

<b>SUBJECT:</b>	<b>Overview of Housing Support Gateway</b>
<b>MEETING:</b>	<b>Adult Select Committee</b>
<b>DATE:</b>	<b>24<sup>th</sup> October 2017</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## **1.0 PURPOSE**

- 1.1 The purpose of this report is to provide an overview of the Supporting People funded Housing Support Gateway, to raise awareness of the benefits, (to clients and partner agencies) and to highlight activity levels and future risks. **See Appendix 1.**

## **2. RECOMMENDATIONS**

- 2.1 To consider how the Housing Support Gateway supports vulnerable households, particularly those threatened with or actually homeless under the Housing (Wales) Act 2014.

## **3. KEY ISSUES**

- 3.1 The role of the Gateway team is to provide a single point of contact and access for Monmouthshire Housing Support services. The Gateway manages the receipt and processing of housing support referrals, undertake support assessment from or in respect of vulnerable households, manage the waiting list and arrange the 'timely' allocation of support packages to a range of Supporting People funded support providers.
- 3.2 As part of this core function, the team will provide information, advice, assistance and assessment of need(s) to households prior to referring to a suitable Support Provider. For example, Gwalia who provide generic floating support; MIND who provide mental health related support and Llamau who provide support for victims of domestic abuse and those needing to overcome barriers to accessing employment, skills or training.
- 3.3 An additional function of the service and when appropriate, is to provide direct support to individuals and families through the Prevention & Intervention service. This service is in effect a crisis service, where the Gateway will seek to address any immediate issues prior to referring on to a suitable Support Provider. For example, the team can undertake immediate visits, assisting with urgent appointments (e.g. benefit interviews) or form filling where time is critical and directly re-housing people. Liaising with Foodbanks is not uncommon.
- 3.4 The Gateway has recently been commissioned to provide a review service on behalf of Supporting People Commissioning. This is important because this supports quality assurance, ensuring eligible activities have been undertaken; contributes to operational efficiency (e.g. making sure cases aren't open longer than a client needs and collating 'what matters' and satisfaction feedback).
- 3.5 The Gateway is a key partner to a number of other services. The Housing Options Team being one of these. All approaches made to the Council and the Housing Options Team in respect of homelessness are simultaneously passed to the Gateway in order for housing support to commence as soon as possible for individual homeless applicants. The aim of this arrangement is for support providers, including the Gateway Prevention & Intervention Service, is to provide a complementary prevention service over and above the statutory role of the Housing Options Team.

3.6 Other partnerships include supporting Social Care, collaborating in the development of the “place based” Housing & Well-Being and Social Inclusion services which is housing support delivered through an integrated approach from the four Monmouthshire Hubs.

3.7 The Gateway provides an important role in respect of supporting the Council’s Safeguarding responsibilities and helping to identify and support vulnerable people in circumstances such as domestic abuse and the abuse of both children and adults.

#### **4. REASONS:**

4.1 The service supports the Social Services & Well-Being Act and Housing (Wales) Act 2014. The service supports the work of the Councils Homeless Prevention agenda.

4.2 Under the Housing (Wales) Act 2014, the Council has a legal duty to both respond to homelessness and to prevent homelessness. Development and provision of housing related support services are integral to that goal.

4.3 There is an expectation from Welsh Government that local authorities utilise Supporting People funding to align with the priority of tackling homelessness, tackling poverty and increasing homeless prevention.

#### **5. OPTIONS APPRAISAL**

5.1 An alternative option for clients and agencies to access housing support is for referrals to be made directly to individual support providers. The advantage with the Gateway service is the single point of contact and ‘umbrella’ approach that simplifies access for clients and avoids duplication (e.g. clients receiving support from multiple agencies). There is also one data-base which all support providers update. It also supports consistency of approach. The service also provides a support function for the Supporting People Commissioning.

#### **6. EVALUATION**

6.1 The service is monitored and evaluated by Supporting People Commissioning using a Welsh Government outcomes reporting framework.

#### **5. RESOURCE IMPLICATIONS:**

5.1 There are no resource implications to this report, which simply provides information about the service. The service is provided by a small team of 7.2FTE staff through £211,000 funding from the Supporting People Grant Programme.

#### **6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

6.1 The service seeks to support people to remain in their homes, or where that has not been possible, to re-house or find accommodation for homeless people and people threatened by homelessness. Safe and secure housing is a basic human need and is a central but simple part of sustainable development. The service seeks to support some of the poorest and/or most vulnerable members of our communities, and as such has a positive impact on equalities. **See Appendix 2**

#### **7. SAFEGUARDING & CORPORATE PARENTING IMPLICATIONS:**

7.1 The Housing Support Gateway supports both safeguarding and corporate parenting through its service delivery. The service supports some of the poorest and/or most vulnerable members of our communities and must be mindful of where and with whom they are accommodated.

8. **CONSULTEES:** Head of Planning, Housing & Place Shaping; Housing Management Team, Commissioning & Quality Assurance Manager
9. **BACKGROUND PAPERS:** None
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## **Appendix 1**

### **Overview of Housing Support Gateway**

#### **Introduction.**

For many people the threat of homelessness is a vague concept, thankfully not something most people need to worry about, but for an increasing number of individuals and households, the threat or actuality of homelessness is an overwhelming and disruptive reality, affecting so many aspects of daily living and wellbeing both for themselves, their families and their communities.

#### **What is the Housing Support Gateway?**

The Gateway team is based at County Hall, Usk, but works agilely throughout the County and provides a single point of access/contact for anyone with issues which affect their housing, such as domestic abuse or mental health, including the threat of homelessness or actual homelessness.

The Gateway team manage the receipt and processing of referrals, undertake support assessment with the applicant, manage a waitlist and arrange allocation of support packages to a range of Supporting People funded support providers, such as Monmouthshire Mind, Gwalia and Reach. As part of this function, the provision of support related information, advice and assistance is a key role.

In addition, a further function of the team is the provision of the Prevention & Intervention service. This effectively provides a short-term crisis service, which can potentially kick in immediately at the point of assessment. The assessment process can provide the trigger for the Prevention & Intervention service to start.

The Gateway team work closely with the Councils Housing Options Team (HOTs) and is a relevant partner in supporting Housing Options to fulfil their statutory obligations to prevent homelessness, as defined within the Housing (Wales) Act 2014.

The Councils Housing Support Services have been supporting Monmouthshire residents with issues that threaten their ability to sustain or secure accommodation since 2003, initially with the introduction in 2003 of the Supporting People programme and extending that function in 2005 with the establishment of the MCC Housing Support Gateway

#### **Who are The Gateway?**

The Gateway is part of Housing & Communities and comprises 7.2 FTE staff. This is made up of 1 FTE Senior Housing Support Officer, 5.2 FTE Housing Support Assessment Officers\* and 1 FTE Business Support Assistant. (\*this includes 1.6 FTE Housing Support Assessment Officers who were appointed to temporary posts in September 2017).

#### **Funding**

The Gateway function is 100% funded via Supporting People to the value of £211,000.pa.

#### **Client Groups and Support Areas.**

The Gateway can offer information, advice, support and assistance to clients with issues in respect of the areas of need as determined by Welsh Government guidance and as detailed in Table 1.

<b>Areas of Need</b>
(M1) Women experiencing Domestic abuse
( M2) Men experiencing Domestic Abuse
(M3) People with Learning Disabilities
(M4) People with Mental Health issues
(M5) People with Alcohol Issues
(M6) People with Substance Misuse issues
(M7) People with Criminal Offending History
(M8) People with refugee status
(M9) People with physical and/or Sensory disabilities
(M10) People with Developmental Disorders ( i.e. Autism)
(M11) People with Chronic Illnesses( including HIV/AIDS)
(M12) Young People who are Care leavers
(M13) Young People with Support Needs (16 to 24)
(M14) Single parent families with Support Needs
(M15) Families with Support Needs
(M16) Single People with Support Needs , not listed above( 25 to 54)
(M17) People over 55 years of age with Support Needs (this category must be exclusive of alarm services)
(M18) Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)

**Table 1**

### **The Process**

A referral for Housing Support can be submitted by anyone, be that an application made on behalf of an individual e.g. via housing options, social services, housing associations, family members, health services, probation etc.(as long as the person has agreed for the referral to be submitted), alternatively an individual can self refer.

All referrals are received by the Gateway team and according to the issues stated will either be assessed by a team member, or as per circumstances outlined in the referral can be referred directly to an appropriate support provider.( i.e. applications for young people aged 16-18 years are recorded by the Gateway and passed direct to specialist provider , i.e. A service called Chyps, provided by Llamau, for young people aged 16/17 years).

In respect of most applications the Gateway team deal directly with the applicant, undertake either telephone or face-to-face assessment. Following assessment applicants are prioritised on the basis of need and urgency. The team manage a waiting list and allocate the client to appropriate support providers, who are contracted via Supporting People Commissioning to deliver the support.

In addition the Gateway team also provides direct support via the in-house Intervention & Prevention function. This support is intended to deliver support where:

- there is a urgent matter to address, or
- Where there is a less complex matter, or a single matter that can be addressed quickly and therefore in the longer term prevent allocation to on-going support.

### **Activity & Demand**

621 referrals were received in the first year of the Gateway in 2005/2006. Demand for support has increased each year and new services have been introduced and additional Supporting People funding has allowed for an increase in the provision of generic support services, and the commissioning and introduction of specialist support services , i.e. , for domestic abuse, mental health , young people. Support is provided by a range of different agencies, which are commissioned and funded by Supporting People, and include Gwalia (Pobl), Llamau, Reach, Monmouthshire Mind, and Monmouthshire Housing Association.

Since the start of the Gateway in 2005/06 there has been a significant increase in demand for support and for the year 2016/2017 the Gateway received, and processed 1378 referrals. During the 2 quarters of 2017/2018, 725 referrals have been received and actioned. All support services operate at full capacity.

The following provides a sample overview of activity:

**Gateway Service:**

	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>Referrals</b>	1077	929	1378
<b>Completed Assessments</b>	Not collected	580	1030
<b>No. not Proceeding</b> E.g. non-engagement/refuse	Not collected	342	382
<b>No. Allocated</b>	354	533	941
<b>Cases Closed</b>	Not collected	Not collected	896

**Prevention Intervention:**

	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>New Clients</b>	62	66	45
<b>Cases Closed</b>	Not collected	73	43

Waiting list numbers and times for applicants to be on the waiting list have substantially increased during the first two quarters of 2017/18, and the team is currently reviewing this trend to fully understand the situation. Initial analysis appears to suggest that this may be due to the increased number of referrals being received in relation to homeless prevention and that client issues are increasingly not single issues, but multi faceted and complex and therefore not compatible with a “quick fix, one size fits all approach” to problem solving.

The graph below demonstrates the waiting list increase since September 2016 which after reaching a peak in July 2017 has taken a downward line but cannot be assumed to be a continuing direction.

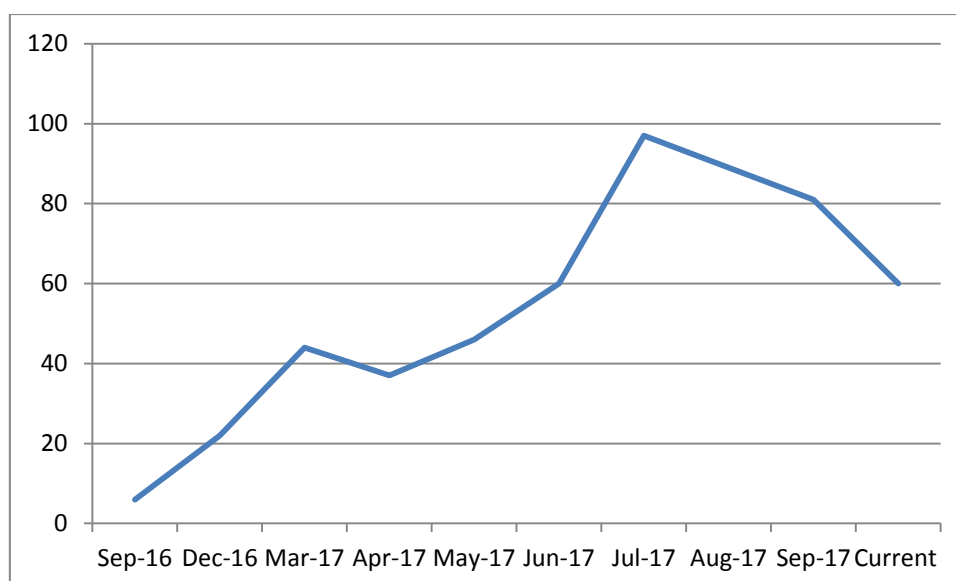


Figure 1Waiting List increase

## Accessing support

Previous research undertaken within the team has identified that males are less inclined to seek support. Various factors need to be taken into consideration in analysis of this data, but it is important to recognise this trend and ensure that services are easily accessible and promoted to all client groups. This is a factor to consider as the introduction of Universal Credit is expected to adversely affect single young men (under 35 years old) with the potential that access and affordability of accommodation may disproportionately affect this client group.

The following tables (**Table 2 and Table 3**) provide a snapshot in relation to break down of client age /gender and lead need in respect of referrals received during quarters 1 and 2, 2017/18.

**Table 2 Quarter 1 & 2, 2017/18**

Gender	Age groups					Totals
	16/17 years	18/24 years	25/39 years	40/54 years	55+ years	
Female	6	66	152	113	72	415
Male	4	53	76	109	65	310

**Table 3 Quarter 1 & 2, 2017/18**

Areas of Need	Age Groups ( figures in brackets = Male applicants) (18 lead needs not recorded due to limited referral information)				
	16/17	18/24	25/39	40/54	55+
(M1) Women experiencing Domestic abuse		10	27	8	5
( M2) Men experiencing Domestic Abuse			0 (5)	0 (1)	0
(M3) People with Learning Disabilities	1	0 (1)	2 (1)	1 (1)	
(M4) People with Mental Health issues		11 (18)	39 (27)	44 (59)	15 (17)
(M5) People with Alcohol Issues			1 (2)	4 (7)	0 (3)
(M6) People with Substance Misuse issues			1 (2)		
(M7) People with Criminal Offending History		0 (1)	1 (5)	0 (1)	
(M8) People with refugee status					
(M9) People with physical and/or Sensory disabilities		1	3 (10)	3 (6)	11 (3)

(M10) People with Developmental Disorders ( i.e. Autism)		0 (2)	0 (1)		
(M11) People with Chronic Illnesses( including HIV/AIDS)		1	2	1 (2)	1 (2)
(M12)Young People who are Care leavers	1	2 (1)			
(M13)Young People with Support Needs (16 to 24)	2 (4)	18 (25)			
(M14) Single parent families with Support Needs	1	9 (1)	31 (5)	17 (2)	0 (1)
(M15)Families with Support Needs	1	12 (2)	30 (9)	14 (6)	1 (1)
(M16)Single People with Support Needs , not listed above( 25 to 54)		1	8 (6)	14 (15)	
(M17) People over 55 years of age with Support Needs (this category must be exclusive of alarm services)				2 (3)	29 (30)
(M18)Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)		1 (2)	4 (3)	5 (5)	10 (6)

### Reviewing Support and Outcomes

The recent appointment of 1.6 FTE temporary Housing Support Assessment Officers has created capacity which has allowed the team to undertake a structured review function. This involves an Assessment Officer visiting and/or discussing with clients aspects of the support they have been receiving.

This allows the Gateway to determine quality of service, review operational efficiency (to maximise client coverage), to ensure that support provision meets the requirements of the Supporting People remit and that eligible support activities are undertaken, to ensure the progression towards meeting outcomes and to gather client feedback in respect of “What Matters “and the extent to which support has made a difference to the client.



Examples of client feedback (*in their own words*):

**Table 4**

Client A	“What matters about this is about getting re-housed and becoming a family”
Client B	“The support I am getting and have had has kept me going. I would be lost without it”.
Client C	“It really helped I was in a really bad place”.
Client D	“To encourage me and support me to change. Resolve my debts and my benefits”.

**Key areas of support delivery.**

People face different issues in respect of matters that affect their housing and wellbeing and that variety of issues, e.g. debt, low income, family breakdown, mental health are encompassed within the key headings as listed in the table below. Support planning, support provision and support review seek to achieve outcomes within these general areas.

**Table 5** shows the 11 outcome areas.

<b>Type of housing related support</b>
Risks to personal /family safety
Managing Accommodation
Managing relationships/Relationship Issues
Community/Neighbourhood Issues
Managing money /budgeting /debts /benefit claims
Accessing Education /Training & Learning opportunities
Accessing Employment/Volunteering Opportunities
Physical Health Issues
Mental Health Issues
Issues impacting on health and well-being

**Developments /Working with Other partners.**

In July 2016, MCC Housing Support Gateway became the access route for 2 new support services; **Housing & Well-being and Social Inclusion**.

Working in close partnership with colleagues in Social Care, Supporting People and with existing Gateway providers, there had been in the previous months much work undertaken that identified the need to provide a new range of services, which specifically aligned to the requirements of the Social Services and Well-being (Wales) Act 2014.

Both services come under the new approach of **“Place Based Working”**. The focus is to provide person centred service delivery through working collaboratively with the people who live and work locally. In effect the new services provide easy access to advice, information, and assistance, with **“the right people being available at the right time in the right place”**.

It has often been the case that people have had no other option than to seek support or intervention through statutory services; the intention of Place Based Working is to work with people who may be isolated and vulnerable, and assist them to build networks and receive support that assists them to find solutions to the issues they face and to prevent the inappropriate access to statutory services. Funding provided by Supporting People allowed for the development of 2 new services which meet the duties of the local authority in seeking to transform service delivery within the County.

## **Housing and Well-being**

This service started in July 2016 after the recruitment of 4 staff from Gateway providers , Gwalia (Pobl) , Llamau and Monmouthshire Housing Association , Each new officer was designated to work from a local area , Abergavenny, Caldicot, Chepstow and Monmouth and each being based within the Integrated teams for those areas. Figures available for the period July 2016 to end September 2017 show that 222 individuals have already been supported with issues affecting their housing and/or wellbeing.

The team have been encouraged to adopt a flexible approach as to what constitutes “**well-being**” and through conversations with the people seeking support it is their job to determine “**what matters**” to those individuals and how best to provide assistance to help people achieve their goals and find solutions that are important to them.

## **Social Inclusion**

This service started in October 2016, and 2 staff were appointed via our partner agency Monmouthshire Housing Association. Their remit is to provide and develop tailor made service to best suit individuals who are isolated or unable to access activities or opportunities within their community, and through intervention to seek to enhance their wellbeing and future community involvement.

Demand for this service has been considerable, and exceeded expectation and to date 84 people have received support.

## **Case Study - Housing and Wellbeing Service**

AA was referred for support via his social worker. AA was a 45 year old gentleman whose health issues had left him with severe paralysis and speech impairment. After receiving physiotherapy he managed to gain some use of the right side of his body and his speech came back.

However, AA suffered with severe depression and anxiety. There were times he felt so low in mood he had contemplated taking his own life. As a result he received support from various health professionals that included a psychiatrist and a Community Psychiatric Nurse, (CPN).

AA is married with teenage children, and the whole family were affected as a result of AA's health issues .Mrs A had to get a full time job as her husband was no longer able to work, and he had previously been the main earner. Mrs A's job was low paid, and she was working on a zero hour's contract and accepting as much work as she could in order to make ends meet. When the support worker met with Mr and Mrs A they were struggling to manage and both were extremely low in mood. AA had gained a lot of weight from both the medication and from inactivity. A particular worry was whether they could continue to afford their privately rented house.

Initially the couple were suspicious and uncertain about accepting support but they allowed the support worker to visit, and following the initial visit they were keen to engage with support. Mr and Mrs A allowed the support worker to investigate their finances, earnings and benefits, and he soon realised there were anomalies in what Mr And Mrs A were entitled to and what they were actually receiving. This of course was causing severe financial hardship. For the family.

The support worker researched their eligibility for benefits and pursued these matters with the DWP, submitting appropriate benefit applications, obtaining copies of P45's and P60's and took Mr A to see the GP in order to obtain duplicate and missing sick notes. After months of

effort, Mr A was called for a face to face medical assessment, which his support worker assisted him to attend.

Some weeks later Mr A received a decision letter from the DWP awarding him £12,500 in backdated benefits, plus a continuing weekly payment. When Mr A rang the support worker to tell him the news, both Mr A and his wife were in tears, never having expected to get such a good result.

Mrs A has been able to reduce her hours in work, they have been able to resolve previous debt issues, and have been assisted by their support worker to move into a new property which is more affordable and offers the family a secure tenancy.

Mr A told the support worker that they have slept so much better and feel a huge weight has been lifted off them. They said they couldn't thank Jeff enough for his support, persistence and commitment. It truly was the best outcome not just for the family, but also for Jeff, in that it confirms for him the real difference that his work had made for this family and also for the other people that he continues to support.

### **Current issues, Priorities and Risks**

The issues facing service provision can be summarised as:

- i. Being able to meet current demand for support by utilising in the most effective and efficient way our staff and resources.
- ii. Being able to identify and respond to both priority clients and also to be able to deliver early intervention in order to prevent escalation to more serious support issues
- iii. threats to provision linked to potential future funding Supporting People budget reductions
- iv. Introduction of Universal Credit and potential impact on both existing clients and other vulnerable groups within the community.
- v. Development of new data base, Genesis. The team are continuing in the final development stages of this new model, working in collaboration with developers, Accelerio. This timescale must be met before April 2018 due to operational issues with the existing data base. Final testing, training of providers and roll out across the range of Gateway providers and their staff groups is a priority.

**Tracy Finnis**  
**Senior Housing Support Officer**  
**11th October 2017**



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## Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p><b>Name of the Officer</b> Tracy Finnis</p> <p><b>Phone no:</b> 01633 740730 <b>E-mail:</b> tracyfinnis@monmouthshire.gov.uk</p>	<p><b>Please give a brief description of the aims of the proposal</b></p> <p>Housing Support Gateway</p>
<p><b>Name of Service</b></p> <p>Housing &amp; Communities</p>	<p><b>Date Future Generations Evaluation</b></p> <p>10<sup>th</sup> October 2017</p>


**1. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.





Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>By seeking to support sustainable and affordable living</p>	<p>The service provides positive interventions which seek to minimise and reduce the need for long-term support</p>

<b>Well Being Goal</b>	<b>How does the proposal contribute to this goal? (positive and negative)</b>	<b>What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?</b>
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>Helps create a more resilient homeless service and more resilient community, which could include assistance with fuel poverty</p>	<p>Procedures are reviewed regularly to maximise efficiency</p>
<p><b>A healthier Wales</b> People’s physical and mental wellbeing is maximized and health impacts are understood</p>	<p>The service supports people to access and remain in good quality accommodation or access alternative accommodation which contributes to health and well-being.</p> <p>The service can and does link with health related agencies</p>	
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>The service support this by assisting with sustainable living and accommodation arrangements</p>	<p>Assessments can identify the need for financial inclusion needs</p>
<p><b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing</p>	<p>N/A</p>	<p>N/A</p>
<p><b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People</p>	<p>N/A</p>	<p>N/A</p>

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
are encouraged to do sport, art and recreation		
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	The service supports households to address a housing crisis and access to service, thereby enabling households to be more settled and in a better position to move on and fulfil their potential.	

**2. How has your proposal embedded and prioritised the sustainable governance principles in its development?**

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 Balancing short term need with long term and planning for the future	The service supports the Council to discharge its legal duty to prevent homelessness as per the Housing (Wales) Act 2014 and aims to help minimise the use of short-term measures e.g. B & B	Approach already exists

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Collaboration Working together with other partners to deliver objectives</p>	<p>The service has a number of key partners including the Housing Options Team, Social Care (Children &amp; Adults) Housing Associations.</p>	<p>The recent development of the Housing &amp; Well-Being and Social Inclusion Service established in 2016</p>
 <p>Involvement Involving those with an interest and seeking their views</p>	<p>The service has previously undertaken a 'what matters' survey</p>	<p>The service has recently introduced a review process</p>
 <p>Prevention Putting resources into preventing problems occurring or getting worse</p>	<p>The service is a preventative service and accesses and utilises external resources to facilitate people to remain at home or secure alternative accommodation.</p>	<p>The proposal helps to extend and complement current preventative services</p>
 <p>Integration Positively impacting on people, economy and environment and trying to benefit all three</p>	<p>The services positively impacts upon the local economy by facilitating / creating a of long term tenure security of accommodation and helping people to maximise their income.</p>	<p>N/A</p>

**3. Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
Age	The service is available to this and all groups	None	Review of procedures
Disability	Ditto	Ditto	Ditto
Gender reassignment	Ditto	Ditto	Ditto
Marriage or civil partnership	Ditto	Ditto	Ditto
Race	Ditto	Ditto	Ditto
Religion or Belief	Ditto	Ditto	Ditto
Sex	Ditto	Ditto	Ditto
Sexual Orientation	Ditto	Ditto	Ditto
Welsh Language	Ditto	None	Bi-lingual information will be available



**4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities?** For more information please see the guidance note <http://hub/corporatedocs/Democratic%20Services/Equality%20impact%20assessment%20and%20safeguarding.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	<b>Describe any positive impacts your proposal has on safeguarding and corporate parenting</b>	<b>Describe any negative impacts your proposal has on safeguarding and corporate parenting</b>	<b>What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?</b>
Safeguarding	The service will help to identify issues and refer accordingly.	None	Level 1 Training for the main team  Level 2 Training for the Senior Support Officer
Corporate Parenting	Ditto	None	The service can potentially be used to support cases identified Social Care

**5. What evidence and data has informed the development of your proposal?**

Homeless prevention related statistics
Gateway statistics
Housing (Wales) Act 2014
Social Care statistics

**6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

- The lettings agency service will help reduce the need to identify alternative or temporary accommodation, such as B & B and the associated costs.
- The service at the initial outset will not have the capacity to support non-homeless prevention households requiring accommodation, however it is expected that as the service grows and more properties are taken on all households looking for accommodation will be able to access the service.
- As the service grows so will it help to facilitate a small income for the Council.

**7. Actions. As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do	When are you going to do it?	Who is responsible	Progress
N/A	N/A	N/A	N/A

**8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.**

<b>The impacts of this proposal will be evaluated on:</b>	<p>Will be reviewed on an on-going basis through quarterly monitoring reports and Team Meeting</p> <p>The service will be considered during periodic analysis of failed homeless prevention, undertaken to identify possible improvements and understand potential service flaws.</p>
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