

Appendix B

Greater Norwich Rough Sleeper Strategy Action Plan						
Strategic Aim: Joint Working and Partnerships						
No	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
1A	Secure member commitment from across the sub-region	a. Rough Sleeper Co-ordinator to produce quarterly reports to GNHP Policy Group and other relevant homelessness forums	When GNHP Policy Group meets	Housing Strategy Team and RS Co-ordinator		Senior officers have 'buy in' and tackling rough sleeping is firmly on the agenda
1B	Explore and consider the structure of multi-agency meetings aimed at tackling and preventing rough sleeping and clearly evidence outcomes of these meetings	a. invite required agencies to meetings (including organisers of soup run) b. Review current structure of meetings aimed at preventing rough sleeping c. produce regular minutes from meetings with clear action plans for individuals		RS Co-ordinator/NC C Housing Options team RS Co-ordinator and Housing Strategy Team RS Co-ordinator/NC C Housing Options team		Ensure that there is a multi-agency approach to help reduce rough sleeping
1C	Ensure key protocols are in place to aid joint working in preventing and tackling rough sleeping	a. review needed of Norwich Reconnections policy and how this works with neighbouring authorities b. map protocols in place to help prevent		Housing Strategy Team and RS Co-ordinator Housing Strategy		Prevention of rough sleeping through effective and inclusive partnerships between agencies

		rough sleeping in client groups (e.g. offenders)		Team and RS Co-ordinator		
		c. review Homeless Patients Protocol with Accident and Emergency, Psychiatric and mainstream care hospitals		Housing Strategy Team/RS Co-ordinator/Key in Hanner and steering group members		
1D	Ensure arrangements have been put in place with health, adult social care, police, probation, voluntary sector, Supporting People for Named contacts, how information will be shared and referral mechanisms are in place.	a. create map of named contacts or role within each organisation b. review information sharing protocol and referral mechanisms		RS Co-ordinator RS Co-ordinator		Prevention of rough sleeping through effective and inclusive partnerships between agencies
	To support the housing advice, assessment and housing options process consider joint training opportunities, secondments and co-location of staff from the following organisations: Adult Social Care Health/DAAT/TADS Matthew Project Voluntary and Community Organisations	a. Organise training seminars where host delivers sessions on their area of expertise b. Develop mentoring and job-shadowing opportunities i.e. add to induction programmes for new staff c. continue co-location of CAPS in home options team (NCC) and consider widening to other teams		RS Co-ordinator Steering group CAPS and NCC		Prevention of rough sleeping through effective and inclusive partnerships between agencies
1E	Ensure wide range of stakeholders receive training	a. create pack/leaflet for stakeholders giving		RS Co-ordinator/Hou	This leaflet could be used	Prevention of rough sleeping through effective

	and/or information on homelessness prevention and the options and services relevant and available for rough sleepers	information on services for prevention of homelessness		ing Options Teams/CAPS	by Big Issue sellers as they are often contacted for advice by street homeless	and inclusive partnerships between agencies. These agencies could include: GPs, Street Pastors, Salvation Army Soup Run, Big Issue.
Strategic Aim: Early Intervention						
No	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
2A	Actively promote housing options and related services to increase awareness of them and encourage people to see them as a first rather than last resort	<p>a. identify funding for promotional work</p> <p>b. use poster campaigns to promote services (public transport, local services such as A&E, GP surgeries, advice centres, supermarkets)</p> <p>b. consider promoting services on local radio adverts/shows</p>		<p>RS Co-ordinator</p> <p>Steering group</p> <p>Steering Group</p>		Prevention of rough sleeping with those at risk getting advice when they need it
2B	Provide mobile housing options/advice service at a variety of locations	a. subject to resources explore housing options/CAPS holding advice sessions at : CAB, Matthew Project, MAP, Kiln House, Soup Run, Pottergate ARC and MATRIX van		RS Co-ordinator/CA PS and Housing Options Teams		Prevention of rough sleeping with those at risk getting advice when they need it
2C	Ensure we have effective and proactive arrangements for the early identification of people threatened with homelessness (e.g. early intervention with social housing or private landlords, mediation services,	<p>a. create a gap analysis of agencies we do not have these arrangements with</p> <p>b. ensure all agencies link in with housing</p>		<p>RS Co-ordinator</p> <p>RS Co-ordinator</p>		Prevention of rough sleeping with those at risk getting advice when they need it

	debt advice agencies, Job Centre Plus staff, drug and alcohol services etc.)	options teams and that referral mechanisms are in place				
2D	Ensure there are well publicised and accessible debt counselling and financial inclusion services available	a. roll out financial awareness training (Boyd Taylor) to voluntary and statutory organisations		RS Co-ordinator	Norwich City Council has a financial inclusion strategy- need to check other authorities. There is no mention of specific actions aimed at rough sleepers in financial inclusion strategy.	Prevention of rough sleeping with those at risk getting advice when they need it

Strategic Aim: Prevention and Emergency Accommodation Services

No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
3A	Map provision of telephone services giving housing advice to persons who are threatened with homelessness	a. map what services are currently provided in the sub-region b. publicise services available		RS Co-ordinator		Reduces the risk of people finding themselves on the streets

Strategic Aim: Reconnection

No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
4A	Reduce the flow of new rough sleepers onto the streets of Norwich	a. review effectiveness of reconnections policy by recording statistics from agencies involved in the reconnection of rough sleepers and/or those at risk of rough sleeping		RS Co-ordinator and Housing Strategy Team		Shows effectiveness of policy and that it is in line with CLG issued guidance

		b. ensure that policy follows CLG issued guidance				
4B	Explore the provision of reconnection beds in Norwich to help clients move in a planned way back to support networks	a. explore best practice where this has been used		RS Co-ordinator and Housing Strategy Team	Report findings back to Rough Sleeper Strategy Steering Group	Helps clients reconnect to their home area support network in a planned way
Strategic Aim: Contact, Assessment and Outreach						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
5A	Gather accurate and up to date information on the backgrounds (reasons for sleeping rough, where people came from, and any support networks), and support needs of the street population	<p>a. develop further information provided by CAPS to NCC</p> <p>b. use data from street counts on the needs and backgrounds of clients to inform relevant strategies and commissioning decisions</p> <p>c. carry out a street needs audit as part of the street counts</p> <p>d. carry out investigations to see whether rough sleeping exists outside of the centre of Norwich</p>		<p>CAPS/RS Co-ordinator</p> <p>Steering group</p> <p>RS Co-ordinator/CAPS</p>		Evidence based data helps inform commissioning decisions for services that meet the needs of rough sleepers
5B	Explore the benefits of a database (similar to CHAIN) for homeless and report back findings to relevant groups	a. explore benefits of database and report back to steering group		RS Co-ordinator		Evidence based data helps inform commissioning decisions for services that meet the needs of rough

						sleepers
5C	Record for what purposes the £6k personal budget for rough sleepers is used for.	a. record the success of the budget to help inform future funding decisions		RS Co-ordinator		Provide an evidence base for future funding decisions
5D	Consider operating policy regarding incentives for engagement which ensures people are not sustained on the streets.	a. consider incentives being conditional upon clients agreeing to doing things that lead to their resettlement.		CAPS/RS Co-ordinator		Reduces the time rough sleepers spend on the streets and prevents entrenchment
5E	Explore who use the soup run in the city centre and the needs of those using the service	a. identify needs and who uses the service and make recommendations to key agencies		CAPS/RS Co-ordinator	This action links to action 5A	Clients are signposted to appropriate support and accommodation agencies so that they do not return to the street
5F	Map provision of drop-in meal services for rough sleepers at weekends	a. map provision of weekend meals services and publicise		RS Co-ordinator		Help raise awareness of services for rough sleepers

Strategic Aim: Accommodation and Support Pathways to Independence

No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
6A	Ensure there are clear access routes, and that resources are appropriately targeted to minimise exclusions from supported accommodation	a. consider convening a supported accommodation providers meeting		RS Co-ordinator and MARS group members	A supported accommodation providers meeting has been recognised by the Hostel move-on agreement review	Ensure that there is a multi-agency approach to help reduce rough sleeping
6B	Consider developing an evictions protocol with supported accommodation providers to ensure case conferences are called before someone is evicted	a. consider best practice available and disseminate to members of accommodation providers meeting		RS Co-ordinator and accommodation provider group members	This could be a function carried out by the accommodation providers meeting.	Ensure that there is a multi-agency approach to help reduce rough sleeping

6C	Contribute to the delivery of the Greater Norwich Hostel Strategy Action Plan	<p>a. Work in partnership to take a strategic and integrated approach towards hostel accommodation provision.</p> <p>b. Implement the agreed actions.</p> <p>c. Ensure delivery is fair and equitable.</p>		Steering group members		
Strategic Aim: Specialist Interventions						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
7A	Publicise plans with partner organisations for severe weather provision for rough sleepers	<p>a. review current severe weather provision</p> <p>b. publicise plans with partner organisations through various forums</p>		RS Co-ordinator		Minimises the risk of deaths on the streets