

Appendix A

EP	What is the issue?	Size?	Mitigation
<p>Domestic abuse perpetrators and prison releases</p>	<ul style="list-style-type: none"> <li>• Homelessness/rough sleeping</li> <li>• Risk of reoffending and impact on future victims</li> <li>• Complex needs of cohort</li> <li>• Accessibility of mental health/drug/alcohol support</li> <li>• Restrictions around housing placements</li> <li>• No affordable social or 1 bed self-contained property</li> <li>• Payment for rent in advance and deposit</li> <li>• Pre-existing medical conditions and ill health</li> </ul>	<p>22% of current cohort within the RSI Non-Statutory Service</p>	<ul style="list-style-type: none"> <li>• Successful bid to the Ministry for funding the Offender &amp; DA Project, to provide suitable and affordable accommodation with full wrap around support from the day of leaving prison</li> <li>• Establishing a relationship with a third party housing provider for affordable accommodation with support. Providing self-contained 1 bed properties on enhanced housing benefit</li> <li>• Additional 4 staff included in Offender &amp; DA Project to provide outreach support to all service users and make property matches in line with any requirements from probation and Sex Offenders Management Unit (SOMU)</li> <li>• Staff training in offender management an domestic abuse</li> <li>• Link up of GMP/Probation/SOMU/Mental Health/drug and alcohol support, by putting the right support in place from the day of leaving prison</li> <li>• Welfare rights checks carried out on their benefits and the required support available</li> <li>• Funding secured through grant bid for one month's rent in advance and deposit</li> <li>• Joined up approach and conversations around restrictions and property address checks</li> <li>• All service users to be assisted with GP applications</li> </ul>
<p>RSI Cohort</p>	<ul style="list-style-type: none"> <li>• Homelessness/Rough sleeping</li> <li>• Increase on referrals from statutory provider</li> <li>• Drug &amp; Alcohol misuse</li> <li>• Offending</li> <li>• Complex needs and early years trauma</li> <li>• Engagement/accessibility of Adult/Social and mental health services</li> <li>• Lack of affordable social housing</li> <li>• Payment for rent in advance and deposit</li> <li>• Lack of guarantor for the private rented sector</li> <li>• Affordability for private rent</li> </ul>	<p>49 individuals currently in RSI service</p> <p>In 2021, 139 service users have been moved into their own accommodation</p>	<ul style="list-style-type: none"> <li>• Overnight hostel and dispersed accommodation provided, this is to reduce the number of people rough sleeping</li> <li>• Relationships established in the Private Rent Sector, (PRS) we have been able to move individuals on to suitable and affordable accommodation</li> <li>• Key workers providing outreach support to all service users, identifying needs and highlighting any complex cases that need additional high level support</li> <li>• Established relationship with ANEW &amp; CGL for drug and alcohol support</li> <li>• Continued multi-agency meetings to identify risk and support needs for our more complex service users, inclusive of those who have early years trauma</li> <li>• Continuation to establish working relationships and best practice with Adult/Social and children's services (under 25</li> </ul>

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	<ul style="list-style-type: none"> <li>• Pre-existing medical conditions and ill health</li> </ul>		<p>years old has continuing Child Service or Leaving Care Support)</p> <ul style="list-style-type: none"> <li>• Welfare rights/ benefit checks to ensure individuals are on the right benefits. Ensuring they have support to make additional claims if needed</li> <li>• First month's rent and deposit funded by RSI team</li> <li>• Introduction of the Help2Rent scheme, this is an insurance policy similar to a guarantor and has been a great tool in on boarding and establishing relationships with PRS landlords</li> <li>• All service users are assisted to sign up to a local GP</li> </ul>
Housing Benefit	<ul style="list-style-type: none"> <li>• Delay in payments of Housing Benefit (HB), Enhanced Housing Benefit (EHB) and Discretionary Housing Payment (DHP) causing rent arrears</li> <li>• Not having a consistent contact</li> <li>• Lotus housing payments have not been made since we started to partner with them in 2020. 200 bed spaces had been promised but due to lack of payment this has not come to fruition</li> </ul>		<ul style="list-style-type: none"> <li>• Additional funds have been paid to landlords to prevent and clear rent arrears, which has transpired due to the delay in claims being processed. This additional payment is to ensure the tenancy does not fail whilst the HB/EHB or DHP is being processed</li> <li>• Key Workers being proactive and persistent in assisting with getting payments set up</li> <li>• We have escalated the need for a consistent contact within the department and a senior member of the team is currently working to establish this</li> <li>• A third party housing partner provide supported accommodation. Due to are established relationship with them and regular contact they have continued to take individuals whilst we assist them in getting the EHB processed and the backlogs paid.</li> </ul>
Housing First	<ul style="list-style-type: none"> <li>• Lack of Jigsaw properties and length of time identified property comes online</li> <li>• Length of time for referrals and assessments</li> <li>• Engagement of service users</li> </ul>	<p>5 individuals in current cohort</p> <p>10 individuals were put forward for the year</p> <p>50% moved on and 50% awaiting move</p>	<ul style="list-style-type: none"> <li>• We have previously identified and supported the move of Housing First individuals into PRS with the Housing First wrap around support</li> <li>• Key workers proactively working with Housing First to plan in appointments and facilitate meetings</li> <li>• Key workers are motivating service users to interact and engage with Housing First</li> <li>• Regular multi-agency meetings to discuss the progress of individuals referred into and pre-referral into Housing First to discuss individual complexity and need for each person</li> </ul>
Proactive support	<ul style="list-style-type: none"> <li>• Individuals who are currently sofa surfing or at risk of eviction</li> </ul>	<p>17 individuals currently</p>	<ul style="list-style-type: none"> <li>• Early intervention to help provide solutions to tenancy issues. This is provided though a key worker with one of our third party charity partners</li> </ul>

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	<ul style="list-style-type: none"> <li>• Tenancy issues/late rent payments/Landlord selling property</li> <li>• Suitability of accommodation, such as overcrowding and living conditions</li> <li>• Contacting THA and not having a statutory duty based on current criteria</li> <li>• People's increased demand for affordable social housing</li> <li>• Risk of homelessness and rough sleeping</li> <li>• Mental health/drug &amp; alcohol support services</li> </ul>	accessing out-of-service support	<ul style="list-style-type: none"> <li>• Proactively working with individuals to prevent them being evicted or finding suitable and affordable move on accommodation prior to them being evicted and becoming homeless/rough sleeping</li> <li>• Realistic conversations about our service, what they afford and what they can expect should they come into service. Inclusive of lack of social housing stock and how we can support through the private rent sector</li> <li>• Sign posting to support services such as CGL and mental health support, where the individual has more complex needs the key worker has supported them with making initial contact</li> </ul>
The increasing numbers of people presenting as Homeless in Tameside.	<ul style="list-style-type: none"> <li>• Staff unable to cope with the increasing demands arising from higher case loads</li> <li>• Residents and Partner Organisations waiting longer for their calls to be answered due to all 8 staff on the telephones responding to clients.</li> </ul>	619 open homelessness cases - 189 households in statutory temporary accommodation	<ul style="list-style-type: none"> <li>• Provision of ancillary staff needed to enable Prevention Officers to cope with higher case loads</li> <li>• Dedicated staff member to respond to calls and to triage these.</li> </ul>
Lack of Supported accommodation	<ul style="list-style-type: none"> <li>• Lack of referral options for clients with high support needs.</li> <li>• Clients staying in statutory temporary accommodation for longer duration</li> </ul>		
The demand for move on properties to discharge the main duty  Priority vulnerable groups competing for the same accommodation	<ul style="list-style-type: none"> <li>• Service unable to discharge main duty due to lack of suitable properties</li> <li>• A bottleneck in statutory temporary accommodation</li> <li>• Inability to place new clients into temporary accommodation due to the absence of available temporary accommodation</li> </ul>		<ul style="list-style-type: none"> <li>• Amendment of local procedures and policies to enable Tameside Housing Advice to also use Private Rented Accommodation to discharge the main duty where appropriate.</li> <li>• Developing links with a wider range of PRS landlords to expand the available stock for move on.</li> <li>• Supporting PRS landlords to follow best practice and provide accommodation which complies with the suitability requirements</li> </ul>
The reduced level of nominations being put forward by Registered Providers	<ul style="list-style-type: none"> <li>• Lack of affordable accommodation available to those registered on the Tameside Housing Register</li> <li>• Tameside Housing Advice Service unable to discharge main housing duty</li> </ul>		<ul style="list-style-type: none"> <li>• Working with the Registered Housing Providers to review the Nominations Agreement and to agree a higher % of nominations put forward</li> <li>• Reviewing the Allocations Scheme and procedures</li> </ul>

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<p>Implementation of the Domestic Abuse Act 2021</p>	<ul style="list-style-type: none"> <li>• Current staffing unable to cope with the increased workload</li> <li>• The needs of Domestic Abuse Victims and Perpetrators not being met appropriately</li> </ul>		<ul style="list-style-type: none"> <li>• Domestic Abuse Work Post established in the Tameside Housing Advice Service to take the Domestic Abuse Cases and complete the referrals to Domestic Abuse Services. This post would also support the implementation of the Domestic Abuse Business Improvement Plan actions relating to the Tameside Housing Advice Service.</li> </ul>
<p>Increased service demands arising from the influx of refugees from Afghanistan</p>			
<p>Availability of suitable move-on accommodation</p>	<p>Limited move on opportunity through both the private rented sector and registered providers creating a bottle-neck for homelessness services and potential increase in length of stay in emergency housing provision/temporary accommodation. Contributing factors as follows:</p> <ul style="list-style-type: none"> <li>• Lack of supported housing provision in general in the local area</li> <li>• Increases in the numbers being referred in to and using our Rough Sleeper service</li> <li>• Shortages of social housing supply locally</li> <li>• Blockages to accessing the private rented sector</li> <li>• Complexity of needs of people presenting as rough sleeping</li> </ul>	<p>139 individual move-ons to private sector, supported housing and registered providers year to date 2021</p> <p>ANEW Complex needs currently housing 27 previous clients</p>	<ul style="list-style-type: none"> <li>• Continue to build strong relationships with new and existing private Landlords leading to increased/sustained tenancy offers</li> <li>• Benefits package for prospective Landlords including Help2Rent insurance scheme, rent in advance and deposit arrangements, resettlement and support packages creates an attractive offer which in turn leads to real homes</li> <li>• Creation of 6 Additional Supported Accommodated Units under the Next Steps Accommodation Programme to provide permanent homes individuals who have a long/repeat history of rough sleeping</li> <li>• Working closely with Tameside Housing Advice and local registered providers to establish a nominations process which is considerate of those either sleeping rough in Tameside or accessing the support of the RSI service</li> <li>• Continue to build networks with supported housing providers locally to open up opportunities for those considered too complex for generic housing pathways.</li> </ul>
<p>Complexity of needs amongst RSI cohort</p>	<p>Referrals and ongoing outreach/in-reach work has indicated an increase in the numbers of those either rough sleeping or presenting to the service with multiple/complex support needs. Particular concerns encountered in relation to those presenting in poor mental health, offending history, social care needs, substance abuse and/or dependency or any combination of the above. Though we have</p>	<p>At year-end 2020, of those in service*:</p> <ul style="list-style-type: none"> <li>- 9% long-term rough sleepers</li> <li>- 26% with multiple,</li> </ul>	<ul style="list-style-type: none"> <li>• Tameside offers a dedicated and growing team of specialist Keyworkers and additional supporting staff who perform a fundamental role in the evolving identification and assessment of support needs for existing service users.</li> <li>• Frontline staff have lived/learned experience of homelessness and specialisms in arising key themes, including; addiction support, prison leavers, non-UK Nationals and Domestic Violence.</li> </ul>

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	<p>seen a significant increase in partnership working with other statutory services, there is still much work to do; evidenced by a number of RSI clients and those rough sleeping in the borough who are currently 'falling through the cracks' and failing to hit the thresholds for services and intervention</p>	<p>repeated instances of rough sleeping (3+ occasions)</p> <ul style="list-style-type: none"> <li>- 65% record substance misuse (drugs, alcohol or both).</li> </ul> <p>37% of service users engaging with Change, Live, Grow (CGL) for specialised addiction support</p> <ul style="list-style-type: none"> <li>- 25% considered to have multiple/complex needs</li> <li>- 41% living with Mental Health Diagnosis</li> <li>- 15% living with life impacting physical health condition</li> <li>- 21% non-UK Nationals, of which 8% have no recourse to public funds</li> </ul>	<ul style="list-style-type: none"> <li>• The Team have a strong presence across Tameside and are recognised for their consistent and collaborative work with the third sector and other statutory services. This puts Tameside in a unique position in terms of the gathering of intelligence and the delivery of early outreach/intervention in order to engage and build trust relationships with those who sleep rough in the borough.</li> <li>• Multidisciplinary meetings held regularly for more complex individuals to establish support needs and pathways.</li> <li>• Ensure that rough sleepers are equipped with the means to maintain contact (mobile phones) where there is no immediate engagement and we are persistent in our approach.</li> <li>• There is a tri-layer approach to assessment of needs. Homeless applications are received at which point appropriate referrals are made in to the provision; service requirements are indicated as part of this process. Following arrival a brief assessment is completed to ascertain risk and immediate support needs. A further assessment is completed by an allocated Keyworker within 24 hours of arrival, during which time any additional support needs are identified and relevant referrals made.</li> <li>• All Keyworkers and staff at Tameside Housing Advice have access and training for Locata case management system to ensure there is consistency in the recording and management of support needs.</li> <li>• There is an established overlap between homelessness, rough sleeping and more complex and/or multiple support needs. Including: substance misuse, street begging/activity, experience of institutional care, Veteran support and poor physical/mental health and domestic abuse.</li> <li>• Continue to build relationships with Adults Social Care, Children's Services, Health, Police, Prison Services, Domestic Violence support, Probation and our Armed Forces community to ensure that a multidisciplinary approach is taken.</li> </ul>
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			<ul style="list-style-type: none"> <li>Developing our understanding of adverse childhood experiences as a contributing factor in service user behaviour and support needs.</li> </ul>
Service Capacity	Despite an increase in the number of referrals in to the RSI service in 2021 Vs 2020 an increase in move-on productivity has meant that numbers in service at any one time have reduced from approx. 90 at the height of the pandemic (2020) to a more consistent 40-50 per month	<p>387 referrals January – August 2020</p> <p>441 referrals January – August 2021</p>	<ul style="list-style-type: none"> <li>Tameside RSI Service have been able to support all appropriate referrals in to service during the pandemic with no waitlist, restrictive entry criteria.</li> <li>Despite a reduction in capacity at our central overnight shelter as a result of Covid, the increased need was met through the taking on of additional dispersed properties (supported predominantly by grant funding). Post pandemic, we are now in a position to start and continue hand-back of dispersed properties in order to shift focus and support back to The Town House where the majority of our service users will be accommodated</li> </ul>
Evictions	Eviction Ban lift and expected increase in evictions and demand on the Statutory and Non-Statutory service.	Unprecedented	<ul style="list-style-type: none"> <li>We created physical and digital posters that included information on all the agencies needed if someone was facing eviction</li> <li>These posters were distributed electronically to all the different local GP websites via the NHS</li> <li>We distributed copies to all of the local housing associations, Job Centres and DWP offices</li> <li>We sent bundles to all the local pharmacies in Tameside, which allowed people who were privately renting properties to access this information if they were facing eviction</li> <li>Having these posters allows us to predict the number of people that will possibly be accessing our service. Having these figures beforehand lets us plan out numbers; for the Townhouse and Temporary accommodation.</li> </ul>
Legal Experience		2 members of our team with legal backgrounds	<ul style="list-style-type: none"> <li>We have members in our team that have experience with housing reviews and creating Service Level Agreements.</li> <li>Having this experience on the team allows us to take new contracts and projects with a structured and professional SLA, with these in place to protect us if things go wrong.</li> </ul>
No Recourse to Public Funds		1 member of our team that has a background in No Recourse to Public Funds	<ul style="list-style-type: none"> <li>When we have a new client; that comes into our service without access to public funds, it is beneficial to have a key worker with the knowledge of the process.</li> </ul>

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			<ul style="list-style-type: none"> <li>• This keyworker allows for a quicker route through the process because they already understand what we need to get people set up ready for accessing public funds.</li> </ul>
Probation and Prison Services		1 member of our team with a background in prisons and probation services	<ul style="list-style-type: none"> <li>• Our service does have ex-offenders that appear, that are on licensing or have recently finished their sentence.</li> <li>• Having a person on the team with experience in these fields allows us to navigate these clients safely and effectively. We work alongside their probation officer to ensure they are moved into a suitable property and access the service within their licencing conditions.</li> </ul>
Adults Services		1 member of our team with a background in prisons and probation services	<ul style="list-style-type: none"> <li>• Having a person on our team that is versed in the process and the way the service runs. This person allows us to provide the best support to our clients that fall under both services.</li> </ul>