

Move-on Strategy 2008/09

FINAL Version July 2008

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Introduction

1. Vision and Purpose

The Move On Strategy has been developed in conjunction with the Bradford Homelessness Strategy 2008 and Bradford Supporting People Strategy 2008 under the over arching framework set by the Joint Housing Strategy. It has been developed to improve access to independent or longer term supported accommodation and reduce the pressures caused by the silting up of short term accommodation services.

The over arching Housing Strategy 2008 vision is:

“All our neighbourhoods to have sufficient, high quality sustainable homes within an economically prosperous, green, supportive and cohesive district”

The Move On Strategy drawn from this vision is to ensure:

“all those that need it are offered an opportunity to lead a more settled and stable way of life”

Importantly for the Move On Strategy, the Homelessness Strategy and the Supporting People Strategy, the Joint Housing Strategy includes a key strategic objective which is to:

“Ensure that vulnerable sections of our communities are helped to maintain a home and achieve independent living”

Bradford Supporting People provide a range of short term accommodation based services for people who are in housing need due to a range of circumstances:-

- homeless households
- people with substance misuse problems
- young people at risk including care leavers and teenage parents
- offenders
- women and children fleeing domestic violence
- people with mental health issues

- other vulnerable people

The main aim of these services is to support people to access and maintain suitable long-term or permanent housing, enabling them to “move-on” to a more settled and stable way of life.

This strategy outlines the process used to identify the main issues leading to the silting up of short term and hostel accommodation and the arrangements and structures which are being put in place to improve move on options in Bradford. This Strategy will work alongside the Homelessness Strategy which includes specific actions on homeless prevention. Work in this area would aim to reduce the number of people becoming homeless in the future and relieve pressure on emergency and short term accommodation services, when other options are available. The Homelessness Strategy and associated action plans will also aim to improve access to independent accommodation.

2. Background

Bradford faces a number of issues for people requiring move on accommodation to achieve independent living from short term and temporary accommodation.

Following on from Supporting People Inclusive Forums and Service User consultation the Local Authority adopted the Move On Plans Protocol (MOPP) toolkit developed by Homeless Link to inform the development of a Move On Strategy. A MOPP steering group was formed to implement a Move on audit and develop actions to address issues identified. Membership of the group was drawn from 2 representatives from the Homelessness Core Group and 2 representatives from the Supporting People Core Group.

In addition to this a specific workshop on move on issues was held as part of the Homelessness Strategy Review Conference. Issues and ideas for action from this event have also informed the Strategy development.

3. Analysis of Move On Issues

3.1. Move On Audit

Following the adoption of the MOPP toolkit an audit of move on issues in the district was conducted in April 2008.

23 services participated in the audit, accounting for 391 units of accommodation.

In addition to the data collected, provider comments about specific issues were also taken into account. The audit enabled the authority to form a clearer picture of the key areas effecting move on and the barriers to address. A summary of the audit findings is attached in Appendix 1.

The Audit will be repeated in 2009 to measure progress against the agreed targets.

3.2. Service User Consultation

Consultations with service users in 2006/07 had raised some issues around the difficulties faced by people trying to move on from short term services on an anecdotal basis. In March 2008 a Service user questionnaire was distributed to all Supporting People Service Users. People in short term accommodation were asked a specific question in relation to move on and the availability of suitable accommodation. Of 120 service users who in short term accommodation based services who identified they were ready to live independently 81 (67%) also stated indicated they were unable to move on due to no accommodation being available. This represents 19% of all respondents from short term accommodation services.¹

3.3. Key areas

The following are the key areas identified that require action based on evidence from MOPP audit service user consultations.

- Access to accommodation across all tenures
 - Choice based lettings (Homehunter)
 - Private rented sector
 - Registered Social Landlords
- Support planning
- The amount and variety of floating support available
- Access to specialist services as required

3.4. Barriers to move on

- Length of time waiting to access independent accommodation without support via the Homehunter system
- Lack of transparency in allocations for Registered Social Landlords and through Homehunter
- Lack of low level floating support or resettlement provision
- Long waiting lists for long term supported accommodation for people with mental health problems

¹ The response rate from short term accommodation based units was 39% of all the units of this type.

- Arrears leaving people unable to access certain types of accommodation
- Unable to find money for bond to access private rented accommodation
- Private landlords unwilling to accommodate tenants from socially excluded groups
- Lack of access to residential treatment for people with drug and alcohol problems

4. Solutions

A range of actions across the authority and partner organisations will be required to ensure that progress is made to address the key areas, remove the barriers causing the current silting up short term services and put in place appropriate mechanisms for ensuring clearer pathways to move on in the future.

4.1. Support Planning

A key element of all Supporting People services is the requirement to undertake needs assessment and support planning for all service users. Within short term service provision the support plan is used as a way for the service user and support worker to determine the most suitable move on options available, and timescales for when the service user will be ready to move on.

Supporting People ensure Quality Standards are met through the implementation of the Supporting People Contract Management Policy. The Supporting People Planned Moves Indicator and CLG Outcomes Framework also enable service performance to be monitored.

Registered Social Landlords and Private Landlords can sometimes be reluctant to accept tenants from supported housing projects for a variety of reasons. To tackle this barrier and encourage confidence in potential tenants Supporting People, Support Providers and Housing Providers will work towards an agreed framework to identify when service users are “Tenancy Ready.” The purpose of this framework will be to identify when a service user is ready to move to independence, provide evidence if available and note if further floating or resettlement support would be required. This framework will become a key element in enabling service users to access independent accommodation.

4.2. Access to Accommodation

On completing support plans many service users will be ready to access independent accommodation with or without floating or resettlement support. Many service users experience a long waiting period in trying to access independent housing or have problems in finding private accommodation and money for a bond. The points below outline the different types of tenure, access routes into them and work underway to improve access to accommodation.

4.2.1. Choice Based Lettings

Bradford Homehunter was one of the first Choice Based Lettings Systems developed in England. It is operated by Incommunities (formally Bradford Community Housing Trust, the LSVT). The system advertises properties available from other Registered Social Landlords as well as for Incommunities (LSVT) stock.

A review of the Homehunter allocations policy was completed in May 2007.

The revised policy proposes:

More detailed assessment on registration as a Homehunter member

Implementation of 3 priority levels for allocations

- Statutory homeless priority need
- Non-priority or intentionally homeless, “vulnerable people”
- General lets

Currently many service users in short term services do not meet the criteria for being homeless and in priority need, therefore they do not receive any priority in allocations for properties even though they may have been homeless and are in short term accommodation. The revised allocations policy will mean that this group of people will have a higher priority through the Choice Based Lettings system than someone applying for a general let. The intended outcome would be to reduce the length of time people are bidding for accommodation through the CBL system.

Housing advice teams will be re-modeled as Housing Options Centres to provide more holistic advice including homeless prevention, homelessness assessments and a broader range of advice on housing and support options.

The new system will be going live in December 2008.

4.2.2. Private Rented Accommodation

For some residents of supported housing services the private rented sector offers a more accessible option than other social housing sources. The main barriers to accessing private rented housing are:-

- Requirement to provide a deposit and rent in advance

- Restrictions on Housing Benefit for under 25 year olds²

The Local Authority currently operates a Rent Guarantee Scheme delivered by Incommunities. This has been developed to reduce the number of people in “temporary accommodation”³ and is a key strand in the Bradford Homelessness Strategy. The Scheme currently aims to provide 30 units of private sector accommodation for people who are in “priority need”.

The Scheme provides support linked to securing a tenancy in the private sector to prevent the need to accommodate in temporary accommodation.

Services include:

- Completion of a pre-tenancy determination to ensure that the property is affordable for the service before signing up to it
- Assistance with completing a housing benefit application
- Advice and assistance claiming further benefits and grants
- Assistance obtaining furniture where necessary
- Property will be safety checked and meet minimum standards
- Links to resettlement or floating support agencies to provide longer term support

We will extend the Bond Guarantee Scheme by funding a service from the Supporting People Grant to reach the wider community. At the same time we will strengthen the relationships with the private sector landlords to enable a joint commissioned Bond Guarantee Scheme, between housing and Supporting People to more chaotic service users and to those in non priority need. This will be supported by our tenancy ready scheme.

4.2.3. Registered Social Landlords (RSLs)

Currently RSLs operating in Bradford should advertise properties on the Homehunter system and can also accept direct applications. Registered Social Landlords are required, under the current Housing Corporation Regulatory Code, where reasonable, to provide a proportion of their stock for LHA nominations. General guidance states that 50% or more of RSL true voids should be made available in areas with housing stress. The Local Authority needs to ensure that RSLs meet their obligations in this area. This has been identified

² It is not clear at this point what impact the introduction of the Local Housing Allowance will have on this.

³ In this instance “Temporary accommodation” is defined as a dwelling where a person/household is accommodated under section 188 or 193 of The Housing Act 1996 part 7.

within CBMDC Temporary Accommodation Action Plan. The task is to identify RSLs not currently participating fully with Homehunter and to increase unit numbers accordingly.

4.2.4. Challenge to Exclusions

Registered Social Landlords (RSL's) and Supported Housing Providers must ensure fair access to their services. Clearer monitoring systems for RSLs need to be developed. The Local Authority will work with the Bradford Housing Association Liaison Group (BHALG) to promote best practice in this area

Supported Housing Providers will be challenged on exclusions through the Supporting People Contract Monitoring Process. This work is identified as part of the Homelessness Action Plan for Vulnerable People.

Access to Accommodation - Immediate Actions

While the above work alongside developments in homeless prevention will improve access to accommodation for people to move on from short term supported housing in the long term, immediate action is required to move on the current service users stuck in short term services. This will involve the development of a system to "fast track" people who are assessed as "tenancy ready" so they receive level 2 priority status for allocations and access to a bond scheme. A draft framework for this system is attached in Appendix 2.

In order to deliver this the Supporting People Team will seek approval to fund a Move On Coordinator post to work with Housing Advice and Homehunter team.

4.3. Move on Accommodation

Within the authority there are a number of services that provide second stage or move on accommodation in LSVT stock. At the present time many of these services are undergoing remodeling due to changes in housing management arrangements. This will introduce new referral arrangements through a Supported Housing Coordinator. This will impact on the way services are accessed and the type of provision in the district. Further work will be needed to undertake a strategic review of the range and number of specialist move on provisions and resettlement schemes once the new arrangements have been implemented.

4.4. Increase in floating support services

The Supporting People Strategy has already identified the need to increase floating support provision in the district. A recent needs analysis has been carried out to inform future commissioning priorities for Supporting People.

The Move on audit also identified the need for longer term floating support services for people with complex needs, mental health issues or learning disabilities. Supporting People is in the process of developing tenders in this area, with the commissioning of a pilot floating support service for people with complex needs, a low level support service for people with learning difficulties and a pilot floating support service for people with substance misuse problems.

The development of further floating support services will enable people with higher needs who may have moved into short term accommodation in crisis to move into independent accommodation whilst still being able to receive some support.

Specialist Resettlement provision

Issues around the need for focused short term resettlement provisions that can provide advice and practical support for people setting up new tenancies have also been identified. Whilst there are a number of schemes operating in the District some of these are linked only to specific hostels or accommodation services. A Strategic Review of resettlement provision and referrals routes would establish the need for any improved joint working or new developments in this area.

4.5. Access to specialist services

Some service users may enter short term accommodation in crisis but require more specialist support. The primary areas identified in the MOPP audit are around the need for better access into Rehabilitation and Treatment provision, access to specialist mental health services, and access to LD services where people fall below Social Services FACS criteria.

Some of these areas have already been identified in the Supporting People Commissioning Priorities, including new accommodation based provision for people with drug problems.

5. Other issues

- Access to information is also a key issue for service users and referral agencies in identifying suitable move on provision with or without support. These issues are identified in the Homelessness Strategy in a specific action plan. Supporting People also has a specific communication strategy and has developed a directory for service users and carers to improve awareness of the support services available across the district.
- Due to shortage of accommodation in the District it is not always possible for people to live in the area they desire. However many service users may build up links in a particular community while they are in short term accommodation. This may be through schools, health provision or other community involvement. Part of the support planning process in identifying future suitable move on accommodation should take account of these needs where possible. Developing such links in new communities should also be a key element of Resettlement support provided.

6. Priorities

As a result of the audit work carried out recently this strategy identifies the following priorities:

6.1. Immediate Actions

- Agree framework to identify “Tenancy Ready” service users
- Appoint move on coordinator to:-
 - Work with Housing Advice and Homehunter to develop referral arrangements and allocations to “tenancy ready” service users
 - Work with Bond Scheme to develop referral arrangements and allocations to “Tenancy Ready” service users
 - Implement agreed process
- Commissioning of new Supporting People Floating Support Services
- Improve access and monitoring of RSL’s

6.2. Work for the future includes:

- Strategic review of resettlement and floating support provision in the district.
- Extending the availability of tenancies for 16 and 17 year olds and ensuring adequate support frameworks are available
- Development of Standard Life skills training to enable support providers to identify when service users are tenancy ready. This could lead to a tenant accreditation framework
- Increasing the options available for offenders
- Increasing the access to specialist treatment or rehab facilities
-

The Move On Action Plan outlines the work already underway and identifies areas for future development. Outcomes from the Action Plan will be reported to the Supporting People Strategic Core Group and the Homelessness Core Group.

MOPP AUDIT 2008

Background

A Launch event was held on 23rd January 2008 and was supported by Homeless Link. Invitations were sent to all short term service providers and other stakeholders initially, the event was opened up for anyone with an interest to attend. 29 providers representing 19 organisations, plus other stakeholders attended the event. Following the event providers were asked to indicate if they would be willing to participate in the audit,

Following the launch event and other publicity, 13 providers from a range of services indicated a willingness to participate in the audit. Volunteers were invited to a training event in advance of the audit period. Training was held on the 8th April 2008. Audit workbooks were sent to all volunteers and this was followed up by a phone call, to confirm which services would be included.

Workbooks sent out covered 33 services and 580 units of accommodation. Some providers experienced technical difficulties with the workbooks; other providers struggled with the definitions. Many audit returns were delayed or needed to be returned and amended due to being completed incorrectly. Some providers did not complete the audit.

Final audit returns had been received from 10 providers, covering 23 services and 391 units.

MOPP findings

The table below illustrates the findings from the audit, showing the areas where the greatest anticipated shortfall in provision occurs. A breakdown is also available by the following service types:-

- Domestic Violence Services
- Hostel Provision
- Second Stage Accommodation

The main difference between the issues for service type is the greater need for accommodation without support for people moving on from second stage accommodation, whereas for the other types of provision there is more demand for floating support.

The overall analysis shows an anticipated shortfall of 260 tenancies over the next year from a sample of services covering 391 units. Over the District there are 1066 units of short term accommodation for a range of client groups.

In addition to the data analysis comments from providers were also gathered and can be used to inform the analysis further.

Appendix 1

Table 1 - MOPP Analysis All services

	Baseline from previous year	Expected number of people ready to move on over coming year	Number of tenancies/licenses expected over coming year	Shortfall in tenancies/licenses (if any)
Treatment				
Treatment based accommodation (<i>e.g. drug or alcohol</i>)	6	31	4	27
Supported accommodation				
Another hostel	75	63	38	35
Second stage supported housing	123	126	83	46
Long term care / support	2	11	0	11
Permanent / settled rented accommodation				
Private rented sector with floating support	8	19	9	14
Private rented sector without floating support	35	50	33	19
LA allocation (LA/HA) with floating support	17	83	49	34
LA allocation (LA/HA) without floating support	25	38	34	11
HA direct let with floating support	4	28	8	20
HA direct let without floating support	66	77	52	40
Sheltered housing with floating support	0	2	0	2
Sheltered housing without floating support	2	1	2	1
SUB TOTAL (arranged tenancies/licenses)	363	529	312	260
Other				
Reconnection	0	11		
All other planned move on	97	62		
SUB TOTAL (other planned move on)	97	73		
TOTAL	460	602		

Key shortfall areas

1. Treatment based accommodation.

The analysis shows an anticipated shortfall of 27 units of treatment accommodation. This is defined as “*Accommodation for the primary purpose of treatment, i.e. detox centre or rehabilitation centre*”.

Providers’ comments include concerns about the lack of hospital beds for alcohol detox and assumptions made by treatment agencies around the support that can be provided in this area by housing providers.

Other Specialist Hostels

This is defined as “*A short-term project (staffed 24hrs) either: the destination for a planned move for an agreed reason Or:*

Offering a more specialist service by:-

- *accepting specific clients (i.e. those requiring wet provision, couples, those with pets)*
- *Offering specific projects/support and associated staff (i.e. mental health, substance misuse, dual diagnosis, multiple needs”*

The highest demand for this type of tenancy was from Domestic Violence services, the main comments noted was the need for services for women with no recourse to public funds, language issues and women with mental health issues requiring 24hr staffing. Other comments noted the lack of provision for people over 25 in the Keighley area, and shortage of hostel services able to accommodate people with high support needs or behavioural problems.

2. Long term Care and Support

This is defined as:-“

- *“A care home or nursing home as registered under the relevant legislation, including registered care beds within hostels or supported housing.*
- *Long stay hospital or hospice (acute or psychiatric)*
- *Long-term multiple needs unit*
- *Long-term supported housing*
- *Any other form of long-term care/support provision*
 - *Move on is not usually the primary focus.”*

Comments include issues around blockage in hostel services who accept someone in crisis but are then unable to move them on due to lack of availability in long term provision – particularly for young people, and also a lack of funding even when places are identified.

Funding issues appear to be in 2 areas:-

- Funding for treatment provision
- Funding for social care where people fall below the FACS criteria but may still require longer term support.

3. Private Sector Housing issues

The most common issues noted related to gaining access to the accommodation rather than comments about accessing support.

- Housing Benefit levels for under 25s effectively excluding them for PR tenancies
- Rent levels in general not affordable
- Reluctance of PR landlords to accept tenants on HB
- Delays in HB – landlords unwilling to wait
- Access to Bond Schemes- Scheme in operation for those who are statutory homeless in Temporary Accommodation. However none of the services in the audit would be classed as Temporary Accommodation for this purpose. The audit did indicate around 100 current service users were owed a statutory homeless duty.

Assuming issues around accessing accommodation can be resolved the Supporting People Programme needs to ensure there is adequate floating support in the district to meet the needs of people in 2 areas

- Short term focused resettlement support
- Flexible maintenance support that people can dip in and out of

4. RSL/LA Housing issues

Comments relating to gaining access to the accommodation both with and without support:-

- Housing associations not participating in Homehunter (choice based lettings) effectively – not advertising properties
- Lack of transparency in allocation processes and differences between RSL's causing confusion for applicants
- Some service users and staff find the Homehunter system confusing
- Not all service users in short term accommodation are given priority – other comment that priority cards are virtually meaningless due to the lack of accommodation
- Perception that “unpopular” client groups are disadvantaged
- Under 18s not able to access accommodation without a support package
- Blanket exclusions for people with rent arrears, for women fleeing domestic violence arrears may have been outside of their control
- Concerns about local connection issues from Domestic Violence services

Assuming issues around accessing accommodation can be resolved the Supporting People Programme needs to ensure there is adequate floating support in the district to meet the needs of people in 2 areas

- Short term focused resettlement support
- Flexible maintenance support that people can dip in and out of

5. General Issues

Mixed views were presented on the effectiveness of housing advice and homelessness assessments:-

- *“Particularly young people often do not get assessment and are just provided with advice”*

Appendix 1

- *“Clients no longer needing our services find themselves fitting intentionally homeless” (alcohol service)*
- *In response to insufficient use of homeless assessments “not sure what might be gained for 16/17 year olds who might not manage in a supported tenancy.”*
- *Priority card not always the answer because BCHT properties offered to those in priority need are worst properties in difficult areas*

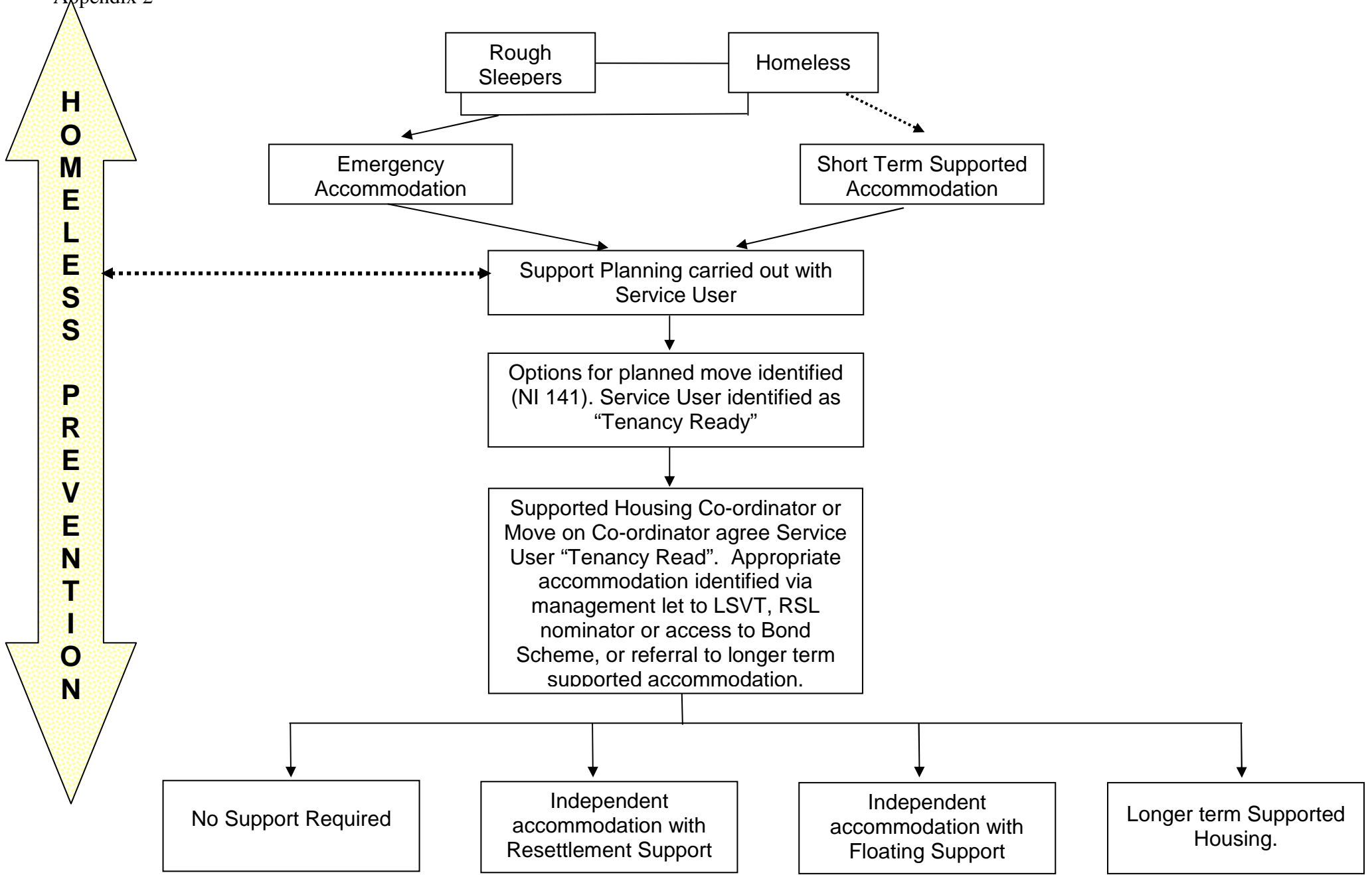
Service user issues

- Service users reluctant to move on due to fear of being isolated or fear of not being able to meet rent.
- Unrealistic expectations of service users, misinformation
- Some would like continuity of support rather than being referred to a new floating support worker
- Service users would like to stay in a particular area where they have built up support contacts, issues re continuity for health services and schools for homeless families and teenage parents.

Other issues

- Speed of tenancy sign up after offer made meaning little time to organise resettlement support, utilities connection, furniture, CCG etc. Can mean more likelihood of tenancy failure at an early stage.
- Need more maintenance support that people can access if they experience difficulties some time after moving on
- More interagency working for people with complex needs required

“Fast Track” Move On Process



Appendix 3

Bradford Council Move on Action Plan

KEY

SPG	Supporting People Grant		
HG	Homelessness Grant		
MO	Move On Strategy 2008		
H/L	Homelessness Strategy 2008		
TA	Temporary Accommodation Action Plan 2008		
SP	Supporting People 5 Year Strategy 2008-2013		
SU	Supporting People Service User Strategy 2008		
Red	Work not started/not on track to meet the deadline	Long term low	2010
Red	Work not started/not on track to meet the deadline	Low	May 2009
Amber	Work in progress/on track to meet the deadline	Medium	Feb 2009
Green	Complete	High	Nov 2008
Key Lead	Supporting People Lead responsibility through Strategic Core Group		
Key Lead	Access to Housing Lead through Homeless Core Group		
Key Lead	Joint Supporting People and Homeless		

Strategy Action No.	Task	Key actions	Outcomes	Key Strategic Partners	Priority	Progress	Resources	Target
SP 2.4.6 SP 4.2 SU 3	Address the blockage in short term accommodation through tenancy ready framework and support planning	Develop and implement "tenancy ready" framework including move on coordinator	LSVT, RSL's, private landlords will have confidence to accept tenants moving on from short term accommodation QAF standards raised	Supporting People, Access to Housing, Housing Advice, Homehunter, SP providers	Medium	Red	£22k SPG Supporting People officer time Housing Advice Team Support Providers	9 support providers at level B of the QAF and tenancy ready by March 2009 (33% of short term providers)
		SP staff to receive revised training on support planning	Supporting People Staff have improved understanding of QAF requirements	Supporting People Team	High	Green	Supporting People Officer time Trainer time	Training complete 7/7/08

Appendix 3

Strategy Action No.	Task	Key actions	Outcomes	Key Strategic Partners	Priority	Progress	Resources	Target
SP 5.2 MO 4.2 H/L 5 H/L 8 TA 6	Improve access routes to independent accommodation for people moving on from short term services	Implement revised Homehunter allocations policy. Housing Advice staff training. Upgrade Homehunter IT systems	Service users in short term supporting people services will have greater access to long term housing options	Housing Advice contract holder, Access to Housing	Medium	Amber	£1.7 million base budget over 3 years Housing Advice contract holder Access to Housing	Allocations policy implemented. New IT system for choice based lettings in operation
		Create Housing Options Centres to provide advice on homeless prevention, support options and housing options		Housing Advice contract holder, Access to Housing	Long term low	Amber		Increase in homeless prevention. Reduction in use of Temporary Accommodation
MO 4.2.2 H/L 1 H/L 7a TA 1		Encourage Private landlords to accept tenants moving on from supported accommodation by expanding Bond Guarantee Scheme to the wider community	Service users will have more choice of location, sector and opportunity for settled accommodation	Supporting People, Access to Housing, Supported housing Providers, Private sector Housing, Private Landlord Forum	Medium	Red	£37,000 SPG SP Officer time	Increase in tenancies offered by private landlords by 20 units.
MO 4.2.2 H/L 7a H/L 8d		Expand Bond Guarantee Scheme to more chaotic service users through joint commissioning with Housing	Lift exclusions to this client group.	Supporting People, Access to Housing, Supported housing Providers, Private sector Housing, Private Landlord Forum	Long term low	Red	£18,500 SPG £18,500 HG Access to Housing Officer time SP Officer time	Increase in tenancies offered by private landlords to chaotic users by 20 units.

Appendix 3

Strategy Action No.	Task	Key actions	Outcomes	Key Strategic Partners	Priority	Progress	Resources	Target
MO 4.2.3 MO 4.2.4 H/L 1b TA 10	Address barriers preventing people accessing RSL accommodation	Each RSL to identify Homelessness champion to develop good practice in tackling homelessness.	RSLs engage better with Homelessness Services	RSL's, BHALG, Developing & Enabling	High	Amber	RSLs, Developing & Enabling Officer time	RSL Homelessness Champions in place
		Implement system to challenge and monitor exclusions and ensure transparency in allocations	Fair access ensured for service users	Access to Housing, RSL's, BHALG, Developing & Enabling	Medium	Red	Access to Housing, Developing & Enabling Officer time RSLs	Monitoring of exclusions.
		Ensure RLS maximise nominations to Local Authority.	Increase choice of tenure for service users	Access to Housing, RSL's, BHALG, Developing & Enabling	Low	Red	Access to Housing, Developing & Enabling, Officer time RSLs	Monitoring nominations to CBL. 50% nominations for all providers by March -09
SP 5.3 MO 4.2.4	Address barriers preventing people moving into supported housing: Linked to the commissioning of the bond scheme.	Develop a barriers to access good practice guide, implement and monitor identified priorities	Frees up direct access, reduces rough sleeping	Supporting People Supported Housing Providers	Low	Red	Supporting People Officer time	Reduction in service users denied access as measured by MOPP 2009
SP 5.3 MO 4.2.4		Commission a bond scheme for rough sleepers or those refused access to supported housing			Medium	Red	£17,000 SPG SP Officer time Procurement	Target of 20 services users over a 12 month period
SP 2.7 SP 2.8 SP 2.10 MO 4.4	Supporting People strategic review of resettlement provision and procurement of services as required	Strategic review of resettlement and floating support provision in line with SP Strategy	The authority has a clear understanding of all provision, and any gaps in services for commissioning intentions	Supporting People Access to Housing Key Stakeholders	Medium	RED	Supporting People officer time Procurement	Strategic Review completed Commissioning decisions taken

Appendix 3

Strategy Action No.	Task	Key actions	Outcomes	Key Strategic Partners	Priority	Progress	Resources	Target
MO 4.4 SP 2.8 SP 2.10 H/L 1e H/L 7a	Increase floating support provision for people with complex needs	Pilot service to be commissioned for people with complex needs.	Tenancies sustained in independent accommodation. Pilot to inform longer term commissioning plan	Supporting People	High	Amber	£220k SPG Supporting People officer time Procurement officer time	20 units of floating support
MO 4.4 SP 2.4.7 SP 2.8 SP 2.10 H/L 1e H/L 7a	Increase floating support provision for people with substance misuse needs	Pilot service to be commissioned for people with substance misuse problems	Tenancies sustained in independent accommodation	Supporting People Commissioning Body, Joint Commission for Drugs services	High	Amber	£315k SPG Supporting People officer time Procurement officer time	30 units of floating support
MO 4.4 SP 2.9 SP 2.10 H/L 1e	Increase floating support provision for people with long term support needs	Tender for low level floating support for people with learning disabilities	Tenancies sustained in independent accommodation	Supporting People Commissioning Body	High	Amber	£70k SPG Supporting People officer time Procurement officer time	45 units of floating support
		Tender for low level floating support for people with mental health problems	Tenancies sustained in independent accommodation	Supporting People Commissioning Body	High	Amber	£70k SPG Supporting People officer time Procurement officer time	45 units of floating support
MO 4.5 SP 2.4.7	Improve access to accommodation based treatment services for people with substance misuse	New service to be jointly commissioned by SP and PCT for people with substance misuse problems	Provision of specialist supported accommodation.	Supporting People Commissioning Body, Joint Commission for Drugs services	Long term low	Red	£200k SPG Supporting People officer time, Procurement unit, Housing Development	20 units of accommodation based support by 2010.

Appendix 3

Strategy Action No.	Task	Key actions	Outcomes	Key Strategic Partners	Priority	Progress	Resources	Target
MO 4.5 H/L 4a H/L 3c TA 3	Improve access routes to long term supported accommodation for people with mental health problems	Development of Mental Health Protocol. Pilot complete. Systems to roll out from June 08	Smooth transition from hospital discharge to accessing appropriate accommodation. Incorporated in all NHS settings during 08/09	Adult Services Incommunities PCT Supported Housing Providers	Medium	Amber	Officer Time ICT systems support	System in operation across NHS. Reduction in Homeless acceptances by 10% 08/09
SP 2.10 MO 4.5	Improve access routes to long term supported accommodation for people with mental health problems	Strategic review of provision for people with mental health problems	The authority has a clear understanding of all provision, and any gaps in services	Supporting People	Long Term Low	Red	Supporting People team Officer time	Increase long term support by 11 units to address targets in MOPP
SP 2.10 MO 4.5	Improve access routes to long term supported accommodation for people with learning difficulties	Strategic review of provision for people with learning disabilities	The authority has a clear understanding of all provision, and any gaps in services	Supporting People	Long Term Low	Red	Supporting People team Officer time	