

Denbighshire County Council Housing Support Programme Strategy April 2022 – March 2026

DCC Housing Support Programme Strategy

Contents

Foreword	4
1. Introduction	5
1a. Purpose of the strategy	5
2. Needs assessment	7
2a. Needs assessment process	7
2b. Key findings	8
2c. Conclusions	9
Issues and Challenges	11
Early Intervention and Prevention	11
3. Strategic priorities	11
Priority 1 – Adopt a Rapid Rehousing Approach	12
Priority 2 – Provide a targeted Prevention Service	12
Priority 3 – Secure Council-owned emergency and temporary accommodation	13
Priority 4 – Strengthen the provision of multi-disciplinary support services	13
Priority 5 – Increase community based support services	14
Priority 6 – Increase access to sustainable accommodation	14
Priority 7 – Strengthen tenancy support services	14
4. Stakeholder Engagement	15
4a. Stakeholders engaged with	15
4b Stakeholder feedback	16

DCC Housing Support Programme Strategy

5. Impact assessments	18
5a. Impact assessment process	19
5b Assessment Number 997 - Housing Support Programme Strategy, Well-being Impact Assessment Report	20
6. Implementing, monitoring, and reviewing the Strategy	22
6a. Working with partners	22
6b. Funding sources	23
6c. Monitoring, reviewing and evaluation arrangements	23
7. Annex A Strategic priorities action plan, revision 1, March 2022	25
7.1 Priority 1 – Adopt Rapid Rehousing approach	25
7.2 Priority 2 – Provide a targeted prevention service	25
7.3 Priority 3 – Secure council-owned temporary accommodation	27
7.4 Priority 4 – Strengthen the provision of multi-disciplinary support services	28
7.5 Priority 5 – Increase community based support services	30
7.6 Priority 6 – Increase access to sustainable accommodation	31
7.7 Priority 7 – Provide Tenancy support services	32
8. Annex B Rapid Rehousing Transition Plan	32
9. Annex C Glossary of Terms	33
Term and definition	33

DCC Housing Support Programme Strategy

Foreword

Since the Covid-19 Pandemic started in March 2020, we have seen the number of households becoming homeless increase significantly in Denbighshire. This strategy sets out our direction to end homelessness within Denbighshire.

We know this will be a significant challenge for us, therefore, we will continue to take a Corporate approach in undertaking a systematic review to preventing homelessness and providing appropriate and timely support to those households who find themselves homeless. Working in partnership with a wider range of stakeholders including Registered Social Landlords, Third Sector and other statutory partners is essential to achieving our ambitious aims.

Denbighshire County Council (DCC) wants to eradicate its reliance on bed and breakfast style emergency accommodation. Progress has already been made with the purchase of a large property which is being developed into eight self-contained emergency accommodation units for families that will be available from Spring 2022. Work is ongoing to develop emergency accommodation for single people which will also facilitate easier access to support and community services.

Early intervention and prevention is a key strategic priority for the Council. Engaging with households at risk of homelessness, as early as possible, is key to preventing them from becoming homeless. We need to ensure that every household in Denbighshire has access to information, advice and assistance to prevent homelessness and, where a household needs additional support, we have accessible services providing timely interventions.

The supply of secure, self-contained and settled accommodation is one of our major challenges and will be the success of moving to a Rapid Rehousing approach to end homelessness. Working collaboratively with Denbighshire's Strategic Planning Service, our own Community Housing and Registered Social Landlords will be a key aspect of working towards the supply of suitable accommodation. We will also look to build on and improve our relationships with Private Rented Sector Landlords, who will be integral partners in shaping and developing our Rapid Rehousing Model.

DCC Housing Support Programme Strategy

1. Introduction

The vision in Denbighshire County Council's Housing and Homelessness Strategy:

“Everyone is supported with pride, to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to”.

and to “end homelessness in Denbighshire”

In principle, six themes underpin the vision:

- More homes to meet local need and demand
- Creating a supply of affordable homes
- Ensuring safe and healthy homes
- Preventing and ending homelessness in Denbighshire
- Homes and support for vulnerable people
- Promoting and supporting communities

In response to the Covid-19 Pandemic, Welsh Government issued guidance which promoted an “All in” approach which was to remove the need for local authorities to consider priority need and intentionality. Practically, this meant that accommodation needed to be found for all those who were precariously or rough sleeping. Denbighshire County Council is committed to ensure that we do not return to the pre-Covid-19 ways of working.

1a. Purpose of the strategy

DCC's Housing Support Strategy aim is to set out the direction for homelessness prevention and housing related support, covering both the Housing Support Grant and statutory duties under the Housing (Wales) Act 2014. The strategy has been informed by a comprehensive needs assessment, following consultation with a range of stakeholders including citizens that use our homelessness services and have received our support. The overarching aim is to end homelessness in our county.

DCC Housing Support Programme Strategy

Our priority in implementing this strategy will be to deliver person-centred, timely interventions to, wherever possible, prevent homelessness. When homelessness does occur we will endeavour to make it as short as possible with the right level of support put in place to end homelessness. We will ensure the risk of entering into a cycle of homelessness is mitigated against at every opportunity.

1b. National legislative and policy context

The strategy satisfies the existing statutory requirements in the Housing (Wales) Act 2014. In developing it, the Council has reviewed the current Housing and Homelessness Strategy, and incorporated relevant aims and priorities. DCC's Housing Support Programme Strategy is underpinned by the following national legislation and policy:

- Housing (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Social Services and Well-Being (Wales) Act 2014
- The Mental Health Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Housing Support Grant Practice Guidance
- Equalities Act (Wales) 2010
- Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014
- Welsh Government's Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness, 2016
- National Pathway for Homelessness Services to Children, Young People and Adults in the Secure Estate
- Preventing Homelessness and Promoting Independence: A Positive Pathway to Adulthood
- The Homelessness (Suitability of Accommodation) (Wales) Order 2015
- Renting Homes (Wales) Act 2016

DCC Housing Support Programme Strategy

At a local level, this strategy contributes to the following areas of work:

- Denbighshire County Councils' Corporate Plan 2017 - 2022
- Denbighshire County Council Housing and Homelessness strategy 2021- 2026
- Denbighshire's Local Housing Market Assessment 2019
- Housing Revenue Account

2. Needs assessment

Welsh Government's Housing Support Programme requires all local authorities in Wales to carry out a full assessment of needs in the local area every four years.

The 2021 Needs Assessment has been used to inform and shape the services we will provide and how we will deliver them.

A Statement of Need document is published separately.

2a. Needs assessment process

A range of engagement techniques and research were used to gather and analyse data to determine Denbighshire's Needs Assessment and focussed around the vision of:

Everyone is supported, with pride, to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to.

The process included extensive consultation with a wide range of stakeholders including citizens who use / or have used homelessness services, Housing Support Grant delivery partners including Third Sector Organisations and Registered Social Landlords, as well as Public Sector Bodies such as Probation Service, Police and Betsi Cadwaladr University Health Board. This was also supported by statistics and data from Denbighshire's Statutory Homelessness Service and the Housing Support Grant single pathway.

Key sources of information used to inform the Needs Assessment are listed below:

- Denbighshire's Affordable Housing Prospectus
- Denbighshire's Local Housing Market Assessment 2019

DCC Housing Support Programme Strategy

- Wellbeing of Future Generations assessment for Conwy and Denbighshire Public Service Board
- Denbighshire Housing and Homelessness Strategy 2021 - 2026
- Homelessness statistics and housing data
- Welsh index of multiple deprivation
- Regional Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) needs assessment
- Supporting people Outcomes Data
- Health overview for Denbighshire
- Data from Children's Services
- The Looked After experience, Denbighshire

2b. Key findings

Following consultation, the need to provide a more robust Early Intervention and Prevention Service was clearly identified as a priority to reduce the numbers of households having to enter statutory homelessness services. This was supported by the need to ensure that there is a range of community based support services working closely with those households who do become homeless, to support them to obtain and keep a permanent tenancy and reduce the risk of becoming homeless again.

A key finding within Denbighshire is the need to move away from the reliance on unsuitable bed and breakfast style emergency accommodation and move towards providing better quality, well supported temporary emergency accommodation. It was identified that single people under the age of 35 are most likely to be accommodated in bed and breakfast style accommodation for significant periods of time. This is due to the shortage of suitable properties at affordable rates, combined with reduced rates of Housing Benefit, thus preventing them from obtaining and securing permanent tenancies.

The two main elements of support that were identified as a priority were the need to deliver more accessible mental health support and family support provision, regardless of when an individual or household accesses homelessness services.

DCC Housing Support Programme Strategy

2c. Conclusions

In summary, the Housing Support Needs Assessment outlines the current needs and future demand for homelessness services. It sets out the strategic planning requirements to ensure effective commissioning and procurement of value for money housing support grant services, to ensure the right outcomes are achieved to support the needs of citizens accessing the service.

Whilst Denbighshire County Council have some provision within the county, it is clear from all the evidence collated in the assessment that further investment is needed in the following areas;

1. Single homeless citizens under 35

Denbighshire's single person household population is projected to increase by 0.8% per annum from 2011 – 2033.

Single person social housing in Denbighshire equates to 12.9% of the stock and current demand for single person accommodation outweighs supply.

43.9% of people on the waiting list are in need of this type of accommodation and this is also mirrored in homelessness presentations.

2. Mental health support needs are increasing, with anxiety and depression being most reported

Mental health support need is magnified when looking at citizens presenting as homeless. To address this, Denbighshire have restructured the Homelessness Prevention team to include designated mental health and substance misuse provision and a Counsellor/ Counselling Service. However, on-going reviewing of service provision is required to fulfil the increasing needs of mental and physical health, complex needs, decreasing access to services, and the potential shift in demographics.

DCC Housing Support Programme Strategy

3. Young homeless people aged 16 to 17 years and care experienced children with complex needs

The demand for support from Children's Services is high, with a small group of complex young people who do not manage to sustain temporary accommodation or supported housing.

In Denbighshire, from April 2019 to March 2021 there were 947 referrals from Children's Services for young people needing support, of which 123 were 16 and 17 year olds. These young people, presenting as homeless or with support needs, have been found to have numerous complexities. There is currently an unmet need for a small group of the most complex young people with a duty to be accommodated and supported.

4. Citizens leaving the secure estate, short term repeat sentences and high risk offenders

In 2019 Denbighshire had 91 ex-offenders apply for assistance but this more than doubled to 202 in 2020. There is a gap for repeat offenders on a short term sentence who need ongoing support and high risk cases where it is incredibly challenging to source accommodation.

5. Women fleeing domestic abuse

Support needs are reported to be more complex, often with multiple support needs like mental health and addictions as well as domestic abuse.

6. Older people (over age 55) with support needs

There is an emerging theme of over 55s presenting to the Homelessness Prevention Pathway with support needs relating to their tenancies. Numbers presenting as homeless remain low.

DCC Housing Support Programme Strategy

Issues and Challenges

Emergency and temporary accommodation is a priority for Denbighshire, with single person accommodation a top priority. There is an imbalance between single person accommodation and the numbers of single people presenting as homeless and staying in temporary accommodation for significant periods of time. To address this issue, DCC have begun working to the Rapid Rehousing Model which will offer varied support levels to ensure households presenting get the correct support when it's needed. The majority of households helped with Rapid Rehousing will be single persons, reinforcing the aim to develop smaller, permanent accommodation within sustainable communities. The need is in the North of the County.

DCC has identified council owned property and this will help ensure that we transition suitable affordable emergency accommodation. This will allow households to work and to have the level of support needed to end homelessness through the Rapid Rehousing model.

Early Intervention and Prevention

In order for homelessness in Denbighshire to be rare, brief and non-recurrent, we need to look at early intervention and prevention, or upstream processing.

To fully understand the concept of upstream processing a link to a 2-minute video is available - [Upstream Public Health video](#)

Denbighshire will prioritise targeted prevention.

3. Strategic priorities

Denbighshire County Council have agreed the following strategic priorities for the delivery of the Housing Support Grant (housing related support) and Statutory Homelessness Prevention duties, in line with the needs assessment, stakeholder engagement, and wider corporate and Welsh Government policy, consultation, and Guidance. Specific details of the strategic priority action plans are detailed in Annex A.

DCC Housing Support Programme Strategy

The Council's socio-economic duty has identified, through the needs assessment, emerging themes of homelessness presentations. Particular attention is given to ensure that all of the strategic priorities will be fully inclusive of these increasing presentations, such as, but not limited to, young people, women fleeing domestic violence, ex-offenders, people under 35 years, people over 55 years, people with mental health issues.

Priority 1 – Adopt a Rapid Rehousing Approach

The aspiration is to achieve the provision of a real transformation in the typical homelessness journey for households, reducing trauma and aiding their resettlement into a secure tenancy following a homeless episode. Also ensuring that the episode is as short a period as possible. Balancing the citizen's short term needs whilst safeguarding the ability for sustainable plans for their long term needs. Ensure that plans account for the current and future demographic make-up of homelessness presentations, such as the current high demand for single person accommodation.

It is recognised that strategic priorities 2 - 7 are key to the successful delivery of the Rapid Rehousing approach and the progressive realisation to fulfil the right to adequate housing for all.

In line with Welsh Government policy and recommendations develop the Rapid Rehousing Transition Plan for September 2022 as per Annex B.

Priority 2 – Provide a targeted Prevention Service

Early intervention is a recognised approach to preventing homelessness, as laid out in the Housing (Wales) Act 2014. It is foreseen that there is a need to develop and strengthen our support offer around early intervention to prevent homelessness, so that we can identify and engage with people much earlier on to prevent any risk factors or problems from escalating. The focused early intervention project will be a key part of this work. The project to offer a robust early intervention model, which is assertive and proactive, acting early to prevent homelessness problems or at least prevent them from worsening, will help the Council to achieve its objectives.

DCC Housing Support Programme Strategy

Priority 3 – Secure Council-owned emergency and temporary accommodation

Work collaboratively with community housing and strategic housing group to secure the in house provision of good quality emergency accommodation to temporarily house homeless citizens and have reduced reliance on using bed and breakfast type establishments. A service that will provide the support required to ensure that the period of homelessness is rare, brief, and unrepeated, and provides the support they require so that they are ready to take the next step back into independent living in their own home.

Priority 4 – Strengthen the provision of multi-disciplinary support services

Multi-disciplinary support is providing for the additional requirements often associated with homelessness presentations and the service needs to target those in need of such support and develop key performance indicators to drive the effectiveness of the multi-disciplinary approach. The service will seek to place the individual at the centre and work together in a trauma-informed way, with the involvement of people with an interest in achieving the well-being goals, allowing those people to reflect the diversity of the citizens facing homelessness. Ensuring that the characteristics, culture, beliefs, and dignity of the citizens are fully respected, as laid down in the overarching duties within the Social Services and Well-being (Wales) Act 2014.

Ensure that quality and performance activity and monitoring operationally informs where there are gaps in service provision and that homelessness profiling provides accurately detailed information, targeting such areas to improve the person centred approach of multi-disciplinary working. As the strategic priorities develop regular reviewing of the support services will take place ensuring that the service model is current, in-line with requirements of individuals and that gaps in such provision of mental health and/or substance misuse are strengthened. In addition, ensure that investment in the service develops resilience within the workforce to facilitate effective recruitment and retention of staff.

DCC Housing Support Programme Strategy

Priority 5 – Increase community based support services

Work collaboratively and in partnership with third sector and voluntary organisations to promote independence to individuals experiencing or facing homelessness, promote their health and wellbeing through exercise programs and developing general life skills, such as cooking and the use of ICT. Ensuring that an integrative approach is adopted in reaching common well-being goals whilst promoting social inclusion and working towards less reliance on statutory service interventions.

Priority 6 – Increase access to sustainable accommodation

Develop access to the private rented sector, working with landlords to maximise resources and create enterprising solutions. Working with the council's Community Housing team and Registered Social Landlords (RSLs), utilising existing work programmes and strategies to deliver additional social rented units to provide permanent homes to meet the identified need, either through construction or repurposing of existing stock. Further access funding and initiatives where possible to support individuals to maintain tenancies or find suitable accommodation when faced with homelessness, such as but not limited to Wales PRS Leasing.

Priority 7 – Strengthen tenancy support services

Strengthen tenancy support service, working with the Council's Community Housing, RSL's, and private rented sector tenants to support the Council's corporate priority: "Housing – everyone is supported to live in housing that meets their needs". The tenancy support team will provide housing-related support to individuals and their families who are dealing with crisis or potential crisis that may threaten their tenancy by fully understanding the barriers to maintaining healthy tenancies and working with individuals to ensure that the right level of support is being provided at the appropriate time of need. In addition, look beyond the housing situation at the time support closes, develop a longer term view of tenancy sustainability to assess and understand how successfully programs of support give the citizens the skills to access mainstream support in sustaining their tenancies.

DCC Housing Support Programme Strategy

4. Stakeholder Engagement

As well consulting with internal partners and services in the process of developing the strategy, consultation has been undertaken in line with the duties set out in the Future Generations (Wales) Act 2015 and the five ways of working.

4a. Stakeholders engaged with

The following Partners, Agencies and wider stakeholders have been consulted with:

- Betsi Cadwaladr University Health Board (BCUHB) Substance Misuse Services
- BCUHB Community Mental Health Services
- Her Majesty's Prison and Probation Service (HMPPS)
- North Wales Police
- DCC Adult Social Services (Community Support Services)
- DCC Complex Disabilities Team
- DCC Intensive Family Support
- CCBC / DCC Housing First
- DCC Community Housing
- DCC Housing Development
- Housing Support Grant support providers
- Homelessness service users (citizens)

The following sources of engagement were used:

- North Wales HSG Service User questionnaire accessed via:
[HSG questionnaire on Conwy County Borough Council website in English](#)
[HSG questionnaire on Conwy County Borough Council website in Welsh](#)
- North Wales HSG Provider questionnaire accessed via:
[HSG provider questionnaire on Conwy County Borough Council website in English](#)
[HSG provider questionnaire on Conwy County Borough Council website in Welsh](#)
- DCC Homelessness Prevention Strategy Stakeholder Questionnaire.
- Feedback from internal request for responses on the Welsh Government “ending homelessness” consultation 12 November 2021.

DCC Housing Support Programme Strategy

4b Stakeholder feedback

Regionally, local authorities across North Wales worked collectively to consult with both service users and service providers to inform and shape their Housing Support Grant strategy.

Two questionnaires were designed, one for citizens receiving housing support grant funded services and another for providers that receive housing support grant funds to deliver support.

A further localised questionnaire was developed specifically for partner organisations and internal council departments.

The questionnaires were sent out at the same time for a four-week consultation period. A further consultation was completed once our Strategy was complete.

The service user questionnaire had the option of completion online or by paper copy. The provider questionnaire was online only.

Denbighshire received 125 responses from citizens, 22 responses from providers, and 5 from partners.

The most common themes from citizens were:

- 30% stated they didn't know how to access support.
- Citizens suggested that social media should be used to raise awareness of support services available.
- Over 50% would like to have support over the phone or virtually
- 75% stated they had no barriers to accessing support virtually or by phone. The remainder stated various barriers to virtual support, such as being unable to afford top up, they don't know how to work the internet, disability, blind or hard of hearing.
- Public transport was a reason given for not wanting face to face support. "Cheaper to travel round London on the Tube than rural Denbighshire" and an infrequent bus service.
- Citizens feel they cannot afford private rented housing. Citizens feel demotivated.
- Just under 50% stated they had a disability

DCC Housing Support Programme Strategy

- Of the 125 responses 75 were under 35 years old
- Of 104 responses, 16 said they are a different gender to what was assigned at birth.
- Of 123 responses, 70 citizens are single and not in a relationship

The most common themes identified from support providers were:

- There is an increase in complex needs, resulting in crisis intervention.
- Access to Housing Support Grant funded services could be improved.
- Providers are supportive of delivering support face to face or virtually to suit citizen's preference.
- It is felt there is a lack of capacity in Mental Health services, which is resulting in providers filling the gap and providing more wellbeing support to often complex cases, which has an impact on staff.
- Since the pandemic, providers felt citizens were presenting with multiple needs, including mental health and substance misuse, as well as an increase in domestic abuse cases.
- Lack of social housing and private rented properties is sited as the biggest barrier to moving people on from supported and temporary accommodation and is also the greatest perceived barrier to Rapid Rehousing.
- Some providers are having recruitment issues due to a lack of job security, reward, pay, recognition and longevity of offer.
- There is a need to increase the provision of multi support services to work with individuals with severe needs and for more knowledge around domestic abuse.
- Providers want Denbighshire to prioritise rapid re-housing, early intervention homeless prevention, and therapeutic support.

Themes identified from partners and internal council departments were:

- Concern over the lack of access to housing and the building of affordable housing.
- Lack of service provision for those with more complex needs, such as Learning Disabilities and how often they fall between the gaps.
- Compatibility checks on shared accommodation can cause delays in securing tenancies especially when dealing with more complex needs.

DCC Housing Support Programme Strategy

- The supply of accommodation does not meet some of the greatest need, such as single people. There are 750 single people registered for social rent housing but we only have a supply of 60 one-bedroom homes in total from all social landlords on average each year.
- Issue with Homelessness staff – retaining them and recruiting – many vacancies are attracting no applicants or poor quality applicants.
- There will always be a lag with development due to the planning process, infrastructure and building the homes. The move towards more modern methods of construction could reduce the lag, but not eliminate it.
- Improvement is required by increasing the level of support provided to social landlords through the Social Housing Grant scheme, both in terms of amount available and the intervention rate applied, as these are currently inadequate to enable additional permanent social housing to be delivered on the scale required.

5. Impact assessments

Denbighshire County Council are committed to celebrating diversity and promoting equality in everything we do, to improve the quality of life for everyone living, working and visiting Denbighshire.

Our vision of the future for the council was developed in partnership with local communities and partners. Our strategic aim is to be a high performing council, closer to the community.

[Our Corporate Plan](#) incorporates our equality, diversity and human rights activities taking place throughout the council. Equality and diversity is embedded throughout all our services in the council.

Legislation requires us to provide a new Strategic Equality Plan (SEP) every four years, even if it has been incorporated into another plan. Our equality objectives within the Corporate Plan will therefore be developed through engagement with our communities, reviewed in terms of what local data informs us about inequalities and in response to recommendations made by the Equality and Human Rights Commission in a document called 'Is Wales Fairer? 2018'.

DCC Housing Support Programme Strategy

Once these new interim strategic equality objectives have been considered, consulted upon and agreed on, they will run in tandem with the Corporate Plan (which focussed on community led dialogue and consultations with our 'County Conversation' engagement), in the form of an Interim Strategic Equality Plan and will also be incorporated into the next Corporate Plan 2022 to 2027.

Our current priorities are:

- Housing: Everyone is supported to live in homes that meet their needs;
- Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links;
- Resilient Communities: The Council works with people and communities to build independence and resilience;
- Environment: Attractive and protected, supporting well-being and economic prosperity; and
- Young People: A place where younger people will want to live and work and have the skills to do so.

As part of the strategic planning process, we have undertaken appropriate impact assessment of the strategy, particularly in relation to the priorities identified in section 3.

5a. Impact assessment process

Denbighshire County Council have established a new and innovative approach to impact assessment. We want to be sure that we consider the impact of proposals on a range of issues. Our new approach, the 'Well-being Impact Assessment', has been designed to assess the likely impact of proposals on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world. It integrates requirements to assess impact on equality, the Welsh language, environment, economy, health, and so on.

The Well-being Impact Assessment highlights any areas of risk and maximises the benefits of proposals across all of these issues.

It helps us to ensure we have considered everyone who might be affected by the proposal.

DCC Housing Support Programme Strategy

It also helps us to meet our legal responsibilities under the general equality duties (Equality Act 2010, inclusive of the Socio-economic Duty, within this Act), the Welsh Language Standards, the Well-being of Future Generations (Wales) Act 2015 and access to information legislation. There is also a requirement under human rights legislation for local authorities to consider human rights in developing proposals.

Our approach to impact assessment will help us to strengthen our work to promote equality. It will also help to identify and address any potential negative or disproportionate impacts before introducing something new or changing the way we work.

5b Assessment Number 997 - Housing Support Programme Strategy, Well-being Impact Assessment Report

Key findings

The sustainability of the wellbeing impact assessment scored 3 stars out of 4 with an overall scoring of 33 out of 36.

The assessment provided a summary for each Sustainable Development principle:

Long term

The strategy is based upon "ending homelessness in Wales" it is written under Welsh Government guidance. It deals directly with citizens who find themselves in this position. It clearly deals with the short term issues, however, it also focusses on the sustainability of long term goals. Climate change is considered although is not directly influenced within the strategy.

Prevention

The strategy is all about finding new ways to promote resilience and independence. The very nature of homelessness often comes with a high level of personal resilience for the citizens, it just needs channelling in a positive way. The preventative work is designed to prevent reliance on public services and give citizens the choice and control at an earlier stage of their experience.

DCC Housing Support Programme Strategy

Integration

The strategy supports corporate priorities; Housing, Connected Communities, Resilient Communities, Environment and Young People and this can be demonstrated within the strategy's seven priorities: rapid rehousing, prevention services, securing accommodation, strengthening multidisciplinary services, community based support, sustainable accommodation and tenancy support.

Collaboration

The strategy clearly focusses on collaboration and whilst the core homelessness service in a statutory provision, ending homelessness is not a unilateral approach. Collaboration from partners is key in understanding the issues faced and what solutions all partners can provide. One such collaborative approach is the employment of specialist substance misuse workers from the local health board and integrating them into the team to provide timely and effective interventions to support individuals faced with homelessness.

Involvement

The strategy is based upon the long term goal of ending homelessness, through involvement, collaboration and integration of in-house services, support providers, citizens, partners such as the local health board, prisons and Probation Services and community based support. All are looking to provide preventative programmes to alleviating homelessness. Without the principles of public engagement, the strategy would not achieve its intentions. Engagement, consultation and participation are all key to understanding the issues that face homeless people.

A summary of the impacts demonstrates:

Well-being goals

- A prosperous Denbighshire
- A resilient Denbighshire
- A healthier Denbighshire
- A more equal Denbighshire
- A Denbighshire of cohesive communities

DCC Housing Support Programme Strategy

- A Denbighshire of vibrant culture and thriving Welsh language
- A globally responsible Denbighshire

Main conclusions and evidence to support the Well-being Impact Assessment

The Well-being Impact Assessment clearly demonstrates that the Housing Support Programme Strategy and its function to end homelessness has a positive affect across all areas of the well-being goals. The short term goals are key to the sustainability of the long term goals. The strategic priorities provide equality, diversity and respect to vulnerable citizens faced with the prospect of homelessness or who are homeless.

- We have consulted published research or guides that inform us about the likely impact of the proposal.
- We have involved an expert and consulted a group who represent those who may be affected by the proposal.
- We have engaged with people who will be affected by the proposal.

Within the wellbeing Impact Assessment there is an optional General Data Protection Regulations (GDPR) impact assessment option. Whilst the operational data is subject to the legislation, the strategy in itself is not and therefore the option to complete such impact assessment was not chosen.

6. Implementing, monitoring, and reviewing the Strategy

6a. Working with partners

The council will work with partners to ensure that the strategy and action plans are implemented and monitored accordingly and to review and revise any plans as necessary based upon performance evaluations. Our partners are:

- Betsi Cadwaladr University Health Board (BCUHB) Substance Misuse Service
- BCUHB Community Mental Health Service
- Her Majesty's Prison and Probation Service (HMPPS)

DCC Housing Support Programme Strategy

- All Housing Support Grant (HSG) Support Providers
- DCC Housing and Homelessness Strategic Group
- DCC Community Housing
- DCC Adult Social Services (Community Support Services)
- DCC Children's Social Services

6b. Funding sources

The following funding streams will be used to implement the strategy:

- Housing Support Grant
- Core Funding (statutory service provision)
- Youth / Children's Services.

6c. Monitoring, reviewing and evaluation arrangements

In order to meet our commitment to deliver the seven strategic priorities we need to ensure that, together with partners, we have the skills, services, resources and infrastructure for the delivery of the strategy's objectives, maximising the available funding sources to deliver on the plan.

To achieve the strategic priorities and objectives an action plan (ANNEX A) has been developed with partners and stakeholders, to outline key actions to be delivered over the lifetime of this strategy.

The Homelessness and Housing Strategic Group will be involved in the delivery and monitoring of this homelessness strategy and action plan. The group meets on a bi-monthly basis and provides a joint approach to tackling homelessness through information sharing, improving joint working and contributing to the delivery of the Homelessness Strategy action plan. The action plan will be governed and monitored by the senior management across Community Support Services and Community Housing, which will ensure effective governance arrangements, alongside a coordinated and comprehensive approach to the prevention of homelessness.

DCC Housing Support Programme Strategy

A joined up partnership approach is critical to delivering the ambitious and innovative plans detailed within this strategy and meeting Denbighshire's vision for homelessness.

Within the core team a function has been created to monitor all performance data, in order to support the strategic priorities, audit actions, and operational plans, and to ensure that the most effective and timely service is provided. Monitoring data over and above statutory requirements will be a specific operational plan which will be monitored and reviewed on a regular basis.

DCC Housing Support Programme Strategy

7. Annex A Strategic priorities action plan, revision 1, March 2022

7.1 Priority 1 – Adopt Rapid Rehousing approach

Sub section	Detail	Delivery actions	Timescales	Lead person
7.1.1	Develop transition plan	In line with Welsh Government (WG) guidance.	Draft by June 2022. Published by September 2022	Service Manager / Strategic Lead
7.1.2	Implement transition Plan	To be revised by September 2022	Completed by March 2027	Head of Service Community Support Services

7.2 Priority 2 – Provide a targeted prevention service

Sub section	Detail	Delivery actions	Timescales	Lead person
7.2.1	Tender for early intervention project	Award tender	Completed by March 2022	Strategic Lead

DCC Housing Support Programme Strategy

Sub section	Detail	Delivery actions	Timescales	Lead person
7.2.2	Implement and embed early intervention project	Monitor and evaluate effectiveness of project outcomes	Implementation Quarter 2 2022 Project delivery completed by 2027	Strategic Lead
7.2.3	Develop an education program for children and young people.	Identify key stakeholders, develop plans to raise awareness of homelessness in secondary and further education.	By Sept 2022 – with ongoing rollout.	Strategic Lead through delivery partners.
7.2.4	Review and enhance homelessness pathways for specific groups e.g. children looked after (LAC), offenders.	Map current provision and identify gaps in services. Develop refined pathways in line with WG guidance and local need.	By March 2023	Service Manager

DCC Housing Support Programme Strategy

7.3 Priority 3 – Secure council-owned temporary accommodation

Sub section	Detail	Delivery actions	Timescales	Lead person
7.3.1	Develop a Strategy for moving away from bed and breakfast style accommodation.	Following indications of completion of projects for in-house developments, work with existing providers for transition.	By March 2023	Head of Service CSS Head of Service Housing.
7.3.2	Use housing revenue account (HRA) stock for temporary accommodation	Maintain a sufficient number of units within existing HRA Stock	By 31 March 2023	Lead Officer – Community Housing
7.3.3	Provision of 8 units of family accommodation	Acquisition and conversion of former care home	By 30 September 2022	Housing Development Manager
7.3.4	Provision of 24 units of single person accommodation	Re-purposing of Council housing stock	By 30 September 2023	Housing Development Manager

DCC Housing Support Programme Strategy

7.4 Priority 4 – Strengthen the provision of multi-disciplinary support services

Sub section	Detail	Delivery actions	Timescales	Lead person
7.4.1	Develop quality and performance framework to monitor the effectiveness of the multi-disciplinary support service	Develop monitoring systems to ensure that quality information is informing decisions and service provision.	By December 2022	Service Manager Strategic Lead
7.4.2	Housing First Strategy	In line with Welsh Government evaluation develop Housing First service beyond pathfinder project	By March 2023	Service Manager / Housing First Manager

DCC Housing Support Programme Strategy

Sub section	Detail	Delivery actions	Timescales	Lead person
7.4.3	Support hub / triage centre	Develop multi-disciplinary support hub / triage centre in line with in-house emergency temporary accommodation project	Quarter 4 2023	Head of Service CSS
7.4.4	Support pathways	Develop robust internal pathways for support with indicative parameters for HPO / HSP / CTI / HF and support provider pathway	By September 2022	Service Manager

DCC Housing Support Programme Strategy

Sub section	Detail	Delivery actions	Timescales	Lead person
7.4.5	Delivery model	Regular review of the delivery model of the MDT approach, incorporating development plans for the workforce.	Annually	Service Manager

7.5 Priority 5 – Increase community based support services

Sub section	Detail	Delivery actions	Timescales	Lead person
7.5.1	Map current provisions across county	Develop a plan to address identified gaps in community based support services.	By March 2023	Service Manager
7.5.2	Implementation of delivery plan in line with rapid rehousing plan	Procuring community based support services based upon identified gaps in needs assessment.	By March 2024	Service Manager

DCC Housing Support Programme Strategy

7.6 Priority 6 – Increase access to sustainable accommodation

Sub section	Detail	Delivery actions	Timescales	Lead person
7.6.1	Increase access to homes for social rent	Monitor changes to the WG Code of Guidance on the “Allocations of Social Housing and Homelessness”	By 31 March 2023	Lead Officer – Community Housing
7.6.2	Community Housing to ensure existing housing stock meets those most in need the need	Deliver actions in Best Use of Stock Plan to increase supply of homes for	On-going / various dates	Lead Officer – Community Housing
7.6.3	Work with RSLs	RSLs to consider similar approach	On-going / various dates	Lead Officer – Community Housing

DCC Housing Support Programme Strategy

7.7 Priority 7 – Provide Tenancy support services

Sub section	Detail	Delivery actions	Timescales	Lead person
7.7.1	Whole system review in line with rapid rehousing plan	Defining the levels and parameters to providing support	December 2022	7.7.1
7.7.2	Implementing the delivery plan for tenancy support services	Realigning tenancy support services with identified parameters and levels of support	Implementation December 2023 and ongoing review	7.7.2
7.7.3	Develop a new a new Supported Accommodation model in line with rapid rehousing transition plan	Develop and implement a commissioning plan	By 2026 / 2027	7.7.3

8. Annex B Rapid Rehousing Transition Plan

To be completed September 2022 (draft June 2022) HSPr strategy document to be amended on completion.

DCC Housing Support Programme Strategy

9. Annex C Glossary of Terms

Term and definition

- CAD - Citizens Advice Denbighshire
- CCBC - Conwy County Borough Council
- CTI - Critical Time Intervention
- BCUHB - Betsi Cadwaladr University Health Board
- DCC - Denbighshire County Council
- EA - Emergency Accommodation
- FCC - Flintshire County Council
- HF - Housing First
- HMPPS - Her Majesty's Prison and Probation Service
- HPO - Homelessness Prevention Officer
- HSG - Housing Support Grant
- HSP - Homelessness Support Practitioner
- HSPr - Housing Support Program
- ICT - Information and communications technology
- LA - Local authority
- MDT - Multi-disciplinary team
- NWP - North Wales Police
- PRS - Private rented sector
- RSL - Registered social landlord
- SHG - Social Housing Grant
- TA Temporary accommodation
- WG Welsh Government