



CAERPHILLY DELIVERY PLAN 2022-2025

ABSTRACT

A three yearly Housing Support Grant (HSG) Delivery Plan sets out how we intend to deliver the HSG relevant strategic priorities identified in the Housing Support Programme (HSP) Strategy, and any ongoing general HSG delivery requirements, including spending and commissioning intentions for the years ahead

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1. Introduction

The purpose of the Housing Support Grant (HSG) Delivery Plan is to set out a plan over three years describing our intentions to deliver relevant HSG strategic priorities as identified in the Housing Support Programme (HSP) Strategy in addition to the identified intentions to deliver all ongoing HSG delivery requirements.

The Delivery Plan includes the spending and commissioning intentions for the 3 years ahead, summarises the needs assessment, stakeholder engagement undertaken and includes key findings, which have informed the HSG strategic priorities and ongoing HSG delivery priorities. The document will be reviewed at least annually and informed by the annual spend plan as well as quarterly outturns and commissioning decisions.

2. Needs assessment

2a Needs assessment process

The Local Authority is required to undertake a comprehensive needs assessment every four years, with a light touch review every two years. The needs assessment will not only inform the HSP Strategy but also be used to inform this Delivery Plan; its response is set out in both the commissioning and spend plan (see annexes) to demonstrate the needs identified across the borough and how we intend to meet them.

Regular monitoring and evaluation will be used to re-assess all individual support needs, all identified changes reflected in service improvement throughout the year with recommissioning of projects and services accordingly.

This assessment of support needs will also inform the development of the Rapid Rehousing transition plan and ongoing HSG support requirements, which will be reported on under separate cover.

A link to the Statement of Need document and the full assessment of support needs undertaken for the Rapid Rehousing (RR) Transition plan (when finalised) can be found here. {link to be provided later}

A summary of the key findings include

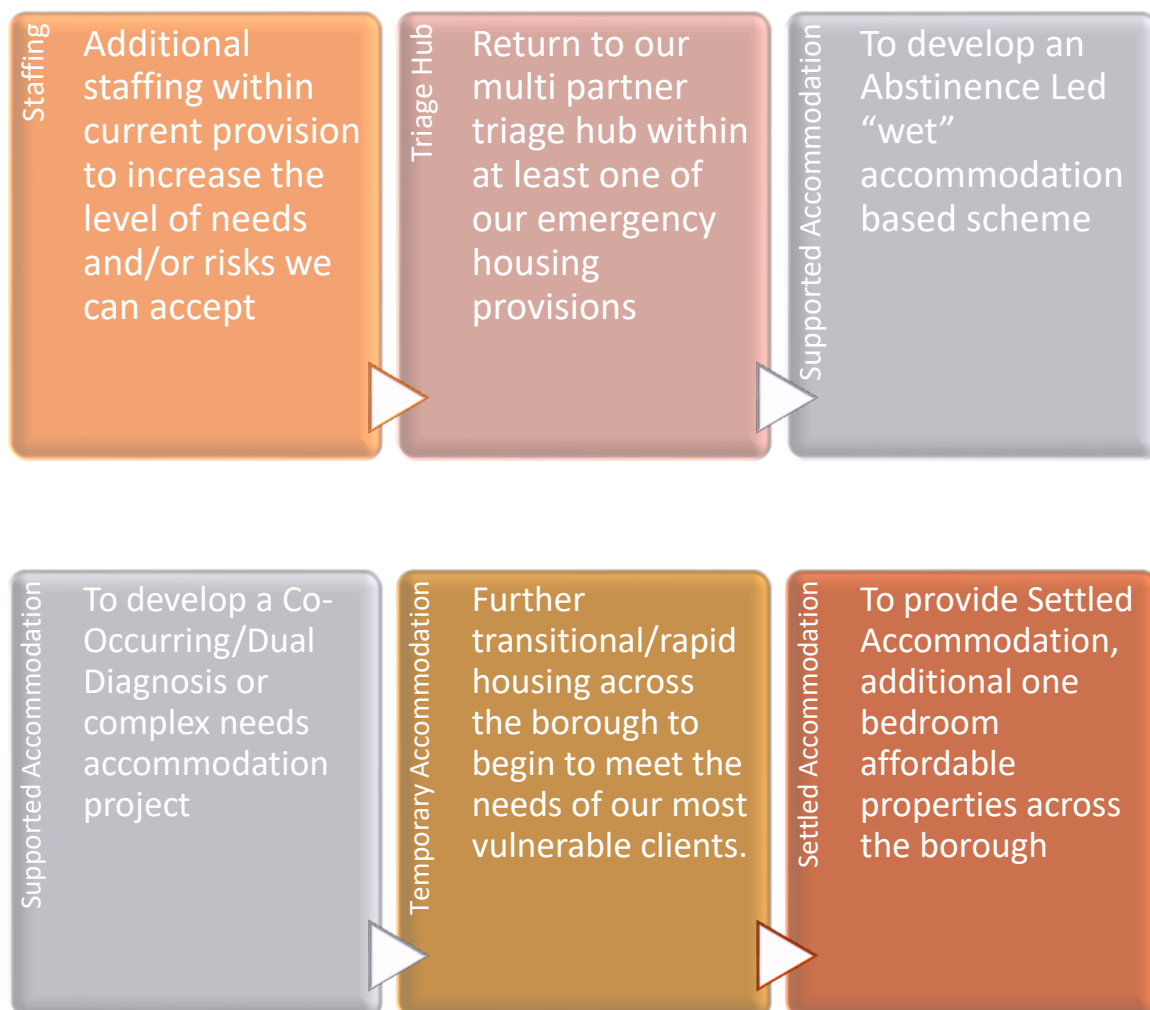
- Increased staffing within current provision to provide services for the increase in level of needs and/or risks we are able to accept into service
- Return to our multi partner triage hub within at least one of our emergency housing provisions
- To develop an abstinence led “wet” accommodation based scheme
- To develop Co-occurring/dual diagnosis or complex needs accommodation
- Further transitional/rapid housing options across the borough
- Settled accommodation in the form of one bedroom affordable properties

- Increase of staffing across floating support who are able to deal with the increase in financial capability and first time Housing Support requests as the eviction rate increases and property sold within the PRS.

A needs assessment has been undertaken by gathering information from a wide variety of sources including desktop research from ONS, WIMD, Gwent Population Needs Assessment, Local Housing Strategy *Draft*, *HSG Outcomes*, *Gwent VAWDASV*, and analysing local and regional sources of information such as feedback from SU and Stakeholders and various case studies

2b Key findings

The key findings are



As well as other findings around

Maintain our links with Enhanced GP service

Increase accessibility to wider population

Research around the numbers of LGBTQ+ population requiring services and levels of sexual exploitation victims

Assess need for dispersed refuge provision for all.

3. Delivery Priorities

DP 3 Private Rented Sector (PRS) Access Scheme £126,500

HSP Strategic Priority 1.

- To improve access to the large amount of PRS housing in the Caerphilly borough - this is often inaccessible for many of our service users who are not in employment or who do not have any positive rental history or guarantor.
- PRS stock is available in preferred locations for many service users who have recently come into temporary accommodation and want to be closer to family and friends as well as close to key infrastructure like train and bus services to continue or to access work.

HSG Delivery Priorities Priority 3

- Identify earlier potential homelessness cases and identify what can be done to overcome the issues to access PRS
- Continue to develop our Caerphilly Keys Service
- Consider options for PRS properties as RR provision and Housing First

Ongoing delivery requirements or new projects/activities

- Considering a number of PRS properties currently throughout the borough, one main project is in the North

DP 1 Rapid Rehousing/ Housing Led £333,500

HSP Strategic Priority 1

- Implementation of the RR TP. Details are to be finalised in due course

HSG Delivery Priority 1

- Increasing housing supply across all property owners
- Collaborate and Integrate the Health services via CMHT within the Triage Centre and across all housing provision and Floating Support Services

Ongoing delivery requirements or new projects/activities

- Increase in Housing First model; increase staffing and accommodation to be identified across various property owners
- Continue with multi-agency dedicated staff model – CMHT, Enhanced GP, GSSMS and GDAS staff based in Triage Centre and across all housing provision
- Continue with the Probation Accommodation Pathway Plan and consider how National Services, Camau fits with this.

DP 4 Emergency Accommodation Provision £1,191,147.21

HSP Strategic Priority 1

- Decrease Emergency Accommodation in line with the priorities around this such as increase in housing supply, assessment of needs etc.
- Remodel Emergency Accommodation to provide Assessment Centres

HSG Delivery Priority 4

- Reclassification of stock will enable us to move people out of emergency accommodation into existing stock where currently the age profile is restrictive
- Continue to work with all property owners; existing and to reach out to new owners, particularly in the private rented sector
- Review allocation policy to understand the barriers for those people currently in emergency accommodation

- Remodel Supported Accommodation to ensure we have the right accommodation to offer
- Reassess those currently in emergency and identify move on plans that will be affected by the other changes proposed (allocation/stock reviews)
- Provide correct range of services to meet identified need
- Discuss with multiple partners to produce hub of staff for knowledge transfer and training exchange including CMHT, GDAS and GSSMS

Ongoing delivery requirements or new projects/activities

- Continue with the support at the current provision while assessing for sustainable housing
- Decrease services and consider remodelling

DP 2 Rough Sleeper Assertive Outreach Services £343,000

HSP Strategic Priority 2

- Continue to fund and enhance Rough Sleeper Assertive Outreach team to extend multi-agency partnership collaboration
- Identify areas where rough sleepers could be sleeping/staying

HSG Delivery Priority 2

- Consider criteria of existing provisions across the borough
- Continue to support people who remain rough sleeping
- Increase staffing to dual work with Housing Solutions Teams as well as other partners GSSMS, GDAS, Health, Probation etc.

Ongoing delivery requirements or new projects/activities

- Scope current client groups and further understand reasons for rough sleeping
- Continue to identify and offer solutions to remove barriers to access support
- Improve access/contact to outreach support services, dedicated phone lines that are staffed 24/7.
- Continue to work with Caerphilly Keys and identify PRS property owners

DP 8 Mediation Services £9,365

HSP Strategic Priority 3

- Continue to provide mediation services to families
- Research potential for staff to carry out mediation between landlord and tenants

HSG Delivery Priority 8

- Continue existing service and explore innovative ideas

Ongoing delivery requirements or new projects/activities

- Prepare for Homeless Prevention Grant changes and funding being received directly
- Continue working with staffing and review and consider further services
- Improve collaboration and how to embed the post with other partners

Daytime Drop-in Services £611,500

HSP Strategic Priority 3

- Continue to fund and provide staff for drop in services

HSG Delivery Priority

- Continue to deliver the drop-in services, reviewing the levels of footfall and access and consideration of additional or alternative locations

Ongoing delivery requirements or new projects/activities

- Currently fund staff throughout the borough to provide drop-in services across various locations, with partners such as health within health centres, GP surgeries, also drop-in service at local probation offices and within the prisons.
- Actively consider new opportunities and locations for delivery

Enforcement, investigation or compliance with housing legislation £11,340

Continue with services as currently providing, considering any innovative approaches

Activities designed to promote and publicise compliance with housing legislation £500

Continue with services as currently providing, considering any innovative approaches

DP 7 Floating Support £3,042,852.34

HSP Strategic Priority 3

- Enhance all services and ensure staffing levels are maintained and increased where needed

HSG Delivery Priority 6

- Identify services that will benefit collaboration and integrated working
- Extend availability of services (outside of usual business hours)
- Consider Gwent Wide Hospital to home working
- Continue to identify duplication of services and arrange joint commissioning where appropriate with CCG and other funding sources (VAWDASV)
- Identify any new innovative opportunities
- Provide long term support to promote sustainability to end any need for Fare Share and Foodbank provision

Ongoing delivery requirements or new projects/activities

- Completion of any remodelling of services - removing unnecessary changes to service delivery provider staff thus maintaining continuity for all people accessing the service during their whole journey of support across both accommodation and floating services (as completed for MH and YP services to date)
- continue to fund posts working to maintain and retain staff across the board
- New services for those with co-occurring needs, dual diagnosis to begin engagement and assessment work prior to opening new developments
- New worker for probation and housing services to be based in Housing Solutions
- Increase staffing for new PRS services coming into the borough
- Continue set up of new Gypsy Traveller services as part of Gwent wide team

DP 5 Temporary Supported Accommodation £1,878,476.88

HSP Strategic Priority 1

- Reduce the temporary supported accommodation provision where appropriate
- Increase staffing in identified areas to support those with higher needs and/or risks

HSG Delivery Priority 5

- Reduce time spent within all Temporary Accommodation
- Remodel services to better meet needs identified
- Continue to increase the STAR/rapid rehousing and transition models with RSL and PRS
- Prevent “ladder” models and promote needs based services/Housing Led models

Ongoing delivery requirements or new projects/activities

- Transition individuals to suitable accommodation by assessing needs, working with all property owners
- Continue to assess all individuals in TA to accurately identify needs and move to appropriate projects or settled accommodation
- Provide new projects include Dual Diagnosis staffed project and Abstinence led “wet house” provision
- Provide new “Wet” accommodation and dual diagnosis services to enable us to offer the right service to those coming through, this will start with floating support services to prepare the individuals currently within their existing accommodation with a view to assess, engage and move into the development once completed.

Permanent Supported Accommodation £339,470.83

Continue and review services currently providing, considering any innovative approaches

Alarm Services £188,500.05

Continue and review services currently providing, considering any innovative approaches

DP 6 Refuges £313,972.61

HSP Strategic Priority 3

- Continue to fund existing refuge provision

HSG Delivery Priorities 6

- Consider opportunities to remodel existing provision including en-suite provision where not currently available
- Continue to integrate a DA Worker based in housing solutions team
- Continue to work with Flying Start Teams to collaborate and integrate workers across the services and base within the hub

Ongoing delivery requirements or new projects/activities

- Increase dispersed provision working with partners (providers and VAWDASV for alternative funding)

Target hardening £10,000

Continue with services as currently providing, considering any innovative approaches

Non stat HSG funded posts £178,740.79

Continue with services as currently providing, considering any innovative approaches

4. Stakeholder engagement

In order to understand our priorities and identify needs in our services we have engaged with many different stakeholders. Due to restrictions around the pandemic still in place and time constraints, the majority of the research is via Stakeholder questionnaire, interviews over MS Teams or telephone. Some face-to-face consultation has taken place specifically with internal services, Housing Solutions and Emergency Housing. As well as consulting with our Housing Strategy Team in the process of developing the Strategy

All engagement undertaken is in line with the duties set out in the Well-being of Future Generations (Wales) Act 2015 and the five Ways of Working. (Long-term · Integration · Involvement · Collaboration · Prevention)

4a Stakeholders engaged with

The following stakeholders were contacted during the consultation period, as well as the Stakeholder Questionnaire, interviews and exit questionnaires were considered with main stakeholders include:

Health – including the Advanced Nurse Practitioner within a GP practice (NHS) for the borough, GSSMS staff and on a strategic level including the Housing Manager for LD and MH (ABUHB)

Social Services in CCBC included interview with team managers from CDAT and CLDT, PDSI as well as social workers and senior practitioners from 16+ team.

Probation including the Accommodation Pathway Coordinator for Gwent and local probation officers

VAWDASV Partnership Boards

Substance Misuse Area Planning Boards via the Team Manager

Children and Communities Grant included both survey and interviews with Flying Start Manager

A wide range of Providers returned surveys and held interviews as well as consideration of existing information such as LQA's

We engaged with Landlords through Caerphilly Housing as well as RSL's

People with lived experience of HSG services and their carers or families were included in the engagement with consideration of Exit Questionnaires as well as interviews of both existing and previous people held via telephone/WhatsApp (FaceTime offered)

4b Stakeholder feedback

The main feedback received can be categorised across two areas,

- A lack of accommodation

Lack of housing included one and two bed properties, supported accommodation for significant groups of people including those with addiction issues, dual diagnosis and those in work as well as affordable accessible accommodation within the PRS stock

- A lack of staffing.

Additional staff needed to support the levels of complexity and needs/risk referred currently, ability to deliver increased emotional and resilience support. Retention of staff needed given increased understanding and need for PI/TIE as well as restorative approaches and reflective practise.

***LINK to be provided for full Stakeholder Feedback once uploaded on our website.

4c Partnership working

Our partnership working includes many areas of Health, Social Care and Criminal Justice. To highlight just a few areas-

Health – we currently work with CMHT teams, including psychology staff to deliver joint collaborative integrated services across all emergency housing provision and supported projects with the view to extend across all floating support workers this coming financial year.

We have strong relationships with strategic partners in terms of mental health provision, having most recently set up a Gwent support house (Ty Cynnal) for people in crisis as well as continuing our joint work with the Inpatient Flow Coordinator to improve hospital discharge across the region as well as Caerphilly specifically.

We also work directly with a number of GP surgeries to provide drop in services and we have a unique Enhanced GP service where a dedicated Advanced Nurse Practitioner provides homeless clients with a health service, out either in the community or within practise to assess their health, renew prescriptions or assess and manage signposting or referrals. There are currently 42 open cases.

In terms of substance use, we have commissioned direct GSSMS and GDAS services to work in tandem with support workers, comprehend the source causes of homelessness, and address both needs together.

Various meetings attended includes work across suicide and self-harm prevention, neighbourhood care networks and integrated wellbeing networks.

Social Care – we work closely with teams across Learning Disability, Substance Misuse and Mental Health Teams, providing floating support and accommodation provision; we have dedicated staff members who work across both Mental Health and Substance Misuse teams as well as link in with the acute mental health inpatient service within the hospital in Caerphilly. Additional services like drop-ins and co-location for our health workers planned for this forthcoming year as well as new services for our service users with dual diagnosis and complex care needs. This will include specific “Wet” accommodation, dual diagnosis accommodation and floating support services.

We have a large portfolio of supported accommodation and floating support services for young people and continue to work with colleagues in Children’s Services and housing to improve emergency access to accommodation and further provision for dedicated Housing First needs.

We jointly commission financial capability services with Families First and Housing Solution team to address debt and housing Support and will continue to ensure this is as holistic a service as possible.

Recently we have collaborated, integrated staff across Flying Start and Housing Support, and will continue developing these services.

Criminal Justice – we currently work collaboratively across the criminal justice services, included staff based within Probation offices, attending prisons and the roll out of the Probation Accommodation Pathway model. We have a dedicated team of floating support team and integrated workers for those who leave prison without accommodation. The robust pathways assist with support and housing for those most at risk include MAPPA/MARAC and DACC. We also attend meetings with CADRO officers and provide them with updates of local situations and new and planned developments.

Annexes

Annex A - Impact assessments

CCBC have an integrated impact assessment that is used to support informed and effective decision making whilst ensuring compliance with a range of relevant legislation including

- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Welsh Language (Wales) Measure 2011
- Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010
- Well-being of Future Generations (Wales) Act 2015
- Statutory Consultation v Doctrine of Legitimate Expectation and Gunning Principles

The Local Authority also includes a Strategic Equality Plan when completing the Impact Assessment.

A link to the document is included here {"HSP Impact Assessment"}

This integrated impact assessment (IIA) has been designed to help support the Council in making informed and effective decisions whilst ensuring compliance with a range of relevant legislation, including:

- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Welsh Language (Wales) Measure 2011
- Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010
- Well-being of Future Generations (Wales) Act 2015

➤ Statutory Consultation v Doctrine of Legitimate Expectation and Gunning Principles

The IIA has identified overall the Strategy and Development Plan will have a positive impact upon all aspects of the Assessment. Promotion of equal opportunity for all citizens over 16 years of age, all tenures including homeless and roofless. Whilst we do not provide direct support to those under 16, the family receive support to prevent homelessness or retain their housing. To mitigate any gaps we ensure signposting and collaborative working with other services, this is paramount and we have recently commissioned a dedicated Support Worker to base them within the Flying Start hub, which includes Health staff as well as Social Services.

The Housing Support Programme is fully inclusive, including people with disabilities and long-term conditions, regardless of anybody's gender identity, marriage or civil partnership status. The strategy includes women who are pregnant, on maternity leave and the wider family. Referrals are for the household regardless of race, religion or belief or sex and sexual orientation.

The overarching strategy is to improve people's socio-economic situation, all impacts are positive by providing services to address low income and income poverty, those with low or no wealth and in material or area deprivation. The services are for any socio-economic background and disadvantage and therefore has positive impacts on all.

In terms of the Welsh Language (Wales) Measure 2011 and Standards there are no negative impacts on the Welsh language as the services are fully compliant with the measure and all Service Providers are fully aware of their responsibility and obligations. The strategy enables us to procure services based on detailed specifications that include the Welsh Language Standards to mitigate any negative impact. All services are available bilingually and the terms and conditions of the grant enable us to fund any interpretation fees.

Annex B– Spend plan

Spend Plan collection period		Local Authority HSG Spend Plan 2022/23					
Regional Collaborative Committee:		Gwent					
Local Authority:		Caerphilly					
HSG Annual Allocation:		8,435,365.71					
		Client Units	Total HSG spend against Project Type	Spend per Unit	Local Authority contribution	Priority Reference No	Notes (brief explanation of spend)
Project Type	Project Type Breakdown	Numbers	£	£	£	Text	Text
PRS Access Schemes	TOTAL	200	126500.00	633		HSP SP1 DP3	Spend to improve access to PRS housing to move people on from TA and supported accommodation
Rapid rehousing/Housing Led Services	Housing Led	54	175500.00	3,250		HSP SP1 DP1	Increase in staffing for multi-agency work and Housing Led Services
	Housing First (verified)	0	0.00	0			
	Housing First (unverified)	16	158000.00	9,875		HSP SP1 DP1	Costs for increase in Housing First
	TOTAL	70	333,500.00		0.00		
Emergency Accommodation Provision	General	54	1191147.21	22,058		HSP SP1 DP4	
	Specific 'dry' accomodation	0	0.00	0			
	Specific 'wet' accomodation	0	0.00	0			
	TOTAL	54	1,191,147.21		0.00		
Rough Sleeper Assertive Outreach services	TOTAL	170	343000.00	2,018		HSP SP2 DP2	Staffing to provide outreach services and support to those during resettlements
Mediation services	Landlord	0	0.00	0			
	Family	12	9365.00	780		HSP SP3 DP8	Continue to support this post and will be increased with the HP fund when received
	TOTAL	12	9,365.00		0.00		
Daytime drop in services	TOTAL	183	611,500.00	3,342		HSP SP 3	
Enforcement, investigation or compliance with housing legislation	TOTAL	0	11,340.00	0			
Activities designed to promote and publicise compliance with housing legislation	TOTAL	0	500.00	0			
Floating Support	VAWDASV	83	144,500.00	1,741		HSP SP 3 DP7	
	Learning disability	0	0.00	0			
	Physical disability	0	0.00	0			
	Mental health	227	736,030.00	3,242		HSP SP 3 DP7	** slight change to spend additional
	Substance misuse and/or alcohol issues	112	155,000.00	1,384		HSP SP 3 DP7	**Delays in Project completion has
	Ex-offenders	56	137,000.00	2,446		HSP SP 3 DP7	
	Young people	22	154,724.54	7,033		HSP SP 3 DP7	** remodel of service, staff carrying out
	Refugees	0	0.00	0			
	Older people	50	30,411.11	608		HSP SP 3 DP7	
	Gypsy and travellers	3	5,000.00	1,667		HSP SP 3 DP7	
	Generic	547	820,249.69	1,500		HSP SP 3 DP7	
	Other	613	752,437.00	1,227		HSP SP 3 DP7	
	TOTAL	1,713	2,935,352.34		0.00		

Temporary Supported Accommodation	Learning disability	0	0.00	0		
	Physical disability	0	0.00	0		
	Mental health	22	489,908.92	22,269	HSP SP 1 DP5	
	Substance misuse and/or alcohol issues (Wet accomodation)	3	20,000.00	6,667	HSP SP 1 DP5	We hope to recruit staff for our Wet Accommodation to support individuals prior to building being completed.
	Substance misuse and/or alcohol issues (Dry accomodation)	12	464,000.00	38,667	HSP SP 1 DP5	
	Ex-offenders	0	0.00	0		
	Young people	34	611,500.00	17,985	HSP SP 1 DP5	** remodel of service as above in FS
	Older people	0	0.00	0		
	Refugees	0	0.00	0		
	VAWDASV	1	24,500.00	24,500	HSP SP 1 DP5	
	Generic	9	141,567.96	15,730	HSP SP 1 DP5	
	Generic - intensive needs	4	20,000.00	5,000	HSP SP 1 DP5	Existing provision just costs moved to indicate the new project description
	Other	4	39,000.00	9,750	HSP SP 1 DP5	
	TOTAL	89	1,810,476.88		0.00	
Permanent Supported Accommodation	Older people	1	2,457.49	2,457		
	Learning disability	98	269,154.72	2,746		
	Mental Health	6	7,371.96	1,229		This is existing provision, identified true
	Other	29	60,486.66	2,086		
	TOTAL	134	339,470.83		0.00	
Extra Care services	TOTAL	0	0.00	0		
Alarm services	VAWDASV	0	0.00	0		
	Other	889	188,500.05	212		
	TOTAL	889	188,500.05		0.00	
Refuges	Male	0	0.00	0		
	Female	23	313,972.61	13,651	HSP SP3 DP6	
	Other	0	0.00	0		
	TOTAL	23	313,972.61		0.00	
Target Hardening Equipment	TOTAL	80	10,000.00	125	HSP SP 3	
Non Statutory HSG Funded Posts	TOTAL	160	178,740.79	1,117	HSP SP 3	These costs are covering 6 Housing
Other Homelessness Prevention Projects	TOTAL	0	0.00	0		
Other	Uncommitted Spend	0	0.00	0		
	General Other	50	32,000.00	640		Costs of temporary strategy planning
	TOTAL	50	32,000.00		0.00	
GRAND TOTAL		3,827	8,435,365.71		0.00	

Annex C - Commissioning Plan

Detailing an overview of recommendations for commissioning, remodeling and decommissioning of HSG services for the following financial year.



ANNEX 3
Commissioning Plan2.

Model of Service provision existing or proposed	Project Type	Project Breakdown	Start or Anticipated Start date	Supply Demand Status	Needs Evidence base	Recommendation	Updates
Complex Needs/Dual Diagnosis Floating Support	Floating Support	Mental Health	2022	Low Supply/High Demand	Outcomes, CDAT Health data, existing service users, Provider information	Commission (New)	
Dispersed Refuge	Refuges and Floating Support	Male and Female	2022	Low Supply, Medium Demand	Provider information, Outcomes, MARAC, Housing Advice data	Commission (New)	
Dispersed Supported Accommodation	Temporary Supported Accommodation	General	2022	Low Supply/High Demand	Referrals, existing service-users, panel meetings, temporary accommodation data, HAC, Outcomes	Commission (New)	
Dual Diagnosis Supported Accommodation	Temporary Supported Accommodation	Mental Health	2022/2023	0 Supply/Medium Demand	Referrals, Outcomes, Panel meetings, Provider information, CDAT Health data.	Commission (New)	
Financial Inclusion DEBT	Floating Support	Other	2022	Medium Supply/Medium Demand	Referral numbers	Remodel	Include Housing DRO contract and continue with joint FF and SP projects
Financial Inclusion Income Max	Floating Support	Other	2022	Medium Supply/Medium Demand	Referrals, Income and Expenditure returns	Re-tender	
Generic Floating Support Services	Floating Support	Generic	2023	High Supply/High Demand	Referrals, waiting lists	Remodel	
Gypsy Traveller Gwent	Floating Support	Other	2021/2022	Low Supply/Low Demand	Provider information, GTAA data	Current	
Homeless/Emergency Accommodation	Emergency Accommodation Provision	General	2022	High Supply/High Demand	#B&B levels, waiting list, out of county provision	Remodel	combine into one service and reintroduce the assessment centre
LGBTQ+ Research	Research		2022/2023			Commission (New)	
Mental Health Accommodation and Floating Support	Temporary Supported Accommodation and Floating Support	Mental Health	2021/2022	High Supply/Medium Demand	Referrals, Outcomes, Panel meetings, Provider information, Health data, Waiting List	Current	
Mental Health HUB	Floating Support	Mental Health	2022	Supply/High Demand	Provider information, Health data, existing service users, Outcomes	Commission (New)	
MH Resilience	Floating Support	Mental Health	2022	Medium Supply/Low Demand	Referrals, Outcomes, Provider information.	Re-tender	
Offending Services	Floating Support	Ex-Offenders	2022/2023	Medium Supply/Medium Demand	Evidence from Probation, homelessness data	Re-tender	
Rapid Rehousing Generic	Temporary Supported Accommodation	Generic	2022/2023	Low Supply/High Demand	Homeless data, housing data	Remodel	combine a number of existing services into one
Rough Sleeper Outreach	Rough Sleeper Assertive Outreach Services		2022/2023	Medium supply/High Demand	Referrals, eviction increases homelessness data, reports from councillors	Re-tender	
Sensory Impairment	Floating Support	Other	2022/2023	Low Supply/Low Demand	Referrals, Hospital Sight Clinic	Re-tender	
Sexual Exploitation Research	Research		2022/2023			Commission (New)	
Substance Misuse	Temporary Supported Accommodation	Substance Misuse and/or Alcohol Issues	2022	Medium Supply/Medium Demand	Referrals, panel meetings	Remodel	Include Dual Diagnosis and WET HOUSE which will increase contract value
Transitional/Step Up Step down provision	Tempoary/Floating	Generic	2022	Medium Supply/High Demand		Commission (New)	
VAWDASV	Refuges and Floating Support	Female	2022/2023	High Supply/High Demand	Referrals, out of county placement, MARAC Meetings, HAC data	Remodel	Incorporate both accommodaitnand floating support services and Housing based staff with potential to include Flying Start post contribution
Vulnerable Families Accommodation and Support	Floating Support	Other	2024	High Supply/Medium Demand	Referrals, Outcomes, Provider information, Panel meetings	Re-tender	
Vulnerable People Floating Support	Floating Support	Generic	2021			Current	
Wet House	Temporary Supported Accommodation	Mental Health	2022/2023	0 Supply/High Demand	Referrals, Outcomes, Panel meetings, Provider information, CDAT Health data.	Commission (New)	
Young People Accommodation and Support	Temporary Supported Accommodation and Floating Support	Young People	2022	High Supply/High Demand	Waiting Lists, stakeholder feedback	Remodel	include Housing First and Resettlement PRE/POST worker

Annex D- Homelessness Statutory duties

The Housing Solution Team is made up, at this time, of five Homeless Prevention Officers and six Homeless Officers. At this time, the current service delivery model ensures that we are able to signpost contact into the centre to the relevant team to ensure that effective housing advice and support can be offered to prevent Homelessness.

The Housing Solution Team and prevention service are managed from a central hub in Caerphilly and deliver the service through a combination of office based and agile working. Contact can be made with the team by phone, email and face-to-face appointments can be arranged.

The priority for the service following the pandemic is now to refocus on the prevention of Homelessness and move away from a crisis led model back to prevention to meet the objectives of Welsh Government and the Housing Wales Act 2014. The Housing Solution Team put forward in October 2021 a Project Plan to Committee and Cabinet, which highlighted some of the key service areas that were being reviewed and worked on to move back toward the prevention of homelessness.

The Homeless Prevention Officers are specifically trained and have the required skill sets to ensure that they are familiar with all of the Local Authority Prevention Pathways that are in place to maximise the prevention of Homelessness

The team have referral pathways in place with a number of agencies statutory and non-statutory, internal and external to deliver the prevention agenda.

Prevention Pathways in Place to meet the requirements of the Housing Wales Act 2014 Section 66 Prevention Duty

The team have a number of in-house resources that they are able to utilise to assist them to identify a prevention outcome for those who are threatened with Homelessness and these are outlined below.

Prevented –remain in home – measure to prevent Domestic Abuse

We currently fund a specialist domestic abuse Support Worker who is embedded within the team at Gilfach. Her remit is to provide ongoing expertise to enable clients to remain in their home through the provision of specialist housing related support. In addition to target hardening and empowerment through clients attending the 'Freedom programme' which is aimed at providing training for client that have suffered Domestic abuse to provide them with the mechanism to be more resilient and have and understanding of the impact of domestic abuse

Prevention – Remain in home – Family Mediation

The Housing Solution Team work closely via a referral pathway with Llamau Family Mediation Officer and its Social Services team to prevent Young People being asked to leave the family home. As a result of the pandemic the Family Mediation Officer has been remote working and referrals to the pathway have decreased. In view of restrictions now lifting as a multi-agency team we have reviewed this referral pathway and are reintroducing the mediation officer being based within the Housing Solution Team to maximise the successful outcomes that can be achieved in the prevention of Homelessness for Young People as a result of this pathway.

The Housing Solution Team also in partnership with Children's Social Services, Youth Offending Service and Lamau have a young person protocol in place to support young people who may be threatened with Homelessness and this is under review with the services to ensure that it is still reflective of service areas and meets the current needs to address and prevent homelessness.

Prevented remain in home debt and financial advice

We work in partnership with Caerphilly Citizens Advice to provide specialist licenced debt advice to clients as part of our 'reasonable steps', where we identify clients that have (or had), debt related or are experiencing financial hardship or affordability issues. Citizens Advice work with our Homeless clients to ascertain their financial situation to try and come out with a sustainable affordable long term debt relief solution such as Debt Relief Order (DRO) Bankruptcy's - negotiating with clients creditors, and provide money management advice, benefit maximisation etc.

Prevented Remaining in home – Financial Payments

A key part of the prevention of homelessness toolkit is the financial assistance we can offer clients to assist with reducing rent or mortgage arrears where accommodation is affordable and sustainable longer term and where they do not have the financial means to prevent the loss of the home themselves or where the landlord is not able to accept an affordable repayment plan offered by the tenant to reduce the arrears. In addition, the team are also able to offer financial assistance to assist with payment of court application fees to defend a hearing where further offers of support/ advice and financial assistance are available to assist with preventing the loss of the home.

Where prevention of the current home cannot be secured then the team are able to offer financial support to offer Bond and Rent In advance payments to assist in securing alternate affordable and suitable accommodation in the private rented sector where an applicant does not have access to their own financial means.

Prevented remaining in-home Mortgage arrears and Mortgage rescue

We run a service especially for Owner occupiers –we will provide assistance to clients with regard to debt and financial advice and can arrange and expedite interview with a debt/ financial advisor.

Our Mortgage Rescue Scheme is still in operation and referrals to this scheme are starting to increase following measures preventing action or delaying action within this sector as a result of the Covid 19 pandemic. The team are able to consider authorisation of payments of up to £1000 where the Mortgage Company are in agreement to withdraw or stay any proceedings and where a further agreed repayment plan on arrears can be made.

Prevented remaining in home – resolving Housing and Welfare benefit problem

Prevention Officers are experienced with regard to Welfare benefits – they have managed to assist clients with regard to applications for PIP and UC. They have had successful appeals for PIP applications and have managed to reduce recovery rates for benefits to assist clients with regard to affordability – as they have access to additional funds which helps clients to manage their disposable income

Prevented remaining in-Home Resolving Rent or Service charge arrears

Prevention Officers work closely with our partner RSL landlords and our own Caerphilly Homes in order to and where possible prevent the loss of accommodation. We have set up direct referral pathways with these agencies to maximise this process and will often joint case work and manage these cases with a member of the Rents team or Housing Management team to address not just any rent arrears issues but also any support needs identified that may be contributing to the breakdown of the tenancy.

Caerphilly Keys

Caerphilly Keys is our pioneering Private Rented Scheme that has been in operation since 2018 and has over 100 properties registered on its property portfolio with some tenants having occupied the property since they secured the accommodation back in 2018. The Caerphilly Keys Team provide a landlord / tenant matching service for the properties registered on the scheme and then provide a support service to both landlord and tenant to address any tenancy related issues that may occur in order to promote tenancy sustainability and prevent repeat Homelessness Presentations. All landlords have to be registered with Rent Smart Wales and all properties bought onto the property have to undergo a property inspection to ensure they are fit for purpose and going forward the team will work with landlords to ensure they meet the requirements of the Renting Homes Act. The properties taken onto the scheme provide a much-needed source of permanent accommodation across a range of property size and rental charges. All tenants matched to and offered accommodation within this sector undergo a comprehensive financial affordability assessment to ensure the property is affordable for them and current living costs increases that will be experienced by Households this year will be projected into these affordability assessments. The Caerphilly Keys Private Sector Scheme and is provided free of charge to landlords and tenants.

The Housing Solution Team have declined the Welsh Government Leasing Scheme Wales Proposal which has been fully supported by our Cabinet on the grounds of the success of the Caerphilly Keys Scheme and we will be meeting with Welsh Government in due course to discuss

our model in view of its success in supporting us as a Local Authority in discharging our statutory duty into the private rented sector. The success of the scheme has been built on the hard work and trusting relationships that the team and officers have built with landlords and tenants and the open and transparent dialogue that occurs with what the scheme can and cannot offer.

Following the recent support from Cabinet in February 2022 to decline the WG Leasing Scheme Wales Proposal and remain with our Caerphilly Keys Scheme we will be looking at how we are able to enhance this scheme to attract more landlords to provide a larger portfolio of properties within this sector. Some measures taken to date have included the set up of its own website and webpage. Digital Van promotion around the borough to promote the scheme and an increased social media campaign – these measures to date have increased contact with the team by landlords with regard to possible additional properties being brought onto the scheme.

Key Service Priorities for 2022/ 2023

As we move out of Covid and move back to focusing on the prevention agenda the following will be implemented within the team this year to enhance the prevention model on offer by the Housing Solution Prevention Team.

- Refresh Key referral pathways with agencies to ensure that swift prevention action can take place
- Workshops will be run with Prevention Officers and Key Partner Agencies to ensure everyone is aware of all the prevention measures available to prevent the loss of accommodation.
- IT systems, databases and phone systems will be upgraded to ensure we are able to enhance the level of customer care and service and contact with the team for those who require housing advice and support.
- Review of the financial support and referral pathways to specialist Debt advice and support will be undertaken and enhanced in light of the increased living costs that households face and to ensure that we are signposting / maximising financial support where possible to prevent the loss of accommodation.
- To bring multi-agency working for Family Mediation Officer and the Specialist Domestic Abuse work back into the team following Covid restrictions lifting
- To consider how we can enhance the financial support on offer to applicants who are affected by the current financial and living costs crisis
- To enhance and continue to develop the Caerphilly Keys Scheme
- To consider new pathways and agencies that we now need to work with to address and prevent Homelessness
- To reinstate quarterly prevention partnership multi-agency meetings to review and ensure that pathways are fit for purpose and reflective of current need.
- To review communication and prevention services awareness through social media and leaflets and website to maximise tools available for people to be aware of the prevention services available within the borough
- To review letters and information available to clients to make them more customer friendly

