

Rapid Rehousing Transition Plan Action Plan 2022-2027 with updates

Rapid Rehousing Action Plan

Priority One: Prevent homelessness at the earliest opportunity

| | Action required to deliver the priority | Lead Person | Timescales | Outcomes |
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| 1.1 | To review and evaluate existing staff structures of teams delivering homeless services to ensure they continue to provide sufficient capacity and continue to be fit for purpose. | Housing & Communities Manager and Flexible Funding Strategic Manager | 31/03/2023 | To support staff, maximise capacity, particularly in respect of homeless prevention, to improve efficiency and maximise flexibility. |
| | Actions | | Progress | |
| 1.1 | Full restructure of council | | Jan 2023, restructure of departments has been put forward to DMT as part of council wide restructure | |
| 1.1 | Addition of Duty Accommodation Officer- HOTs | | Recruited | |
| 1.1 | Addition of Senior Accommodation Development Officer- HOTs | | Recruited | |
| 1.1 | Addition of First Contact Officer- HOTs | | Recruited | |

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| 1.1 | Additions of Systems Admin and Performance Monitoring Officer- Across Housing and Communities | | Recruited | |
| 1.2 | To identify how to increase the number of households accessing the service at an earlier stage thereby reducing the number of households presenting in a crisis through working with partner agencies and establishing 'early warning' triggers. | Strategy & Policy Officer - Homelessness | On-going to 31/03/26 | To move to a more proactive service rather than a reactive service and reducing the number of people presenting in crisis. To distinguish between primary prevention, secondary prevention and tertiary prevention. |
| | Actions | | Progress | |
| 1.2 | Survey of service users to try to identify where prevention interventions will be best targeted | | Being collected as part of provider reviews. Service User feedback survey has been amended to ask further questions around homelessness to try to identify any services households might approach prior to homelessness. | |
| 1.2 | Working with the DWP to send comms to claimants about where to get support with housing issues | | Comms sent to all Monmouthshire claimants in May 2023. Needs to be revisited. | |
| 1.2 | Liaising with DHP/ Shared benefits service to identify households in need of additional support | | Benefits team now advising households of additional support and referring where appropriate. | |
| 1.2 | Designing training to be delivered to internal staff (mandatory) and external partners to explain homelessness process and how to refer etc. | | Training on homelessness process is being created. Target completion by end of Q4. Roll out in the next financial year. | |
| 1.2 | Increase prevention timescale from 56 days to 6 months in line with RHA | | Monmouthshire HOTS now treating anyone threatened with homelessness within 6 months to be at imminent risk in line with notice periods set by the Renting Homes Act, above and beyond the statutory 56 days. | |
| 1.2 | Promotion of and linking in with HIP | | Ongoing | |
| 1.2 | Use of Discretionary Homelessness Prevention Fund | | Partner agencies are contacting HOTS with cases to apply for funding to prevent homelessness where there is risk. This process is allowing HOTS to provide additional advice at an earlier stage. | |

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| 1.3 | To review homelessness services information to ensure there is clear and easily accessible information to help prevent homelessness at the earliest possible stage. | Homeless Project Officer | 31/03/2023 | Increase awareness of housing options and accessibility of information. Updated web pages Establish bespoke information eg young people, domestic abuse, Ukrainians |
| | Actions | | Progress | |
| 1.3 | Work with Take Notice (Shelter Cymru) ongoing to produce easy read and plain English information. | | Initial meetings went well but have not had any reply from communications for some time. Possible end of project? | |
| 1.3 | Website structure and information being redesigned | | New website structure and content has been uploaded in English and Welsh. Monitoring via google analytics. More work needed to make the pages more aesthetically pleasing. | |
| 1.3 | Look at information Prevention team can give- leaflets/ banners etc, | | Awaiting website to be finalised before creating any further comms. | |
| 1.3 | Videos to accompany duty letters | | Has been scripted and reviewed. Waiting to be recorded. | |
| 1.3 | Youth focussed comms- potential work with Youth Friendly | | Ideas taken to YPHIP and broadly supported. Looking to see what Youth Friendly ideas can be created in house. To be explored further financial year 2024-2025. | |
| 1.4 | To work alongside colleagues to promote services available to those who are at risk of homelessness through the Council's 'Money Matters' Tackling Poverty Campaign. | Strategic Homeless Transformation Co-Ordinator | 31/03/2023 | To provide a planned approach to homelessness prevention and housing options. |
| | Actions | | Progress | |
| 1.4 | Money Matters has evolved into Cost of Living Support | | Housing is linked in with the campaign and materials are being developed. | |
| 1.5 | To continue to invest to deliver upstream homelessness prevention in places of education including wider family networks | Head of Economy, Employment & Skills | Ongoing to 31/03/2026 | To reduce causes of homelessness for the future by increasing awareness of housing options and accessibility of information. And to have clear housing pathways in place. |

| | Actions | | Progress | |
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| 1.5 | Youth homelessness literature to be designed | | Youth focussed web pages now online. Meeting with Youth Friendly organisation (who have substantial experience of creating youth friendly materials) to generate ideas. Looking at what can be achieved in house. | |
| 1.5 | Young Persons Homeless Information Panel | | YPHIP meets regularly. Currently mapping YP journey through homelessness. Has a membership inclusive of HOTs, Children's Social Care, Employment and Skills, Support. Action Plan to be created. | |
| 1.5 | Llamau UPSTREAM | | Has been considered with input from Compass. Not to be pursued at this time. | |
| 1.5 | Design and deliver sessions on homelessness to schools | | Something to develop with Compass following the creation of youth focussed comms. | |
| 1.5 | Compass | | Compass is utilising their 'Early Intervention Tool' in schools and linking in with Housing and the Gateway where needed. The EIT used by Compass has been identified as an area of good practice and the Compass team helped to develop the indicators in the newly published Youth Engagement and Progression Framework. | |
| 1.6 | To make better use of information technology to capture and analyse data for the purpose of identifying opportunities, sharing data and planning. | Housing & Communities Manager & Flexible Funding Strategic Manager | 31/03/2023 | To appoint a Systems Administration & Performance Officer Full utilisation of the functionality of Locata to improve efficiency and generate regular monitoring reports. Acquire and develop a rents system for Monmouthshire Lettings To evolve services to ensure it is structured to meet the needs of those that are threatened with homelessness eg use of TEAMs; Texting etc |
| | Actions | | Progress | |

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| 1.6 | System administrator | | Now in post |
| 1.6 | Locata reform: Changes to ICF and functionality is in progress | | Meet with Gateway and Jake from Locata regarding our requirements and movement to join up the two sides. |
| 1.6 | Procuring a rent system in progress | | All demos now complete. Issues with funding resolved. Finalising Spec and final checks being made. |
| 1.6 | Analytics used during covid: look into this, how it worked and if this can be adapted for our use. | | To be explored |
| 1.6 | Contact with Council Tax to see if data sharing can identify those who may be at risk. | | Contacted- told too complicated. |
| 1.6 | Locata reform: Inclusion of mandatory fields | | Continues to be explored. |
| 1.6 | Make BOARDS more responsive and less vulnerable. | | Use of Power BI with BOARDS to run reports and obtain live data being explored. Prototype has been developed. |
| 1.7 | Implement a system review of homelessness and prevention procedures | Housing Options Team Manager & Housing Support Commissioning & Operations Manager | To reduce/eliminate less efficient practice to identify opportunities to create additional capacity (to particularly re-invest into homeless case management and prevention) and improve outcomes for service users. |
| | Actions | | Progress |
| 1.7 | Monthly list of non-bidders circulated to HOT officers to review | | In operation |
| 1.7 | Case reviews introduced into 1:1 sessions | | |
| 1.7 | Quarterly move-on meetings between Prevention / HOT & Accommodation Officers to audit cases in Temporary Accommodation to identify any bottlenecking of residents | | |

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| 1.7 | Separating S75 cases from other active cases on Housing Options Officers caseloads to prevent overwhelm | | |
| 1.7 | Ensure consistency in decision making across the team | | Team sessions have been held to refresh on procedure and agree team approaches- this includes team procedure on accepting and scrutinising evidence consistently. Operational procedures have been added to weekly team meeting agenda. |
| 1.7 | Returning to Pre-Pandemic procedure | | Re-introduction of tests for Priority Need and Intentionality. |
| 1.7 | Review of Prevention procedure | | Households at risk of homelessness within 6 months are now supported by Prevention Officers (increase from the statutory 56 days) in line with Renting Homes Act and to boost earlier intervention. |
| 1.7 | Develop a more responsive team using data collection | | Data collection template built with key indicators across HOTS, Accommodation and Support and is now done monthly to monitor progress and any occurring issues. |
| 1.8 | <p>Develop a Youth Homeless Action Plan to ensure that young people's specific needs are addressed</p> | <p>Head of Economy, Employment & Skills</p> <p>Housing & Communities Manager</p> <p>Flexible Funding Strategic Manager</p> | <p>31/03/2023</p> <p>To evolve services to ensure it is structured to meet the needs of young people threatened with and actual homeless.</p> |
| | Actions | | Progress |
| 1.8 | Youth Action Plan has been created pending Young Person's Homelessness Information Panel approval. | | Sent to YPHIP members for feedback. To be further discussed at YHIP |
| 1.8 | Feedback from YP with lived experience | | YP attended YPHIP in June 23 |

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| 1.8 | Broach possibility of youth services coming under one umbrella for ease of branding etc | | Youth comms were discussed at YPHIP and will be further explored. | |
| 1.9 | To implement a suite of 'early warning' triggers to identify those at potential risk of homelessness, | Housing Options Team Manager | 31/03/2027 | To prevent homelessness before it arises To identify new partner agencies and locality settings to implement eg in Health or voluntary sector settings |
| | Actions | | Progress | |
| 1.9 | Conduct survey of service users to learn journey to homelessness and identify any potential 'pinch points' that we can target | | To ease administrative burden homelessness and prevention questions have been rolled into the HSG reviews for temporary accommodation only. Responses are being captured to build a larger picture of homelessness services in Monmouthshire. | |
| 1.10 | Evaluate the effectiveness and cost efficiency of using data analytics for the prevention of homelessness. | Strategic Homeless Transformation Officer | 31/03/2024 | Consider benefits of further early identification of homelessness opportunities. Determine cost benefits |
| | Actions | | Progress | |
| 1.10 | Look into potential in house systems first | | Not something explored in light of financial restrictions. | |
| 1.11 | Undertake exercise to acquire service user feedback about homeless service | Strategic Homeless Transformation Officer & Housing Options Team Manager | | Understand service delivery from a service user perspective with a view to identifying potential opportunities for improvement |
| | Actions | | Progress | |

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| 1.11 | To reduce administrative burden and survey fatigue, questions on homelessness and the process have been added to the HSG review surveys. | HSG reviews are in progress but not all HSG clients have been through the Homeless route. |
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Priority Two: Increase access to and the supply of affordable and settled accommodation

| | Action required to deliver the priority | Lead Person | Timescales | Outcomes |
|-----|--|--|--|--|
| 2.1 | To explicitly reduce the use of B & B | Housing Options Team Manager | Ongoing to 31/03/26 | Target 10% by April 2023 from benchmark of 86 on 1st December 2022. April 2023 onwards, target to be reviewed |
| | Actions | | Progress | |
| 2.1 | B&B use reducing | | Reduction in use of B&B from 95 in July 2022 to 49 in December 2023 | |
| 2.2 | To maximise the availability of permanent social housing for homeless move on through Monmouthshire Homesearch | Strategy & Policy Officer – Affordable Housing | Ongoing to 31/03/26 | |
| | Actions | | Progress | |
| 2.2 | There has been an increase in the percentage of social allocations going to homeless households | | 60% currently going to homeless households | |
| 2.2 | Review of banding through Housing Options on Homesearch | | | |
| 2.2 | Changes to suspensions and demotions on Homesearch - months warning before action taken for breathing space to address arrears | | To avoid homeless households being demoted on Homesearch due to historic arrears, there will now be a 4 week grace period for households to address the arrears and prevent demotion so as they do not lose their 'active date'. | |

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| 2.2 | Registered Social Landlords waiving weeks rent in advance | | RSLs have agreed to waiver the first week's rent in advance for homeless households for the time being. This is on the basis that financial resilience continues to be promoted to homeless clients and this is something that Housing and Housing Support are looking to facilitate/ bolster. |
| 2.3 | To seek to expand the existing Housing First service to meet unmet demand. | Housing Support Commissioning & Operations Manager | Ongoing to 31/03/26 To improve people's journey into permanent suitable accommodation |
| | Actions | | Progress |
| 2.3 | Housing First Task Group meeting | | In progress and a review is currently being undertaken to establish a more robust and sustainable service with housing allocations |
| 2.4 | To establish dedicated Young Persons temporary accommodation supported by young person's floating support. | Housing Options Team Manager & Housing Support Commissioning & Operations Manager | 31/12/2022 To improve a young person's journey into permanent suitable accommodation |
| | Actions | | Progress |
| 2.4 | A YP only temporary accommodation is now operational. The Temporary Accommodation is shared accommodation and support is provided by Monmouthshire Youth Outreach - floating support | | Currently operational but have staffing issues |

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| 2.5 | To review and evaluate the newly re-modelled Young Persons accommodation in relation to outcomes achieved for those with low to high needs and consider whether there is a need for Young Persons Housing First model. | Housing Support Commissioning & Operations Manager | 31/05/2024 | To improve a young person's journey into permanent suitable housing |
| Actions | | | Progress | |
| 2.5 | Evaluation/ review of YP accommodation | | Timescale is for April/May 2024 | |
| 2.6 | Through a multi-agency approach, increase the supply of accommodation in the County for people with complex needs around substance misuse and mental health. | Strategy & Policy Officer – Affordable Housing & Flexible Funding Strategic Manager | 31/03/2023 | Collaboration with Social Care and Health. Identify revenue funding to establish multiple needs supported housing north and south |
| Actions | | | Progress | |
| 2.6 | Talks around a complex needs supported accommodation ongoing. | | Issues around funding such a project in light of no uplift to HSG. | |
| 2.6 | Identify a site | | A number of sites have been looked at but were just not viable or could not meet the spec required. Currently there is an options appraisal being conducted for the site at Severn View which could become a Temporary Accommodation option for higher needs clients. If this did materialise, Severn View could become a 'hub' for multi-agency working. | |

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| 2.7 | For the Council to develop a procedure to directly acquire and purchase accommodation. | Strategy & Policy Officer – Affordable Housing & Development Manager | 31/03/2023 | To increase the supply of temporary homeless accommodation To maximise the development of new affordable housing To make full use of available capital funding eg Social Housing Grant, Transitional Accommodation Capital Grant, Housing with Care Grant etc |
| | Actions | | Progress | |
| 2.7 | Policy for MCC to purchase accommodation is being compiled. | | HB consultant employed to advise on HB implications. These were resolved and acquisitions process proceeded. | |
| 2.7 | Two properties have been purchased so far and another is currently in scope | | | |
| 2.7 | Renovations for acquired properties. | | First property is currently being renovated. Due to complications there is not a current expected date of completion. | |
| 2.7 | An acquisitions policy and strategy is being produced. | | As acquisitions increase a long-term strategy and policy is being created. | |
| 2.8 | To identify an accommodation management agent to facilitate the Council to purchase and acquire accommodation | Housing & Communities Manager Strategy & Policy Officer – Affordable Housing | 31/03/2023 | To facilitate the provision of additional temporary accommodation and overcome DWP Housing Benefit regulations that prevents the Council from managing owned self-contained accommodation directly. |
| | Actions | | Progress | |
| 2.8 | N/A- HB issue resolved following HB consultant intervention | | | |

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| 2.9 | For the Council to bring empty properties back into use, including targeting town centre opportunities (eg space above shops) and wherever possible look to align with Rapid Re-Housing purposes | Strategy & Policy Officer - Homelessness | On-going until 31/03/26 | To increase the supply of homeless accommodation To provide additional private sector accommodation Where possible align with funding opportunities such as Social Housing Grant or Transitional Accommodation Capital funding |
| Actions | | | Progress | |
| 2.9 | Empty homes grant become part of MLS/NLS | | Empty Homes is now under Monmouthshire Lettings Service | |
| 2.9 | Increase in engagement with empty property and second homeowners. | | A system of communications has been developed and is currently in place. MLS Letting Negotiator is in regular communication with such property owners and provides advice and alternative uses for properties, such as Private Sector Leasing. | |
| 2.10 | For the Council to identify opportunities to re-purpose existing MCC accommodation, non-accommodation assets for homeless purposes and land, including car parks. | Strategy & Policy Officer – Affordable Housing & Development Manager | On-going until 31/03/26 | To increase the supply of homeless accommodation |
| Actions | | | Progress | |
| 2.10 | Cottage in Llanvair Discoed | | Cabinet has agreed to an agricultural property in Monmouthshire estates to be repurposed. Cottage has been agreed and Transitional Accommodation Capital funding secured for renovation. Potentially another 4 properties identified (to be shared with social care). | |

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| 2.1 0 | MCC is in process of selling off land to MHA for affordable accommodation use (100% affordable). | | | |
| 2.1 0 | Z pods | | | Scoping work continues on MCC land |
| 2.1 0 | Severn View | | | Discussions/ options appraisal ongoing for homelessness use. |
| 2.1 1 | To identify potential opportunities re-designate existing social housing | Monmouthshire Housing Association, Pobl & Melin Homes | On-going until 31/03/26 | To increase the supply of social housing for homeless people and/or single people |
| | Actions | | Progress | |
| 2.1 1 | | | | |
| 2.1 2 | To consider Modern Methods of Construction as an opportunity to increase the availability of both permanent and temporary accommodation | Monmouthshire Housing Association, Pobl & Melin Homes | On-going until 31/03/26 | To increase accommodation supply, particularly for single people |
| | Actions | | Progress | |
| 2.1 2 | Explore possibility of Z pods/ modular housing | | | The possibility of using Z pods has been explored and there is current scoping work to identify any potential sites across the county. |
| 2.1 3 | Undertake an options appraisal for the future use of the former emergency family hostel | Strategy & Policy Officer - Homelessness | 30/09/2023 | To determine the most appropriate option eg dispose; retain and convert as accommodation for a large family; retain and convert into flats |
| | Actions | | Progress | |
| 2.1 3 | Not appropriate at this time. To be revisited following outcome of Severn View options appraisal | | | |

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| 2.1 4 | To review the Homesearch exclusion policy (suspensions and demotions) | Strategy & Policy Officer – Affordable Housing | 31/03/2025 | To ensure the exclusion policy doesn't act as a barrier to moving on and to minimise delays by ensuring that exclusion procedures do not result in unnecessary time in temporary accommodation |
| Actions | | | Progress | |
| 2.1 4 | Raised with Homesearch Operations Group | | A new policy is being trialled with a 4 week grace period for those in arrears to pay 10% off, set up a repayment agreement and make consistent payments. Will allow support services to work with households to address arrears and make any necessary applications for grants to avoid any exclusions or demotions and for households to keep their banding date. | |
| 2.1 5 | To establish a mechanism to fund and provide essential furniture to facilitate move on to settled accommodation. | Homeless Project Officer | | To ensure the possible lack of furniture for an applicant does not result in a delay in moving on to settled accommodation. Engage with DWP in respect of DAF procedures. |
| Actions | | | Progress | |
| 2.1 5 | Households are supported by support workers to apply for Discretionary Assistance Fund, and there is an agreement with local recycling organisations across the county for households to access second hand goods. Work is ongoing to promote financial resilience amongst homeless households and this continues to be explored. | | | |

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| 2.1 6 | To continue to co-ordinate a newly established Strategic Housing Forum with housing association partners to help identify opportunities to develop new affordable housing. | Housing Communities Manager | On-going to 31/03/27 | To maximise the number of affordable homes built and Social Housing Grant spend. To identify more partnership opportunities Implement collective approaches to tackling barriers |
| | Actions | | Progress | |
| 2.1 6 | There have been Strategic Housing Forum meetings, last one was Jan 2024 | | Around £9.5 mill provisionally allocated, and indicative funding for the next 2 years of £9.8 mill provisionally allocated. | |
| 2.1 7 | To consider innovative opportunities to utilise S106 affordable housing contributions to create additional affordable housing | Strategy & Policy Officer - Homelessness | Ongoing to 31/03/26 | To provide additional homeless accommodation facilitated by making use of S106 contributions as an additional resource. |
| | Actions | | Progress | |
| 2.1 7 | Conversations with community groups have been held. | | Community Groups have been unable to identify suitable properties and private finance. | |
| 2.1 8 | Identify opportunities to extend existing social housing or convert loft space. (Idea) | Pobl, Monmouthshire Housing & Melin | 31.03.27 | To reduce the need for larger families to transfer to larger properties |
| | Actions | | Progress | |
| 2.1 8 | | | | |

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| 2.1 9 | To liaise with Homesearch partners in respect of quotas for the allocation of social housing to homeless households to maximise number of social housing vacancies being allocated to homeless households, whilst recognising other housing needs eg medical, transfers etc | Strategy & Policy Officer – Affordable Housing & Pobl, Monmouthshire Housing & Melin | 01.10.22 | To reduce the use of B & B To minimise the time people spend in temporary accommodation |
| | Actions | | Progress | |
| 2.1 9 | | | There has been an increase overall to allocations to homelessness over the last 5 years. 2% decrease between the last 2 financial years (so far). | |
| 2.1 9 | Updates to Welsh Grants guidance | | Requires any property purchased with grant funding to be prioritised to people in Temporary Accommodation/homelessness duty | |
| 2.2 0 | To continue to develop Monmouthshire Lettings, including promoting ‘long leases’ as per the Welsh Leasing Scheme to identify opportunities to improve the service and encourage further private landlords to make available their properties to the Council. | MLS Negotiator | On-going to 31/03/26 | Target – 10% increase in MLS accommodation. 1st December benchmark x units Participate in the Wales Leasing Scheme Regularly market and promote MLS ensuring brand recognition and MLS is visible Develop new landlord incentives MLS service to include empty properties and loans |

| | Actions | | Progress | |
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| 2.2 0 | MLS/NLS comms campaign designed and due to go live Sept 2023 | | MLS/ Leasing Scheme Wales campaign 'Change Lives' was launched in Sept 2023 at the Usk Show. The Campaign included an e-book and pixel marketing. An increase in enquiries was seen immediately after the launch of the campaign. | |
| 2.2 0 | MLS/NLS campaign to be launched at Usk Show | | | |
| 2.2 0 | MLS/NLS brochure to be designed and go live | | | |
| 2.2 1 | Investigate supported lodging and seeking to match people under-occupying properties with people in housing need and consider the learning from the previous Supporting Lodging scheme with Llamau. | Strategic Homeless Transformation Co-Ordinator & Housing Support Development & Operations Manager | 31/03/2024 | Establish an additional housing option |
| | Actions | | Progress | |
| 2.2 1 | Spoken with previous scheme organisers- not viable at this time without significant resources | | | |
| 2.2 2 | Engage with hosts and landlords who participated in Homes 4 Ukraine to identify possible opportunities for providing homeless accommodation | Snr Accommodation Officer & Monmouthshire Lettings Negotiator | 31/03/2026 | Additional homeless accommodation utilising hosting/lodging arrangements |
| | Actions | | Progress | |

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| 2.2 2 | | | | |
| 2.2 3 | Consider participation in the HMPS Community Accommodation Service 3 (CAS3) initiative. | Strategy & Policy Officer – Affordable Housing | 31/12/2022 | Temporary accommodation for those leaving prison |
| | Actions | | Progress | |
| 2.2 3 | MCC is now participating in CAS 3 | | | |
| 2.2 4 | To work with Homesearch partners to implement actions to make the ‘best use’ and maximise occupancy of social housing the stock to facilitate more people to move-on from temporary accommodation | Affordable Housing Strategy Officer – Affordable Housing | On-going to 31/03/26 | <p>To provide more options for those who are at risk of homelessness</p> <p>Target households/transfer applicants occupying overcrowded one bedroom accommodation to facilitate one bedroomed vacancies</p> <p>Utilise existing housing stock for shared accommodation</p> <p>Re-designation of existing accommodation</p> <p>Possible loft conversions and extensions</p> |
| | Actions | | Progress | |
| 2.2 4 | Homeshare | | Homeshare is now live and is an initiative for two single person households to join their housing applications to be eligible for a 2 bed above ground floor flat. There is more of this stock that is less generally less desirable and so people can access this accommodation more quickly. | |

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| 2.2 5 | To consider and evaluate the potential for using the housing co-operative model as an additional vehicle for the provision of affordable housing. | Strategy & Policy Officer – Affordable Housing | 31/03/2024 | Maximise options for affordable housing delivery |
| | Actions | | Progress | |
| 2.2 5 | Conversations with community groups | | Conversations with community groups have been ongoing but no viable sites identified as of yet. | |
| 2.2 6 | To establish self-contained emergency family accommodation in the North of the County | Strategy & Policy Officer – Affordable Housing | 31/03/2024 | To improve dedicated provision for families that meet WG accommodation standards Minimise the need to displace families from their home communities |
| | Actions | | Progress | |
| 2.2 6 | | | | |

Priority Three: Provide timely and effective support to sustain accommodation

| | Action required to deliver the priority | Lead Person | Timescales | Outcomes |
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| 3.1 | <p>To review, evaluate and recommission the Housing Support Grant programme by April 2023. To include:</p> <ul style="list-style-type: none"> • Place Based Support • Young Persons in Temporary Accommodation • Temporary Accommodation & Re-Settlement • Assertive Outreach • Housing First | Flexible Funding Strategic Manager & Housing Support Development & Operations Manager | 31/03/2023 | To ensure the programme and services meets the needs and demands of the most vulnerable members of our community, whilst ensuring homelessness and Rapid Rehousing is prioritised. |
| | Actions | | Progress | |
| 3.1 | Addition of Housing Support Grant Commissioning and Review Officer post | | Recruited | |
| 3.1 | Addition of a Housing First worker | | Recruited | |
| 3.1 | Addition of a Benefits Advisor | | Recruited | |
| 3.1 | Addition of a Low Level Prevention Worker | | Recruited | |
| 3.2 | Review and remodel the provision of specialist young persons support. | Housing Support Commissioning & Operational Manager | 31/03/2025 | Increased housing specialist support capacity for young people. |
| | Actions | | Progress | |
| 3.2 | Discussions are taking place at the Young Persons Homelessness Information Panel | | | |

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| 3.2 | YP specialist support service has been commissioned: Monmouthshire Youth Outreach | | To be reviewed as staffing levels is having an impact on service provision |
| 3.2 | Review of all YP services | | Reviews are time lined for April/May 2024 |
| 3.3 | <p>To seek to identify funds and invest in resources to engage directly with households considered high support need groups such as:</p> <ul style="list-style-type: none"> o Mental Health. o Young Persons. o Substance misuse | Housing & Communities Manager & Flexible Funding Strategic Manager | <p>Ongoing to 31/03/26</p> <p>To mitigate against unsuitable placements and minimise placement break-down</p> |
| | Actions | | Progress |
| 3.3 | BOOST project- liaising with psychology service | | Met with project leader to discuss needs, hosted visit(s) from Boost Psychology service. Unclear at present how service can assist our homeless clients. |
| 3.3 | Utilise the expertise of Health Inclusion Team for clients in Temporary Accommodation/ B&B | | Referral process disseminated- Health Inclusion Team attended provider forum and support worker network |
| 3.3 | Review of Substance Misuse Project | | In progress |
| 3.3 | Review of Mental Health Projects | | In progress |
| 3.3 | Housing Support Grant Planning Group set up to gather needs from other organisations to work together e.g. Health, Social Care | | Housing Support Grant Planning Group started in January 2024 |
| 3.4 | <p>Update Housing Support assessment and monitoring procedures to ensure support mapping can be undertaken on an on-going basis.</p> | Housing Support Development & Operations Manager | <p>31/03/2024</p> <p>Maintain an up to date overview of support needs to inform on-going planning and commissioning.</p> |
| | Actions | | Progress |
| 3.4 | New ways to assess levels of need have been identified | | Roll out of new system to gather needs and level of support will be live on 1st March 24, with training being delivered to all support workers. |

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| 3.5 | To seek to engage with Welsh Government and other partners to identify additional resources to increase the capacity of the housing support programme and support availability to meet local need. | Flexible Funding Strategic Manager | On-going to 31/03/26 | Ability to meet the need identified in the Statement of Need. Collaborative partnerships facilitating blended funding packages |
| | Actions | | Progress | |
| 3.5 | Support with funding bid for Domestic Abuse organisation | | Awaiting outcome | |
| 3.5 | Liaise with Gwent BOOST to utilise additional external resources | | Meetings with respective BOOST teams have occurred and BOOST representatives are being helped to link in with appropriate services. | |
| 3.5 | Explore the role Credit Union can play in promoting financial resilience | | Discussions have been had with the local Credit Union on how they may be able to assist. CU have been linked in with HSG and will be attending a Housing Provider Forum. | |
| 3.5 | Housing Provider and Support Worker Forums- to disseminate information on external services | | Regular forums have been facilitated with guest speakers from external services invited to promote support available. | |
| 3.6 | To seek to establish links with local voluntary organisations and local churches/faith groups to develop new services | Housing & Communities Manager | Ongoing to 31/03/26 | To provide additional private sector accommodation |
| | Actions | | Progress | |
| 3.6 | | | | |
| 3.7 | Seek to engage with Social Care to improve services for those who are neurodiverse | Strategy & Policy Officer – Affordable Housing & Flexible Funding Strategic Manager | 31/03/2023 | Homeless services that meet people’s needs which helps to improve homeless prevention and reduce placement failure. To be factored into Rapid Rehousing Transition Plan development |
| | Actions | | Progress | |
| 3.7 | | | | |

Priority Four: Maximising resources and benefits through well connected partnerships

| | Action required to deliver the priority | Lead Person | Timescales | Outcomes |
|-----|---|---|----------------------------|--|
| 4.1 | Co-Ordinate quarterly meetings of the Rapid Rehousing Steering Group to monitor and implement this Plan | Strategic Homeless Transformation Co-Ordinator | Ongoing to 31/03/26 | To implement and monitor the delivery of the Rapid Rehousing Transition Plan |
| | Actions | | Progress | |
| 4.1 | Strategic decision to not pursue a steering group and moving more towards task and finish groups and existing forums. | | | |
| 4.2 | Co-Ordinate the Strategic Housing Partnership to increase opportunities that support and contribute to the delivery of additional affordable housing and the priorities of this Plan. | Chief Officer – Communities & Place | Ongoing to 31/03/26 | Increasing opportunities to facilitate and develop additional homeless accommodation |
| | Actions | | Progress | |
| 4.2 | Strategic Housing Partnership convenes frequently | | | |
| 4.3 | To develop mechanisms to improve homeless related communication and awareness of resources and services, particularly targeting agencies and services, including voluntary sector agencies, that provide homeless related support. | Strategic Homeless Transformation Co-Ordinator Housing | Ongoing to 31/03/26 | Improved 'whole system' delivery |

| | | | | |
|------------|---|--|--|--|
| | | Options Team Manager | | |
| | Actions | | Progress | |
| 4.3 | Homelessness comms is being created. | | Website has been refreshed, videos are planned and training sessions designed. | |
| 4.4 | Engage with Welsh Government and the Welsh Local Government Association in respect of future funding arrangements to align with homeless need in Monmouthshire | Housing & Communities Manager | Ongoing to 31/03/26 | To address funding pressures and unmet need |
| | Actions | | Progress | |
| 4.4 | | | | |
| 4.5 | Participate in the Gwent Health, Social Care & Housing partnership, which has adopted Rapid Re-Housing as a priority. | Housing & Communities Manager | 31/03/24 | Address the need identified in the Statement of Need. Identify potential partnership and regional opportunities |
| | Actions | | Progress | |
| 4.5 | Rapid Rehousing Co-ordinator regularly attending | | | |
| 4.6 | Utilise the Housing Support Grant Provider Forum to raise awareness of issues, share information and identify opportunities and for Rapid Re-Housing to be a standard agenda item. | Housing Support Development & Operations Manager | Ongoing to 31/03/26 | To enable partners to work together successfully e.g. information sharing, referral mechanisms |
| | Actions | | Progress | |

4.6

Rapid Rehousing Co-ordinator now attends Housing Support Grant provider and support worker forums to update and share information. Also connects other organisations and providers with Housing Support Grant officers to include in future forums.