

Homelessness in Monmouthshire

Homeless Transition Plan Update

May 2021

Background/Context – WG Policy



Requirement to Move to a 'New Norm' and WG Vision..... As required by **Phase 2 Planning Guidance for Homelessness & Housing Related Support**

- Continue to support those in temporary accommodation
- Establish a Transition Plan – focus additional **sustainable accommodation**.
 - MCC Priorities: Staffing; Young People; Multiple Needs
- Improve quality and availability of temporary, permanent and supported accommodation.
 - Homelessness should be **brief** and **non-recurring**
 - **Rapid Re-Housing** has been introduced
 - **Temporary 'Homes'** – Not bare necessities; safe & secure; where lives can be re-built
- Current 'homeless rules' have been suspended
 - Expectation – law to be reviewed - eg priority need & intentionality will be removed

Profile of Homeless Need May '21



- **Total in Temporary Accommodation** – 151 households (101 reported Oct '20)
 - 200+ individuals
 - 49 in shared housing
 - Includes **15 families**
- **Nos in B & B** – 78. Includes 7 at a transport service station (65 single people)
 - 19 young people - including 1 x 17 year old (14 reported Oct '20)
- **Plus Pending cases** - 25 (*effectively a waiting list*)
 - Will 'end of furlough' or 'suspension of evictions' be to follow??
- **Young People**
- **Mental Health**
- **Substance Misuse**
- **Offenders**

Re-Structured Homeless Staffing



- **Snr Housing Options Officer** – strengthen homeless prevention and case management; staff support; additional capacity
- **Snr Accommodation Officer** – strengthen staff support; additional management capacity
- **Accommodation Officers x 4** – each covering a patch/area; strengthen relationships with applicants, neighbours and other agencies etc (**2 vacancies**)
- **Accommodation Duty Officer** - permanent role providing placement co-ordination
- **Monmouthshire Lettings Negotiator** - dedicated role to develop MLS and engage with private landlords
- **Homeless Project Officer** – dedicated and additional strategic capacity in respect of multiple initiatives



Pre Covid - Accommodation & Support Gaps



- Emergency self-contained family accommodation North & South –
 - Welsh Government Policy related
- **Emergency Supported Young Persons – High Needs**
- **Specialist Multiple Need temporary/emergency accommodation**
 - Currently utilising emergency family accommodation with security to supervise
- Housing First – for homeless people with chronic health and social care need
- Additional Self-Contained Accommodation – Temporary & Permanent
 - Particularly one bed roomed
- Temporary Accommodation & Re-Settlement Support
- Mental Health Supported Accommodation
- Specialist Health Support eg Substance Misuse; Mental Health
- Rough Sleepers & Sofa Surfers

Accommodation Progress

Self Contained Emergency Family

Emergency self-contained family South



- Emergency Shared Family Accommodation - South



- Plus possible Social Housing Grant scheme in Monmouth - Melin

Accommodation Progress: Young People



Partnership:

- Housing & Communities
- Housing Support Grant Commissioning
- Children's Services
- Pobl
- Welsh Government

Proposal

- Low, medium & high needs
- Move on/step down self-contained accommodation

Accommodation Progress – Single People



monmouthshire
sir fynywy

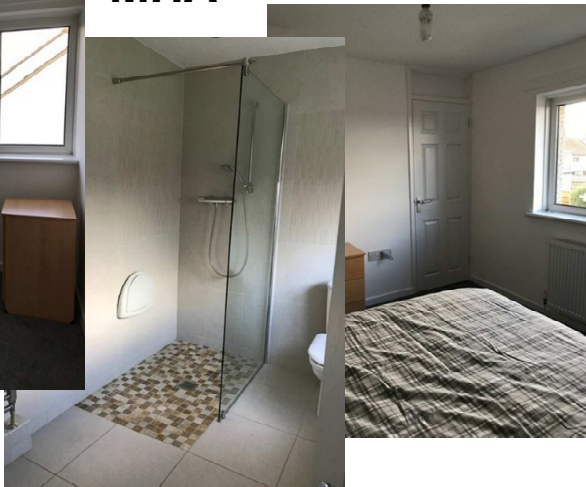
Private Landlord



Melin



MHA



Housing Support Achievements



A Big 'Thank You' to Housing Support Grant Partners

- **Housing Support Grant - Uplift**

Operational – new services under HSG Programme eg Phase 2 funding to HSG

- **Dedicated Temporary Accommodation Support - Pobl**
- **Re-Settlement Support – Pobl**
- **Dedicated Substance Misuse Worker – GDAS**
- **Assertive Outreach Workers (Rough Sleepers & Sofa Surfers) - Llamau**
- **Housing First (Accommodation & Support) – Pobl**
- **Housing Intervention Panel – Multi Agency Case Meetings**

Housing Support Achievements



Pending HSG

- Young Persons Accommodation – Low to High Needs
 - Improvement currently work in progress
 - October 21
- Mental Health Social Worker (pending)
 - Ensure those who do not meet threshold for statutory intervention, have appropriate services that will reduce the need for a higher tier of intervention at a later stage
- Mental Health Support Worker (pending)

Areas of On-going Development



- **Immediate Next Step.....**
 - Complete housing restructure
- **Revisiting/Strengthening Homeless Prevention**
 - Seeking to reduce numbers coming through for accommodation
 - Additional staffing; partnerships; role of Housing Support
- **On-going Identification of Accommodation Opportunities**
 - Development Programme eg Social Housing Grant; S106 etc
 - On-going liaison with RSL's to identify properties for homelessness
 - RSL's & shared Housing
- **MCC Owning More Homeless Accommodation**
 - MCC as a developer
 - MCC buying homeless accommodation – proposal being developed
- **Establishment of a Multiple Needs Facility – North & South**
 - Initial proposal fell through
 - Temporary arrangement utilising a concierge service

Areas of On-going Development



- **Introduction of Trauma Informed Practice** – service delivery takes account of applicants thinking, emotions, personalities and past experiences
 - Staff training
 - Action plans
- **Monmouthshire Lettings Development – Private Sector**
 - To encourage and incentivise more private landlords to work with MCC
 - Dedicated officer being recruited
 - Develop landlord offer
 - Bespoke packages available
- **Strengthening & Developing Partnerships Eg**
 - Health
 - New RSL's
- **Rapid Re-Housing & Establishing an MCC Accommodation Standard**
 - Not progressed as yet
- **Empty Homes/Spaces.....**



Vacant & Empty Homes/Space



Empty Homes Trial

- Housing
- Env Health
- Planning
- Building Control



High Street Survey



Future Challenges & Risk



- **On-going lack of temporary accommodation – mitigation accommodation actions eg social housing grant programme**
 - Reliance on B & B's – risk some B & B's may want to return to homelessness
 - Unmet need eg high need & complex cases*
- **On-going Homeless Expenditure – mitigation WG Hardship**
 - High and prolonged use of B & B
 - Continued reliance on security/concierge **and** B & B based MCC staff
 - Miscellaneous costs eg damage, taxis etc
 - Reliance on Welsh Government Hardship grant
 - **Due to end 30th September 2021.**
- **Housing Support Grant Funding Capacity - mitigation partnerships**
 - Insufficient HSG budget to fund all Monmouthshire's needs
- **Housing Association Vacancies eg Permanent Accommodation – mitigation Social Housing Grant uplift**
 - Insufficient turnover and vacancies to meet Monmouthshire demand
 - Low nos. of one bedroomed units

Future Challenges & Risks



- **Development Programme & Phosphate Issue**
 - May delay accommodation schemes coming through in the North
- **Loss of Community Support – mitigation additional staffing**
 - Anti-social behaviour and complaints
 - Support for new proposals
- **Ability to Access Private Rented Accommodation – mitigation MLS Negotiator**
 - Homelessness = risk
 - Market rented in Monmouthshire is buoyant eg affordability
 - It's a contracting market in Monmouthshire
 - Need Private Rented to be promoted a viable option
- **Future Changes in Demand – mitigation additional prevention staffing**
 - End of Furlough
 - End of changes in eviction proceedings

Conclusion & Next Steps

Short to Medium Term.....

- Numbers in temporary accommodation unlikely to change significantly
- Importance of:
 - Housing management capacity
 - Housing Support*
- Future of Welsh Government Hardship Fund eg due to end 30th Sept 21
- Short-Term Priority
 - Recruit to new Homeless Positions
 - On-going identification of new accommodation opportunities
 - Revisiting homeless prevention