

Manchester Homelessness Strategy - Action Plan

The Homeless Charter Partnership and the City Council recognises that we all have a part to play in working together to end homelessness in Manchester. This template is to be used to collect organisations contributions to the Manchester Homelessness Strategy refresh. The activity you and your organisation commit to will contribute to the three strategic aims listed below:

- Making homelessness a rare occurrence: Increasing prevention
- Making homelessness as brief as possible: Improving temporary and supported accommodation and making it as positive experience as possible
- Making homelessness a one off, and not repeated, experience: increasing access an support maintaina a settled home

There is more information about these three aims on the next tab. This includes a set of We Will statements that help to define what each aim hopes to achieve.

Initially you may want to include work that is already being undertaken by your organisation or service that supports the achievement of the three aims. This will give us a clear picture of the city wide response to homelessness and will help to identify any gaps that might exist that will need new activity. Co-production and working with people who have experienced homelessness is key to the approach of this strategy we would like to see how you have involved people or families who might have experienced homelessness in developing this activity.

No.	Organisation name	Aim/ 'We will' this applies to	Activity Prompt: Outline activity and state how you have used co-production to develop this activity?	Does this target a particular vulnerable group? For example families, single people, young people, people leaving prison, people fleeing domestic violence, LGBT people who are homeless, BME people who are homeless, people who are sleeping rough, private rented sector tenants, women, veterans, people affected by poverty, people with mental illhealth, people ho are affected by substance misuse)	How will you measure the success or impact of your activity?	Date to be completed	Is this activity reproted into any other Boards or Groups? Eg Health and Homelessness Task Group, Children's Board, Housing Access Board etc	Named Lead (TBC)	Any Comments
	Strategic Development								
1	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Review Social Housing Allocations Policy	All types of applicants on the re-housing register		Apr-20	Strategic Housing Board	Mark Ellison	Actions reflected in the Strategic Housing Team Plan
2	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Improve accommodation opportunities for people who are homeless - Joint investment with RP's - Strategic property acquisitions - 4 Bed Properties - 60 properties	Families who require settles accommodation of 4 or more bedrooms		Mar-19	Homelessness Officer Group	Reggie Khanum	Actions reflected in the Strategic Housing Team Plan
3	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Young people carers model - Bramcote Gardens , 4 apartments 8 units. To be used as move on accommodation to house young people moving from supported accommodation with very low level support needs, this would include young people who are homeless and care leavers.	Young people and care leavers with low support needs		Aug-18	Homelessness Officer Group	James Greenhedge	Actions reflected in the Strategic Housing Team Plan
4	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Bring back into use 8 bedroom property on Princess Rd for the use of move on accommodation for people who have been homeless	Single people		Mar-20	Homelessness Officer Group	Carol Western	Actions reflected in the Strategic Housing Team Plan
5	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Work with RP (Great Places), Homelessness and Children's to increase supply of units for homeless young people and care leavers (5-7 units)	Young people and care leavers with low support needs		Mar-19	Homelessness Officer Group	Reggie Khanum	Actions reflected in the Strategic Housing Team Plan
6	MCC - Strategic Housing	Aim 2 - Make the experience of homelessness as brief as possible	Work together with Homelessness colleagues to develop an interim contract arrangement with RPs to manage DA which will result in significant savings for the Council to be used for Homelessness Prevention	People in Dispersed Accommodation		Nov-18	Homelessness Officer Group	Gareth Clarke/Reggie Khanum	Actions reflected in the Strategic Housing Team Plan
7	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Work with colleagues in Homelessness and GMCA to develop a GM wide Social Letting Agency	No.		Aug-19	GM Housing Strategy Group	James Greenhedge/Gareth Clarke	Actions reflected in the Strategic Housing Team Plan
8	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Delivering 40, 2 bed, new build homes in North Manchester, to be managed by Northwards, at affordable rent hence increasing affordable housing stock in the area for families on low income. Also, the homes will provide opportunities for tenants to down size, freeing up larger family homes for those on the waiting list	Families on low income and private sector tenants		Nov-18	North Manchester New Build Board	Lucy Lovatt/Yvette Ryle	Actions reflected in the Strategic Housing Team Plan
9	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Delivering 20, 2 and 3 bed, shared ownership homes in North Manchester, to be managed by Northwards, hence increasing affordable housing stock in the area for families. Also, the homes will provide opportunities for tenants to move onto home ownership, freeing up social housing for those on the waiting list	Families on low income and private sector tenants		Dec-18	North Manchester New Build Board	Lucy Lovatt/Yvette Ryle	Actions reflected in the Strategic Housing Team Plan
10	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Delivering 75, 2 and 3 bed, homes for shared ownership and affordable rent in North Manchester, hence increasing affordable housing stock in the area for families. Also, the homes will provide opportunities for tenants to move onto home ownership, freeing up social housing for those on the waiting list. They will also enable tenants to down size, freeing up larger family homes for those on the waiting list	Families on low income and private sector tenants		Mar-21	North Manchester New Build Board	Lucy Lovatt/Yvette Ryle	Actions reflected in the Strategic Housing Team Plan
11	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Increase the number and range of affordable homes, including Social housing and free up existing social housing -Support RPs to develop a range of affordable housing (affordable rent; shared ownership; rent to purchase, good quality private rent, social housing etc.) and free up social housing	Individuls and households at a range of different income levels, including those assessed as earning the average Manchester income and those below this level		Ongoing	Residential Growth panel and strategic Housing Board	Jude Millett/Sheila Connor	Actions reflected in the Strategic Housing Team Plan
12	MCC Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Increase extra care units for older people and in doing so free up social housing -Develop 2 MCC owned Extra Care schemes and support the delivery of RP extra care schemes targeted at Manchester Residents to deliver over 500 units of extra care accommodation by 2021	People over 55 with care needs		2021	Residential Growth panel and strategic Housing Board	Steve Sheen/Jude Millett	Actions reflected in the Strategic Housing Team Plan

13	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Increase the number and range of affordable homes and in doing so free up social housing via the Housing Affordability Zones - Strategic development of sites, including sites in MCC ownership, to increase supply of all forms of rented and home ownership options	Individuals and households at a range of different income levels, including those assessed as earning the average Manchester income		Ongoing	Residential Growth panel and Strategic Housing Board	Lucy Lovatt, Jude Millett, James Greenhedge	Actions reflected in the Strategic Housing Team Plan
14	MCC - Strategic Housing	AIM 1 - Making homelessness a rare occurrence, Engage with private rented sector landlords to raise awareness and understanding of homelessness in the city	Review the 4 Selective Licensing areas to make sure that landlords are operating in accordance with their license conditions and that property standards are maintained.	All people living in Private Rented accommodation within the selective licensing areas.		Mar-20	Market Rental Strategy Board	James Greenhedge - Reggina Khanum	Actions reflected in the Strategic Housing Team Plan
15	MCC - Strategic Housing	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Work with Adult Services to explore investment opportunities to provide and increase access to settled accommodation at social and affordable rents.	All (at this stage)		Mar-19	Strategic Housing Board	James Greenhedge - Gareth Clarke	Actions reflected in the Strategic Housing Team Plan
16	MCC - Work & Skills	Making homelessness a rare occurrence - Increasing prevention Create links to local services including training, volunteering and employment opportunities	Attend and contribute to the Homelessness Prevention Steering Group to develop links with partners and VCS organisations to provide early intervention support to improve employability skills. Support work clubs at the Booth Centre and Back on Track by promoting their offer and inviting them to support provider fora. Partnership working with DWP Troubled Families Employment Adviser at the Booth Centre and have an JCP adviser at the Longford Centre MAES Community Learning Fund awarded to Back on Track to deliver training programmes and work experience placements to vulnerable groups, including homeless. Co-production with specialist support provision of a resource sheet specifically for veterans for use by homelessness teams. Promotion of the integrated offer in the customer service centre - with access to National Careers Service, Citizens Advice, Motiv8 Joint working with Working Well provider to raise awareness of available support eg. DHP	The activity is mainly universal however there is some targeted work ie. veterans, DV&A	Ongoing		Elayne Redford	Action reflected in Work & Skills Service Plan	Action reflected in Work & Skills Service Plan
17	MCC - Work & Skills	Making homelessness a rare occurrence - Increasing prevention Create links to local services including training, volunteering and employment opportunities	Business Engagement: Support the Business Action Group and work with businesses through our business networks to encourage employers to engage with the homeless agenda (e.g. encouraging them to use the BITC and My Future models). Partnership wprok with DWP who also support this Action Group Work with MCC Corporate Procurement to influence commissioners to include consideration for the support of the homeless agenda as part of their Corporate Social Responsibility in commissioned activity. Similarly support partners and suppliers to work with the Homelessness Partnership as part of their CSR. Support direct recruitment by engaging with and influencing employers to recruit those with lived experience. For example the recruitment of support workers for the Longford Centre in Chorlton. Support the Homelessness Partnership with the pilot for an online jobs portal for 'homeless-friendly employers by raising awareness of this facility through our business networks.	No particular group	Ongoing		Mike Cunliffe	Action reflected in Work & Skills Service Plan	Action reflected in Work & Skills Service Plan
18	MCC - Work & Skills	Making homelessness as brief as possible: Improving temporary and supported accomodation to be a positive experience- Focus on strengths of people living in temporary and supported accomodation, connecting them to education, training, volunteering and employment opportunities	Work with partners to ensure individuals and families are given the right support to improve their situation ie. debt advice, money management, access to volunteering, training and employment Raise awareness of Work & Skills offer to providers at General Alliance meetings - link providers with Work & Skills Bulletin and Employer Suite offer, and specialist support such as Motiv8 Include frontline worker training in the Universal Credit Action Plan for staff to support those in temporary accomodation	No particular group	Ongoing		Elayne Redford	Action reflected in Work & Skills Service Plan	Action reflected in Work & Skills Service Plan
19	Corporate Core								
20	MCC - Finance	All	Budget Monitoring, close working and regular meetings with the service managers to understand the latest forecast spend and pressures in each area so that the service can work towards delivering a balanced budget	No particular group		Ongoing		Chris Thomas	
21	MCC - Finance	All	Analysis of past trends to inform investment ask at budget setting for 2018/19. Leading on from this analysis of the investment spend to understand and evidence the impact of this investment	No particular group		Ongoing		Chris Thomas	
22	MCC - Finance	AIM 2: Make experiences of homelessness as brief as possible:	Rough Sleeping Initiative, succesful bid for Grant funding for a targeted fund for local authoriites with the highest number of rough sleepers.	People who are sleeping rough		Oct 2018		Chris Thomas	

23	MCC - Finance	Aim 3 - Create opportunities for accessing housing, of the right kind and quality	Improve accommodation opportunities for people who are homeless - Joint investment with RP's - Strategic property acquisitions - 4 Bed Properties - 60 properties	Families who require settles accommodation of 4 or more bedrooms		Oct 2018	Strategic Housing Board	Rachel Rosewell	
24	MCC - Revs and Bens	Aim 1	Landlords (social and private) are encouraged to contact the Benefits Service if they have a tenant who is at risk of eviction due to rent arrears. When we are contacted about such cases we will take all reasonable steps, including use of DHP, to prevent eviction.	No.	We do not hold records of these cases.	Ongoing	No.	Jane Stafford / Julie Bamford	
25	MCC- Revs and Bens	Aim 1	Our DHP scheme will support those people affected by the benefit cap and other welfare reform changes to either sustain their tenancy or to move to an affordable home. This can include support with arrears, paying rent shortfalls, and where there is a live claim for HB or UC we can offer support with deposits / agent fees.	No.	DHP is typically used to assist people to stay in their home by covering part or all of a shortfall between their HB / UC (housing element) and their rent. Our recording system does not support our reporting on awards made that have expressly prevented homelessness but it is reasonable to conclude that a significant proportion of awards help prevention.	Ongoing	No.	Matthew Hassall	
26	MCC - Revs and Bens	Aim 2	We will offer a "DHP guarantee " to landlords in order to take people who are affected by the benefit cap. Example - a family in homeless accommodation, 5 children and another on the way. No RSL properties available that are large enough and private landlords are reluctant to take them because they are capped. We can offer a guarantee to landlords that we would pay DHP for 6 months to cover any shortfall between the rent and HB. We can deliver this by working with the support worker on a case by case basis.	Yes. Families subject to the benefit cap.	We can record how many families are moved from homeless accommodation to private accommodation as a result of using DHP to cover the rent shortfall created by the cap. We can also record the cost of DHP used for this purpose.	With immediate effect.	No.	Amy Brickland	
27	MCC - Revs and Bens	Aim 3	Experience shows that it is essential that people moving into homelessness accommodation submit a claim for HB promptly. The transient nature of a proportion of these cases means that failing to claim promptly can result in no HB claim and so no HB can be paid. This results in a financial loss to the Council and can also result in rent arrears which creates a barrier to being considered for social housing and longer term financial pressures. We deliver training to managers responsible for MCC run homeless accommodation to ensure they understand HB / Universal Credit and the importance of making a timely claim for benefit.	No.	Homelessness can monitor cases that receive HB and those that don't. Revs and Bens cannot report on this because if we don't receive a claim we won't know about it.	Ongoing	No.	Bec Pendlebury	
28	MCC Revs and Bens	Aim1 and 2	We will provide a support package from the welfare provision scheme to support people moving into a new tenancy. This will include cooker, fridge, bed, kitchen starter pack, bedding and towels. We also consider emergency fuel payments.	Families / single people being rehoused in a new area / community	We monitor reasons / number of awards made	Ongoing	No.	Daniel Keen	
29	MCC Revs and Bens	Aim 1	Where a person has difficulty managing their own affairs or it is improbable that they will pay their rent or to help them secure or retain their tenancy we will pay HB to the landlord where they are living in the private rented sector.	All vulnerable groups	File notes kept of all decisions	Ongoing	No	Jane Stafford / Julie Bamford	
30	Manchester City Council Council Tax Service	Help maintain people in accommodation following a homeless spell	Where someone is permanently rehoused through this strategy we will consider suspending any recovery action for pre existing Council Tax debts. If the person maintains Council Tax payments for 12 months we will consider writing off the debt	No.		As soon as agreed	No	Charles Metcalfe	
31	Manchester City Council - Performance Research & Intelligence	AIM 1: Making homelessness a rare occurrence: Increasing prevention, AIM 2: Making homelessness as brief as possible: Improving Temporary and Supported Accommodation to be a positive experience, AIM 3: Making any experience of homelessness a one off, and not repeated experience: Increasing access to a home	1 support from data governance to see if Business Objects will allow the Homelessness service to pull together information from different systems resulting in new intel or more efficient data processing.	General approach	These activities are designed to monitor the success of the approach as a whole	Tbc	N/A	Janet Smith	
32			2 support from PRI performance teams to identifying metrics that could monitor progress with the homelessness strategy. Working group to look into metric selection and feasibility of data collection from a range of organisations.	General approach	These activities are designed to monitor the success of the approach as a whole	End 2018	Tbc	Courtney Brightwell	
33			3 following 2 above, redesign the homelessness dashboard to provide a) necessary management info and b) monitoring against the strategy (in separate sections)	General approach	These activities are designed to monitor the success of the approach as a whole	Mar-19	Tbc	Sandra Aguilera, Lorraine Copeland	
34			4 developing housing and homelessness reporting to smt / emg and the strategic housing partnership, linked to the strategy and the corporate plan priorities.	General approach	These activities are designed to monitor the success of the approach as a whole	September '18	Strategic Housing Board, SMT, EMG, DMTs	Courtney Brightwell	
35	MCC HROD	Continue to identify and promote apprenticeship roles through the Big Life organisation to develop employment opportunities for people experiencing life challenges including Homelessness	Activity in this area is already ongoing in other areas of the Directorate. Through the relationships already established with Big Life, and with Senior Management approval, seek to widen the scope of roles to increase the opportunities available	This targets people who may have addiction, mental health, and other complex challenging issues including Homelessness which have affected their ability to secure long term employment	Successfully making appointments to the roles and monitoring the retention period	Ongoing	Recruitment activity monitored through HROD performance Board	TBC	
36	MCC HROD	Link the City Council's new Work Experience initiative into Business in the Community to provide a range of work placements	Support the Work Experience Champions to identify a variety of placements across the Directorate and the wider Council which would increase skills and employment experience	This targets people who may have addiction, mental health, and other complex challenging issues including Homelessness which have affected their ability to secure long term employment	By providing a continued range of opportunities that citizens find meaningful in their pursuit of employment		Likely to be tracked via HROD and reported through HROD DMT	TBC	
37	MCC HROD	Ensure easy access to recruitment	Look at whether there are any measures that need to be taken to ensure that there are no barriers in applying for a role on the current application system.	All groups, but would particularly support those who are unfamiliar with having to use computers and complete paperwork	Via feedback from testing through the service. Through the organisations we already work with we could look at asking for lived experience volunteers to be involved in this.	Oct	Any changes to the systems would need to go through a formal sign off process and be communicated across the Council via the appropriate channels	TBC	
38	Growth and Neighbourhoods								
39	Community Safety Partnership	Making homelessness a rare occurrence - Increasing prevention Create links to local services including training, volunteering and employment opportunities	Early intervention and prevention of DV and A. As a part of the co-produced DV and A strategy the partnership have identified a range of activities to prevent the escalation of DV and A that can result in homelessness. this includes early intervention through Operation Encompass and Strive as well as the Safe and Together model being rolled out in Children's Services	People fleeing Domestic Violence	Performance framework currently being identified by DV and A Strategy Group	Mar-19	DV and A Strategy Group that reports to Community Safety Partnership Board	Sam Stabler	

40	Community Safety Partnership	Making homelessness a rare occurrence - Increasing prevention Create links to local services including training, volunteering and employment opportunities	Early intervention and prevention of Anti-social Behaviour. Working with GMP, MCC and Housing Providers to have an approach to ASB that delivers early intervention through informal and formal actions that also link to early help and support to enable individuals and families to maintain their tenancies and associations	All		Ongoing	Community Safety Partnership Board	Sam Stabler	
41	Manchester City Council -Libraries	AIM 2: Make experiences of homelessness as brief as possible: The Partnership will make the experience of Temporary and Supported Accommodation as positive an experience as possible by: - Reducing inequalities and disruptions to accessing health, education, advice, community resources or other support that might be needed for people living in temporary and support accommodation inside and outside of the city. Ensure that people in temporary and supported accommodation participate fully in their community and aren't isolated or disadvantaged through being placed in temporary or supported accommodation.	Expand scheme to encourage library membership for homeless people. Currently operates with Lifeshare and Booths Centre. Enables people without permanent address to access Internet (e.g. to apply for UC, housing etc) , information and borrow books without receiving fines. This initiative was developed in conjunction with Lifeshare. Increase the number of people benefitting from this scheme with those organisations. Expand the scheme to other organisations.	Homeless people who are in contact with a support organisation	These customers will be assigned a specific 'customer type' on our system, so we will be able to assess how many customers have joined as part of this scheme.	Nov-18	No	Philip Cooke	This scheme is in existence now - the action is the expansion of the scheme
42	Manchester City Council -Libraries	AIM 1: Supporting people to maintain their home: - Create links to local services, health, education, cultural, leisure, training, volunteering and employment opportunities, to enable people and families to maintain a home - Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interestSupport people to move in a managed way: - Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests. AIM 3: Making homelessness a one off, not repeated, experience: Accessing settled homes - Connect people to local services, health, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests.	Production of library card and leaflet (that informs where your local library is, computer access (for job search, UC, housing etc), activities and events etc. This ill be given by rehousing advisers to their clients when they are being housed in a new area / community in temporary or permanent accommodation	Families / single people being rehoused in a new area / community	Feedhack from rehousing advisers. Use of libraries	Nov-18	No	Philip Cooke	
43	Childrens								
44	Early Help Hubs (EHH)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The EHHs will provide advice and support to partners to develop holistic whole family assessments and plans which include a focus on housing related issues in order to stabilise home conditions and resolve wider family difficulties which may result in the loss of accommodation.	Families who need additional help and support	The EHHs have a performance framework which includes data and analysis of activity and outcomes in order to measure impact across a range of indicators.	Ongoing	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
45	Early Help Hubs (EHHs)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The Early Help Practitioners based within the EHHs will coordinate and deliver an offer of targeted support to families with more complex needs to improve family life and help families to tackle any underlying issues which may result in homelessness (eg DV&A, financial issues, substance misuse and behaviour related problems).	Families who need additional help and support	Family outcomes are part of an extensive evaluation conducted annually and include housing and homelessness analysis. This feeds into the detailed analysis conducted as part of the Troubled Families returns.	Ongoing	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
46	Early Help Hubs (EHHs)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The EHHs will work with the Integrated Neighbourhood Management teams, GMP, Registered Providers and other partners, including voluntary and third sector providers to help coordinate and support a locality based response to issues that are affecting local communities and may result in the loss of accommodation for specific individuals (eg the Dam Head work to tackle youth violence and ASB where parents may risk eviction due to behaviour related issues)	Families who need additional help and support	Projects and outcomes will be monitored as part of the overall project evaluation requirements.	Ongoing	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
47	Early Help Hubs (EHHs)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The EHHs will work with Registered Providers to support them to develop a strengths based tenancy family support offer within their own organisations and support in the identification of households who are at risk of becoming homeless (eg work undertaken with Great Places to develop family support).	Families who need additional help and support	Measured as part of the family outcomes framework within Early Help.	Ongoing	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
48	Early Help Hubs (EHHs)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The EHHs will support private sector colleagues to develop relationships with private sector landlords so that they can develop a response to tenants who they are concerned about in order to prevent the loss of accommodation (eg provide briefings and support at private landlord forums to explain pathways to support for families)	Families who need additional help and support	Will see an increase in requests for support from private landlords and a reduction in evictions.	Throughout 2018/19 and as requested	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
49	Early Help Hubs (EHHs)	Aim 1: Making homelessness a rare occurrence: Increasing prevention	The EHHs will ensure that all staff and partners working within the hubs receive appropriate training to develop skills and knowledge regarding housing related matters in order to support families in housing need and prevent rooflessness.	Families who need additional help and support	Staff will report being more confident in supporting families with housing related problems and this will be reflected in support plans and audits.	By March 2019	Early Help Operational Board, Children's Board, MSCB	Jo Dalton	
50	MCC -care leavers	A joint agreed approach from MCC corporate parents on clear pathway for Care Leavers for accommodation	Current pathway for all YP in MCC to include Care Leavers, avoiding homelessness pathway	Care Leavers		Sep-18		Shaeda Alam & Jane Davies	
51	ADULTS								

52	Adult Social Care	Aim 1	Support the homelessness strategy through the Our Manchester Disability Plan (OMDP) to ensure that disabled people have access to suitable accommodation that meets their needs to prevent homelessness. Working with the OMDP Board centred on co-production	Disabled People, supporting Disabled People's Organisations (DPOs) to better understand the homelessness agenda and strategic aims	Focused OMDP Partnership Board topic on homelessness	Mar-19	Progress reported through the Communities and Equalities Scrutiny Group	Zoe Robertson	Need to raise the awareness of disability and homelessness. Working collaboratively with Northwards Housing Adapted Housing Team
53	Adult Social Care	Aim 2	Continue to provide evening and weekend support to vulnerable adults with care and support needs lacking accommodation	Targets vulnerable adults who are eligible under the Care Act 2014 who are also homeless	Statistical records of Activity	Ongoing	Activity reported to the Adult Social Care Performance Board	Mike Galway	Need to ensure that Emergency Duty Service are fully briefed on the Homelessness Strategy
54	Adult Social Care	Aim 2	Improving pathways for older homeless people to access suitable retirement housing e.g. sheltered housing and extra care housing	Older homeless people	Statistical records of activity from Manchester Move or Registered Providers	Ongoing	Housing Access Group	Zoe Robertson/Anne Duffield	Need collaborative approach between Strategic Housing, Northwards Housing and Adult Social Care Commissioners for Extra Care/Retirement Housing
55	Adult Social Care	Aim 2	Specific pilot project to better support patients with TB who are also homeless (to increase compliance with high cost drug therapy) (public health and adult social care project)	People with an active diagnosis of Tuberculosis	Statistical records of people provided with a short term stay in designated TB furnished accommodation	To commence September 2018	Adult Social Care Commissioners	Zoe Robertson	The lack of a suitable property for patients with TB means that there is less compliance with drug therapy. Joint working with Public Health to test proof of concept
56	Adult Social Care	Aim 2	Identifying prisoners, due for release, who have care and support needs and could be potentially homeless (ensuring that they have adequate housing to meet their care and support/disability needs	Disabled people leaving custodial settings	Statistical records	Ongoing	Adult Social Care Commissioners	Mike Petrou	Since the advent of the Care Act 2014, there is a duty to support older and disabled people within the criminal justice system. This right extends to both within a prison setting and also release from custodial settings.
57	Adult Social Care	Aim1	Support to homeless service in serious adult reviews	No paricular vulnerable groups	Statistical records/action plans from serious adult reviews	March 19	AMT	Nigel Uttley	
58	Adult Social Care	Aim 1	Improve the referral process of homeless people with <u>complex needs into social care</u>	Vulnerable citizens with complex Health and Social Care Needs	Statistical records/improved care pathway	Dec 18	AMT	Nigel Uttley	
59	Adult Social Care	Aim 3	Work with Adult Social care colleagues and legal to understand the interface between Housing legislation and the Care act with regards to duty of care to vulnerable adults who are deemed intentionally homeless	No particular vulnerable group	Increased awareness/improved practice	Dec 18	AMT/DMT	Bernie Enright	
60	Adult Social Care	Aim 1	Multi agency approach to working with complex citizens who are at risk of eviction, to include early intervention from Adult social Care	Vulnerable citizens with complexHealth and Social Care Needs	Improved practice/better experience	ongoing	AMT/DMT/SMT	Bernie Enright	
61	Adult Social Care	Aim 2	Designated Adult Social care rep to link in with Homeless accommodation e.g Woodward Court, Women's direct access etc	No particular vulnerable group	Improved practice/better experience	Dec 18	AMT	Zoe Robertson	
62	Adult Social Care	Aim 2	Work has begun to identify a designated Mental Health Rep to ensure a joint approach working with homeless citizens with Mental Health needs	Citizens with Mental Health needs	Improved awareness/joint learning/better experience/better outcomes	Dec 18	AMT	Kate Roberts	

AIM 1: Making homelessness a rare occurrence:

The Partnership will increase homelessness prevention through:

Supporting people to maintain their home:

- Create links to local services, health, education, cultural, leisure, training, volunteering and employment opportunities, to enable people and families to maintain a home.
- Provide advice and information support people to access services that could prevent them becoming homeless. Raise awareness about realistic housing options and homelessness in the city.
- Identify where households might be at risk of homelessness earlier. Raise awareness with front line staff to recognise at-risk families or individuals and refer them for support early, including assistance with housing as well as non-housing services such as employment advice, mental health services and family mediation as part of the Duty to Collaborate.
- Work across services and organisations to proactively prevent and reduce homelessness. Develop joint working arrangements to target situations where a household might be at risk of falling through the gaps in services, in particular for tenants living in the private rented sector.
- Engage with private rented sector landlords to raise awareness and understanding of homelessness in the city.
- Undertake restorative approaches when Anti-Social Behaviour could result in homelessness.
- Raise awareness of the potential impact of short custodial sentences and promote the use of diversion methods during court proceedings.

Support people to move in a managed way:

- Create opportunities for accessing housing, of the right kind and quality, to prevent people from becoming homeless in the private rented and social rented sector.
- Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests.
- No one is discharged from hospital, mental health services, or drug and alcohol detox treatment into being homeless.

AIM 2: Make experiences of homelessness as brief as possible:

The Partnership will make the experience of Temporary and Supported Accommodation as positive an experience as possible by:

- Reducing inequalities and disruptions to accessing health, education, advice, community resources or other support that might be needed for people living in temporary and support accommodation inside and outside of the city. Ensure that people in temporary and supported accommodation participate fully in their community and aren't isolated or disadvantaged through being placed in temporary or supported accommodation.
- Focus on the strengths and interests of people and families living in temporary and supported accommodation, connecting them to the education, training, volunteering, housing, cultural, leisure and employment opportunities in the city.
- Understand the current demand for and unmet need for supported accommodation to influence the future commissioning of services. Improve access to supported accommodation.
- Minimise the need for temporary accommodation over time by preventing people becoming homeless.
- Work with the unsupported temporary accommodation sector to improve standards.
- Expand the insight from single people and families who have experienced temporary and supported accommodation to design, commission, deliver and quality assure solution ness to identify barriers that can exist, making services accessible and in designing and delivering future services and approaches.

AIM 3: Making homelessness a one off, not repeated, experience: Accessing settled homes

- The Partnership will reduce reoccurring homelessness, making any experience of homelessness a singular experience:
- Ensure that people can access affordable, quality homes in the right places in the private rented sector, working with private landlords to develop different options.
- Ensure that people can access affordable, quality homes in the right places in the social rented sector, working with social landlords to develop different options.
- Review the impact of the Allocation Scheme on people who are at risk of homelessness, including on single people who may face barriers to accessing social housing and adjust our approach to best meet this demand.
- Connect people to local services, health, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests.
- Offers aimed at people who have experienced long term repeated rough sleeping lead to access whatever treatment, care or support is needed in their local community.
- Ensure that people who need it have access to ongoing support when they move onto their own tenancies through appropriate resettlement services, day centre provision or floating support in order to ensure that they don't end up being homeless again.
- Understand more about the demand for housing for people who are or may become homeless and work with landlords, accommodation providers and housing developers to review what the demand is and what the gaps are to shape our building profile.
- Involve people who have experienced homelessness in identifying barriers and designing future services and approaches to support resettlement and connect people to their new communities.