can focus support to households in those localities which are producing the highest proportion of homelessness cases**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
<p>Through this priority we aim to gather intelligence and knowledge in relation to the localities / Council Wards of Powys from which most homelessness applications are emanating from. Once this is understood, we can target resources accordingly</p>	<p>Service Manager Housing Solutions / Health & Social Care Change Manager / Supporting People Lead</p>	<p>The review was unable to ascertain, (on a ward by ward basis), where homelessness applications are originating. The information is available but will require a manual exercise and involve an extensive trawl of information. This exercise will be undertaken.</p> <p>Once this has happened, key partners will utilise the findings to prioritise where homelessness prevention services should be focussed</p> <p>Once initial areas have been identified, Supporting People will lead in setting up partnerships in these areas. These partnerships will be broad and engage all organisations working in these localities and look to utilise local assets, such as libraries from which to deliver services</p>	<p>Short term</p> <ul style="list-style-type: none"> • 'Sign up' from agencies in the localities identified in relation to adopting a partnership approach to prevent homelessness and reduce homelessness presentations <p>Longer term</p> <ul style="list-style-type: none"> • Reductions in the number of households triggering homelessness legislation 	<ul style="list-style-type: none"> • Through Welsh Government homelessness statistical returns 	

		Housing organisations will form an important part of this approach and agreements on how each will work will be drawn up. (Including Housing Associations, Shelter Cymru and other relevant housing types)			
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- **Priority 3 - Utilise IT systems and technology to prevent homelessness by ensuring systems are in place which flag up issues early to trigger help and advice as early as possible**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
Through this priority we aim to introduce an approach, through utilising IT, to ensure any housing issues are identified as early as possible and the relevant support response triggered	Service Manager Housing Solutions / Homelessness Prevention & Housing Options Lead	<p>The authority is currently commissioning a new IT system to help manage its housing allocations and ensure housing needs are recorded and acted upon as effectively and as early as possible. In developing this system, the authority needs to ensure it 'flags' potential homelessness and allows a support response</p> <p>The system will be developed to reflect the 'locality approach to support' being delivered through previous priorities</p>	<p>Short term</p> <ul style="list-style-type: none"> • The adoption of the new system will play a full part in the 'prevention of homelessness locality approach' <p>Longer term</p> <ul style="list-style-type: none"> • Reductions in the number of households 	<ul style="list-style-type: none"> • Through Welsh Government homelessness statistical returns 	

		<p>All agencies working in locality areas, who are likely to work with people at threat of homelessness, will need to be trained in how it works, how to access and complete. A training programme will be devised and delivered.</p> <p>The system will be designed to ensure it gives on-going intelligence in relation to the localities in which homelessness is prevalent in order to inform and influence future commissioning and service development</p>	triggering homelessness legislation		
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- **Priority 4 - In partnership with key agencies explore how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
Through this priority we aim to work in partnership across agencies to support those people with the most complex needs	Head of Housing	Learning from approaches such as the 'Street Vulnerable Multi Agency Risk Assessment Committee' being utilised in Neath Port Talbot; key agencies, such as the Police,	<p>Short term</p> <ul style="list-style-type: none"> • An established multi agency 	<ul style="list-style-type: none"> • Reduced levels of repeat homelessness • Reduced demands on a 	

<p>and reduce the demands they create on a variety of services</p>		<p>Probation, Housing, Mental Health, Substance Misuse need to meet and discuss the development of a Powys approach for those with most complex needs</p> <p>A decision will need to be taken on how a multi-agency approach will be taken in Powys. Will a case conference approach be adopted? If so, will this be Powys-wide or on a more local basis?</p> <p>Once the way forward is agreed, the agencies will identify those individuals who are creating high demands and should be case-managed on this basis</p> <p>An exercise will be undertaken to understand and develop evidence in relation to the demand these individuals are currently placing on services</p> <p>A partnership approach will then be adopted to try and meet the needs of these individuals</p>	<p>approach to help support those with the most complex needs to ease pressure on a variety of services</p> <p>Longer term</p> <ul style="list-style-type: none"> Utilising the evidence gathered at the beginning of the exercise, is there evidence that this approach has led to a reduction in the demands these individuals are placing on services? Learn from 	<p>variety of services</p>	
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		In relation to housing's role, the newly appointed Homelessness Prevention & Housing Options Officers will take the lead on facilitating the housing response and play a full part in any case management approach developed	this and evolve accordingly		
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- **Priority 5 - In partnership with local stakeholders and other statutory services, explore whether a 'Housing First' approach can be developed to support those with the most complex needs**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
There is ever-increasing international evidence that a 'Housing First' approach reduces homelessness and rough sleeping for those with the most complex needs. This priority will explore whether this approach could be adopted in Powys	Head of Housing / Service Manager Housing Solutions / Homelessness Prevention & Housing Options Lead	Following on from the actions taken to deliver on 'Priority 4', research with partners whether there is an appetite to develop a 'Housing First' project in Powys If so, develop learning from how the approach has been adopted elsewhere, with specific reference to examples in rural areas	Short term • Determine if there is the necessary appetite for a 'Housing First' project within Powys Longer term	<ul style="list-style-type: none"> • Reduced levels of repeat homelessness • Reduced demands on a variety of services 	

		<p>If considered appropriate, utilise this learning to establish a Housing First project in Powys and bring in relevant housing partners, (either HAs or from the PRS), to provide accommodation</p> <p>Use the multi-agency case management process adopted through priority 4 to commission and service and identify those individuals who would benefit from the approach</p>	<ul style="list-style-type: none"> • That a 'Housing First' model has been adopted and led to greater tenancy sustainment for those individuals with the most complex needs 		
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• Priority 6 - To explore with Housing Association and private landlord partners how to develop affordable and sustainable housing options for single people

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
<p>Affordable and sustainable accommodation for single people is increasingly difficult to access.</p> <p>This priority aims to develop options for</p>	<p>Service Manager Housing Solutions / Affordable Housing Team Leader / Homelessness Prevention & Housing Options Lead</p>	<p>Through utilising the recently developed social lettings agency work 'locality by locality' to develop relationships with landlords and collect intelligence in relation to the availability / affordability of PRS</p>	<p>Short term</p> <ul style="list-style-type: none"> • A more detailed understanding of the need for single person accommodation and temporary accommodation 	<ul style="list-style-type: none"> • Less single people becoming homeless • Less single people on social housing waiting lists 	

<p>single people, including actions in relation to the purpose and models used for temporary accommodation</p>		<p>accommodation for single people</p> <p>Work 'locality by locality' with social landlords to understand the affordability and availability of single person accommodation</p> <p>Through the Housing Strategy and development programmes utilise the findings of this work to determine development of affordable single people accommodation in the areas of demand, (both through social housing grant and the private rented sector)</p> <p>Undertake an exercise to reflect on existing temporary accommodation provision in relation to its purpose. For example, what proportion of households are successfully moving on from this accommodation to sustainable housing options?</p> <p>Utilising the findings of this exercise, consider how existing and future provision</p>	<p>Longer term</p> <ul style="list-style-type: none"> • The development of single person accommodation in the areas it's needed • Remodelling of temporary accommodation with a clear purpose and vision 	<ul style="list-style-type: none"> • Development of single person accommodation through the social housing programme 	
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		should evolve. Do we need temporary accommodation, or should we move towards temp-to-perm options?			
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- Priority 7 - Develop close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household's ability to retain their tenancies**

What are we trying to achieve?	Responsible Officer/s	Key Actions / Milestones	Outcomes	Evidence	Update
This priority seeks to ensure close partnership working in relation to the introduction of Universal Credit to ensure all households have the relevant support to sustain their tenancies	Head of Housing / Service Manager Housing Solutions / Homelessness Prevention & Housing Options Lead	Discussions held with DWP/Job Centre + to explore placement of housing advice staff at Job Centres	<p>Short term</p> <p>Determine if placement of staff at Job Centres is an effective method of providing advice</p> <p>Longer term</p> <p>That placement of staff in the Job Centres has been deemed a success</p>	Intervention results in less instances of persons at risk of homelessness due to arrears	