

Appendix 3: Action Plan 2017-2022 summary of actions completed

	Item from strategy / activity	Progress	Notes
Priority 1: Proactively Preventing Homelessness			
1.1	Provide high quality timely advice to all residents on their housing options	Carried forward into the new strategy	Advice updated when HRA. Needs further development to reflect current circumstances
1.2	Produce written personal plans that sets out the actions they can take and we will take. Review casework management system to monitor progress and report on the outcomes of advice given.	Complete	
1.3	Develop a culture across organisations to work proactively to prevent homelessness	Carried forward into the new strategy	Strong commitment from partners made – will be built on in action plan
1.4	Provide tailored advice for people at greater risk of homelessness including single people, those released from prison, care leavers, former members of the armed forces, people leaving hospital, victims of domestic abuse, people with learning difficulties and mental health issues.	Completed	. Advice will be reviewed and improved in new action plan
1.5	Target earlier prevention work for single people with physical and mental health concerns	Partially completed	Progress made with RACM Panel and Everyone in – to be further addressed in new action plan
1.6	Provide better information about homelessness and how to deal with housing issues. Improve online communication channels.	Partially completed	This will be further developed. Some improvements made e.g. to website. included in new action plan

1.7	Develop a prevention toolkit, training and advice for organisations to respond to the risk of homelessness at an earlier stage	Complete	Will be reviewed for effectiveness to promote earlier prevention – new action plan
1.8	Implement clear pathways, referral routes for duty to refer cases, protocols and information sharing agreements between services working with customers at risk of homelessness.	Partially completed	Strong pathways for some groups – e.g rough sleeping, care leavers. Included in new action plan to develop further
1.9	Use data and predictive analysis to target resources.	Partially completed	Data analysis has identified areas and groups at higher risk of homelessness for different reason. Included in new action plan to target resources
1.10	Develop community based responses in geographical areas with high levels of homelessness; including specialist advice to locally based universal services.	Carried forward into the new strategy	Included in new action plan- Proactively preventing homelessness
1.11	Make better use of debt/money advice	Partially completed	Financial inclusion Officer appointed. Will be further resourced in new action plan
1.12	Develop housing options that support prevention, including private sector tenancies	Partially completed	Included in new action plan some expansion of PRS has taken place but needs to be increased
1.13	Align assessment processes with statutory services to include exploring housing issues as a key line of questioning.	Carried forward into the new strategy	Included in new action plan- Proactively preventing homelessness. Joint assessment for 16/17 year olds takes place.

Priority 2.1: Strengthening partnerships to support families and young people

2.1.1	Work closely with Social Care and other services to prevent housing problems and support families with complex issues	Partially completed	Included in new action plan
2.1.2	Streamline and integrate housing support interventions for families with local services	Partially completed	Work carried with healthcare providers and local community groups to ensure families are linked in to local services. Better communication with Children's services including MAST and fieldwork services. In action plan for new strategy to formulise this work with a shared protocol.
2.1.3	Work closely with the Sheffield Safeguarding Hub	Completed	All officers trained on what to look for and how to refer to hub. Involved in VARMM and CCM process and service now organising and chairing VARMM's where appropriate.
2.1.4	Raise awareness of housing issues and the realities of leaving home in schools and young people's services.	Partially completed	Work started in schools and colleges including school open days. Working in partnership with young people's services to have a rolling programme in schools
2.1.5	Integrate housing advice with young people's services	Partially completed	All young people who present to the service are seen by roundabout prevention service alongside housing options officers. Need to expand this to other young people services which will be Included in new action plan
2.1.6	Improve identification of the risk of homelessness and target interventions	Partially completed	Joint work and training undertaken with groups working with families and young people. This

			needs expanding to all relevant services in the city.
2.1.7	Develop a Housing Support Pathway for vulnerable people under the age of 25	Partially Complete	Support pathway in place for 16/17 year olds and care leavers.
2.1.8	Develop bespoke support and housing options, including trainer flats, supported tenancies and permanent housing options for Care Leavers and looked after 16/17 year olds	Complete	Care Leavers Protocol in place and housing options and support have been improved. Housing and Care Services continue to work together on further developing the offer
2.1.9	Provide flexible housing support for families and young people, enabling young people to return home where appropriate	Complete	Young people's pathway in place including care leaver protocol. Work with families to offer mediation and support to enable young people to return home.
Priority 2.2: Strengthening partnerships to support adults with complex and multiple needs			
2.2.1	Improve earlier identification and information sharing, including for those less visibly at risk; and provide targeted advice and support to enable people to keep their current home.	Complete	Panel set up to provide a multi-agency response to those people with complex and multiple needs. New in-house tenancy support service to target those at risk of losing their home. Links with healthcare providers including mental health to target the needs of vulnerable people
2.2.2	Jointly commission cross sector innovative and holistic responses for customers with recurring housing instability. Provide more flexible and longer term interventions.	Complete	Changing futures programme established to work with the most vulnerable people in the city including staff co-located in Housing Solutions.
2.2.3	Develop a joined up plan building on existing key worker and multi-agency models	Complete	Plan in place to include services across the city including the use of trauma informed asset based work .

2.2.4	Streamline and improve effectiveness of multi-agency panels	Complete	Terms of reference agreed and panels working effectively.
2.2.5	Develop initiatives and support funding for voluntary and independent services to more effectively engage	Partially complete	Recent Rough Sleeper Grant bids and funding have included funding to local voluntary sector groups to jointly work with the customer group
Priority 2.3: Strengthening partnerships to support domestic abuse			
2.3.1	Improve earlier identification and use DASH	Completed	All housing solutions staff trained and using DASH Included in new action plan
2.3.2	Review provision for male victims of domestic abuse	Partially completed	Carry forward to new action plan
2.3.3	Review risk in relation to domestic abuse in family relationships	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups- action to work with childrens services and voluntary groups looking at intergenerational violence
2.3.4	Ensure provision recognises coercive control and patterns of previous behaviour	Complete	All staff trained to recognise coercive control
2.3.5	Improve understanding when victims feel unable to report to police	Complete	Staff recognise that some people may not want to report to the police, all trained on dealing with this and offer advice to people on where they can get help a
2.3.6	Review processes and outcomes in partnership with Children and Young People's Services	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups
2.3.7	Review existing powers to enable people to stay in their own home	complete	Implement target hardening to properties and support injunctions

Priority 2.4: Strengthening partnerships to support Black and Ethnic Minority households			
2.4.1	Review Housing Options & Advice Service to ensure accessibility to BMA groups	Partially completed	BAMA reference group set up and joint initiatives taken place to improve options and advice
2.4.2	Create partnerships to target interventions for BME communities at risk of homelessness	completed	Multi-agency group set up to oversee working in partnership with specific organisations.
2.4.3	Improve homelessness prevention for refugees leaving accommodation and asylum seekers	Completed	Specific posts resourced within SCC housing solutions team and refugee and asylum team which has now expanded to work with Ukrainian refugees
2.4.4	Review housing support schemes to ensure the support needs of BME communities are met	Partially complete	Housing Support review completed . Implementing findings to be included in new action plan
2.4.5	Ensure actions in all priorities are inclusive and consider equality issues for BME groups	completed	Will be Included in new action plan- Improving Services to Support Vulnerable Groups
Priority 2.5: Strengthening partnerships to support substance misuse			
2.5.1	Ensure homeless prevention strategies are complementary with Sheffield Drug & Alcohol Coordination Team substance misuse strategy	Complete	Drug and Alcohol coordination team have contributed to homeless prevention strategy and service manager from Housing Options and Advice now sits on Drug and Alcohol strategic board.
2.5.2	Ensure all homeless people presenting with substance misuse issues are referred to treatment	Partially completed	Staff know where to refer, and signs to look out for. All outreach staff are trained on drug and alcohol issues, how to refer into treatment and can do basic harm reduction work
2.5.3	Develop support to prevent loss of home and achieve stabilisation and eventual ceasing of substance misuse	complete	New team HALT set up to work with people who are at risk of rough sleeping. Team have direct links into treatment and work on an outreach basis

Priority 2.6: Strengthening partnerships to support other vulnerable groups including victims of modern slavery and NRPF			
2.6.1	Improve awareness of modern slavery's as a cause of homelessness and refer to appropriate support	complete	Staff all awareness trained and this is included in inductions
2.6.2	Ensure all advice is inclusive and provide targeted information for NRPF	CompleteCarried	Work closely with Assist, Migration Yorkshire and City of Sanctuary to ensure all people presenting have quality advice
2.6.3	Connect with voluntary services	completed	
2.6.4	Assist council services to source suitable accommodation	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups
Priority 3: Tackling Rough Sleeping			
3.1	Work with SY councils to improve the service offer and outcomes in the sub region over the next 2 years (2017-2019?)	Complete	Better understanding of who is sleeping rough from other areas within South Yorkshire, information sharing improved and joint initiatives and bids discussed
3.2	Integrate statutory, commissioned and voluntary services to coordinate activities, share information and collaborate on initiatives	Complete	Established multi-agency information sharing group . Rough sleeper working group as part of the prevention forum.
3.3	Develop targeted prevention activity that reduces the number of new rough sleepers	Carried forward into the new strategy	Included in new action plan- Targeting Rough Sleeping
3.4	Improve access to provision at evenings and weekends	Complete	Funding Framework team to work 7 days a week. Internal rough sleeper team do evening outreach.

			On call manager from Housing Options and Advice
3.5	Improve identification and support of women rough sleepers	Partially complete	Working closely with SWOPP and chocolate box to target women rough sleepers. Recently been awarded money to enable us to have a housing advice worker specifically for this cohort which needs to be implemented.
3.6	Collaborate to develop holistic approaches for entrenched rough sleepers	complete	All rough sleepers are discussed at information sharing meeting and joint action plans developed
3.7	Reconnect people back to their local community	complete	Working closely with other services we ensure people have other accommodation open to them and reconnect back to their local community. Have a Rough Sleepers personalisation fund that enables us to do this.
3.8	Provide good information to the public about rough sleeping	complete	Help us help develop written material, videos and have social media posts telling the public about rough sleeping and what they can do to help. The work help us help does extends to supporting local businesses.
Priority 4.1: Improve Housing Options & Housing Support to reduce Temporary Accommodation use			
4.1.1	Eliminate the use of B&B with a new scheme to provide emergency accommodation.	Partially complete	Have opened three new schemes Barnsley Road, Baxter Court and Cross Park Road. Have a business case for new schemes to use as TA this is still in development and will be included in new action plan
4.1.2	Use dispersed housing and supported housing to complement fixed accommodation	Partially complete	Using dispersed SCC stock as TA , Housing First increased to 50 units, RSAP accommodation for move on provision for people who have slept rough

			(47 Units) Supported Housing Review completed , implementation included in new action plan-
4.1.3	Improve planning and continuity of support for customers leaving TA	Carried forward into the new strategy	Included in new action plan- Improving Housing Options and Support
Priority 4.2: Improve Housing Options & Housing Support - Social Housing			
4.2.1	Provide realistic advice about social housing and Choice Based Lettings	completed	Officers manage the expectations of the customer and look at other housing options as part of the personal housing plan
4.2.2	Prioritise homeless households for social housing and improve pre- tenancy partnership work	Partially complete	Included in new action plan- Improving Housing Options and Support
4.2.3	Improve tenancy sustainability through targeted support to those at risk	Completed	SCC tenancy support team – START supporting people in tenancies
4.2.4	Review provision of shared housing and smaller units for single person households	Carried forward into the new strategy	Included in new action plan- Improving Housing Options and Support
4.3.1	Improve access to private sector housing by supporting tenants and landlords	Carried forward into the new strategy	Reviewing activity of Private Rented Solutions Service and business case to improve access to PRS and working with landlords. Included in new action plan- Improving Housing Options and Support
Priority 4.3: Improve Housing Options & Housing Support - Private Rented Housing			
4.3.2	Coordinate work with private sector landlords and developers to maximise use of resources	Carried forward into the new strategy	Included in new action plan- Improving Housing Options and Support
4.3.3	Focus more on tenancy sustainment to prevent homelessness	Carried forward into the new strategy	Included in new action plan- Improving Housing Options and Support
Priority 4.4: Improve Housing Options & Housing Support - Housing Support			

4.4.1	Explore the expansion of Housing+ social landlords	Carried forward into the new strategy	Included in new action plan- Improving Housing Options and Support
4.4.2	Commission services progressively aligned with homelessness prevention at an early stage	Partially complete	Review supported Housing completed ,and will be implemented.
4.4.3	Share information with key workers to prevent duplication of support	Completed	Information sharing meeting, Team around the person and CCM's for households.
4.4.4	Review effectiveness of housing support pathway	Not complete	Carried forward into new strategy
4.4.5	Address gaps in single sex accommodation, services for older people with complex needs and young people's services	Partially complete	Review of Housing Related Support covers this. New service for older people with complex needs opening at Bucannon Green. Rapid rehousing service for young people developed with Roundabout using government grant funding. Need to implement findings in review.
4.4.6	Review dispersed accommodation-based schemes for supporting families within their communities	partially completed	Included in review of supported housing to implement findings Included in new action plan- Improving Housing Options and Support
Priority 5: Addressing Health Needs			
5.1	Commission local health services that are inclusive of people who are homeless or at risk of homelessness	Partially complete	Street outreach nurse, Mental health nurse as part of the housing first team and HALT team to work with people with substance misuse issues. Vaccination programme, virtual consultations for rough sleepers who would not attend surgery.
5.2	Improve access to primary health care to reduce hospital admissions and A&E presentations	Partially completed	Worked with 'deep end' GP group and surgeries to support staff to recognise the issues affecting homeless people and also what to do if they do think someone is at risk of homelessness. Still

			need to organise training for GP reception staff. Included in new action plan- Improving Housing Options and Support
5.3	Improve understanding of homelessness and housing services within health services and review referral processes	Carried forward into the new strategy	Briefings and training to be planned in as part of new action plan- Improving Housing Options and Support
5.4	Provide housing support for those leaving health care	Partially Complete	Housing Health and Care Reference Group established. Health Services represented on Homeless Steering Group
5.5	Identify which interventions appropriate to promote with health services	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups
5.6	Create partnerships to ensure Health and Housing are linked	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups
5.7	Address health impacts of homeless children	Carried forward into the new strategy	Included in new action plan- Improving Services to Support Vulnerable Groups
Priority 6: Improved Access to Employment, Education & Training			
6.1	Develop targeted opportunities for paid and voluntary work	Partially complete	Funded post at DWP Included
6.2	Include EET within service specifications when commissioning housing services	Complete	
6.3	Provide practical tailored support, including travel to work costs and work clothes	Partially agreed	Personalisation fund

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