

Appendix A

| Stockport Homelessness Prevention and Rough Sleeping Strategy Action Plan 2021-2024 | | | | | | |
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| Theme one – Access to affordable housing | | | | | | |
| Action | Objectives | Lead Agency | Support Agencies | Tracking progress - targets | | |
| | | | | Year 1 | Year 2 | Year 3 |
| 1. Expand development of affordable housing units by the Council, Viaduct and Stockport Housing Partnership (SHP). | Develop minimum of 200 additional units per year for affordable and social rent or shared ownership. | Stockport Council | Viaduct SHP | 200 units delivered | 200 units delivered | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 2. Increase access to affordable, quality private rented accommodation for households who are homeless or at risk of homelessness. | Deliver additional units of managed accommodation through '360 Living' - Private Sector Lettings Team at Stockport Homes Group (SHG). | SHG | | 20 additional units available through 360 Living and ELA. | 30 additional units available through 360 Living and ELA. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| | Continue to develop and deliver the sub-regional Ethical Lettings Agency (ELA) along with the Greater Manchester Housing Providers Group (GMHPG) to expand supply in the Borough alongside corporate investors. | SHG | | Revised landlord offer and marketing plan in place. 20 Help to Rent policies issued. | 25 policies issued | |
| | Market and extend the use of the 'Help to Rent' | SHG | | | | |

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| | <p>insurance scheme for landlords as part of comprehensive and marketed package to landlords.</p> <p>Implement revised Stockport Council Allocation Policy with increased priority for care leavers and armed forces applicants and inclusive approach towards vulnerable, excluded households.</p> <p>Ensure nomination agreement enables access to homelessness households.</p> | <p>SHG</p> <p>Housing Strategy</p> | | <p>New policy in place</p> <p>Nominations monitored to ensure reflect housing need</p> | Outcomes assessed | |
| 3. Develop and submit applications for Rough Sleeper Accommodation Program (RSAP) funding from Ministry of Housing Communities and Local Government (MHCLG). | Opportunities maximized to develop or acquire affordable housing units for people who are homeless. | Stockport Council | SHG | <p>Bids developed in collaboration with MHCLG.</p> <p>Projects delivered</p> | <p>Evaluation of year one outcomes and further bid submitted.</p> <p>Projects delivered</p> | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 4. Continued engagement with local, sub-regional and national | Ensure that Stockport maximizes available opportunities and is in a position to apply for | Stockport Council | SHP | Available opportunities taken up, with Stockport | Available opportunities taken up, with Stockport | Review during year two of strategy to identify outstanding issues and new |

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| funding and strategic opportunities to extend affordable accommodation supply. | funding and deliver on commitments. | | | delivering on commitments and seen as a partner of choice. | delivering on commitments and seen as a partner of choice. | opportunities and challenges arising for year three. |
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| Stockport Homelessness Prevention and Rough Sleeping Strategy Action Plan 2021-2024 | | | | | | |
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| Theme two – Prevention and relief of homelessness | | | | | | |
| Action | Objectives | Lead Agency | Support Agencies | Tracking progress - targets | | |
| | | | | Year 1 | Year 2 | Year 3 |
| 1. Improve response to preventing and relieving homelessness due to domestic abuse. | <p>Ensure compliance with Domestic Abuse Bill (likely to be enacted in 2021).</p> <p>Achieve Domestic Abuse Housing Alliance (Accreditation) for SHG and seek encourage SHP providers to do so where not already achieved.</p> <p>Develop domestic abuse protocol between SHP, statutory and third sector providers ensuring a joined- up approach towards with effective training in place.</p> | SHG | <p>Stockport Council</p> <p>SHP</p> <p>Stockport Without Abuse</p> | <p>Policies and processes in place to ensure compliance with new Act</p> <p>DAHA accreditation obtained by SHG</p> <p>Training plan evolved and implemented for relevant staff and agencies</p> <p>Protocol developed and signed off</p> | <p>Review of impact of the Act completed through multi-agency task and finish group with emergent issues addressed.</p> <p>DAHA accreditation learning shared with SHP partners not in a position to seek accreditation, but with approaches agreed and adopted.</p> | <p>Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three.</p> |

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| <p>2. Review effectiveness of Housing Options service at Stockport Homes in conjunction with people with lived experience of homelessness and related support agencies</p> | <p>Ensure personal housing plans are accessible and person centered with related support effective in preventing and relieving homelessness</p> <p>Review efficacy and approach of mediation service to maximize outcomes for people at risk of homelessness.</p> <p>Reassess homelessness pathways for offenders and people leaving custody to improve outcomes and reduce reoffending.</p> <p>Redesign website and review communication channels to ensure self-help information is effective and the service is accessible to all sections of the community.</p> <p>Identify barriers to accessing effective prevention and relief services based on ethnicity, disability, gender sexuality or other reason.</p> | <p>SHG</p> | <p>Stockport Council</p> <p>Third Sector agencies</p> | <p>Processes developed to effectively involve people with lived experience in reviewing service and approaches.</p> <p>Mediation Benchmarking completed with other relevant services including involvement from MHCLG youth homelessness advisors.</p> <p>Probation protocol reviewed and related processes in conjunction with people who have accessed service in the past.</p> <p>New website and communication strategy in place.</p> <p>Equalities Impact Assessment of service created</p> | <p>Processes embedded to ensure voice of people with lived experience is part of culture.</p> <p>Impact of mediation changes reviewed, and further actions identified.</p> <p>Offender processes and outcomes reviewed with further actions identified.</p> <p>Impact of new website and communications strategy reviewed.</p> <p>Impact of action plan reviewed on annual basis.</p> | <p>Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three.</p> |
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| | | | | with action plan to ensure inclusivity. | | |
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| 3. Minimize levels of homelessness from the private rented sector | <p>Develop effective pathways for landlords experiencing difficulties with their tenants to seek assistance.</p> <p>Improve information available to landlords on effectively managing tenancies and resolving conflict.</p> <p>Avoid illegal evictions through more developed partnership working and communication between landlords, Greater Manchester Police and Housing Standards.</p> | SHG | Stockport Council | <p>Introduce on-line/email contact portal for landlords to access assistance from SHG and Council Services to support tenants struggling to sustain a tenancy.</p> <p>Revise Stockport Council and SHG webpages to have 'landlord' friendly advice on supporting tenants.</p> <p>Promote financial advice and support available to private sector tenants.</p> <p>Develop communications approach and protocol around tackling illegal evictions.</p> | Introduce training sessions/on line advice webinars for landlords on their rights and obligations and support available to sustain tenancies. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| 4. Develop and deliver homelessness prevention workshops with partner agencies in statutory and third sector. | Improve knowledge of partner agencies across the Borough delivering services, enabling accurate initial and signposting advice to be delivered. | SHG | Stockport Council | Workshops devised and delivered to share knowledge and build understanding between organizations. | Ongoing facilitation of workshops | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 5. Improve outcomes for care leavers facing homelessness and following rehousing. | <p>Develop 'move on' supported accommodation scheme at 'Lesley Wright House' location with seven self-contained flats.</p> <p>Review protocol between SHG and Stockport Family to include views and aspirations of care leavers, with wider remit including factors such as employment and health support.</p> | SHG | Stockport Family | <p>Accommodation scheme built and operational.</p> <p>Protocol and working approaches reviewed.</p> <p>Pre-tenancy 'training' reassessed</p> | <p>Scheme availability maintained through ensuring through-put.</p> <p>Impact and related outcomes reviewed.</p> | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 6. Continued engagement with local, sub-regional and national funding and strategic opportunities to prevent and relieve homelessness. | Ensure that all Stockport maximises available opportunities and in is a position to apply for funding and deliver on commitments. | <p>Stockport Council</p> <p>SHG</p> | | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| Theme three– Improving the health of people who are homeless | | | | | | |
| Action | Objectives | Lead Agency | Support Agencies | Tracking progress - targets | | |
| | | | | Year 1 | Year 2 | Year 3 |
| 1. Develop easily accessible temporary accommodation health and wellbeing offer. | <p>Achieve improvements in mental and physical health amongst people accessing temporary accommodation with focus upon:</p> <ul style="list-style-type: none"> • Self -harm and suicide prevention • Immunization • Hepatitis C screening and treatment • Smoking cessation • Vaccination levels • Accessing appropriate health care • Accessing substance misuse and mental health services | SHG | <p>Clinical Commissioning Group (CCG)</p> <p>Public Health</p> | <p>Offer created in line with clinical need and needs and aspirations of residents developed and implemented with health partners.</p> <p>Benchmarking completed with leading agencies elsewhere in GM.</p> | Review of impact and identification of unaddressed need. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 2. Review impact of Public Health funded homelessness services in conjunction with | Ensure services are designed and commissioned to maximize wellbeing and reduce hospital admissions. | <p>CCG</p> <p>Public Health</p> | Wellspring Resource Centre | Undertake review of existing provision at the Wellspring and in community with stakeholders. | Embed and review newly commissioned service. | Review during year two of strategy to identify outstanding issues and new opportunities and |

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| third sector and people with lived experience. | | | | Commission revised service, including focus on recruitment of peer mentors. | | challenges arising for year three. |
| 3. Enable more effective registration with primary health care for people who are homeless or leading transitory lifestyles. | Ensure services are inclusive and accessible with homelessness not providing a barrier to services. Both through processes or levels of staff awareness. | Public Health CCG | | <p>Proposal created with Public Health and CCG and adopted by all providers.</p> <p>Training delivered to providers on issues faced by people who are homeless and approaches towards meeting emotional and health needs.</p> | Full roll out of proposal and evaluation. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 4. Ensure continuation of hospital discharge service beyond current funding expiry in October 2021 | Ensure effective processes remain in place, currently funded through H4 charity and funded by Greater Manchester Mayors Fund | CCG | SHG H4 | <p>Produce detailed evaluation of scheme and align with wider hospital discharge process being reviewed by Price Cooper Waterhouse in 2021.</p> <p>Explore funding streams in statutory and</p> | Embed continued and/or replacement scheme. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| | | | | third sector with bids submitted. | | |
| 5. Continued engagement with local, sub-regional and national funding and strategic opportunities to improve the health of people who are homeless. | Ensure that all Stockport maximizes available opportunities and in is a position to apply for funding and deliver on commitments. | Stockport Council | SHG CCG | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

| Stockport Homelessness Prevention and Rough Sleeping Strategy Action Plan 2021-2024 | | | | | | |
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| Theme four – Meeting complex and multiple needs | | | | | | |
| Action | Objectives | Lead Agency | Support Agencies | Tracking progress - targets | | |
| | | | | Year 1 | Year 2 | Year 3 |
| 1. Develop SHG, Adult Social Care (ASC), Mental Health and Substance Misuse protocol to align assessment and support interventions. | <p>Ensure a cohesive and aligned approach to making assessments of need and resultant collaborative support, treatment or care plans.</p> <p>Demonstrate all assessments meet legal requirements, best practice in line with 'Making Every Adult</p> | SHG | Pennine Care Trust (PCT) ASC | Develop protocol and roll out staff training and implementation. | Review series of cases to assess quality and outcomes and inform practice. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| | Matter 'and are person centered. | | | | | |
| 2. Improve alignment of homelessness, social care, mental health and substance misuse services through establishment of Strategic Board | Develop a joined up strategic approach towards the commissioning and delivery of key services to people with multiple and complex needs | CCG | SHG Public Health PCT ASC | Establish Board and its remit, with task and finish sub-group reviewed strategic interplay between key areas of provision. Establish action plan to maximize future effective working and principles of collaboration. | Implement action plan and review progress through Board. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 3. Review Safeguarding processes and practice around people with complex needs | Streamline and revise processes to deliver improved, person centered outcomes for people with complex needs through effective multiagency approaches. Clear focus on self-neglect as a cause of risk. | Safeguarding | ASC | Revise processes utilizing make Every Adult Matter approach, avoiding duplication of services and providing clear and consistent multi-agency support plans and risk assessments. | Review impact of new ways of working with scrutiny from Safeguarding Boards. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 4. Extend Trauma Informed training to staff working | Provide staff with the tools to understand reasons for behaviors | SHG ASC PCT | | Key agencies build into training and development plans, with joint | Ongoing roll out of training, including to third sector. | Review during year two of strategy to identify outstanding issues and new |

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| with people with complex needs | and engage effectively with people. | | | training considered to improve multi-agency understanding and cooperation. | | opportunities and challenges arising for year three. |
| 5. Review level of need for supported accommodation against supply and develop gap analysis. | Develop clear understanding of level of need for supported accommodation for people unable to live independently in safe and settled way, with options explored to meet gaps in provision. | Stockport Council | SHG ASC PCT | Develop assessment of need and options for meeting gaps in provision. | Seek development, funding and commissioning option to meet identified need. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 6. Continued engagement with local, sub-regional and national funding and strategic opportunities to meet multiple and complex needs. | Ensure that all Stockport maximizes available opportunities and in is a position to apply for funding and deliver on commitments. | Housing Strategy ASC Public Health CCG | | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Available opportunities taken up, with Stockport delivering on commitments and seen as a partner of choice. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| Theme five – Tackling rough sleeping | | | | | | |
| Action | Objectives | Lead Agency | Support Agencies | Tracking progress - targets | | |
| | | | | Year 1 | Year 2 | Year 3 |
| 1. Improve rough sleeper outreach approaches in collaboration with people with lived experience | Develop Rough Sleeping Initiative (RSI) through working with current and former rough sleepers to identify what 'works' for people and the type and nature of support they value. | SHG | Wellspring Loaves and Fishes H4 | Engagement with people with lived experience to develop a toolkit of good practice for outreach workers. Implement alongside third sector providers within the Borough, with effective joint working arrangements in place, including joint training. Establish statutory/third sector forum on quarterly basis to ensure alignment of approaches, share good practice and collaborate around | Embed approach and seek continuation/extension funding from Rough Sleeping Init | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| | | | | funding opportunities. | | |
| 2. Improve multi-agency work around ending rough sleeping. | Extend formalized working practices to target resources towards supporting rough sleepers. | Stockport Council SHG | Wellspring Loaves and Fishes H4 | Extend membership of 'task and target meetings' establishing coordinated interventions for rough sleepers to include mental health services and wide third sector engagement. Review and refine information sharing arrangements including the | Review effectiveness of task and target group through case studies and involvement of MHCLG Rough Sleeping Special Advisor. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |

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| | | | | <p>introduction of sub-regional GM Think IT system.</p> <p>Ensure all 'non engaging' rough sleepers have a multi-agency engagement and safeguarding plan in place.</p> <p>Review communications approach with partner agencies and wider public to ensure effective referral pathways and raise awareness of issue.</p> | | |
| 3. Maximize outcomes from GM Housing First Initiative | Ensure full take up of potential placement and provision of suitable tenancies, engaging partner agencies with HF support planning | SHG | SHP | Ensure provision of suitable tenancies for HF cohort and raise awareness of role of scheme within partner agencies. | Help develop case on GM level for ongoing funding when current program ends in 2023. | Review during year two of strategy to identify outstanding issues and new opportunities and challenges arising for year three. |
| 4. Continued engagement with local, sub-regional and national funding and | Ensure that all Stockport maximizes available opportunities and in is a position to apply for | SHG Housing Strategy | | Available opportunities taken up, with Stockport delivering on | Available opportunities taken up, with Stockport delivering on | Review during year two of strategy to identify outstanding issues and new opportunities and |

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| strategic opportunities to tackle rough sleeping | funding and deliver on commitments. | | | commitments and seen as a partner of choice. | commitments and seen as a partner of choice. | challenges arising for year three. |
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