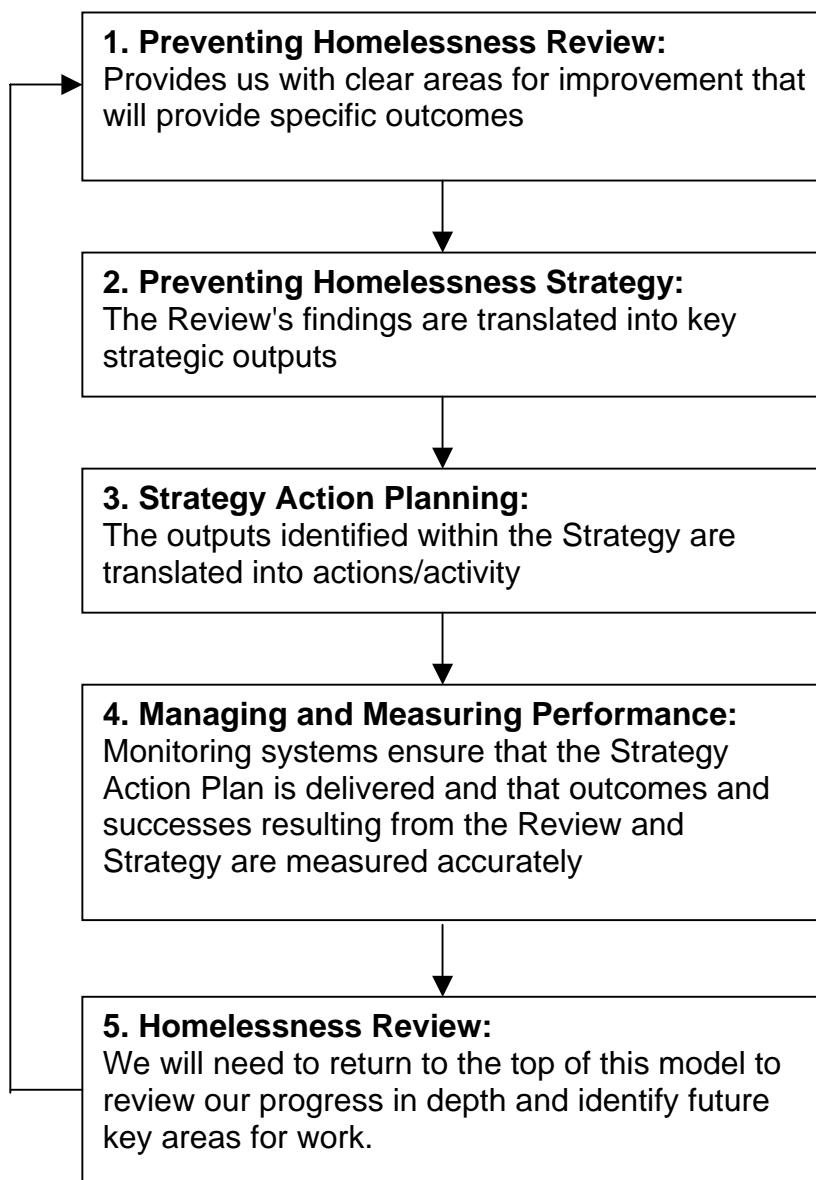# BRISTOL PREVENTING HOMELESSNESS STRATEGY ACTION PLAN

## Context and Definition

This Action Plan is designed to steer a clear direction of travel for homelessness prevention in Bristol. Chapter 3 of the Strategy describes the Review's key findings, the emerging key strategic priorities and main planned outputs. The Action Plan provides general descriptions, timescales and targets of the projects that will deliver these outputs according to the established priorities. Specific detail, such as project management documentation, contract documents etc. will be generated by each individual project.

To ensure that priorities and outputs are met successfully and address future needs and demands, there will be a planned an ongoing and cyclical approach to managing the implementation of the Strategy and its Action Plan:

**1. Preventing Homelessness Review:**
Provides us with clear areas for improvement that will provide specific outcomes

**2. Preventing Homelessness Strategy:**
The Review's findings are translated into key strategic outputs

**3. Strategy Action Planning:**
The outputs identified within the Strategy are translated into actions/activity

**4. Managing and Measuring Performance:**
Monitoring systems ensure that the Strategy Action Plan is delivered and that outcomes and successes resulting from the Review and Strategy are measured accurately

**5. Homelessness Review:**
We will need to return to the top of this model to review our progress in depth and identify future key areas for work.

# A Dynamic Plan

The Action Plan is populated with SMART (specific, measurable, achievable, realistic and time-bound) activities.  The duration of the plan at any stage will be a maximum of 12 months, in order for it to retain focus and manageability. All actions will be monitored according to 'traffic lighting' (red, amber or green status) and, when complete, will be removed from the action plan, to be replaced by further projects designed to meet strategic priorities, targets and outcomes.

The Action Plan will be driven, bounded by and will address:

**Bristol's Preventing Homelessness Mission**
- Eliminate homelessness crisis
- Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent
- Ensure that people receive a positive experience of all homelessness and housing advice services
- Reduce to a minimum the number of households that become homeless on more than one occasion

**Key Priorities**
- Homelessness Prevention
- Early Interventions
- Multi-Disciplinary Approaches
- Individual Solutions
- Value for Money

**Strategic Outputs**
- Create a Future Commissioning Model
- Implement New Case Management Systems
- Create Sustainable Housing Routes
- Increase Access to Information and Support
- Focus on Equalities
- Focus on Other Emerging Priorities (Future Proofing)

**Communities and Local Government (CLG) targets**
- Halve the number of households in temporary accommodation by 2010
- Increase homelessness prevention (currently recorded as Best Value Performance Indicator 213 and HAPIs 1 and 3)
- Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.
- End the use of bed and breakfast as an emergency housing solution for 16 and 17 year olds by 2010.
- Regularly update the council's Homelessness Strategy Self-Assessment document and tackle any gaps identified from this exercise

## From Priorities to Outputs and Outcomes

The schematic diagram below illustrates how strategic outputs feed the delivery of the strategic priorities generated by the Preventing Homelessness Review and crystalised by the Preventing Homelessness Strategy:
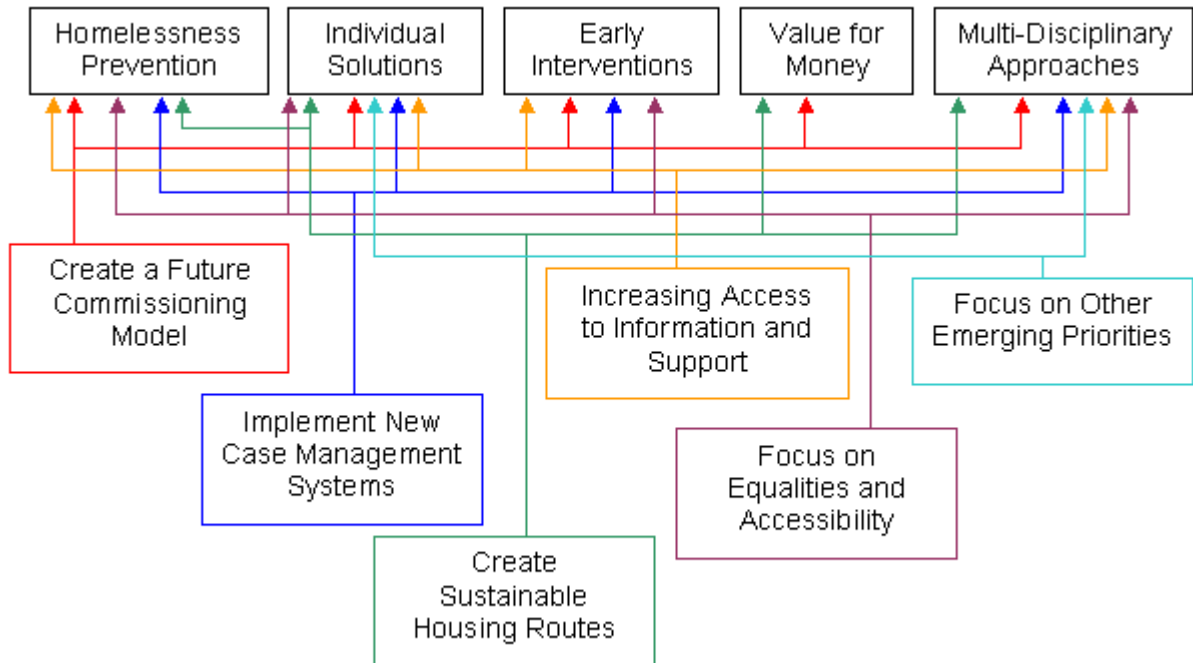


The following Action Plan table provides individual project details, linked to each of the 6 strategic outputs.

# Preventing Homelessness Strategy Action Plan

## Phase 1: April 2008 - March 2009

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| **Create a Future Commissioning Model** | **<u>Homelessness Pathways Project (Housing Support Register)</u>**<br><br>Develop clear arrangements, within the 'parent' Housing Support Register Project, for service users to move in and through homelessness, housing, support and related services, towards independent living.<br><br>This project will ensure the realignment of accommodation based and floating support services, their links with other key homelessness and related services and will generate a Homelessness Commissioning Plan for Supporting People.<br><br>NB The Commissioning Plan will make specific reference to the outcomes of the SP drugs and alcohol re-tendering and homelessness grant services review projects. | **Homelessness Prevention Individual Solutions Multi-Disciplinary Approach Value for Money**<br><br>Eliminate homelessness crisis<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Halve the number of households in temporary accommodation by 2010<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>End the use of bed and breakfast for 16 and 17 year olds by 2010. | **PROJECT MANAGER**<br>David Thwaites, Housing Support Register Project Manager<br><br>**MAIN PARTNERS**<br>Service users<br>All council departments<br>Bristol Primary Care Trust<br>NHS Acute Trusts<br>Homelessness and related services funded with Supporting People and/or Homelessness Grant<br><br>**PROJECT COMPLETION**<br>September 2008<br><br>**Red, Amber or Green?**<br>AMBER |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Supporting People Drugs and Alcohol services re-tendering project**<br><br>Develop a new commissioning model for Supporting People (SP) funded drugs and alcohol accommodation based and floating support projects, to ensure that:<br><br>• There is an appropriate range of SP funded provision, including harm reduction, lapse, relapse and abstinence based services<br>• SP and Drug Strategy Team (DAT) funded services are jointly funded with shared/joint outcomes<br>• Service delivery for SP funded services mirrors and matches the drug treatment 'cycle of change'<br>• Value for money is achieved | **Individual Solutions**<br>**Multi-Disciplinary Approach**<br>**Value for Money**<br><br>Increases homelessness prevention, as recorded as Best Value Performance Indicator 213<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent<br><br>Ensure that people receive a positive experience of all homelessness and housing advice services<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion | **PROJECT MANAGER**<br>Sue Bandcroft, Senior Commissioning Manager, Drug Strategy Team, SaferBristol<br><br>**MAIN PARTNERS**<br>Service users<br>Drug treatment providers<br>SP funded drug and alcohol providers<br>Supporting People Team, Drugs Strategy Team - SaferBristol<br>HOAS<br><br>**PROJECT COMPLETION**<br>September 2008<br><br>**Red, Amber or Green?**<br>GREEN |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Review all services commissioned with homelessness grant**<br><br>Bristol received a 3-year homelessness grant settlement from CLG for 2008/9-20010/11, to replace the former year on year grant announcements. The city will receive £760,000 per year, for each of these years, with no inflationary grant increases. It is therefore essential to review all services prior to issuing longer-term contracts, to:<br><br>• Ensure compliance with this Strategy and linked strategies<br>• Deliver value for money<br>• Underpin and support the Homelessness Pathways Project<br>• Set new (stretch) targets and outcomes<br>• Link homelessness, drug treatment and Supporting People grant streams, in a movement towards integrated commissioning | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Increases homelessness prevention, as recorded as Best Value Performance Indicator 213<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent<br><br>Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER**<br>Olly Alcock, Homelessness Policy and Strategy Manager<br><br>**MAIN PARTNERS**<br>Service users Commissioned services, Homelessness Pathways Project main partners<br><br>**PROJECT COMPLETION**<br>July 2008<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Develop a Sustainability Strategy for the Bristol Accommodation Gateway**<br><br>The Bristol Accommodation Gateway (BAG) is a one-stop service for ex offenders to access housing, advice, accommodation and support within Bristol. Having run as a pilot project during 2007/8, funded by the National Offender Management Service (NOMS), it will continue for a further year funded jointly by NOMS and homelessness grant. The intention is to prevent homelessness and contribute to the reduction of reoffending. The feasibility of commissioning a wider West of England Gateway will be conducted in 2008/9<br><br>The BAG received over 400 referrals during its first year of operation and achieved accommodation outcomes for 50+5 of cases. Links with local prisons and Avon and Somerset Probation Area have been developed and strengthened. An independent evaluation study is underway and will conclude in Summer 2008. It will inform a future sustainability strategy. | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Increases homelessness prevention, as recorded as Best Value Performance Indicator 213<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent<br><br>Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER**<br>Michele Tedder, Housing Options and Advice Manager<br><br>**MAIN PARTNERS**<br>Service users<br>Bristol Accommodation Gateway staff<br>National Offender Management Service<br>HMPS<br>Avon and Somerset Probation Area<br><br>**PROJECT COMPLETION**<br>December 2008<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| **Implement New Case Management Systems** | **Housing Options and Advice IT Project**<br><br>This project bridges the IT gap between the Housing Support Register, including Homelessness Pathways (HSR/HP) and the intention to introduce lead worker and shared assessment processes, on a case management basis.<br><br>The IT will enable a wide range of homelessness and related services to record detailed individual needs and risk assessments, action plans and other notes on shared (universal) case management software, which will in turn be part of the HSR/HP software.<br><br>The IT will:<br>• Significantly reduce the plethora of assessment 'paperwork' completed by agencies working on homelessness prevention<br>• Provide a powerful case management tool<br>• Assist access to and through homelessness services<br>• Highlight and record needs and unmet needs<br>• Reduce the duplication of work by fostering multi-disciplinary approaches | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Eliminate homelessness crisis<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Halve the number of households in temporary accommodation by 2010<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>End the use of bed and breakfast for 16 and 17 year olds by 2010. | **PROJECT MANAGER**<br>David Thwaites, Housing Support Register Project Manager<br><br>**MAIN PARTNERS**<br>Service users<br>The Compass Centre (5 core services)<br>The Hub Homelessness Prevention and Housing Advice Centre<br>Family Homelessness Prevention Service<br>Bristol Accommodation Gateway for Offenders<br>Other partners to be introduced in phases 2 and 3<br><br>**PROJECT COMPLETION**<br>September 2008<br><br>**Red, Amber or Green?**<br>AMBER |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Develop a Bristol Hospital Discharge Homelessness Prevention Protocol**<br><br>A small minority of general and psychiatric hospital patients are discharged each year without a home or with very inappropriate housing to return to.<br><br>The well-being of these individuals is challenged when they are mentally and/pr physically unwell and do not have suitable housing or related support services on discharge.<br><br>To address this issue and to forge stronger links between homelessness and related services and Bristol's NHS acute trusts, the council will deliver a Hospital Discharge service, which will work with the council's Health and Housing Team, patients and hospital staff to maximise the chances of a planned move into suitable accommodation for homeless patients.<br><br>This work will be underpinned by a Protocol between Bristol City Council, Bristol Primary Care Trust, the three Bristol NHS acute trusts and the Homeless Health Service | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Eliminate homelessness crisis<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Halve the number of households in temporary accommodation by 2010<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below. | **PROJECT MANAGER**<br>Olly Alcock,<br>Homelessness Policy and Strategy Manager<br><br>**MAIN PARTNERS**<br>Homeless hospital patients<br>Bristol's NHS acute trusts<br>The Hub Homelessness Prevention and Housing Advice Centre<br>Bristol Primary Care Trust<br><br>**PROJECT COMPLETION**<br>March 2009<br><br>**Red, Amber or Green?**<br>AMBER |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Review Housing Options and Advice Service (HOAS)**<br><br>The council's HOAS has grown in size and scope significantly since 2003. It has made impressive progress in how it tackles and prevents homelessness. Coupled with the Homelessness Pathways Project and homelessness grant service reviews, the HOAS review will aim to improve service delivery for households needing housing advice and/or experiencing homelessness.<br><br>Particular, although not exclusive, areas of focus will be:<br><br>• **The Hub Homelessness Prevention and Advice Centre**<br>Improve the quality of housing advice and homelessness prevention by moving form a reactive service to one where service users benefit from early assessment, housing options advice and case management. Consideration will also be given to how The Hub can work more effectively with council Customer Services Points, New Street Day Centre and a range of other services, to increase service users' positive outcomes.<br><br>• **Access to Private Rented Accommodation**<br>There are currently 7 routes of access to PR housing, delivered by HOAS. Despite | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Eliminate homelessness crisis<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Halve the number of households in temporary accommodation by 2010<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>End the use of bed and breakfast for 16 and 17 year olds by 2010. | **PROJECT MANAGER**<br>Michele Tedder, Richard Nochar and Paul Sylvester, HOAS Managers<br><br>**MAIN PARTNERS**<br>Service Users<br>HOAS staff<br>Head of Strategic Housing<br><br>**PROJECT COMPLETION**<br>December 2008<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | and streamline access for current and prospective tenants and landlords, with a single, albeit virtual, point of contact. The review should specifically build working links and expert input from the council's Private Sector Housing Team and with HOAS' Tenancy Relations Officers.<br><br>• **Homelessness Policy and Strategy Team**<br>The development of the council's Strategic Housing Business Development Unit, within which has been scoped homelessness strategy, policy, commissioning and performance management by the Homelessness Policy and Strategy Team Housing's Business Development Unit could partially or wholly absorb the team. Impacts will be assessed and any changes implemented within this review.<br><br>• **Accommodation Services Team**<br>The work of the AST, in referring service users to emergency, temporary, hostel and supported housing, will be reviewed in the light of the Homelessness Pathways Project and the Housing Support Register.<br><br>• **Family Homelessness Team**<br>Family homelessness services, including prevention and assessment, currently delivered by the team based at Guild Heritage House, will be reviewed alongside single homelessness services. | | |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Improve Information Access for Professionals and Service Users**<br>The Preventing Homelessness Review identifies the need for increased and improved information for service users (including all equalities groups), homelessness and related service providers, members of the public and agencies that can increase their involvement in homelessness prevention.<br>A range of homelessness service providers has endorsed the idea of greater information 'spread' and access. To address this need, this project will commence with the following scope:<br><br>**Website**<br>Explore the feasibility of developing a Bristol Homelessness Website, which can be hosted on the Bristol Housing Register's (HSR) website and could include the HSR itself, a directory of homelessness and related services, regular updates, a questions and answers section and news about new developments.<br><br>**Bulletin**<br>As the Strategic Housing Authority, the council can produce a regular bulletin (electronic and printed) to highlight the most important news from the website and to provide information to non-internet users.<br><br>**Annual Conference** | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br>**Value for Money**<br><br>Eliminate homelessness crisis<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Halve the number of households in temporary accommodation by 2010<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>End the use of bed and breakfast for 16 and 17 year olds by 2010. | **PROJECT MANAGER**<br>Homelessness Policy and Strategy Team<br>Housing Support Register Project Manager<br>Homelessness service managers<br><br>**MAIN PARTNERS**<br>Service Users<br>All council departments<br>Bristol Primary Care Trust<br>NHS Acute Trusts<br>Housing, Homelessness, Drug Treatment and Training, Recreation, Education and Employment Service providers<br><br>**PROJECT COMPLETION**<br>March 2009<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| **Create Sustainable Housing Routes** | **Homelessness Pathways Project** (see details above) | | |
| | **Developing Wider Move-On Options**<br><br>HomeChoice Bristol (choice based lettings) and the development of Homelessness Pathways has stimulated the need for a review of the Priority Move On Scheme – the existing system for prioritising non-statutory homeless households for social housing tenancies. This review must take place in parallel with with development of other move on options, including wider use of the private rented sector and access to deposits and resettlement services. | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Value for Money**<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER**<br>Frank Troke, AST Manager<br><br>**MAIN PARTNERS**<br>Service Users<br>Homelessness and related support and housing providers<br>HOAS staff<br>The council's rehousing service<br><br>**PROJECT COMPLETION**<br>March 2009<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Create a (virtual) Private Rented Housing Access Point for Landlords and Tenants** <br> (see Review HOAS above) | **Homelessness Prevention** <br> **Individual Solutions** <br> **Value for Money** <br> **Multi-Disciplinary Working** <br><br> People receive a positive experience of all homelessness and housing advice services <br><br> Reduce to a minimum the number of households that become homeless on more than one occasion <br><br> Halve the number of households in temporary accommodation by 2010 <br><br> Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent | **PROJECT MANAGER** <br> Richard Nochar, HOAS Manager <br><br> **MAIN PARTNERS** <br> Service Users: tenant and potential tenants <br> Current and future landlords <br> Private Housing Support Team <br> HOAS staff <br> Homelessness and related support and housing providers <br> Head of Strategic Housing <br><br> **PROJECT COMPLETION** <br> March 2009 <br><br> **Red, Amber or Green?** <br> RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Review and Update Arrangements with RSL Partners**<br><br>Bristol City Council (the biggest single housing provider in Bristol), its Registered Social Landlord and voluntary sector service providers have, for many years, enjoyed close working relationships. The 'Bristol Sandwich' remains common whereby the local authority holds strategic targets, an RSL provides housing and a voluntary sector organisation provides support services and, at times, housing management, for vulnerable (ex-homeless) households.<br><br>There are existing detailed arrangements by which Bristol's RSL partners develop housing in Bristol and by which homeless (and ex-homeless) households are able to access RSL (social) housing. In the light of the advent of choice based lettings and the publication of this Strategy (particularly the need to create timely and sustainable social housing tenancies for households which have been subject to homeless pathways) it is sensible to review current arrangements, under the auspices of the Housing Corporation's Homelessness Prevention Strategy. | **Homelessness Prevention Multi-Disciplinary Working Individual Solutions**<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER**<br>Paul Sylvester and Richard Nochar, HOAS Managers<br><br>**MAIN PARTNERS**<br>Service Users<br>Partner RSLs<br>HOAS staff<br>Homelessness and related support and housing providers<br>Head of Strategic Housing<br><br>**PROJECT COMPLETION**<br>March 2009<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Strategic Housing Partnerships Project** Current partnership arrangements, generally bound together by the multi-agency Homelessness Consortium and its many, more operational, sub-groups, need to be examined and improved via the broader Partnerships Project.<br><br>There are many examples of good practice within Homelessness Consortium while, at the same time, many complaints about the time and resources its many meetings consume. A more streamlined model is sought.<br><br>Partnership reviews and changes should include within their scope:<br>• Strategic partnership joint working / joint commissioning<br>• More formal contract management with commissioned services<br>• Greater cross-working between council departments, particularly Neighbourhood and Housing Services, Adult Community Care and Children's and Young Peoples Services | **Homelessness Prevention**<br>**Individual Solutions**<br>**Value for Money**<br>**Multi-Disciplinary Working** | **PROJECT MANAGER** Steve Smart, Policy and Projects Officer<br><br>**MAIN PARTNERS** Service Users Homelessness Consortium members Bristol Supported Housing Forum members Partner RSLs<br><br>**PROJECT COMPLETION** March 2009<br><br>**Red, Amber or Green?** AMBER |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| **Focus on Equalities** | **Create sustained engagement with Black and Minority Ethnic (BME) groups**<br>This action emerges from the city's BME Housing Delivery Plan, following the BME Housing Needs Research, conducted by the University of Salford, the city council and trained BME community members.<br><br>In a city with a significant BME population, subject to great change in its demography over the last decade, ongoing and structured engagement will enable homelessness and related service providers to understand the housing, support and related needs of peoples within BME groups and will be able to adjust and develop service delivery accordingly. | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Early Interventions**<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion | **PROJECT MANAGER**<br>Michele Tedder, HOAS Manager<br><br>**MAIN PARTNERS**<br>BME Service Users and potential service users BME communities Homelessness and related support and housing providers<br><br>**PROJECT COMPLETION**<br>March 2009<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Deliver housing advice services to BME communities on an 'outreach' and 'drop-in' basis using media and methods agreed by them**<br>Hidden homelessness among BME communities, their overrepresentation in homelessness services and the specific cultural, religious and social needs that BME groups have, suggest very strongly that housing advice services and subsequent access to homelessness, housing and support services require information and guidance from the communities that appear not to access existing services when they can best enjoy homelessness prevention.<br><br>Initially, the BME Housing Delivery Plan suggests that 'outreach' housing advice, delivered in locations and at times that communities feel comfortable with.<br><br>The process will inform future service delivery. | Halve the number of households in temporary accommodation by 2010 | |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Improve Equalities Monitoring**<br>Although monitoring systems have improved significantly since 2003, equalities monitoring conducted within the homelessness and related sectors, is not coherent, does not share common templates and often does not capture data for all service users.<br><br>The council's Policy and Equalities Team will assist relevant project managers to ensure that the following projects include universal and robust monitoring fields:<br>• Housing Support Register<br>• Homelessness Pathways Project<br>• HOAS Information Technology (case management software)<br>• Statutory homelessness assessments (pt. 7, Housing Act 1996, as amended by the Housing Act 2002)<br><br>Monitoring data will be collated and distributed widely across the homelessness and related sectors, in order to provide a clear picture of equalities groups' presenting needs, thus enabling service changes and improvements. | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent | **PROJECT MANAGER**<br>Rob Lines, Policy and Equalities Manager<br><br>**MAIN PARTNERS**<br>Homelessness and related services Service Users<br><br>**PROJECT COMPLETION**<br>December 2008<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Develop Early Interventions for School Aged Young People**<br>A wide range of statutory and voluntary sector agencies have debated for many years a priority to ensure that homelessness prevention, housing advice and related services and delivered to school aged young people, regardless of whether they are attending school.<br><br>This project has been re-highlighted by the integrated preventative approach being considered by Children and Young Peoples' Services (CYPS), CLG's recent focus on preventing youth homelessness and previous failure to deliver such a project in Bristol | **Homelessness Prevention**<br>**Early Interventions**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br>**Value for Money**<br><br>End the use of bed and breakfast for 16 and 17 year olds by 2010.<br><br>Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below.<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Reduce to a minimum the number of households that become homeless on more than one occasion<br><br>Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER**<br>Alison Jackson, CYPS<br><br>**MAIN PARTNERS**<br>CYPS<br>Homelessness and related services<br>Service Users<br><br>**PROJECT COMPLETION**<br>December 2008<br><br>**Red, Amber or Green?**<br>RED |

| STRATEGIC OUTPUT | SPECIFIC PROJECTS | PRIORITIES & TARGETS | LEAD PEOPLE, DEADLINES & 'RAG' STATUS |
|---|---|---|---|
| | **Develop a Youth Homelessness Strategy** <br> The development of Bristol's Children and Young People's Services (CYPS) has provided a golden opportunity to consolidate, streamline and improve the services delivered to young people, in this case those aged 16-25, especially the under-20s, who are at risk of homelessness. <br><br> CYPS intends to draw together preventative services for school-aged young people, scoping in drugs and alcohol, teenage pregnancy and homelessness. <br><br> During 2008 a Young People's Housing and Homelessness Protocol will be drawn up and will seek broad sign-up across local authority departments, voluntary and statutory sector organisations. <br><br> Local developments, the government' focus on preventing youth homelessness and the accompanying target to end the use of B&B as an emergency housing solution for 16 and 17 year olds, provide an ideal basis from which to develop a Young People's Homelessness Prevention Strategy. | **Homelessness Prevention** <br> **Early Interventions** <br> **Multi-Disciplinary Working** <br> **Individual Solutions** <br> **Value for Money** <br><br> End the use of bed and breakfast for 16 and 17 year olds by 2010. <br><br> Ongoing management and reduction of rough sleeping, to maintain numbers at 9 or below. <br><br> People receive a positive experience of all homelessness and housing advice services <br><br> Reduce to a minimum the number of households that become homeless on more than one occasion <br><br> Halve the number of households in temporary accommodation by 2010 | **PROJECT MANAGER** <br> Michele Tedder, HOAS Manager <br><br> **MAIN PARTNERS** <br> CYPS <br> Youth Housing Strategy Group <br> Homelessness and related services <br> Service Users <br><br> **PROJECT COMPLETION** <br> March 2009 <br><br> **Red, Amber or Green?** <br> RED |

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|---|---|---|---|
| | **Equalities Testing**<br>The Homelessness Pathways Project and the Review of Homelessness Grant Funded Services will both include a focus on how equalities groups receive (or don't) good quality services.<br><br>Services that preclude access of equalities groups may risk decommissioning unless they can address this key issue positively.<br><br>Findings will inform future service delivery and improvement. | **Homelessness Prevention**<br>**Multi-Disciplinary Working**<br>**Individual Solutions**<br><br>People receive a positive experience of all homelessness and housing advice services<br><br>Where households do experience homelessness, they are provided with relevant and timely advice and support, enabling them to become fully independent. | **PROJECT MANAGER**<br>Olly Alcock<br><br>**MAIN PARTNERS**<br>Service Users<br>Representative equalities groups<br>Homelessness and related services<br><br>**PROJECT COMPLETION**<br>December 2009<br><br>**Red, Amber or Green?**<br>RED |
| **Focus on Other Emerging Priorities** | Emerging Priorities will be logged as projects during the life of this Preventing Homelessness Strategy. | | |