

## Homelessness and Rough Sleeping: Strategy Delivery Plan 2023-27

### Priority 1: Rapid, Effective and Tailored Interventions

Lead Area	Unit	Activity or Intervention	New this RP?	Who?	Does what?	With who?	By when?	Evidence/Audit	Success Measure or Service User Experience	RAG rated progress	Comments on progress
Cross-cutting	1.6	Implement safe access to online information	No	HoS	Review of cookie policy to ensure web based information is safe for DA victims to access	HO	31-Dec-23	Cookie policy	Accessing CoL webpages poses no risk to anyone seeking advice	Complete	DA web content updated and exit button built in to page.
Rough Sleeping	1.10	Mobilise new RSAC	No	HoS	Coordinate partners and internal stakeholders to ensure new service opens by end of January 2024	RSSM, CM, providers	31-Jan-24	Mobilisation plan	Service open according to plan and specification	Complete	Preliminary stages of CSO review underway. FHM to include in handover for KL to pick up in April. Provisional launch pushed back to 13/03 due to delay with PC and lease sign-off. Service opened 13 March 2024. Aug 2024 - KPI's are outstanding, need to be revised, this is underway. Oct 2024 - new KPI's in place.
Cross-cutting	1.11	Develop Rough Sleeping KPI framework	No	HoS	Design set of KPI's which offers long-term trend information to inform evaluation, communications and decision making	RSSM, RSC, SHO, PC	31-Dec-23	KPI framework	More constructive conversation with RSSG, HRS Subcommittee and within service area. Clarity of purpose.	Complete	In draft. Will be incorporated into HRS Strategy metrics approach. July 2024 - now incorporated into HRS metrics and dashboard. Wider discussion needed with officers who chair CMM to align and format KPI's the same for all newly commissioned services from 2025. August 2024 - dashboard redesigned as a scorecard in line with ASC/CSC reporting

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### Priority 2: Securing Access to Suitable, Affordable Accommodation

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Cross-cutting	2.9	Implement new TA framework	No	HoS	Roll out procurement framework, direct purchasing vehicle or approved provider list to enable agile procurement	CM, SHO, stakeholders	31-Mar-24	Framework, APL, DPV	Quicker access to safe and suitable accommodation. Compliant procurement.	Complete	Report proposing APL in governance system and under review by legal. Tender documentation being agreed. Expected to go live March 2024. Finalised and in mobilisation phase. First placements expected in August/September. Oct 2024 - all mobilised.
Statutory Homelessness	2.10	Develop TA quality assurance framework and approach	No	HoS	Work with Statutory team to increase skill and competence in existing staff. Implement a QA framework to track quality and safety	SHO, CM, providers, stakeholders	31-Mar-24	QA framework, WFD records	Reduced complaints and premises related incidents in TA	Complete	Working group set up to progress actions. Proving difficult to establish skill set in TSO allocated to role. Consider bringing CoL Environmental Health on board to consult. September 2024 - Systems now in place to track and record inspection outcomes. Demand needs to be tracked to monitor resource implications.

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**Priority 3: Achieving our Goals Through Better Collaboration and Partnership**

Unit ID	Activity or Intervention	New this RPS?	Who?	Does what?	With who?	By when?	Evidence/Audit	Success Measure or Service User Experience	RAG rate/progress	Comments on progress
3.4	Develop dashboard approach to communicate performance and demand pressures	No	HoS	Bring together LOTI data sets with 'ending rough sleeping' framework indicators to create easily accessible dashboard	RSSM, EW	31-Mar-24	Dashboard	Data informed presentations, reports, commissioning strategies	Complete	Links to KPI framework which is in hand. IG officer has approved SIT DSA and DPIA sign-off from DCCS BST. August 2024 - Scorecard replaces metrics framework.
3.6	Review multi-agency meeting arrangements	No	HoS	Use MAM action plan developed as a response to the Homeless Link review report	RSSM, RSC, stakeholders, providers	31-Mar-24	MAM action pan, ToR's, Sharepoint	Clearer planning and more decisions made through consensus and with user voice	Complete	August - review complete and confirmed with HRRSG
3.7	Establish key skills/competence audit for commissioned providers	No	HoS	Set up system to audit existing skills and competence and schedule annual review mechanism going forward	RSSM, RSC, CM	31-Mar-25	Audit and schedule, MAM action plan	Increased confidence in provider skill level, legal literacy and competence in areas such as ASC, mental health, immigration etc	Complete	Now being landed through Pathway Review and QAF.
3.8	Establish clear procedures with Community Safety Team for hotspots and ASB perpetrators	No	HoS	Implement new MOU and refine approach to cleansing and hotspot action planning	RSSM, RSC, VC	31-Dec-24	MOU, protocols	Individuals are safeguarded and risk is managed. Community interests are represented.	Complete	Draft MOU with CST in place. Referral process into CST IN PLACE. Cleasing protocol needed. On hold pending outcome of new ASB legislation passing through parliament. New action needed once legislation through Parliament.
3.9	Review Sanctuary Scheme	No	HoS	Work with CST and CoLP to review referral process, published materials and payment mechansim	VC, CoLP	31-Mar-24	Sanctuary Scheme materials	Increased homelessness prevention interventions and effective safeguarding actions	Complete	Working group set up and led by Jenna Stanley in CST. New process clarified.

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