

Appendix 2

A Place for All



ACTION PLAN

Wigan's Homelessness Strategy 2008 – 2013

Action Plan

What we need to do:	How do we will do it:	Desired Outcome:	Who will lead & when we wish to do it:	Update October 2009
<p>Promote a culture change across the borough to prevent rather than react to homelessness and deter the use of 'homelessness' as a fast-track route into social housing where people are in housing need rather than homeless.</p>	<p>Undertake joint training, embed in protocols between agencies and convey the message to customers, the need and ability to prevent homelessness through early intervention.</p> <p>Continue to shift role of WALH Housing Options Advice Team (HOAC) from 'homelessness investigation' to 'advice & prevention'.</p>	<p>Reduced numbers of homelessness acceptances per 1000 population in line with regional average.</p> <p>Increased number of homelessness preventions per 1000 population (former BVPI 213)</p>	<p>Wigan and Leigh Housing (WALH) /Housing Strategy/ All: 2008-13</p> <p>WALH: 2008-13</p>	<p>Series of joint training undertaken and continuing</p> <p>HOAC reorganisation embedded. 2013 targets exceeded during 2009</p>
<p>Ensure that the right advice is given to the right people at the right time.</p>	<p>Better co-ordination of existing advice networks through the development of borough-wide advice strategy linking with development of Joint Service Centre.</p> <p>Awareness raising amongst "problem noticers" working in the borough to target "at risk" groups and those who don't yet recognise they have an issue – linked to promotion of services.</p> <p>Agencies to recognise their role and responsibilities in preventing homelessness through two way training.</p>	<p>Homelessness Forum (HF) involved in development of Advice Strategy</p> <p>Increased number accessing timely advice to prevent homelessness.</p> <p>Seminars & training sessions delivered.</p>	<p>Advice agencies via Housing Advice Steering Group (HASG): Sep 09</p> <p>Advice agencies via HASG: Jul 10</p> <p>WALH/ Housing Strategy (HS): Dec 2009</p>	<p>Work ongoing, however focus of activity has been response to recession</p> <p>Recent publicity campaign in local press. Hospital discharge policy will contribute to this.</p> <p>See above</p>

What we need to do:	How do we will do it:	Desired Outcome:	Who will lead & when we wish to do it:	Update October 2009
<p>Remove barriers to accessing homelessness advice.</p>	<p>Develop clearer mechanisms for accessing advice and support, through development of protocols and consider use of common referral forms</p> <p>Produce better information in various formats on advice, housing options and support services available & how to access.</p> <p>Produce better information in various formats that give advice to people at risk of homelessness</p>	<p>Increased number accessing timely & appropriate advice to prevent homelessness.</p>	<p>Advice agencies via HASG: Develop plan by: Sep 09</p> <p>HS / All: Apr 09</p> <p>Advice agencies via HASG: Apr 09</p>	<p>Series of protocols / practices in place: Mortgage Rescue, debt advice, protection from eviction / harassment, Local Housing Allowance.</p> <p>Suite of fact sheets developed by WALH and Housing Strategy. More work to be done to publish on web</p>
<p>Develop new initiatives that target the needs of individual client groups – young people, offenders, complex needs etc.</p>	<p>Develop mediation scheme to prevent more, younger people becoming homelessness.</p> <p>Review success of Sanctuary Scheme and seek to maximise potential.</p>	<p>Reduced number of parental / family evictions, more planned moves. Indicator: increased no. prevented from becoming homeless (BVPI 213)</p> <p>Sanctuaries created / numbers of target hardening / sustainability of accommodation.</p>	<p>HS / CYPS / WALH via Young Persons Accomm. Grp (YPAG): 2010</p> <p>HS / DV Co-ordinator: Dec 08</p>	<p>Mediation service provided by Catch-22</p> <p>Mixed views on 'Sanctuary Scheme', Re-tendered DV contracts and looking to expand provision</p>

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	Continue and develop work in schools, prison etc and through surgeries with at risk groups.	Outreach sessions/ surgeries delivered.	HASG: 2008-13	ECHG continue to work in prisons. Catch-22 developing supported accomm. for young people leaving prison
	<p>Peer awareness raising: involve ex-homeless people as volunteers in giving advice, linking to prevention.</p> <p>Consider potential to create a DVD of those who have been homeless, how to prevent.</p> <p>Use the "Clean Break" toolkit developed by Homeless Link (Aimed at people with substance misuse & housing issues)</p>	<p>Volunteers recruited and trained.</p> <p>Increased number accessing timely advice.</p> <p>More integrated housing and care pathways for drug users engaging in treatment</p>	<p>All via HASG: 2010</p> <p>All via HASG: Mar 09</p> <p>Housing & Substance Misuse Group: Mar 09</p>	<p>No progress...</p> <p>(Focus of work this year has been on responding to the recession)</p>
Seek to minimise mortgage repossessions in the borough.	<p>Consider implementation of not-for profit mortgage rescue scheme and ensure advice provision promotes the risks of private mortgage rescue schemes in borough.</p> <p>Liaison with banks/ building societies and courts to prevent wherever possible.</p>	<p>Reduced homelessness acceptances due to mortgage repossessions.</p> <p>Reduced cases reaching County Court due to mortgage possessions.</p>	<p>HS / RSL's / Advice Agencies: Develop plan by: 2010</p> <p>WALH Prevention Team/CAB: 2008-13</p>	<p>Wigan fast track for Mortgage rescue (Jan 09) 46 people assisted and 4 progressing through to full package.</p> <p>First in country to meet with banks etc at senior level. Series of new lender options now being fully utilised</p>

What we need to do:	How do we will do it:	Desired Outcome:	Who will lead & when we wish to do it:	Update October 2009
Seek to minimise loss of rented accommodation in the borough	<p>Work with landlords in the borough to ensure allocation / suspension / eviction policies not having negative effect on homelessness</p> <p>Promote use of Safeguard Policy within Local Housing Allowance arrangements</p> <p>Continue to maximise the use of Discretionary Housing Payments (DHP)</p>	<p>Reduced homelessness acceptances due to loss of rented accommodation</p>	<p>WALH / HS: 2008-13</p> <p>Housing Benefits / All: 2008-13</p>	<p>Liaison Officer in post from Oct 09 to work with private landlords</p> <p>DHP fully utilised, Wigan spending up to cap level</p>
Develop more affordable housing	<p>Analyse results of 2008 Housing Needs Study to determine future needs of the borough.</p> <p>Use s.106 money in a way that creates mixed development and meets our accommodation requirements.</p> <p>Seek to develop more social rented housing / more affordable housing for sale via partners.</p>	<p>Better understanding of future requirements</p> <p>Increased number of homes built / made affordable</p>	<p>HS: Dec 08</p> <p>HS: 2008-13</p> <p>HS via Affordable Hsg Steering Grp: 2008-13</p>	<p>Despite recession, on track to meet targets in Affordable Housing Strategy</p>
Improve access to current accommodation to produce wider range of affordable housing options	<p>Review of Council's Allocations policy</p> <p>Explore opportunities to make better use of the private rented sector in tackling homelessness.</p>	<p>Improved access to accommodation</p> <p>Increased number of homes made affordable</p>	<p>HS/WALH: Begin Oct 2008</p> <p>HS: Develop plan by: Dec 08</p>	<p>Draft framework consulted with partners & stakeholders; aim to produce final draft policy by end 2009</p> <p>Wigan Housing Solutions launched & ready to lease first properties</p>

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	<p>Seek to maximise use of RSL nominations</p> <p>Participate in Regional Choice Based Lettings Pilot: 'Pinpoint'</p> <p>Continue to expand Wigan Bond Scheme</p> <p>Consider how people requiring a room for a carer can access private rented accommodation given LHA restrictions</p>	<p>Increased number of Qualifying Offers accepted</p> <p>Available housing is targeted at those in greatest need / Increased number of RSL nominations</p> <p>Opportunities created to cross authority boundaries more easily</p> <p>Increased number of new bonds issues / minimal claims made</p> <p>Discriminatory policy tackled</p>	<p>WALH: 2008-13</p> <p>WALH / RSL's / HS: 2008-13</p> <p>WALH / RSL's / HS: Sep 08</p> <p>CAB / HS: Dec 2008</p> <p>All via HASG: Apr 09</p>	<p>Will be delivered through WHS</p> <p>Noms agreements being reviewed</p> <p>Proposals consulted as part of allocations review</p> <p>Now part of Wigan Housing Solutions</p> <p>DWP have been challenged by Equalities & Human Rights Commission</p>
<p>Ensure accommodation is of decent standard, suitable, sustainable and provides security (thereby minimising homelessness)</p>	<p>Evaluate potential to roll out current Private Sector Leasing arrangements for wider use.</p> <p>Develop Accredited landlord scheme further (promoting good standards of accommodation and management)</p>	<p>Increased number of homes made available</p> <p>Increased number of accredited landlords recruited.</p>	<p>HS / RSLs / Vol Sector: Develop plan by: Apr 09</p> <p>HS: Develop plan by: Dec 08</p>	<p>Scheme in place with WHS</p> <p>New scheme launched May 09; work on-going to include managing agents</p>

What we need to do:	How do we will do it:	Desired Outcome:	Who will lead & when we wish to do it:	Update October 2009
Work toward the target set by government of halving the use of temporary accommodation by 2010 (Target 19 by end 2010) / B&B only to be used in exceptional circumstances	<p>Develop & implement TA reduction strategy ensuring it continues to meet individual / diverse needs.</p> <p>Develop & implement 'spend to save' policy</p>	<p>Reduced use of TA & Minimal use of B&B</p> <p>Number of cases prevented using Homelessness Prevention Fund budget.</p>	<p>HS / WALH: Aug 08</p> <p>HS / WALH: Aug 08</p>	<p>On track to hit interim target of 30 by March 2010.</p> <p>Ahead of target. Fund in place.</p>
Ensure that where B&B is used, meets acceptable standards	Adopt BABIE system and produce an 'approved' list of B&B	Temporary Accommodation used meets minimum standards	HS / WALH / Aftercare / YOT: Sep 08 & update annually	Standards implemented & procedures in place
Develop a holistic approach to tackling homelessness and promote greater independence by developing support projects linked to tackling worklessness through training and employment	<p>Consider opportunities to develop an accommodation / training project based on the 'Recycling Lives' model</p> <p>Consider opportunities to develop a 'self build' or refurbishment of existing / empty properties.</p>	Sustained reduction in rough sleeping	<p>HS / Recycling Lives (& Great Places): 2013</p> <p>HS / PPO manager: 2010</p>	Work on-going to identify suitable site. Recognised as gap in provision
Consider options for provision of emergency accommodation in borough that can also manage people with complex needs	Reconsider proposals to develop an emergency accommodation project and explore opportunity to link with 'Recycling Lives' Project.	<p>Sustained reduction in rough sleeping</p> <p>Reduction in those leaving SP services in unplanned way</p>	HS / Great Places (& Recycling Lives): 2013	As above

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<p>Increase range of support options for people who are homeless or at risk of homelessness.</p>	<p>Develop a wider Supported Lodgings scheme for young people using good practice developed by Aftercare</p> <p>Consider opportunities to develop a supported accommodation based on the Nightstop model</p> <p>Develop an intensive floating support scheme for people with complex / high support needs</p>	<p>Reduced (repeat) homelessness</p> <p>Reduced number of failed tenancies</p> <p>Reduced number leaving SP services in unplanned way</p> <p>Sustained reduction in rough sleeping</p>	<p>Aftercare via YPAG: Apr 09</p> <p>YPAG: Apr 10</p> <p>Stepping Stone: Sep 08</p>	<p>Service commissioned by Supporting People, delays in launch of project</p> <p>In place</p>
<p>Complete review of short term accommodation / floating support services (inc. domestic violence & TA projects) & consider options for reconfiguration to best meet needs</p>	<p>Complete work on needs analysis, develop models for reconfiguration & undertake further consultation on proposals</p> <p>Consider alternative uses for accommodation no longer required as temporary accommodation</p>	<p>More effective use of existing resources / means of tackling homelessness & preventing repeat homelessness</p> <p>Specialist support targeted at those in greatest need</p>	<p>SP/ HS / DV Co-ordinator / RSL's: Mar 09</p> <p>SP / HS / WALH / RSL's / YPAG: Apr 10</p>	<p>Work complete, SP commissioning strategy in place.</p>
<p>Ensure that when people are ready to move on, they are able to do so in a planned & supported way, releasing resources to others in need.</p>	<p>Develop "Move On Plans Protocol" using the Homeless Link good practice model.</p>	<p>More effective use of resources</p> <p>Increased number of people supported</p>	<p>SP / HS via SP Providers Forum & Core Strategy Group: Nov 2008</p>	<p>Preparatory analysis complete; practices already in place, protocol will integrate</p>

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Review access to supported accommodation / floating support	Develop clearer mechanisms for accessing advice and support, through development of protocols and consider single point of application or use of common referral forms	Increased number accessing timely & appropriate advice to prevent homelessness.	SP via Providers Forum & Core Strategy Group: Apr 09	Discussions on-going with providers to integrate allocations
Ensure referrals made to most appropriate providers	<p>Consider potential role of YPAG as allocation panel for young persons accommodation projects</p> <p>Undertake training and produce better information in various formats (on support services available & how to access.</p>	<p>Specialist support targeted at those in greatest need.</p> <p>Reduced failed referrals / clients leaving services in an unplanned way.</p>	<p>SP / HS / RSL's / YPAG: Apr 09</p> <p>SP / HS via Providers Forum: Apr 09</p>	<p>As above</p> <p>Housing Options website under construction</p>
Improve strategic co-ordination of services	<p>HF to meet quarterly with primary role of monitoring & delivery of Homelessness Strategy Action Plan</p> <p>Formalise role of sub-groups of HF by devolving tasks & feedback to HF.</p> <p>Regularly review membership of HF, ensuring all agencies represented and representatives are able to drive forward change within their organisation</p> <p>Include Homelessness Targets within LAA, raise profile of homelessness issues by regular progress reports to Members & Chief Officers.</p> <p>Continue to develop partnership links at local, sub-regional & regional level</p>	<p>Outputs within action plan delivered & aims of strategy are met</p> <p>Stronger & more influential Homelessness Forum</p>	<p>Chair of Homelessness Forum / HS / All: 2008-13</p> <p>HS / All 2008-13</p> <p>HS: May 08 & 2008-13</p> <p>All 2008-13</p>	<p>On-going</p> <p>In place</p> <p>On-going</p> <p>Done</p> <p>On-going</p>

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Attract more funding to help deliver aims of strategy and more secure funding to improve stability of agencies & enable longer term planning	<p>Develop bid proposals in preparation for announcement of appropriate funding sources "on the shelf" ready to submit when suitable funding is be identified to cater for local needs</p> <p>Pilot development of Bond Scheme & Key Project as Not-for-Profit / Charity / Social Enterprise & consider opportunity to expand / replicate with HF</p> <p>Continue to lobby for more equitable distribution of central government resources (including Homeless Grant, Supporting People)</p>	<p>Able to meet short bidding deadlines & improved prospects of attracting funding</p> <p>Alternative, more secure funding streams accessed</p> <p>Outputs within action plan delivered & aims of strategy are met</p>	<p>All via HF / HS: 2008-13</p> <p>C.A.B / Key Project / HS / All: Dec 08</p> <p>HS / SP / HF: 2008-13</p>	<p>On-going</p> <p>Wigan Housing Solutions (WHS) launched; to consider how to replicate</p> <p>Significant increase in revenue funding 2009/10 all directed to responding to recession. Future resources unclear and likely to impact on targets</p>
Improve quality and standards	Measurable targets monitored via Homelessness Forum.	Increased customer satisfaction.	HF: 2008-13	In place
Develop protocols to deliver seamless service to clients.	<p>Sign up to National Homelessness Advice Service (NHAS) joint working agreement.</p> <p>Develop Young Persons protocol</p>	Multi-agency approach to tackling & preventing homelessness	<p>WALH / CAB / HS: Aug 08</p> <p>YPAG: Dec 08</p>	<p>Signed up</p> <p>Discussions on-going with CYPS about their role with homeless 16 & 17-year-olds in light of</p>

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	<p>Develop a cross-authority Hospital Discharge Policy</p> <p>Develop & review protocols for other groups vulnerable to homelessness</p>		<p>WALH: Apr 09</p> <p>HF: 2008-13</p>	<p>recent House of Lords ruling</p> <p>Work on-going</p> <p>Care Leavers protocol in place</p>
<p>Ensure Homelessness Strategy continues to meet the needs of the borough</p>	<p>Use Homelessness Forum (HF) to monitor and deliver Homelessness Strategy Action Plan</p> <p>Undertake annual review of progress against aims of strategy, highlighting any new issues that arise.</p> <p>Review opportunities for better consultation with people who are / were homeless.</p>	<p>Homelessness Strategy continues to be relevant & effective in meeting aims</p>	<p>Chair of HF / HS/All: 2008-13</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p>