

APPENDIX 1

Progress Update – Review of Temporary Accommodation for Homeless Households

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Temporary Accommodation for Homeless Households
Link Officer/s:	Jane Edmends
Action Plan Agreed:	June 2019

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 3:	That in response to increasing service demands, the Council explores options for alternative models for ‘temporary’ accommodation with Housing Providers.
Responsibility:	Jane Edmends
Date:	Ongoing May – Aug 2019
Agreed Action:	Schedule of meetings have been set up with Adult Social Care and Procurement colleagues. Will be ongoing over the summer of 2019 to inform new contract arrangements (current contract ends June 2020).
Agreed Success Measure:	<ul style="list-style-type: none"> - The above exercise informs the Councils new service specification. - The new service model is in operation from June 2020.
Evidence of Progress (October 2020):	<p>Procurement timeline was extended (at the request of potential bidders) due to COVID-19.</p> <p>Following the evaluation of submitted tenders it was not possible to award new contracts (as individual tender lots were underbid). Existing services have been extended until the end of Sept 2021 to allow for a further procurement exercise to be undertaken.</p>
Assessment of Progress (October 2020): (include explanation if required)	4 – Complete but not achieved
Evidence of Impact (October 2020):	Unable to evidence (see above comments).
Evidence of Progress (May 2021):	In response to the failed tender, a series of provider engagement sessions have been held. Views/feedback from these meetings have informed a new contract tender specification. The ‘new’ tender has been uploaded on Proactis / deadline for submissions is 20.5.21.
Assessment of Progress (May 2021):	2 – On-Track (new procurement timeline)

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(include explanation if required)	<p>As noted a revised tender specification has been prepared. This includes 3 lots:</p> <p>Lot 1: Adults (100 units) with 7 hours of support per week*</p> <p>Lot 2: Adults (10 units) with 7 hours of support per week*</p> <p>* Single room occupancy with access to kitchen and bathroom facilities.</p> <p>Lot 3: Families (20 units) with 5 hours of support per week</p>
Evidence of Impact (May 2021):	Not applicable at this stage.

Recommendation 4:	That the Council continues to develop detailed understanding of those who are ‘hardest to house’ and the barriers to accessing (and maintaining) accommodation, and explore new forms of appropriate housing options for this client group.
Responsibility:	Jane Edmends / Julie Lathan
Date:	Ongoing
Agreed Action:	<p>Internal monitoring arrangements (via Housing Gateway) are in place and will be used to identify key issues.</p> <p>Regular meetings with providers now also diaried.</p>
Agreed Success Measure:	<ul style="list-style-type: none"> - Number of successful moves into independent living accommodation from temporary accommodation. - Reduce the number of failed temporary accommodation placements.
Evidence of Progress (October 2020):	<p>In response to COVID-19 meeting arrangements have been reviewed (currently not face to face), but provider meetings do continue.</p> <p>The needs of those ‘hardest to house’ was incorporated in the Councils Short Term Housing Related Support/Temporary accommodation specification, however as noted in the action above services were not commissioned.</p> <p>Additional funding had been secured to pilot 2 new roles to support those who are hardest to house (Rough Sleeper Navigator and Tenancy Sustainment Officer). With effect from 1.10.2020 both roles will be permanent and will play a key role in supporting the ‘hardest to house’ group.</p> <p>Move-on accommodation via the MHCLG Move-On Fund has (via North Star Housing) has provided 4 further units to support a transition to sustained independent living.</p>
Assessment of Progress (October 2020): (include explanation if required)	4 – Complete but not achieved

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Evidence of Impact (October 2020):	Move-on accommodation (additional 4 units) is now in operation. These units support the successful transition to independent living.
Evidence of Progress (May 2021):	<ol style="list-style-type: none"> 1. Engagement between the Gateway Team and our commissioned temporary accommodation providers continues with the aim of securing sustainable ‘move-on’ into independent accommodation. 2. Bespoke roles have been established within the Homelessness and Housing Options Team to work support and engage those who are ‘hardest to house’ (Rough Sleeper Outreach Worker, Rough Sleeper Navigator, Floating Support Officer). 3. Additional funding has been secured to provide immediate access accommodation (4 units) for those who are hardest to house. This provides an opportunity to address their immediate needs and secure appropriate temporary accommodation. 4. SBC is currently working with Thirteen Housing Group on a bid to MHCLG ‘Rough Sleeping Accommodation Programme’. If successful, this would provide an additional 12 units of supported ‘move-on’ accommodation which would provide the stepping-stone to independent living.
Assessment of Progress (May 2021): <small>(include explanation if required)</small>	<p>2 – On-Track</p> <p>The appointment of dedicated staffing has provided additional capacity to directly support those who are ‘hardest to house’ to support their move off the streets and to understand what support is needed to maintain a tenancy.</p>
Evidence of Impact (May 2021):	<ul style="list-style-type: none"> - 104 households successful move-on from commissioned temporary accommodation. - Designated move-on properties / North Star Housing (x 4 units) – nil evictions and 5 households have successfully moved into social housing (in one example a lady has subsequently been successful in securing and sustaining her own property which has assisted her getting her children back into her care).

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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