Gwent Homelessness Strategy 2018 – (Newport City Council) Action Plan

Interim Actions

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Establish a project group to steer and move forward the homeless strategy and actions, ensuring that monitoring mechanism are in place and that links are sustained with key strategic groups and forums across each area and the region as a whole	Provide a strategic steer to homelessness services across the region and then locally	Establishment of regional steering group Secure appropriate chair in order to raise profile of groups Establishment of local steering groups Establish reporting mechanisms and links with relevant groups including PSB	All Homeless Leads (Regional) All Homeless Leads (Regional) Housing Needs Manager – Newport City Council (Local) All Homeless Leads (Regional)	January 2019 January 2019 January 2019 March 2019	Lack of overall co-ordination of service development with the risk of duplication of work, ineffective use of resources and reduction in effectiveness of interventions	

Increase prevention work to obtain successful outcomes

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Undertake a review and benchmarking exercise of individual homeless services to compare approaches, identify opportunities to improve, increase consistency and replicate good practice	Increase consistency in service delivery across Wales	Agree key areas to be considered from the review Set work plan based on key areas to be delivered	All Homeless Leads (Regional) All Homeless Leads (regional)	March 2019 May 2019 & Ongoing review	Inconsistent application of legislation and inequality of services	
To introduce a hospital discharge framework across Gwent		Establish Regional hospital discharge framework across Gwent	All Homeless Leads, Social Care and ABUHB (Regional)	Dec 2020	Individuals discharged from hospital inappropriately and placed at significant risk Increased rough sleeping	
To increase the level of engagement of service users in addressing homelessness	Increase in homeless prevention activities and services	Consider the information as to why people disengage from services Review existing process/procedure in light of revised code of guidance and information Implement revised process/procedure based on finding and review	All Homeless Leads (Regional) Housing Needs Manager – Newport City Council (Local) Housing Needs Manager – Newport City Council (Local)	June 2019 Sept 2019 February 2020	Dissatisfaction with services Services not meeting needs	

Increase prevention work to obtain successful outcomes						
Benchmark and compare prevention approach by each local authority and identify good practice focusing on relationship breakdown, rent arrears and tied accommodation	**Increase in homeless prevention activities and services**	**Analyse information and identify opportunities for improvement** **Implement identified opportunities as appropriate**	**All Homeless Leads (Regional)** **All Homeless Leads (Regional)**	**June 2019** **July 2020**	**Presentations continue to increase** **Clients won't get the right services at the right time**	
To actively seek to ensure that there is appropriate provisions for households with disabilities	**Improve access to services for all service users**	**Analyse current provision and demand for adapted temporary and permanent accommodation** **Identify gaps and develop options for development, reviewing annually** **Consider development of regional approach to ensure that there is adequate provision of suitable temporary accommodation for households with disabilities**	**Housing Needs Manager – Newport City Council (Local)** **Housing Needs Manager – Newport City Council (Local)** **All Homeless Leads (Regional)**	**Dec 2019** **April 2020 & Ongoing** **April 2021 & Ongoing**	**Inappropriate accommodation provided** **Risk of harm to households**	

Increase prevention work to obtain successful outcomes

Benchmark and compare financial assistance approaches in each local authority used for homeless prevention	**Increase in homeless prevention activity and options**	**Benchmark and compare DHP approach**	**All Homeless Leads (Regional)**	**June 2019**	**Presentations continue to increase**	
		Explore common themes, best practice and take forward recommendations around DHP use	**All Homeless Leads (Regional)**	**Dec 2019**	**Clients won't get the right services at the right time**	
		Benchmark and compare Prevention Fund and Supporting People Programme Grant	**All Homeless Leads (Regional)**	**June 2019**		
		Explore common themes, best practice and take forward recommendations around Prevention Fund use	**All Homeless Leads (Regional)**	**Dec 2020**		
		Benchmark and compare Bond Scheme services	**All Homeless Leads (Regional)**	**June 2020**		
Benchmark and compare early intervention, advice and support by each local authority and to identify good practice	**Increase in homeless prevention activity and options**	**Analyse information and identify opportunities for improvement**	**All Homeless Leads (Regional)**	**Sept 2019**	**Presentations continue to increase**	
		Implement identified opportunities as appropriate	**All Homeless Leads (Regional)**	**April 2020**	**Clients won't get the right services at the right time**	

Raise awareness of homelessness and services, encouraging self-help and resilience						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
To provide clear information on homelessness, homeless prevention, access to accommodation and access to services	**Develop effective communications and information for households seeking accommodation**	**Consult with service users/former services users and partners over the information provided and review**	**Housing Needs Manager – Newport City Council (Local)**	**July 2019**	**Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result**	
		Review information provided and produce appropriate information based on findings	**Housing Needs Manager – Newport City Council (Local)**	**February 2020**		
		Consider opportunities for delivery of regional information and guides on homelessness through the Steering Group	**All Homelessness Leads (Regional)**	**June 2020**		
To ensure that front line services are responsive and co-ordinated to meet the needs of service users	**Increase in homeless prevention activity and options**	**Review existing provision within Newport, involving service users where appropriate**	**Housing Needs Manager – Newport City Council (Local)**	**July 2019**	**Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result**	
		Provide recommendations for implementation of changes as appropriate with key services	**Housing Needs Manager – Newport City Council (Local)**	**October 2019**		
		Implement preferred changes	**Housing Needs Manager – Newport City Council (Local)**	**February 2020 & review annually**		

Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
Develop effective mechanisms to maximise the access to affordable housing schemes for households either homeless or faced with homelessness	**Development of affordable housing across the region to meet the increased demand in line with projected population growth**	**Review Home Options Newport allocation policy** **Engage with local RSL's individually and collectively to best meet the identified housing needs in the city** **Work across region to identify regional development requirements and opportunities**	**Housing Needs Manager – Newport City Council (Local)** **Housing & Assets Manager – Newport City Council (Local)** **All Housing Strategy Leads (Regional)**	**June 2019** **Ongoing** **Ongoing**	**Lack of supply of suitable temporary accommodation** **Continued use of B&B accommodation and increased costs to Local Authorities** **Increased negative impact on the health, wellbeing and life chances of households faced with homelessness**	

Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
Co-ordinating access to more temporary accommodation in the region	Reduction In the use of B&B accommodation	Review existing provision in each local area	Housing Needs Manager – Newport City Council (Local)	Ongoing – Annual Review in January	Lack of supply of suitable temporary accommodation	
		Consider local and regional requirements based on review	All Homeless Leads (Regional)	Ongoing – Annual Review in January	Continued use of B&B accommodation and increased costs to Local Authorities	
		Develop alternative and additional options locally and regionally based on requirements	Housing Needs Manager – Newport City Council (Local)	Ongoing – Annual Review in January	Increased negative impact on the health, wellbeing and life chances of households faced with homelessness	
		Develop regional agreement for temporary accommodation provision and access	All Homeless Leads (Regional)	April 2020		

Work with social and private rented sector landlords to sustain tenancies and increase access to housing					
To increase the supply of good quality affordable private rented sector accommodation	Increase in homeless prevention and housing options for households faced with homelessness	Review existing work with PRS across Newport	Housing Needs Manager – Newport City Council (Local)	April 2019	Reduction in positive homelessness interventions Increase in homelessness and demand for temporary accommodation Increased costs to Local Authorities
		Consider findings and develop options available tailored to Newport area	Housing Needs Manager – Newport City Council (Local)	June 2019	
		Develop work across Gwent region with PRS following review to increase Gwent wide engagement and options with the private rented sector	All Homeless Leads (Regional)	June 2020	

Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
To develop effective strategies, practices and services to tackle evictions from the private rented sector	**Increase in homeless prevention and housing options for households faced with homelessness from the private rented sector**	**Consider work already undertaken across each Local Authority area and review effectiveness, duplication of work and outcomes**	**All Homeless Leads (Regional)**	**June 2020**	**Reduction in positive homelessness interventions**	
		Consult with private landlords and letting agents around their views and opinions	**All Homeless Leads (Regional)**	**October 2020**	**Increase in homelessness and demand for temporary accommodation**	
		Develop local and potential regional options for greater intervention services and consistency of approaches	**All Homeless Leads (Regional)**	**February 2021**	**Increased costs to Council in provision of temporary accommodation services**	

Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
To provide appropriate accommodation options for homeless households with physical disabilities	Development and delivery of accessible emergency accommodation for homelessness households	Review current emergency accommodation provisions and assess likely needs based on trends and demands	Housing Needs Manager – Newport City Council (Local)	May 2019	Lack of supply of suitable temporary accommodation	
		Consider options available for sourcing additional emergency accommodation to meet the needs of households with physical disabilities	Housing Needs Manager – Newport City Council (Local)	Dec 2019	Delayed discharge for hospital or potential unsafe discharges	
		Review provision across the region and consider options for shared resources to meet needs across Gwent	All Homeless Leads (Regional)	April 2020	Increased costs to Council in provision of temporary accommodation services	
		Identify gaps in provision and develop plan to secure appropriate accommodation to meet needs	All Homeless Leads (Regional)	Sept 2020 & review annually		

Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
To seek to widen housing options and choices for all single people seeking accommodation across a range of tenures, both emergency and temporary	Reduce number of single homeless people Reduce level of rough sleeping	Examine review findings and extract options presently available to identify gaps	Housing Needs Manager – Newport City Council (Local)	May 2019	Increase in rough sleeping Increase in homelessness	
		Consider the gaps and explore the options available to address these gaps	Housing Needs Manager – Newport City Council (Local)	Oct 2019		
		Develop options based on this seeking funding where appropriate and involving key partners and stakeholders across Newport	Housing Needs Manager – Newport City Council (Local)	Feb 2020 & ongoing		

Reduce the number of 'repeat presenters' and rough sleeping

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To improve the availability and access to emergency accommodation provision to address rough sleeping in each local area and across the region as a whole	**Reduction in rough sleeping**	**Review the existing emergency provision across each Local Authority area and identify shortfalls/demand**	**All Homelessness Leads (Regional)**	**April 2019**	**Increase in rough sleeping**	
		Explore options available for expanding services to meet the demands in each Local Authority area	**All Homelessness Leads (Regional)**	**July 2019**		
		Consider regional approaches to address increased rough sleeping where appropriate	**All Homelessness Leads (Regional)**	**July 2020 and Ongoing**		
To ensure Extreme Weather Plans are reviewed and are fit for purpose	**Reduction in rough sleeping in inclement weather**	**Review local extreme weather plans in partnership with key stakeholders**	**All Homelessness Leads (Regional)**	**June 2019 and annually thereafter**	**Increase in rough sleeping** **Increased risk of harm due to adverse weather to rough sleepers**	

Reduce the number of 'repeat presenters' and rough sleeping

To develop independent accommodation based projects aimed at addressing the needs of chaotic clients and those rough sleeping	**Reduction in rough sleeping**	**To establish a regional working group on developing projects based on the key principles of Housing First linked to the Housing First Network**	**All Homelessness Leads (Regional)**	**February 2019**	**Increase in rough sleeping**	
		Develop and deliver models across each region in partnership with RSL partners to deliver "Housing First" projects	**All Homelessness Leads (Regional)**	**April 2019**		
		Evaluate impact of projects and revise projects as appropriate and required	**All Homelessness Leads (Regional)**	**April 2020 and ongoing**		
To research repeat homeless presentations in order to enable services to respond to the identified issues	**To ensure equality of access to service and improve service quality and outcomes**	**To research repeat presentations and identify local trends and issues**	**Housing Needs Manager – Newport City Council (Local)**	**June 2020**	**Increase in homelessness**	
		Examine local trends across the 5 Gwent areas and to consider options for addressing repeat homeless presentations	**All Homelessness Leads (Regional)**	**Dec 2020**	**Increase in rough sleeping** **Increase in tenancy failures**	
		Implement options where appropriate and review effectiveness of changes/options	**All Homelessness Leads (Regional)**	**February 2021 and annual review**		

Reduce homelessness for younger people and support their wellbeing						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
Develop education packages and information for young people around housing and homelessness	**Reduction in youth homelessness through the Youth Pathway model**	**Review existing provision across each Local Authority area** **Develop an education package and engage with education services over implementing this within schools and other educational settings in each local authority area** **Consider options for developing packages that create consistency across the region**	**Housing Needs Manager – Newport City Council (Local)** **Housing Needs Manager – Newport City Council (Local)** **All Homelessness Leads (Regional)**	**March 2019** **June 2019 & Review in June 2020** **June 2021**	**Lack of awareness around housing and homelessness issues leading to increases in homelessness presentations and young people not being aware of their rights and responsibilities**	
Develop effective pre-tenancy training for young people in order to prepare young people for independent living	**Reduction in youth homelessness through the Youth Pathway model** **Reduction in tenancy failures from young people**	**Review existing pre-tenancy training available in local area** **Consider options available for reviewing existing provision and in partnership, implement revised programme across Newport area**	**Housing Needs Manager – Newport City Council (Local)** **Housing Needs Manager – Newport City Council (Local)**	**March 2019** **June 2019 & annual review**	**Increase in youth homelessness and tenancy failures amongst young people**	

Reduce homelessness for younger people and support their wellbeing

Develop clear pathways for young people leaving care	Reduction in homelessness in care leaving population	Review existing process and procedure, considering guidance, best practice, service user input and relevant legislation Develop and implement revised pathway and identify gaps in best practice to be taken forward	Housing Needs Manager – Newport City Council (Local) Housing Needs Manager – Newport City Council (Local)	Sept 2019 January 2020 & Ongoing	Increase in number of care leavers becoming homeless Failure to meet corporate parenting objectives and responsibilities for care leavers	
Ensure that appropriate support and interventions are in place to help young people to remain in appropriate accommodation	Reduction in youth homelessness through the youth pathway model Reduction in tenancy failure through the youth pathway model	Review current support and intervention provisions across each Local Authority area Consider options in light of review and how these could be better joined together and more effective in delivery	All Homelessness Leads (Regional) All Homelessness Leads (Regional)	Sept 2019 January 2020	Increase in youth homelessness	

Increase joint planning, commissioning and delivery of services						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
To consider the methods and potential benefits of joint funding arrangements linked to the Funding Flexibility arrangements in the development and funding of services	**To make best use of resources to tackle homelessness and related issue**	**Consider the findings resulting from the Flexible Funding pilots**	**All Homelessness Leads (Regional)**	**Sept 2020**	**Ineffective use of funding** **Duplication of services and work**	
		Develop possible options for considering joint funding across the region for services provided	**All Homelessness Leads (Regional)**	**April 2021**		
		Seek to secure funding and develop preferred pilot options where appropriate	**All Homelessness Leads (Regional)**	**April 2022**		
To deliver joint training around homelessness, homeless prevention and related services across a range of partner agencies **.**	**To deliver more joined up, consistent and connected services that meet the needs of service users**	**Establish Gwent wide training programme for key services and stakeholders**	**All Homelessness Leads (Regional)**	**March 2019**	**Advice and Information provide to service users is not accurate** **Increase in homelessness and reduction in effective preventative services**	
		Deliver training on homeless process across region and locally as required	**All Homelessness Leads (Regional)**	**June 2019 and ongoing**		
		Deliver specific training in Newport	**Housing Needs Manager/**	**June 2019 and ongoing**		
		Obtain feedback from agencies and review training programmes	**All Homelessness Leads (Regional)**	**March 2020 & ongoing**		

Increase joint planning, commissioning and delivery of services						
To develop greater co-operation arrangements under Section 95 of the Housing (wales) Act 2014	To deliver more joined up, consistent and connected services that meet the needs of service users	To develop local agreements with partner RSL's	Housing Needs Manager/ Gateway Co-ordinator (Local)	Nov 2019	In effective working practices	
		To develop partner arrangements with Health across the region in relation to homelessness and its prevention	All Homelessness Leads (Regional)	June 2020	Increase in homelessness Unsafe discharges from hospital	
		To develop partner arrangements with Health across the region in relation to homelessness and its prevention	All Homelessness Leads (Regional)	June 2020	Inappropriate accommodation placements and risks resulting to either the individual or the public	
To provide greater understanding of the journey through homeless services	To deliver more service user focused services addressing that are more consistently applied	Review agreed cohorts and methodology for tracking journey across each Local Authority area through services	All Homelessness Leads (Regional)	March 2021	Ineffective use of funding Duplication of services and work	
		Assess effectiveness of this, identifying gaps, duplication and cost effectiveness of services	All Homelessness Leads (Regional)	June 2021		
		Develop options for different models of service delivery and pilot these in each area or as appropriate	All Homelessness Leads (Regional)	August 2021		

Increase joint planning, commissioning and delivery of services						
To ensure that relevant legislation is fully integrated and taken into account in homelessness assessment policies and procedures	**To ensure services are legally compliant**	**Review homelessness procedures and processes to ensure compliance** **Implement revisions and provide appropriate training for staff with an annual review as required**	**Housing Needs Manager – Newport City Council(Local)** **Housing Needs Manager – Newport City Council(Local)**	**Feb 2020** **April 2020 & ongoing**	**Advice and Information provide to service users is not accurate** **Increased legal challenge on decision issued leading to increased staff time being diverted to reviews of decisions** **Increased use of temporary accommodation and associated costs**	

Increase joint planning, commissioning and delivery of services

To review and develop working practices and processes with key partner agencies – Health, Probation, Social Services, RSL's	To increase partnership working and improve access to services for homeless households	Develop agreements with RSL partners around homeless prevention and associated activities linked to securing accommodation	Housing Needs Manager – Newport City Council(Local)	Sept 2019	Increased tenancy failure from Social Housing Increased homelessness	
		Develop agreements with Probation around homeless prevention, assessment and interventions for individuals leaving the secure estate in line with the National Offender Pathway	Housing Needs Manager – Newport City Council(Local)	Sept 2019	Increased community risk	
		Review and revise local working arrangements with Social Services	Housing Needs Manager – Newport City Council(Local)	Sept 2019		
		Review local agreements across Gwent and consider options for merging arrangements where appropriate	All Homelessness Leads (Regional)	April 2020 & ongoing		

Increase joint planning, commissioning and delivery of services						
To review and develop Multi Agency Public Protection Arrangements across Gwent in partnership with statutory agencies and agencies with a duty to co-operate	To deliver effective multi agency working arrangements for high risk offenders	Review MAPPA working arrangements across Gwent and implement these as appropriate	All Homelessness Leads (Regional)/ Gwent MAPPA Co-ordinator	April 2020	Increased community risk from/towards MAPPA offenders	

Maximise access to a range of support						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
To enhance the work of voluntary groups and services across Gwent that is provided to vulnerable households	To maximise the support and services available to individuals faced with homelessness	Develop a greater understanding of all local services provided for vulnerable households, what services are delivered and how they are funded	Housing Needs Manager – Newport City Council(Local)	Dec 2019	Duplication of work Ineffective use of resources	
		Review this information across Gwent and explore options for how this could be better co-ordinated and supported	All Homelessness Leads (Regional)	February 2020		
		Produce a directory of voluntary services for use across Gwent	All Homelessness Leads (Regional)	Sept 2020		

Maximise access to a range of support

To seek to manage and mitigate against the impacts of Universal Credit	To seek to reduce poverty, hardship and homelessness	Review demand for financial inclusion/debt advice services across Gwent	All Homelessness Leads (Regional)	Sept 2020	Increased homelessness presentations Increased cost to Local Authorities	
		Examine options for increasing capacity and joint working across Gwent	All Homelessness Leads (Regional)	Dec 2020		
		Pilot possible options and evaluate outcomes and benefits	All Homelessness Leads (Regional)	April 2021 & annual review		
		Ensure homelessness is raised as a key issue in Anti-Poverty work in each Local Authority	All Homelessness Leads (Regional)	Dec 2019 & ongoing		

Maximise access to a range of support						
To seek to further integrate Supporting People services at the heart of homeless prevention provision	**To create greater connectivity between Support and homeless prevention, increasing the effectiveness of services overall**	**Develop specific training around homeless prevention for support workers in each local authority area**	**All Homelessness Leads (Regional)**	**July 2019 & ongoing**	**Increased homelessness presentations**	
		Seek to develop local information sharing arrangements in line with GDPR in order to aid the facilitation of greater joint working and integration of services/outcomes	**Housing Needs Manager – Newport City Council (Local)**	**May 2019**	**Potential loss of funding to SP programme through lack of evidence in homeless prevention agenda**	
		To examine models of co-working/co-funding to deliver services more effectively	**Housing Needs Manager – Newport City Council (Local)**	**February 2020 & ongoing**		

Maximise access to a range of support

To provide easy access to debt and money management services	**To seek to reduce poverty, hardship and homelessness**	**Review current provision and access arrangements**	**Housing Needs Manager – Newport City Council (Local)**	**Dec 2019**	**Increase in homelessness presentations**	
		Obtain views from service users and key agencies around services	**Housing Needs Manager – Newport City Council (Local)**	**March 2020**		
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	**Housing Needs Manager – Newport City Council (Local)**	**Sept 2020**		
		Consider the services across each Local Authority and how these could be better integrated	**All Homelessness Leads (Regional)**	**May 2021**		

Maximise access to a range of support

To provide an appropriate range of support services for individuals with mental health issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements	Housing Needs Manager – Newport City Council (Local)	March 2020	Increase in homeless presentations from individuals with mental health issues	
		Obtain views from service users and key agencies around services	Housing Needs Manager – Newport City Council (Local)	Sept 2020	Increased costs to agencies in addressing acute mental health issues	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	Housing Needs Manager – Newport City Council (Local)	February 2020		
		Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads (Regional)	June 2020		

Maximise access to a range of support

To provide an appropriate range of support services for individuals with drug and alcohol issues	**To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness**	**Review current provision and access arrangements**	**Housing Needs Manager – Newport City Council (Local)**	**March 2020**	**Increase in homelessness presentations**	
		Obtain views from service users and key agencies around services	**Housing Needs Manager – Newport City Council (Local)**	**Sept 2020**	**Increased costs to statutory agencies in addressing health and wellbeing issues as a result of chronic alcohol/drug abuse**	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	**Housing Needs Manager – Newport City Council (Local)**	**February 2020**		
		Consider the services across each Local Authority and how these could be better integrated	**All Homelessness Leads (Regional)**	**June 2020**		

Maximise access to a range of support

To provide an appropriate range of support services for individuals fleeing domestic abuse	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements	Housing Needs Manager – Newport City Council (Local)	March 2020	More significant adverse effects on individuals feeling domestic abuse	
		Obtain views from service users and key agencies around services	Housing Needs Manager – Newport City Council (Local)	Sept 2020	Increased risk of harm to victims of abuse	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	Housing Needs Manager – Newport City Council (Local)	February 2020		
		Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads (Regional)	June 2020		

Maximise access to a range of support

To provide an appropriate range of support services for individuals being discharged from custody	**To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness**	**Review current provision and access arrangements**	**Housing Needs Manager – Newport City Council (Local)**	**March 2020**	**Increase in homeless presentations**	
		Obtain views from service users and key agencies around services	**Housing Needs Manager – Newport City Council (Local)**	**Sept 2020**	**Increase in rough sleeping**	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	**Housing Needs Manager – Newport City Council (Local)**	**February 2020**	**Increased community risks and impact on wider community**	
		Consider the services across each Local Authority and how these could be better integrated	**All Homelessness Leads (Regional)**	**June 2020**		

Maximise access to a range of support

To ensure that services are accessible to all households irrespective of their particular needs and backgrounds	**To provide equality of access to services**	**To undertake a review of services and how these are accessed, including a potential mystery shopper survey**	**All Homelessness Leads (Regional)**	**Dec 2020**	**Increase in homeless presentations** **Ineffective use of resources**	
		Explore findings and make recommendations across each area for service improvements where required	**All Homelessness Leads (Regional)**	**June 2021**	**Inequality in service delivery**	
To provide access to appropriate mediation services to prevent homelessness and tenancy failure	**Increase in the homeless prevention activity and positive outcomes**	**To undertake a review of the mediation services provided and explore possibilities for different delivery models, taking into account the funding used for schemes**	**All Homelessness Leads (Regional)**	**Sept 2020**	**Increase in youth homelessness** **Ineffective use of funding** **Duplication of services**	
		Consider options and make recommendations in light of findings	**All Homelessness Leads (Regional)**	**Feb 2021**		
		Implement preferred option	**All Homelessness Leads (Regional)**	**June 2021**		

Maximise access to a range of support

To provide an appropriate range of support services for refugees and asylum seekers	**To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness**	**Review current provision and access arrangements**	**Housing Needs Manager – Newport City Council (Local)**	**March 2020**	**Increase in homeless presentations**	
		Obtain views from service users and key agencies around services	**Housing Needs Manager – Newport City Council (Local)**	**Sept 2020**	**Increase in rough sleeping among refugees**	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	**Housing Needs Manager – Newport City Council (Local)**	**February 2020**	**Lack of community cohesion and impact on wider community**	
		Consider the services across each Local Authority and how these could be better integrated	**All Homelessness Leads (Regional)**	**June 2020**		

Maximise access to a range of support

To provide an appropriate range of support services older persons at risk of homelessness	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements	Housing Needs Manager – Newport City Council (Local)	March 2020	Increase in homeless presentations	
		Obtain views from service users and key agencies around services	Housing Needs Manager – Newport City Council (Local)	Sept 2020	Increase in risk to health and wellbeing of older persons	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	Housing Needs Manager – Newport City Council (Local)	February 2020	Increased costs in health care	
		Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads (Regional)	June 2020		

Maximise access to a range of support

To provide a co-ordinated approach to delivering support to families and expectant parents	**To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness**	**Review current provision and access arrangements**	**Housing Needs Manager – Newport City Council (Local)**	**March 2020**	**Increase in homelessness presentations**	
		Obtain views from service users and key agencies around services	**Housing Needs Manager – Newport City Council (Local)**	**Sept 2020**	**Increased costs to Local Authorities in provision of services**	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies	**Housing Needs Manager – Newport City Council (Local)**	**February 2020**	**Adverse impact on children's health, wellbeing and education**	
		Consider the services across each Local Authority and how these could be better integrated	**All Homelessness Leads (Regional)**	**June 2020**		
To ensure homelessness services are aligned with the expectations of Gwent Safeguarding Board.	**To ensure appropriate support and safeguards are in place to a range of households in order to prevent or relieve homelessness**	**Review existing safeguarding procedures within each Local Authority and Gwent protocols**	**All Homelessness Leads (Regional)**	**Aug 2019**	**Adverse impact on children's health, wellbeing and education**	
		Ensure staff are provided with appropriate training	**All Homelessness Leads (Regional)**	**Aug 2019 and ongoing**		

Increase opportunities for training and employment for vulnerable people						
Actions	**Welsh Government /Review Priorities**	**Tasks**	**Lead Officer**	**By When**	**Risk**	**Comments**
To create opportunities for training and employment for the most vulnerable in society including those who are homeless or at risk of being homeless	**To increase training, education and employment opportunities to reduce poverty and increase financial capacity of households**	**Examine current provisions and to establish the gaps in services alongside opportunities** **Develop local partnerships to increase capacity and to increase opportunities**	**Housing Needs Manager – Newport City Council (Local)** **Housing Needs Manager – Newport City Council (Local)**	**April 2020** **July 2020 & Ongoing**	**Increased social exclusion** **Increase in homelessness**	

Recording and sharing information between partners, as appropriate, to help service-users

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure that services comply with the requirements of GDPR in day to day service delivery	To ensure services are legally compliant	Review existing arrangements in place under WASPI and make appropriate changes to ensure compliance	Housing Needs Manager – Newport City Council (Local)	May 2019	Failure to meet legal requirements and obligations	
To ensure that case recording systems and subsequent performance information are robust	To ensure the data provided and case recording systems are robust and can be used to inform service delivery, shape policy and inform demand	Review case recording system, database information and reporting system	Housing Needs Manager – Newport City Council (Local)	April 2020	Failure to meet legal requirements and obligations	
		Consider outcomes of review and implement recommendations	Housing Needs Manager – Newport City Council (Local)	October 2020	Failure to be able to accurately record outcomes and data required by Welsh Government	
		Compare systems and data recording across Gwent in order to develop common frameworks and consistency in recording including supporting people funding services	All Homelessness Leads (Regional)	January 2021	Inability to accurate assess demand for services	
		Provide training to staff and implement framework	All Homelessness Leads (Regional)	April 2021		

Recording and sharing information between partners, as appropriate, to help service-users

To develop local information on service demands, performance and delivery to demonstrate service pressures and effectiveness of provision	Increase the local knowledge of service demands and pressure to inform future service delivery	Develop key reports and information from Newport City Council's database relating to Home Options Newport, Homelessness, Support and Temporary Accommodation	Housing Needs Manager – Newport City Council (Local)	Dec 2020	Failure to be able to accurately record outcomes required by Welsh Government Inability to accurately assess demand for services	

Modernise services to embrace new technologies and ways of working

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure services are responsive and effective in addressing local needs through embracing new working practices and technology	Increase the effectiveness and resilience of statutory services provided to homeless households To provide connected customer service information systems in line with the requirements of GDPR	To develop agile working processes and implement this across the Housing Needs Unit To review and develop information sharing agreements across partner agencies in line with GDPR To examine IT system and how data could be shared to enhance service provision, to improve the effectiveness of service and customer experience	Housing Needs Manager – Newport City Council (Local) Housing Needs Manager – Newport City Council (Local) Housing Needs Manager – Newport City Council (Local)	April 2019 May 2020 May 2021	Increased social exclusion Increase in homelessness Lack of community cohesion and potential negative impact on wider community	