

Housing Support Provision & Homelessness Strategy Action Plan 2022 - 2026

Priority One: To identify those at risk of homelessness earlier and provide timely interventions to prevent homelessness occurring.					
Action required to deliver the priority	Lead Person	Timescales / By When	Outcome/Outputs	Update 2024	Update 2026
1.1 To investigate how to increase the number of households accessing the service at an earlier stage thereby reducing the number of households presenting in a crisis.	Strategy & Policy Officer	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. To be a consideration for Rapid Re-Housing		Homelessness prevention at any stage continues to be a priority for Monmouthshire. The Housing Options Team took the decision to apply the Prevention duty (S66) to households who are at risk of homelessness within 6 months rather than 56 days. It is hoped that access to specific prevention support earlier and for a longer period will result in better outcomes. In the next 12 months: There are a number of pending actions and proposals to take forward into the 2026-2027 financial year regarding prevention at all levels.

					These include: • LIFT mailshot: Use of the LIFT system to write to identified households at risk. • GP resource packs: Conversations with Public Health and ABUHB around publicising homeless support in GP surgeries. • Assessing the viability of remodelling the Prevention Team: Assigning a prevention officer to households even when HSG support is already in place. • Redirecting CAS 3 funding: Allocating this to prevention officers to assist prevention for those leaving custody rather than B&B.
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1.2 To review homelessness services information to ensure there is clear and easily accessible information to help prevent homelessness at the earliest possible stage.	Strategy & Policy Officer - Homelessness	31/03/23	Increase awareness of housing options and accessibility of information. Updated web pages Establish bespoke information for young people.	A review of homelessness information provided by MCC has been completed. As a result the following actions have been taken/ are ongoing: • Updating the Homelessness pages on the MCC website. • The development of explanatory 'videos' to accompany duty letters. • Development of online Homelessness training for partner agencies to strengthen partnership working and ensure greater understanding of the process. • Bespoke youth homelessness training currently being explored. Discussions around Youth	How MCC communicates its housing services is under constant review. Web pages have been updated and are amended as and when required. Housing duty videos were filmed and uploaded onto MCC webpages and YouTube. A link to these videos has been included on duty letters and emails. Housing and Homelessness training continues to be a priority and several drafts of a training module have been completed. Consideration for 2026+ is the delivery of training in person and the inclusion of this training on Social Care training rota. Youth homelessness training has not been

				Comms with Youth Friendly.	developed further but remains on the agenda. Colleagues attended a Monmouthshire Citizen's Advice team meeting to provide some training and advice on housing related issues. Tai Pawb delivered an in-house workshop on renters rights. This workshop is designed to go on the road to the public.
1.3 To ensure the Monmouthshire's Protocol for Care Leavers and Young People is up-to-date and that all parties that have signed up to it are complying with it eg ensure it is operating effectively	Housing Options Team Manager	31/03/23	To provide care leavers and young people with a managed pathway into appropriate accommodation.	Protocol is currently being reviewed with a view to refresh.	Protocol has not been refreshed but conversations have moved on to preparation for the impending legislation change. Plans and preparations are being made for the introduction of the Bill which will include a new Care Leavers and YP protocol.
1.4 To work alongside colleagues to promote services available to those	Strategy & Policy Officer - Homelessness	31/03/23	To provide a planned approach to homelessness prevention and housing options.	Homelessness awareness and support has been advertised as part of the council's Tackling Poverty	Housing presence on the Tackling Poverty Network which has been restarted this year.

who are at risk of homelessness through the Council's emerging Tackling Poverty Campaign.				Campaign, currently focussing on the cost-of-living crisis.	There have been no further developments of the Cost of Living Crisis campaign- has become dormant.
1.5 To continue to invest to deliver upstream homelessness prevention in places of education including wider family networks	HS Commissioning Operational Manager.	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.	Compass continue to deliver upstream homelessness prevention through their work in schools and use of the 'Early Identification Tool'.	Ongoing from 2024
1.6 To review exclusion practices from social housing.	Strategy & Policy Officer – Affordable Housing	31/03/2023	To aid “move on” options by ensuring that those most in need of social housing are not unreasonably excluded: and support is available to address the causes of exclusion (Suspension).	The policies of Suspension Panel have been reviewed. A new rent procedure has been adopted to allow households facing exclusion time to come to an arrangement with arrears. The council is also utilising the DHPF grant where possible to prevent households from becoming excluded from moving on to social housing.	The Housing Policy (Affordable Housing) officers and HOTS managers continue to monitor suspensions from the Housing register in liaison with Homesearch. Any concerns are addressed through the Sub-Ops group. No longer have the DHPF due to changes in funding allocation- now have through the Prevention Fund.

1.7 To seek to identify funds and invest in resources to engage directly with households considered high-risk groups such as: ○ Mental Health. ○ Young Persons. ○ Substance misuse	Housing & Communities Manager	On-going to 13/03/2026	To avoid unsuitable placements and minimise placement break-down	HSG funded projects are currently undergoing review as part of a recommissioning process to ensure that provisions align with the needs of those with housing related issues in Monmouthshire.	The HS Commissioning Operational Manager and Housing Policy (Affordable Housing) officers are exploring opportunities to better support those with high and complex needs with partner agencies such as Social Care. The HSG portfolio is currently in the process of being recommissioned.
1.8 Make better use of information technology to capture and analyse data to identify opportunities and improve planning.	Housing & Communities Manager	Ongoing to 31/03/23	To provide the Housing Support and Homelessness Group with regular reports on homelessness trends and the main causes of homelessness	Monthly monitoring data capture has been introduced across HOTs, Accommodation, Housing Register and HSG to provide real time data on trends and to support future planning. Additional data is being collected by HSG to ensure a constant view of support need and levels in Monmouthshire.	MCC has been involved with the WG pilot of LIFT. This software has been used to identify households who may be at risk of homelessness and in need of support. A mailshot to promote support and advice available is planned.
1.9 To develop better use of technology and the sharing of	Housing & Communities Manager	31/03/23	Full utilisation of the functionality of Locata to improve efficiency and generate regular monitoring reports.	Amendments have been made to Locata for both HPA and HRS. There is ongoing	As above.

data for analysis and planning.			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; WhatsApp etc	conversations with Locata around additional changes required, a new systems admin is now in place. Staff training is being planned. Procurement is ongoing for rent account system. Households have the option to have assessments taken over Teams at a community hub.	
1.10 To consider the co-location of services to provide a holistic needs assessment and support planning process and a single point of access for all households threatened with homelessness.	Housing Options Team Manager		To provide an environment whereby there is a better sharing of expertise that will provide a more efficient and effective service and offers a better experience to households threatened with homelessness.	Monmouthshire Council does not currently have any suitable premises for co- location of homelessness services, however this is being considered when appraising any potential acquisition. Housing Options Team now has a First Contact Officer who deals with direct referrals and acts as a point of contact rather than the Contact Centre.	MCC is encouraging co-location of teams to the new Severn View site. Although this is not a public access building, having staff from teams across the department in a shared working space has started to have a positive impact on case outcomes. Still intending to procure a DV screening officer and housing social worker.

				Plans to introduce a DV screening officer alongside HOTs.	
1.11 To incorporate Psychologically Informed Environment (PIE) approach to the homeless service.	Housing & Communities Manager	31/03/26	To achieve high levels of client user satisfaction and to have a better understanding of the needs of those affected by homelessness. Provide support for staff. Reflect in service specifications for future commissioning.	PIE training was delivered to HOT and Gateway staff February 2022.	
1.12 To develop a Youth Homeless Action Plan to ensure that young people's specific needs are addressed	Housing & Communities Manager; Housing Options Manager & HS Commissioning Operational Manager.	31/03/23	To evolve services to ensure it is structured to meet the needs of young people threatened with and actually homeless.	Youth Homeless Action Plan was created in September 2023.	Department is currently looking to transform its processes in relation to 16-17 year olds and young people in correlation to impending legislation changes. Plans to create a new YP homelessness group.

Priority Two: To provide timely and effective support for vulnerable residents particularly for those with high and complex needs.

Action required to deliver the priority	Lead Person	Timescales / By When	Outcome/Outputs	Update 2024	Update 2026
2.1 To seek to engage with Welsh Government and other partners to	HS Commissioning Operational Manager.	On-going to 31/03/26	Ability to meet the need identified in the Statement of Need.	YP Supported living now receives contribution from Children's Services.	Tender for the service due 26/27

identify additional resources to increase the capacity of the housing support programme and support availability to meet local need.			Collaborative partnerships facilitating blended funding packages	Remodelled criminal offending service collaborating with neighbouring local authority.	Criminal offending service has gone/ decommissioned; DA prevention. Mediation decommissioned and resource pooled with Children's Services. A recommissioning process has begun for the entire HSG programme, and tenders are scheduled to be released from Winter/Spring 2026 onwards.
2.2 To seek to expand the existing Housing First service to meet unmet demand.	HS Commissioning Operational Manager.	Ongoing to 31/03/26	To improve people's journey into permanent suitable accommodation	Ongoing. Supply of accommodation remains a barrier.	Barriers addressed through service review and a quota is now in place with RSLs to ease accommodation concerns. An additional two support workers have been added to the service. The Housing First panel has been expanded to include additional partner agencies.
2.3 To seek to expand the Young Persons floating support service and remodel existing shared housing to increase the availability of dedicated young person's accommodation.	HS Commissioning Operational Manager.	31/03/23	To improve a young person's journey into permanent suitable accommodation	A shared housing unit has been repurposed and is now a Young Person's only provision of temporary accommodation. A specialist Young Persons floating support service has been created (MOYO).	A recommissioning process has begun for the entire HSG programme, and tenders are scheduled to be released from Winter/Spring 2026 onwards.

				Young Person's Supported provision was remodelled to create step down accommodation and increase the capacity to accept those with higher support needs.	
2.4 To review and evaluate the newly re-modelled Young Persons accommodation in relation to outcomes achieved for those with higher needs and consider whether there is a need for Young Persons Housing First model.	HS Commissioning Operational Manager.	31/03/23	To improve a young person's journey into permanent suitable accommodation	Review to be completed. Services have been remodelled to accept some YP with high needs, but the capacity of placements for these YP is still low.	Reviews completed (Feb 2025)- YP services up for tender 2026 as part of the HSG recommissioning process.
2.5 To increase the supply of accommodation in the County for people with complex needs around substance misuse and mental health.	Strategy & Policy Officer – Affordable Housing & HS Commissioning Operational Manager.	31/03/23	Identify revenue funding to establish multiple needs supported housing north and south	There is not the funding to pursue this currently.	Options for complex needs provisions are being explored- but funding remains an issue. Looking to secure funding outside of HSG (e.g Social Care and Health).
2.6 Seek to engage with Social Care to improve services for those who are neurodiverse	Strategy & Policy Officer – Affordable Housing & HS Commissioning Operational Manager.	31/03/2023	Homeless services that meet people's needs which helps to improve homeless prevention and reduce placement failure.	Contact has been made with the Autism Lead Officer who now sits on the HIP.	Ongoing outstanding action. Training for current staff/ providers to be explored.

			To be factored into Rapid Rehousing Transition Plan development		
2.7 To review, evaluate and recommission Housing Support Grant services by April 2023.	HS Commissioning Operational Manager.	31/3/23	To ensure service meets the needs and demands of the most vulnerable members of our community	Currently ongoing- services to be recommissioned from 2025.	Reviews of the HSG services have been completed. A recommissioning process has begun for the entire HSG programme, and tenders are scheduled to be released from Winter/Spring 2026 onwards.
2.8 To review Place Based Teams with a view to re-commissioning services from 1/4/23	HS Commissioning Operational Manager.	31/3/23	Ensure service meets the needs and demands of the most vulnerable members of our community	This team has been reviewed as part of the ongoing recommissioning process.	Tenders for the HSG recommissioning process are due to be released winter/spring 2026. The tender for Generic Services includes a requirement for some place based services in the form of drop-ins.
2.9 To review Young Persons in TA with a view to development of a bespoke YP contract for TA from 1/4/23	HS Commissioning Operational Manager.	31/3/23	Ensure service meets the needs and demands of the most vulnerable members of our community	MOYO contracted to provide YP specific support. This project will be reviewed as part of the recommissioning process for 2025.	Reviews completed (Feb 2025)- YP services up for tender 2026 as part of the HSG recommissioning process.
2.10 To review TA/ Resettlement Scheme with a view to either remodelling or re-commissioning services from 1/4/23	HS Commissioning Operational Manager.	31/3/23	Ensure service meets the needs and demands of the most vulnerable members of our community	This team has been reviewed as part of the ongoing recommissioning process.	Temporary accommodation support services and assertive outreach will be placed in the same tender for recommissioning in 2026.
2.11 To review Assertive Outreach with a view to either remodelling or re-	HS Commissioning Operational Manager.	31/3/23	Ensure service meets the needs and demands of the most vulnerable members of our community	This team has been reviewed as part of the ongoing recommissioning process.	Temporary accommodation support services and assertive outreach will be

commissioning services from 1/4/23					placed in the same tender for recommissioning in 2026.
2.12 Review and evaluate the outcomes of the re-modelled young persons accommodation for those with low to high needs	HS Commissioning Operational Manager.	31/3/23	Ensure service meets the needs and demands of the most vulnerable members of our community	This project will be reviewed as part of the recommissioning process for 2025.	Reviews completed (Feb 2025)- YP services up for tender 2026 as part of the HSG recommissioning process.
2.13 Re-model an existing shared housing property to provide dedicated provision for young people with lower needs	Housing Options Team Manager	30/09/22	Increase dedicated accommodation provision for young people	A unit of shared housing has been repurposed as YP specialist shared temporary accommodation and support is provided by the YP floating support service MOYO.	This did not work effectively due to: • The support did not meet the level required by the needs of the client group; • Insufficient demand to fill voids.

Priority Three: To Increase access to a range of affordable and suitable housing solutions for homeless households, both temporary and permanent,

Action required to deliver the priority	Lead Person	Timescales/ By When	Outcome/Outputs	Update 2024	Update 2026
3.1 To review the use of all forms of temporary accommodation and reduce our reliance on it over the length of the strategy.	Housing & Communities Manager	On-going to 31/03/26	To mitigate against unsustainable expenditure and reliance on WG Hardship funding in relation to B & B and concierge use and B & B focused Accommodation Officers Procurement of security service	MCC has managed to reduce the use of B&B for homeless households since the implementation of this strategy. The expansion of PSL properties through MLS has supported this achievement.	MCC now has minimal use of B&B, with no children having been placed in B&B for some time (1 year +). The number of PSL properties has remained consistent since the previous review. The

			Identify alternative funding for Temporary Accommodation Officers based in B & B	Options to repurpose council assets for TA to reduce costs are currently being explored. Security services for some B&B provisions have been re-tendered	senior Housing Options Team are now looking to focus on increasing the standard of temporary accommodation across the portfolio. MCC repurposed a former care facility to create a new TA unit with 24-hour security. The unit has 17 bed spaces, onsite support (office hours) and cooking, washing facilities. This has allowed MCC to close a B&B provision.
3.2 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 31/03/26	To maximise the number of affordable homes built and Social Housing Grant spend.	Strategic Housing Forums have been held. Increased spending of SHG. £9.7 mill 2023-2024, currently have a good pipeline of schemes for 2024-2027.	The Strategic Housing Forum is held quarterly but would benefit from a review of the Terms of Reference to optimise its effectiveness. SHG is currently overallocated 25-26, and provisionally fully allocated for 26-27.
3.3 To work with Homesearch partners to operate flexible Housing Register quotas to maximise the number of lettings of social housing vacancies to homeless households.	Affordable Housing Strategy Officer	On-going to 31/03/26	To increase move-on into permanent accommodation	Do not operate quotas but the lets to homelessness have increased over time. Currently sitting around 60%.	Housing Register quotas are not currently in operation in Monmouthshire. Although there has been a decline in lets of general needs vacancies to homelessness in the past year, in other years post covid there had been a steady increase. Moving forward it would be useful to assess the impact of

					TACP acquisitions on social housing allocations and further explore why the % general needs lets to homelessness decreased.
3.4 To work with Homesearch partners to implement actions to make the 'best use' and maximise occupancy of the stock to facilitate more people to move-on from temporary accommodation.	Affordable Housing Strategy Officer	On-going to 31/03/26	To provide more options for those who are at risk of homelessness Target households/transfer applicants occupying overcrowded one bedroom accommodation to facilitate one bedroomed vacancies Utilise existing housing stock for shared accommodation Re-designation of existing accommodation	Additional preferences are awarded to those who are overcrowded. Some two bed properties are prioritised to transfers. A shared housing protocol is in place whereby single person households can join homeless applications to share a two-bedroom property.	There have been conversations relating to the use of TACP funding to assist in reducing overcrowding in smaller properties for which there is greatest current demand. This conversation has included Welsh Government and remains current.
3.5 To consider alternative housing options such as converted commercial units and modular housing	Affordable Housing Strategy Officer	On-going to 31/03/26	To increase the supply, particularly for single people.	Ongoing work on modular housing.	No further progress due to additional stock becoming available in key locations.
3.6 To appraise the opportunities for the Council to utilise Council owned assets for homeless purposes and explore options with other public bodies.	Affordable Housing Strategy Officer & Development Manager	31/03/26	To maximise the development of new affordable housing	A cottage in Llanvair Discoed has been approved for homelessness accommodation. The council are currently considering a proposal to repurpose a care home. The proposal would provide units of temporary accommodation	The council passed the proposal to convert part of a disused care home into temporary accommodation. The new TA unit has 24-hour security for 17 bed spaces, with onsite support (office hours) and cooking, washing facilities and opened in Summer 2025.

				as well as the co-location of other services.	
3.7 To appraise the option of purchasing properties from the open market for use as homeless accommodation and consider partnership option in respect of management.	Affordable Housing Strategy Officer	31/03/26	To maximise options for delivering affordable housing	There is now a procedure in place for purchasing property and work is ongoing on an acquisition strategy. MCC has purchased three properties to date. MCC has been able to keep management in house due to the resolution of HB concerns.	Acquiring open market properties for TACP.
3.8 To increase the provision of other forms of temporary accommodation working with a range of landlords, both RSL and private sector and to secure additional units of temporary accommodation, direct access and supported housing.	Affordable Housing Strategy Officer	On-going to 31/03/26	To minimise the use of expensive nightly paid accommodation Establish a dedicated emergency self-contained family accommodation in the North. Re-model an existing shared housing property to provide dedicated provision for young people To ensure temporary accommodations costs to the Council are contained and to provide better quality accommodation Identify opportunities to re-designate existing social housing	MLS has been successful in attracting a number of PL to increase its portfolio as an alternative to costly B&B. Still being explored. A shared housing property has been repurposed for young person's temporary accommodation. Young Persons Supported Accommodation scheme has also been remodelled. Private Sector Leasing through MLS is providing an increase in good quality self-contained TA which are a cheaper option than B&B. There has not been the opportunity to redesignate	The use of B&B accommodation across Monmouthshire has vastly decreased over the last ... years. The number of PSL properties in MCC's portfolio has remained largely consistent. The focus over the previous financial year and going forward, is to ensure that the properties across the portfolio continue to align to need, and to raise the standard and quality of accommodation we offer. MCC repurposed a former care facility into a 17 bed temporary accommodation unit with onsite support which allowed the authority to reduce its dependence on B&B and provide a higher

				Social Housing for TA at to date.	standard of accommodation with additional facilities. The Young Persons' TA was did not work effectively due to: • The support did not meet the level required by the needs of the client group; • Insufficient demand to fill voids. Self-contained TA in North Monmouthshire remains a need.
3.9 To develop effective pathways to and from temporary accommodation ensuring move on is timely.	Housing Options Team Manager	On-going to 31/03/26	To gain a better understanding of why length of stay can vary and barriers for move on.	The limited availability of settled accommodation limits the viability of pathways but the following work has been done: • 'Matching' is now done at the point of signing a PSL lease. This means that when a property is taken on a suitable household either in B&B or who is due to come into B&B are identified which creates more of a planned pathway. • The exclusion panel have reviewed their procedures to allow more flexibility on households in rent	

				arrears to give households the opportunity to move on from TA quicker. A shared housing protocol is in place whereby single person households can join homeless applications to share a two-bedroom property that is harder to let to families (i.e above ground floor flats).	
3.10 To review and evaluate Monmouthshire Lettings to identify opportunities to improve the service and encourage further private landlords to make available their properties to the Council.	Housing Options Team Manager	On-going to 31/03/26	Sign up to Welsh Government National Leasing Scheme	MCC signed up to the National Leasing Scheme/ Leasing Scheme Wales in February 2022. Despite promoting the scheme MCC has not yet had a landlord sign up to the scheme. An MLS campaign was designed and launched Summer 2023 (also encompassing LSW). The campaign consisted of pixel marketing, an eBook and enticing graphics and was launched at the Usk Show.	MCC has secured 7 properties (as of Feb 2026) on the National Leasing Scheme since 2024.
3.11 To establish self-contained emergency family accommodation in the North of the County	Housing & Communities Manager	31/03/24	To improve provision for families meet WG accommodation standards		No longer relevant.

3.12 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	The Affordable Housing Strategy Officer has met with local community groups, charities and religious groups regarding the potential access of S106 funding for homeless accommodation.	Plans to realign to SHG/TACP are awaiting sign off.
3.13 To implement the Empty Property Action Plan to target empty homes and town centre opportunities.	Strategy & Policy Officer - Homelessness	Ongoing to 31/03/26	To provide additional private sector accommodation Where possible align with Social Housing Grant	Action plan has been updated	
3.14 To develop innovative use of S106 affordable housing contributions to create additional affordable housing	Strategy & Policy Officer - Homelessness	Ongoing to 31/03/2026	To provide additional homeless accommodation facilitated by making use of S106 contributions as an additional resource.	Proposal currently being considered by DMT.	
3.15 To consider and evaluate the business case to identify potential scope to support RSL's where there are viability issues impacting on the ability to develop or retain affordable housing	Strategy & Policy Officer – Affordable Housing	31/03/23	Maximise options for affordable housing delivery	Not at this time.	
3.16 To consider and evaluate the potential for using the housing co-operative model as an additional	Strategy & Policy Officer – Affordable Housing	31/03/24	Maximise options for affordable housing delivery	RHE, local member and Cwmpas arranging an info session in Abergavenny to raise awareness of Co-op housing models.	Co-operative housing to go through Homesearch. Cwmpas doing video explainer what Co-Op housing.

vehicle for the provision of affordable housing.					
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Priority Four: To establish a Rapid Re-Housing Transition Plan			
Action required to deliver the priority	Lead Person	Timescales / By When	Outcome/Outputs
4.1 There is a need to implement Welsh Government policy direction and establish and implement a Rapid Re-Housing Transition Plan .	Housing & Communities Manager	Sept 2022	MCC's Rapid Rehousing Transition Plan and Action Plan were formally adopted in March 2023.

Priority Five: To maximise and increase the availability and effectiveness of financial, staffing/workforce and collaborative resources available for tackling homelessness.					
Action required to deliver the priority	Lead Person	Times cales/ By When	Outcome/Outputs	Updates 2024	Updates 2026
5.1 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	31/03/23	To support staff, maximise capacity, improve efficiency and maximise flexibility.	Additional capacity has been built into the HOTs team in the form of a First Contact Officer, Systems Administrator, and an additional Senior Accommodation Officer. A departmental restructure took place in March 2023	Gateway review?

				which has resulted in the HOTs and Gateway teams being aligned under the same management. Youth homelessness team Compass has now joined the Housing Support/ Gateway team.	
5.2 To improve procedures to enable partners to work together successfully e.g. information sharing, referral mechanisms	Housing & Communities Manager	Ongoing to 31/03/26	To streamline the processes so that multi-agency working is easier and more efficient and therefore a better experience for those threatened with homelessness.	HOTs and the Gateway teams have been aligned under the same management which will allow for greater partnership working. A first contact officer within HOTs is streamlining the referral procedure into HOTs. Work is ongoing with Locata to allow for better communication of cases held by HOTs and the Gateway. The HIP is facilitating multi agency discussions for those with high and complex needs. A Young Person's Homelessness Information Panel was created which allowed for a range of services to come together to discuss youth homelessness.	Housing teams, including housing support now sit under the Social Care directorate in a council-wide restructure. This movement has increased opportunities for closer partnership working and a joint Young Persons' Housing Group.
5.3 Identify funding for those aims and objectives where funding	Housing & Communi	Ongoing to	Address the need identified in the Statement of Need		The Strategy & Policy Officer – Affordable Housing &

currently hasn't been allocated.	ties Manager	31/03/ 26			HS Commissioning Operational Manager have been exploring alternative funding options to support those with complex needs.
5.4 Transition from short-term arrangements established quickly due to the Covid Pandemic and in response to Welsh Government guidance to more sustainable long-term solutions.	Housing & Communi ties Manager	31/03/ 23	To mitigate against the use of B & B use and concierge services in lieu of supported housing		Over the last few years MCC have looked to transform accommodation options into a more sustainable model with longevity. The actions taken have included: • Acquiring accommodation on the open market; • Repurposed council property for TA and restructured support to provide static support to residents. • Restructure temporary accommodation to reduce the use of B&B accommodation; • Addressed RSL concerns around Housing First to remove barriers to rehousing; • Reviewed stock under PSL to improve the standard and quality of temporary accommodation offered.
5.5 We will work collaboratively both internally and externally with organisations that	Housing & Communi ties Manager;	On- going to	Maximise the availability of internal and external resources with particular emphasis on increasing		

offer a broad range of skill sets and knowledge, expertise and experience to address homelessness successfully.	HS Commissioning Operational Manager. & Housing Options Manager	31/03/26	homeless prevention and increasing accommodation opportunities.		
5.6 We will develop further the Housing Support & Homelessness Forum.	HS Commissioning Operational Manager.	31/03/26	To positively and proactively engage with housing support providers in order to maximise housing support provision as an available resource		The Housing Provider and Housing Support Worker forums have – how often?
5.7 We will evaluate the effectiveness and cost efficiency of using data analytics for the prevention of homelessness.	Strategy & Policy Officer – Homelessness	31/03/23	Determine whether an automated approach would deliver cost benefits		LIFT has been trialled by MCC as part of a WG pilot. The pilot was for 12 months, and the housing team had very limited access (only through revs and bens) due to data protection issues. A targeted mailshot is being planned- any increase in engagement from this exercise will inform the efficiency of such a software package.
5.8 Undertake a training needs audit and establish a programme of training to support staff to deliver and transform services, in particular substance misuse and violence against women, domestic	Housing & Communities Manager	31/12/22	To increase staff awareness, enhance staff professional development and embed best practice		

abuse and sexual violence (VAWDASV)					
5.9 Work collaboratively both internally and externally with organisations that offer a broad range of skill sets and knowledge, expertise and experience to address homelessness successfully.	Housing & Communities Manager & Flexible Funding Strategic Manager	Ongoing to 31/03/26	To maximise capacity, improve efficiency and maximise flexibility.		
5.10 Support and develop staff in respect of adopting and maintain a Psychologically Informed Environment/ Trauma informed approach.	Housing & Communities Manager	31/03/23	Staff training will be undertaken. Action plans will be established to take forward the implementation.	HOTs and Gateway staff received PIE/ Trauma informed training in February 2022.	
5.11 Identify opportunities for increasing collaborative arrangements with Aneurin Bevan Health Board	Housing & Communities Manager & Flexible Funding Strategic Manager	31/03/23	Additional accommodation and/or support for those who have both a homeless need and a health need, particularly mental health		Working with Public Health Wales to develop a health inclusion training module. Developing a GP resource pack to be shared across surgeries in Monmouthshire.
5.12 Engage with Welsh Government and the Welsh Local Government Association in respect of future funding arrangements in order to	Housing & Communities Manager & Flexible Funding	Ongoing to 31/03/26	Address the need identified in the Statement of Need		

align with homeless need in Monmouthshire	Strategic Manager				
5.13 Identify opportunities for homeless services and solutions to support wider strategic priorities. For example, Social Care needs, tackling empty properties, Town Centre regeneration and decarbonisation.	Housing & Communities Manager	Ongoing to 31/03/26	Implement that meet homeless needs and contribute added value (eg cost benefits) in respect of other strategic priorities		Participation in the Tackling Poverty Network, Public Health Wales. Work with Children's Social Care to commence joint protocol/ process development.
5.14 Implement the Strategic Housing Partnership to increase opportunities that support and contribute to the priorities of this Strategy	Chief Officer – Communities & Place	On-going	Increasing opportunities to facilitate and develop additional homeless accommodation		Strategic Housing Forums are held quarterly.