

Isle of Wight Homelessness and Rough Sleeping High Level Action Plan 2022-2024.

Action Reference number	Action	Timescales Short term (< 1 year) Medium term (1-2 years) Long term (>2 years)
Pillar 1: Prevention		
1	We will improve early intervention and targeted prevention measures to strengthen systems for identifying households at risk of homelessness much earlier. Ensuring suitable support is put in place for those identified.	Short Term.
2	We will utilise and make applications to access all available funding streams to support the prevention agenda making the best use of the public purse.	Short term *Subject to annual reporting/ reviews.
3	We will ensure that we commission the right models of housing, really listening to what local people tell us that they need and including extra care, supported living and shared lives.	Medium- Long Term
4	We will develop, revise or improve implementation of pathways with tailored support, appropriate interventions and housing solutions for groups at risk of harm (children at risk of adverse childhood experiences, people leaving prison, care experienced young people, people with physical/mental health problems, the Armed Forces, refugees, etc.).	Short term.
5	We will offer advice and assistance in a range of formats, so the customer can choose how they communicate with the Council ensuring staff-resident interactions are slicker and steps and processes for services delivered are clearer and communicated effectively by competent, confident critical thinking staff.	Short Term.
6	The IWC Work alongside landlords to create robust early alert systems and ensure protocols are in place for tenancies at risk or when properties are going to be removed from the market.	Short Term
7	Use data, feedback and evidence to understand ways to work smarter to manage demand and to inform how we improve prevention and relief intervention services	Short Term *Subject to annual reporting/ reviews.

8	We will improve partnership working with local schools in the form of bespoke training/information sharing annual forums to ensure vulnerable children and families are equipped to access services both in the statutory and voluntary sector.	Short Term *Subject to annual reporting/ reviews.
9	We will review and reform family mediation provision to ensure effective and consistent provision.	Short Term
10	We will Introduce and make available a variety of new packages to assist our residents seeking to access the private rented market.	Short Term
11	The IWC will achieve the DAHA accreditation which is benchmark for how housing providers should respond to domestic abuse.	Medium Term.
12	We will ensure everyone can stay safe and well in their own homes through improving the home environment e.g., equitable approach to DFGs.	Short Term *Subject to annual reporting/ reviews.
Pillar 2: Intervention		
13	We will improve practice and provision of services for people with substance misuse issues including those with co-occurring mental health issues.	Medium Term
14	We will improve practice and provision of services for people with mental health and/or neurodevelopmental issues	Medium Term
15	Deliver targeted support to those in temporary accommodation and rough sleeping to enable faster identification of suitable private rented and social housing options.	Short Term
16	Ensure that the workforce development of public services on the island are designed to reduce poverty, including child poverty, and promote financial security and independence and are aligned with homelessness prevention policy and practice.	Short Term
17	Mitigate the effects of welfare benefit changes by providing tailored advice and support and increasing employment/training opportunities, whilst working in partnership with relevant statutory services and voluntary sector to achieve sustainable outcomes for those affected.	Short Term
18	Ensure everyone at risk of rough sleeping is accommodated by adopting a No Second Night Out approach in our housing solutions service	Short Term *Subject to annual reporting/ reviews.

19	Ensure we effectively support survivors of domestic abuse into somewhere safe to stay.	Short Term *Subject to annual reporting/ reviews.
Pillar 3: Recovery		
20	Working with the private rented sector, registered social landlords/supported housing providers and IOW Council to maximise the range of affordable and sustainable accommodation available for those who are or become homeless. This will include various forms of supported housing, bedsits, studios and flats suitable for individuals or couples and larger properties for families.	Short Term *Subject to annual reporting/ reviews.
21	Ensure that there no systemic barriers to health provision, including access to GPs and dental care.	Short Term *Subject to annual reporting/ reviews.
22	The IOW council will complete a Joint Gypsy and Traveller Accommodation Needs Assessment (GTANA) and allocate sites for transit and permanent pitches for Gypsy or Traveller use or plots for Travelling Showpeople in a development plan document.	Medium Term
23	Use all available powers to bring Empty properties back into use.	Short Term *Subject to annual reporting/ reviews.
24	We will aim to assist households within social homes to RightSize to homes that better meet their needs, this will address under occupation and overcrowding.	Short Term
25	We will build stronger partnerships and more joined-up services across health, social care, housing, public health, the police, and voluntary organisations.	Short Term *Subject to annual reporting/ reviews.
26	We will establish a communications programme with the general public regarding promotion of services and progress with tackling homelessness, as well as ensuring the public is informed on the reality, scale and causes of homelessness, and addressing misconceptions.	Short Term *Subject to annual reporting/ reviews.

27	Increase housing supply, availability and accessibility in the social and private sector. IWC will work across directorates, RSLs, Private sector and others to increase supply, availability and accessibility across both sectors – ensuring that the needs of those experiencing homelessness are reflected in the processes for assessing need, developing and delivering additional homes and within allocation arrangements.	Long Term
28	Share training and learning experiences across the Homelessness Partnership building our collective capacity and expertise.	Short Term *Subject to annual reporting/ reviews.
29	To deliver a community offer where services for anyone who is rough sleeping and those in temporary accommodation can improve health wellbeing and housing outcomes by ensuring a holistic and proactive package of tailored support.	Medium Term *Subject to annual reporting/ reviews.
30	Regularly review what we do, using data, feedback and evidence to make a positive change and impact.	Short Term *Subject to annual reporting/ reviews.
31	Carry out a full review of the Council's Housing Allocation Scheme in consultation with registered providers and residents to ensure we prioritise those households with the greatest housing need.	Short Term *Subject to annual reporting/ reviews.
32	Improve resident satisfaction of the Housing Solutions service ensuring their experience of the service feels joined-up, seamless, is as efficient as possible, and residents feel empowered and supported, not having to unnecessarily navigate multiple departments and agencies.	Medium Term *Subject to annual reporting/ reviews.
33	Embed a psychologically informed environment approach in supported housing and other rough sleeper services to increase engagement and prevent a return to rough sleeping.	Medium Term
34	Establish a peer mentor programme for homeless households.	Medium Term

Measures of Success:

- Successfully retained zero families with dependent children in bed and breakfast or nightly rate accommodation
- Reducing the number of households in temporary accommodation
- Improve resident satisfaction of the Housing Solutions service ensuring their experience of the service feels joined-up, seamless, is as efficient as possible, and residents feel empowered and supported, not having to unnecessarily navigate multiple departments and agencies.
- To provide more social rented and affordable housing options, including Housing First to more people affected by homelessness.
- Reduce the cycle of repeat homelessness applications.
- Reduce the use of and improve move on from temporary accommodation.
- Reduce level of arrears and sustain tenancies and put an end to no fault evictions.
- Increased numbers of households will be prevented from becoming homeless.
- Public services adopting a no discharge/release into homelessness policy.
- Reframing perceptions on a universal basis about homelessness.