

# **The Plymouth Alliance Accommodation and Homelessness Prevention Strategy**

**August 2019-2024**

**Reviewed every 6 months**

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## **1. Introduction / Background**

1.1 Plymouth City Council (PCC) commissions a broad range of statutory and non-statutory interventions for people who have support needs in relation to homelessness and may also have support needs around substance misuse, mental health, offending and risk of exploitation.

1.2 PCC, in conjunction with partners and people who use services, have co-designed the future complex needs system as one which will enable people to be supported flexibly, receiving the right care, at the right time, in the right place.

1.3 PCC has awarded a single contract for the provision of support for people with complex needs to a partnership of the following organisations in Plymouth, working together in partnership with commissioners as The Plymouth Alliance for Complex Needs (TPA): BCHA, Hamoaze House, Harbour Trust, Livewell South West, Live West, PATH, Shekinah and The Zone.

1.4 TPA will focus on creating systemic change: changes to culture, funding structures, commissioning and policy which support a new way of working. Together we will create an environment where suppliers share responsibility for achieving outcomes and are mutually supportive, making decisions based on the best outcome for the service user.

1.5 The vision of TPA is to improve the lives of people with complex needs, supporting the whole person to meet their aspirations and to participate in and contribute to all aspects of life.

1.6 We have come together to co-produce, co-ordinate and provide a range of support services and will drive forwards change and respond effectively to the complex needs of the citizens of Plymouth in an ever changing landscape, shaping the future system accordingly.

1.7 TPA aims to improve the lives of people with complex needs by supporting the whole person to meet their aspirations, whilst also contributing towards national outcome targets in relation to statutory homelessness, children in care and care leavers, drug treatment, reoffending rates, preventing admissions to hospital and urgent care targets.

1.8 The purpose of TPA is to:

- enable people to fulfil their potential by resolving underlying issues and causes, the consequences of which are homelessness, substance misuse, offending, mental health and risk of exploitation and in the case of parents, often has a negative impact on their capacity to meet their child(ren)'s developmental, wellbeing and health needs;
- provide support to enable people to become independent, by providing the right support at the right time, reducing the pressure

on crisis and emergency services and moving towards independence and wellbeing;

- support people to achieve the things that matter most to the individuals through an honest relationship that changes over time as aspirations grow, develop and are achieved; and
- follow the implementation of the Homelessness Reduction Act 2017, support the local authority in discharging its statutory duties in relation to homelessness.

1.9 TPA approach includes the following principles:

- Responding to people as individuals with personalised support
- Preventing homelessness
- Moving people quickly towards and into their own accommodation
- Support moving with the person, not being tied to buildings.

1.10 TPA will provide

- Housing advice, information and support
- Supported accommodation
- Other temporary accommodation
- Access to settled, independent accommodation
- Emergency severe weather provision.

1.11 The purpose of this strategy is to:

- Increase access to good quality, safe and affordable independent accommodation for people with complex needs
- End the use of bed and breakfast for families and young people (age 16/17) and reduce the use for single people
- Prevent homelessness earlier by taking a proactive approach
- Bring rough sleeping in Plymouth to an end by 2025, in line with Government target
- Reduce the reliance on a large, accommodation based support services.

## **2. Strategic environment**

### **2.1 Challenges**

National housing crisis

2.1.1 New figures that reveal the true scale of the housing crisis in England, research conducted by Heriot-Watt University, shows that England's total housing need backlog has reached four million homes. To both meet this backlog and provide for future demand, the country needs to build 340,000 homes per year until 2031. This is significantly higher than current estimates (including the Government's target of 300,000 homes annually), which have

never before taken into account the true scale of housing need created by both homelessness and high house prices.

2.1.2 The shortage of homes is causing prices for the 28 million dwellings in the UK to grow with the average price of a property up 4.2 per cent in the UK to £224,144, according to the UK Housing Index.

2.1.3 ONS reporting that the average home in England and Wales would now cost a full-time worker 7.8 times their salary.

2.1. People have been driven into the private rental market which has more than doubled in size in the last two decades with the English Housing Survey finding that 4.9 million homes (20 per cent) were privately rented.

2.1.5 With rents taking a high proportion of salary – up to 49 per cent on average in London according to ONS – there just simply isn't enough opportunity to save up for a deposit.

2.1.6 Statutory Homelessness Applications across the country have been rising but for the first time these saw a reduction between 2016 and 2017. 2016/17 saw 29,090 applications taken a quarter, compared to 28,055 applications a quarter in 2017 a reduction of 3.7%.

2.1.7 In Plymouth during this time there was an increase in statutory homelessness applications in the last year (985 in 2017/18 compared to 804 in 2016/17) but there has been a reduction in the number of households accepted for the main housing duty (322 in 2016/17 compared to 314 in 2017/18).

2.1.8 Plymouth's Rough Sleeping Count has varied from 20 in 2016 to 26 in 2017 to 23 in 2018. There is an increasing number of people sleeping rough nationally. Local authorities' street counts and estimates show that 4,677 people were found sleeping rough in England on a single night in autumn 2018. This is up by 2,909 (165%) from the autumn 2010 and a total of 1,768 and an increase of 13% from 1,137 in autumn 2017 and actual figures may be even higher again.

2.1.9 Plymouth has a proportionally high amount of private rented stock. The costs of socially rented properties are significantly below those for private rented housing, particularly for larger homes, indicating a significant potential gap between the social rented and market sectors. For many people, access to private rented accommodation may be via a letting agent, of which Plymouth has over 50. The imminent changes to fees that can be charged to tenants should improve access but a deposit and rent in advance are still required (often this is also the case for social housing).

2.1.10 Significant barriers to accessing privately rented accommodation are credit checks and demands for guarantors. These can be mitigated where local service providers have relationships with landlords who are willing to work with them more flexibly. Equally, some services have relationships with

landlords for whom quality is reasonable, with some service providers carrying out checks before or upon move-in. Rules around EPCs and gas safety, as well as for HMOs, mean that some essential aspects of safety should be better addressed now across the board.

2.1.11 Complexity of need which may increase issues around antisocial behaviour in shared properties or challenges around accepting benefits mean that some landlords are still reluctant to accept clients in the Plymouth Alliance's cohort.

2.1.12 There are barriers to accessing social rented properties with criteria around tenancy history and affordability. The following data taken from Devon Home Choice demonstrates the barriers to access truly affordable social housing

April 2018 – March 2019

Number of refusal by landlord and by applicant:

- Of which landlord have refused due to affordability - 296
- Of which applicants have refused due to affordability – 71

% properties advertised with

- social rents = 42%
- affordable rents = 58%

2.1.13 Uncertainty around the future application of Local Housing Allowance (LHA) levels, Universal Credit, other Welfare Reforms and policies around supported / temporary accommodation have created an insecure environment for housing providers to operate within

2.1.14 The recent implementation of the Homelessness Reduction Act has placed an increased focus on preventing homelessness and on reducing the number of households owed a homelessness duty in the hope of lessening the use of temporary accommodation. This has an additional resource implication for Local Authorities, who are often already stretched.

2.1.15 In Plymouth the HRA has increased the number of people who are eligible for services. During 2018/19 PCC provided advice to 2571 households who were homeless or threatened with homelessness, a rise of 34% from the previous year.

## **2.2 Opportunities**

2.2.1 There are other revenue streams to support the Alliance's core accommodation offer which are being utilised wherever possible, including funding from the Ministry of Housing, Communities and Local Government for Rough Sleeper Initiatives in line with the Governments Rough Sleeper Strategy. The Plymouth Alliance is committed to working in partnership with

Plymouth City Council to explore all appropriate funding opportunities to bring additional resources into the city.

2.2.2 Opportunities for grant funding for Move on accommodation from Homes England are being explored, with an initial bid for 4 move on beds having been submitted in 2019.

2.2.3 An oversupply of student accommodation in the city provides a potential opportunity for shared housing coming back to the market, with the possibility of converting it to meet our strategic shared needs. The Plymouth Alliance has strong existing links with private landlords through the South West landlords association. The Plymouth Alliance will continue to run a private rented access scheme, enabling people to access their own tenancies.

2.2.4 Intensive Housing Management (IHM) is a significant revenue stream for supported accommodation and it is being increasingly scrutinised by Housing Benefit departments. The Plymouth Alliance benefits from support from Plymouth City Council in maximising these opportunities.

2.2.5 Housing First is an evidence based approach to supporting people with multiple and complex needs to stay in their own accommodation. The Plymouth Alliance intends to utilise the 7 key principles and adapt the model to fit our local demographics. The 7 key principles are: people have a right to a home; flexible support is provided for as long as it is needed; housing and support are separated; individuals have choice and control; an active engagement approach is used; the service is based on the person's strengths, goals and aspirations and a harm reduction approach is used.

2.2.6 Plymouth is working towards being a Trauma Informed City, so benefits from the advantage of having a psychologically informed approach to providing support around the person in supported accommodation. Plymouth is also a MEAM comparative area and has opportunities for shared learning across the country with other MEAM areas.

2.2.7 Following the implementation of the Homelessness Reduction Act, Personal Housing Plans are shared across services, to enable a whole system approach. The Plymouth Alliance supports Plymouth City Council to fulfil their duties under the act.

2.2.8 Using a new model, the focus is on creating a system that supports the whole person, not just meeting an accommodation need. There is a consistent training offer to support teams as a whole workforce.

2.2.9 TPA has the budget formerly spent on emergency accommodation by Plymouth City Council included within their financial envelope. This presents an opportunity to work with partners to spend this differently and innovatively to avoid the use of bed and breakfast.

2.2.10 The Plymouth Alliance's accommodation and homelessness prevention strategy is aligned to other local and national strategies and policies including:

- Plymouth Plan
- Plymouth City Council's Corporate Plan
- Plymouth City Council Integrated Wellbeing Strategy
- Plymouth Plan for preventing homelessness
- Plymouth Plan for Home 3
- Plymouth Rough Sleeper Strategy and action plan
- Devon Sustainability and Transformation Plan; integrated models of care
- The Care Act 2014
- Homelessness Reduction Act 2017

### 3. Existing Accommodation / Stock profile

Type of property and support level available	Support needs of customers	Shared facilities/ Self-contained	Total units
Properties of 11+ units with 24/7 support on site	High	Shared	143 (across 3 buildings )
Properties of 10 units or below with 24/7 support on site	High	Shared	40
Host supported lodgings for Young People	High	Shared	22
Leased HMO's used as single temporary accommodation with floating support available	Low - High	Shared	43
Leased family units used a temporary accommodation ( includes PCC owned ) with floating support available	Low to High	Self-contained	66
Move On or Housing Management only, floating support if required	Low - medium	Shared and self-contained	103
Units owned by the Alliance with floating support available	Low- medium	Shared and self-contained	162

3.1 The Plymouth Alliance has a small number of subcontracted partners who provide a range of supported lodgings, supported accommodation and leased properties. These partners adhere to the same principles as the Alliance to provide good quality, affordable and sustainable accommodation.

### 3.2 Private Rented Profile

3.2.1 There are an estimated 6,000 private rented Houses of Multiple Occupancy (HMOs) in Plymouth. Students currently occupy a significant



number of HMOs, although there is significant alternative accommodation through new purpose built halls of residence (planning permission in recent years for 7000 units), meaning that an increasing amount of private housing used for students is becoming available for the wider community.

3.2.2 Nevertheless, while many individuals move into shared accommodation, there is a lack of affordable 1 bedroom properties. Average private rental prices in the city range from £415 per calendar month (pcm) for a room in a shared house to £1,150 pcm for a four-bedroom house. Average social rents in the city range from £278 for a one-bedroom property to £423 for a four-bedroom property.

#### 4. Identified needs / gaps

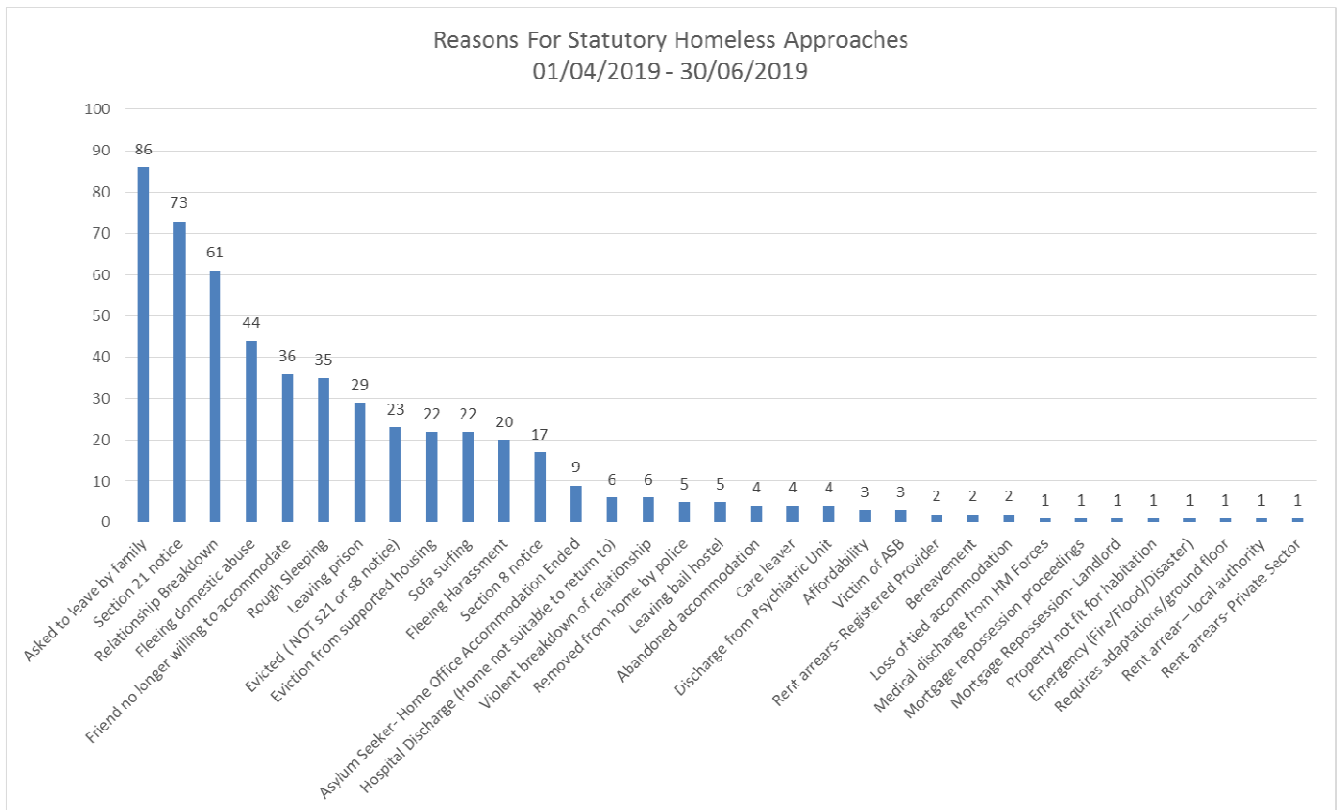
4.1 The Plymouth Alliance is now responsible for funding statutory placements within accommodation, including emergency accommodation. Emergency accommodation is neither cost effective nor the most appropriate model to best meet needs in the majority of cases. We are committed to using our accommodation portfolio flexibly irrespective of whether a person or family is being placed under a statutory arrangement.

4.2 Below is a table which illustrates the statutory placements in emergency accommodation during 2018-19.

<b><u>B&amp;B stats for 2018/2019</u></b>			
<b>Household</b>	<b>No. placed in year</b>	<b>Average length of stay</b>	<b>Average number of movements during stay</b>
Couples	22	66	2
Single males	255	34	13
16/17 year olds	19	24	2
Single females	123	22	13
Families	171	15	2

4.3 In particular, this highlights an unacceptable length of stay for both couples and 16/17 year olds who are challenging to accommodate.

4.4 The graph below illustrates the main causes of statutory presentations during the first quarter of 2019/20. Family relationship breakdown, section 21 notices and relationship breakdowns are the primary contributing factors.



Prior to the Alliance contract commencing, access to supported accommodation was via separate pathways depending on age or support need (separate pathways for 16-25 year olds, 18+ single homeless, mental health, young people accommodated by Children, Young People and Families Services). This resulted in inequality of access and often meant that placements were not needs led, or responding to the person as a whole.

This strategy aims to meet gaps in existing provision and better meet need by remodelling the following areas.

## 4.2 Young People

4.2.1 Currently there is a lack of suitable accommodation for young people with complex needs, including unaccompanied asylum seekers. This results in repeated evictions, bed blocking and inappropriate use of emergency accommodation.

4.2.2 The Plymouth Alliance believe that every young person should be able to live with their family wherever possible and safe to do so and failing this, should be able to live in a supportive environment which equips them with the skills to live happy, independent lives.

4.2.3 The Plymouth Alliance will work with key partners including Children, Young People and Families Services and Community Connections to ensure that we are fulfilling our statutory requirements. There is a significant challenge in accommodating and supporting, 16 and 17 year olds in particular,

appropriately. We recognise that the use of Bed and Breakfast for this cohort is inappropriate and as part of our delivery plans will develop an alternative offer.

4.2.4 Our intention is to increase and better utilise the supported lodgings model to provide a family living environment for more young people as an alternative to supported accommodation projects. This model will be extended to offer short term, temporary placements as an alternative to emergency accommodation and as respite, whilst services such as mediation can be provided.

4.2.5 The existing 12 supported units for 16/17 yr olds at West Hoe will be brought back into the Foyer building and remodelled to better meet need.

4.2.6 The Plymouth Alliance will support the Local Authority to co-design suitable alternatives to high cost and out of area placements, participating in planning for emergency placements commissioned by Children, Young People and Families Services.

4.2.7 Transition planning is key to ensuring a smooth continuation of provision for young people and we will work with the Local Authority to plan earlier. Services provided by the Plymouth Alliance will be needs led as opposed to age led, so young people will be supported by the most appropriate service irrespective of age and have a worker who is alongside them on their journey consistently.

### **4.3 Offenders**

4.3.1 The Plymouth Alliance will work with criminal justice partners to ensure that we have an appropriate accommodation offer for people leaving prison and those with offending histories, to prevent the use of inappropriate emergency accommodation and prevent reoffending. There are particular challenges in accommodating those who have a history of arson, offences of a sexual nature or significant violence.

4.3.2 We will work closely with prison resettlement services to facilitate a smooth return to the city for those who have a local connection to Plymouth. We will continue to support access to private rented accommodation via a deposit guarantee offer alongside support.

4.3.3 Temporary accommodation units specifically for this cohort will be developed, including those with high support needs accommodated within supported accommodation.

### **4.4 Families**

4.4.1 Accommodation for families is predominantly provided by subcontracted partners and Raglan Court, which is owned by Plymouth City Council. By streamlining the pathway, we have been able to reduce the use of emergency

accommodation for families. During the next 12 months we will work with Plymouth City Council to review and remodel Raglan Court into a more suitable offer for families.

#### **4.5 Domestic abuse**

4.5.1 Plymouth City Council has seen an increase in the need for emergency accommodation as a result of domestic abuse, shown as the fourth main reason for statutory homelessness presentations as outlined above. The current provision, 11-unit refuge for women and children and 13 Dispersed units configured as family homes, does not meet the needs of women with multiple and complex needs

4.5.2 The Plymouth Alliance is actively engaging in the pre-procurement process for remodelling domestic abuse provision in the city and developing strong interfaces.

4.5.3 A significant gap is suitable female only provision for single women with complex needs. We will build on the recent appointment of 1.5 domestic abuse advocates for women with complex needs, hosted within the Alliance, to ensure that our accommodation offer expands to include suitable women only provision to avoid the use of emergency accommodation.

#### **4.6 Dual diagnosis**

4.6.1 Having a whole system approach presents an opportunity for the Plymouth Alliance to resolve the historic barrier to accommodation for people who have a dual diagnosis of mental Health and substance misuse.

4.6.2 The Plymouth Alliance will maintain the current pathway for discharge from inpatient mental health services and alongside this will develop 12 units of accommodation with 24/7 support for people with complex needs.

#### **4.7 Accessibility**

4.7.1 Both nationally and locally there is an aging population of people with long term use of drugs and alcohol and complex needs, more acute long term medical conditions and end of life care needs. A particular gap is in relation to accessible accommodation for people with restricted mobility and wheelchair users.

4.7.2 We are working with partners included social housing landlords and sheltered accommodation providers to source suitable accessible accommodation for people with physical needs.

4.7.3 We are supporting commissioners of domiciliary care and residential/nursing homes to develop the market to better meet the needs of people with complex needs that are aging.

## **4.8 Hospital discharge**

4.8.1 Bed-blocking in hospital due to housing related issues continues to be a pressure, creating delayed discharge. The Plymouth Alliance has continued to invest in addressing this by maintaining a specific hospital discharge team which has significantly reduced unnecessary hospital stays.

4.8.2 We will review and invest in this area to continue to reduce delayed discharge as a result of inappropriate accommodation to be discharged to.

## **4.9 Rough Sleepers**

4.9.1 People who sleep rough regularly over a long period are more likely to die young than the general population. In an international review of all available evidence, homeless populations, along with other excluded groups (including sex workers and prisoners), are ten times more likely to die than those of a similar age in the general population. They are also much more likely to die from injury, poisoning and suicide (eight times greater risk in men, 19 times in women). In another report, the average age of death for a person who dies whilst living on the streets or in homeless accommodation in England was calculated as 47 years old compared to 77 for the general population and it was estimated that around 35% of people who die whilst sleeping rough or living in homeless accommodation died due to alcohol or drugs, compared to 2% in the general population.

4.9.2 In line with the government's Rough Sleeper Strategy we will continue to have dedicated staff 'who will help people who sleep rough to access the appropriate local services, get off the streets and into settled accommodation.' Equally, we fully accept and adhere to the view that 'We need to ensure that people have support in place to move into sustainable accommodation. A stable home is an essential element in a person's recovery from rough sleeping and needs to go hand in hand with flexible support that is tailored to individual needs.'

4.9.3 We will therefore identify, engage and support people sleeping rough on an assertive outreach basis, addressing not only accommodation but other needs, including substance use and mental health. On that basis, we will develop a more multi-disciplinary approach to work with the RS Team.

## **4.10 Couples**

4.10.1 As demonstrated in the B and B statistics for 2018-19, couples are residing in emergency accommodation for significantly longer periods of time than single people. This in part is due to the combined complexity of need within a couple who want to reside together, including domestic abuse behaviours.

4.10.2 Work has taken place to enable couples to be accommodated within supported temporary accommodation and some supported accommodation settings and expanding this offer continues to be a priority.

## 5. Delivery objectives

5.1 Through this strategy we will aim to:

- Provide an integrated accommodation hub which provides advice, information, assessments and placements utilising a whole system approach
- Increase preventative support to reduce the need for a costlier intervention
- Increase the range of accommodation options available to people with complex lives
- Operate a Housing led model (and for an identified small number of most complex individuals provide a Housing First approach)
- Agree a policy framework that establishes a high tolerance drug policy /no eviction from the system policy
- Reduce the use of emergency temporary accommodation, moving people on more quickly where it is used
- Increase access to more affordable and appropriate permanent accommodation, including private rented and social housing
- Improve accommodation standards for people with complex needs, ensuring all of our supported accommodation services are positive inspiring places to live and each service conforms to a Psychologically Informed Environment model
- Ensure that support delivered within or into accommodation is trauma informed, moves with the person and isn't attached to a building
- Reduce / end Rough Sleeping
- Reduce spend on inappropriate temporary accommodation such as B/B, reinvesting savings into services
- Reduce delayed discharge from hospital as a result of no/inappropriate accommodation to be discharged to
- Develop a range of assertive outreach services to engage with our most hard to reach residents in the city
- Develop a costing based framework to track key cost activities and costs of accommodation delivery to identify efficiencies
- Ensure people have access to meaningful activity, including promoting the use of day services and other community support

## 6. Delivery Plan / Key Priorities

Aim	Key Activity	Timeframe	Lead
Provide an integrated advice, assessment and accommodation hub for people aged 16+	<p>Phase 1 – virtual Access to accommodation Hub developed to coordinate assessment and placements across the accommodation system</p> <p>Phase 2 – integration of existing young people’s hub with Access to Accommodation( A2A) hub</p> <p>Phase 3 - Identify staffing, agree location and co-located delivery model to ensure daily, responsive placements. Agree oversight/integrated process for all accommodation placements including emergency and temporary accommodation, assessment, advice and information</p>	<p>Complete</p> <p>Sept 2019</p> <p>Dependent on suitable building being identified - 2020</p>	<p>AMT, PATH, BCHA, Community Connections</p> <p>AMT - Jackie Kings</p> <p>AMT - Anna Constantinou</p>
Remodel support delivery so that staff are able to support the person wherever they live (support is not attached to the building)	<p>Review staffing structure across the system and functions to be delivered</p> <p>Agree minimum requirements for staffed units</p> <p>Review referral/allocation processes and support caseloads</p>	<p>December 2019</p>	<p>ALT – Stevie Murphy</p>
Review of accommodation assets to ensure best use based on identified needs	<p>Review units and develop a quality assurance framework for accommodation provision (minimum letting standards)</p> <p>Agree exit strategy to reduce use of those identified as poor quality</p> <p>Manage subcontracted partners including service level agreements to ensure they are meeting minimum</p>	<p>December 2019</p> <p>December 2019</p> <p>December 2019</p>	<p>ALT-Nicola Greenfield</p>

	<p>requirements</p> <p>Maintain George House as single large specialist complex needs provision. In conjunction with Salvation Army, review and remodel Devonport house building via Capital investment to better meet a range of needs.</p> <p>In conjunction with Live West, review and remodel Foyer provision to better meet the needs of young people.</p> <p>Use accommodation flexibly to meet statutory placements</p>	<p>By March 2021</p> <p>April 2020</p> <p>Complete</p>	<p>YP Sub Group</p> <p>June 2019</p>
<p>Increase move on supply by minimum of 50 units (minimum number of units initially 487)</p>	<p>Bid for funding opportunities for permanent move on accommodation including Homes England</p> <p>Purchase/lease appropriate move on accommodation to increase portfolio</p>	<p>Complete</p> <p>By March 2021</p>	<p>ALT- Nicola Greenfield</p> <p>ALT- Nicola Greenfield / Mike Taylor</p>
<p>Reduce number of rough sleepers</p>	<p>Explore, identify and deliver innovative modular offers</p> <p>Pilot Housing First approach with this cohort and social landlords</p> <p>Implement Somewhere Safe to Stay (SStS) model and increase throughput into supported accommodation and PRS</p> <p>Enhance existing rough sleeper outreach service with specialisms in mental health and substance misuse</p> <p>Review existing day service provision to look at co-location</p>	<p>End of 2020</p> <p>On going</p> <p>November 2019</p> <p>November 2019</p> <p>January 2019</p>	<p>ALT – Mike Taylor</p> <p>ALT – Mike Taylor</p> <p>ALT – Mike Taylor</p> <p>ALT – Mike Taylor</p> <p>ALT – John Hamblin</p>



	opportunities to better meet need  Review existing SWEP arrangements and the winter provision from 2018/19 and agree plan for 19/20	September 2019	ALT – Mike Taylor
Increase prevention offer to intervene earlier	Maintain and review assertive/discharge provision to prevent homelessness from hospital	December 2019	AMT – Beverly Munden
	Have a reach down prevention offer to younger people under 16 in addition to mediation	December 2019	ALT – Mike Jarman
	Maintain and increase comprehensive advice and information offer via drop in at outreach locations across the city	March 2020	ALT- Mike Taylor
	Increase offer to include provision at the integrated Accommodation Advice and Access Hub	2020	ALT- Mike Taylor
	Develop a counselling/mediation offer to support earlier to prevent relationship breakdowns	2020	ALT - Mike Jarman
Increase access to private rented accommodation	Maintain access to private rented accommodation scheme and enhance this for people with more complex needs by ensuring access to additional support	March 2020	ALT- Mike Taylor
	Reduce number of claims for Deposit Guarantees from 19/20 benchmark	March 2021	
	Increase the number of private landlords working with the Alliance	March 2021	
Reduce the numbers and length	Reduce the number of people declined from supported	March 2021	AMT – Ruth Tune-Holmes

<p>of stay in all temporary accommodation (including minimising use of bed and breakfast)</p>	<p>accommodation compared to 19/20 baseline</p> <p>Review accommodation and support offer for single women with complex needs who are homeless as a result of fleeing domestic abuse</p> <p>Review and increase accommodation offer for homeless couples</p> <p>Provide outreach/allocate workers to people in emergency accommodation, including Bed and breakfast</p> <p>Reduction of current average length of stay in Bed and Breakfast from 32 days in 18/19 to 14 days in 19/20 and forecast savings for 20/21</p> <p>Increase the number of accessible accommodation units for people with a physical disability from 2019/20 baseline</p>	<p>In line with procurement activity for DA system</p> <p>December 2019</p> <p>September 2019</p> <p>April 2020</p> <p>March 2021</p>	
<p>Have appropriate accommodation options for 16/17 year olds which fulfil statutory obligations</p>	<p>Remodel existing West Hoe provision, moving the units within the main Foyer building</p> <p>Increase and extend remit of supported lodgings provision to better meet need and provide short term respite</p> <p>Participate in the market engagement and pre-tender activity for Children, Young People and Families Services crisis provision</p> <p>Work with statutory partners to identify and agree earlier transition plans for young people reaching adulthood to</p>	<p>Complete</p> <p>March 2021</p> <p>Complete</p> <p>September 2019</p>	<p>ALT - Stevie Murphy</p> <p>AMT – Anna Constantinou</p>

	avoid homelessness		
Remodel family temporary accommodation offer	Remodel Raglan Court in partnership with PCC to better meet need  Increase amount of family temporary accommodation to reduce time families spend in bed and breakfast ( 6 week statutory limit and PCC pledge to reduce average length of stay for families from 2 weeks to 1 week )	By 2021  By March 2020	ALT- Jackie Kings  ALT – NG , JK
Provide suitable supported accommodation for people with complex needs /dual diagnosis	Remodel existing West Hoe building into 12 units of complex needs accommodation with 24/7 support	August 2019	ALT – Stevie Murphy
Provide suitable accommodation for people fleeing domestic abuse	Participate in the Domestic Abuse system review & future procurement consultation  Develop clear interface with Domestic abuse providers  Host complex needs IDVA posts	December 2020  December 2019  Complete	ALT – Jackie Kings  ( in line with PCC procurement activity )
Develop a suitable offer for our aging population with care needs and/or mobility restrictions	Work with sheltered accommodation to review placements for a lower age range on an individual basis  Work with commissioners to support and upskill domiciliary care providers  Work with commissioners to develop existing care home provision to better meet complex needs	Complete  September 2019  December 2019	ALT – Sophie Slater
Ensure accommodation offer is cost effective and sustainable	Implement governance framework for regular oversight of spend on emergency accommodation  Review existing funding arrangements, costs etc. for	September 2019  September 2019	ALT- Chris Little

	<p>current accommodation</p> <p>Agree risk share arrangement for emergency accommodation budget</p> <p>Pro-actively plan to invest to save in alternative models of accommodation to reduce the use of emergency accommodation.</p> <p>Review and reduce spend on inappropriate temporary accommodation such as B/B placements</p>	<p>Complete</p> <p>2021</p> <p>Dec 2020</p>	
Accommodation meets the needs of people using TPA services	<p>Agree specific accommodation related measures within our system measures</p> <p>Carry out annual large scale consultation</p> <p>Review findings at ALT to action in transformation plans</p> <p>Undertake needs analysis to inform future provision needs</p>	<p>Complete</p> <p>December 2019</p> <p>January 2020</p> <p>August 2019</p>	<p>ALT – Chris Little</p> <p>ALT – SS,JK</p>

## 7. Summary

### 7.1 Increase prevention offer, Housing Advice and information

7.1.1 The Plymouth Alliance will continue to expand on our early intervention and prevention offer, providing housing advice and information at a range of locations across the city and via outreach for our hard to engage residents. Having an integrated accommodation hub co-located with Community Connections staff will mean that whether someone needs an accommodation placement irrespective of their circumstances or homelessness prevention intervention, their needs will be met in a timely way.

7.1.2 The functions of the hub include:

- Housing advice
- Basic assessment and exploration of needs and options

- Access to temporary accommodation
- Access to / support with settled accommodation
- Homelessness prevention
- Access to other relevant services and support

## **7.2 Access to temporary accommodation**

7.2.1 Coordinated access to temporary accommodation means better use of resources, with clearer prioritisation across all service / options together, always as part of a plan for and with the individual.

7.2.2 In terms of accommodation, we will continuously strive to:

- Ensure provision of suitable housing advice for people presenting as vulnerable to homelessness
- Improve access to planned temporary accommodation
- Improve and increase move on from temporary accommodation, making it truly temporary and therefore a targeted resource
- Better support people to live in their own accommodation, funded from their own income and / or housing element of Universal Credit
- Reduce and minimise use of less appropriate and more expensive temporary accommodation, such as B&B

## **7.3 Supported accommodation**

7.3.1 We will provide a range of supported accommodation models appropriate to meet the needs of young people (in particular 16/17 year olds), single people, families and hard to reach groups such as rough sleepers.

7.3.2 We are committed to a shift away from pathways based on presenting need towards a whole person approach, reducing the number of large scale projects and implementing a no eviction from the system policy.

## **7.4 Increase Access to Private rent and social housing**

7.4.1 In England, more people now rent their home from a private landlord than from a council or housing association. We will therefore provide support to people to secure and maintain accommodation in the private rented sector.

7.4.2 We will also, in line with and as partners in the Plymouth Private Rented Partnership Group, address and promote standards of both property maintenance and property management.

7.4.3 We will increase access to private rented and social housing, with a focus on:

- Provision of housing advice and support to both tenant and landlord

- Support with the costs of securing accommodation, with the delivery of a private rented access scheme, using deposit guarantees and rent in advance
- The quality of accommodation
- Affordability of housing (rent levels)

7.4.4 TPA will support more people to access and maintain permanent, affordable and good quality homes.