

Appendix 1

The Homeless Service Improvement Plan

Refreshed priorities under the 4 Strategic Objectives

Strategic Objective: Increasing Prevention	Strategic Objective: Ending Rough Sleeping	Strategic Objective: More Suitable & Affordable Accommodation	Strategic Objective: Better Outcomes Better Lives
Priority 1 - Deliver an immediate access housing solutions service using different channels/at range of locations including the development of three localised hub services	Priority 1 - Establish an off the street emergency accommodation offer to people sleeping rough including the review of ABEN service delivery	Priority 1 - Ensure we have a sustainable/high quality privately sourced TA offer for as long as required	Priority 1 – Deliver a housing support that targets support at priority points and is tailored to meet individual needs
Priority 2 - Deliver a personalised housing solutions service, focused on homeless prevention, including social housing banding awards	Priority 2 - Develop a case conferencing approach to rough sleepers including review of homeless application status	Priority 2 - Develop a long-term leasing proposal, as an alternative to B&B, with private providers and fund through capital	Priority 2 - Deliver a housing support service to people living in a range of tenures/ circumstances including care of family/ friends and PRS. One support service different settings
Priority 3 - Develop an ‘invest to save’ approach comparing cost of homeless prevention to cost of TA	Priority 3 - Deliver up to 200 RSAP units as swiftly as possible and ensure lets go to people sleeping rough	Priority 3 - Case management panels established to speed up TA move on	Priority 3 - Deliver a manageable housing support service with a standard ratio of 1 worker to no more than 20 clients
Priority 4 - Make best use of housing stock in Manchester with a focus on people’s needs and preferences	Priority 4 - Develop a number of viable SHAP proposals to submit to DLUHC including identifying land and or buildings	Priority 4 - Recruit two Accommodation Providers specialists who will lead on interdepartmental work to deliver additional and improved housing options	Priority 4 - Optimising move-on and improving access for people in Housing Related Support Services
		Priority 5 - Effectively manage existing Temporary Accommodation provision	