

## Conwy Housing |Support Programme Strategy

### Annex A – Strategic Priorities Action Plan 2023/24

#### Priority 1: Move towards a Rapid Rehousing approach in the delivery of homelessness prevention services

No.	Action	Task	Delivery Group	Resources	Timescale	Measure
1.1	Implement the Rapid Rehousing Transition Plan's Action Plan for years 1 and 2	Contribute to relevant actions in the RRTP	Rapid Rehousing Strategic Group	Staff time - within existing structure	March 2024	Via progress report

#### Priority 2: Strengthen our partnership working to ensure that people's support needs are met, and that more complex/higher level needs are addressed via the provision of multi-agency support

No.	Action	Task	Delivery Group	Resources	Timescale	Measure
2.1	Consider how support needs beyond housing related support needs can be addressed via closer multi agency working	Map existing provision and identify gaps	Rapid Rehousing Strategic Group	Internal and external staff time	March 2024	Gaps in provision are identified and addressed

2.2		Engage key partners and consider a format for a multi-agency Complex Needs Panel for early intervention and multi-agency support	Rapid Rehousing Strategic Group	Internal and external staff time	March 2024	Develop Service Level Agreements with key public services to ensure joint working on matters relating to complex needs
2.3		Support providers to develop a training programme for existing staff to ensure services are ACE aware, trauma informed and can adapt to the changing needs of service users	HSG Team	Staff time - within existing structure	March 2024	Staff are appropriately trained and experienced
2.4		Support providers to build strong working relationships with relevant partner agencies	HSG Team	Staff time - within existing structure	March 2024	Agencies work together to meet people's needs
2.5		Consider the need for specialist support providers	HSG Team	Staff time - within existing structure	March 2024	The need for any specialist provision is identified
2.6	Ensure comprehensive data is held about people's needs	Review systems used to capture data about people's needs to ensure gaps in service provision can be identified	HSG Team	Staff time - within existing structure	September 2023	Support needs are captured and can be used to inform service planning

2.7		Implement the new Outcomes Framework monitoring	HSG Team	Staff time - within existing structure	From April 2023	Services are meeting the needs identified and value for money can be demonstrated
2.8	Review existing HSG services against identified needs to enable remodelling and recommissioning	Review of SMS, mental health and generic floating support services to be prioritised	HSG Team	Staff time - within existing structure	March 2024	Commissioned services are able to meet a wide range of needs
2.9		Consider how services can be commissioned to ensure continuity of support	HSG Team	Staff time - within existing structure	January 2024	Support is able to move with the individual when required

### Priority 3: Provide additional services for people fleeing domestic abuse

No.	Action	Task	Delivery Group	Resources	Timescale	Measure
3.1	Work with the VAWDASV Regional Team and current services to identify the need for additional services	Review current provision, following the identification of needs and gaps	HSG Planning Group	Staff time - within existing structure	March 2025	Services are trauma informed, targeted and meet the needs of people fleeing domestic abuse

### Priority 4: End Youth Homelessness

<b>No.</b>	<b>Action</b>	<b>Task</b>	<b>Delivery Group</b>	<b>Resources</b>	<b>Timescale</b>	<b>Measure</b>
4.1	Review commissioned services for young people	Develop a plan to meet identified need	HSG Team	Staff time - within existing structure	March 2024	Commissioned services meet identified needs
4.2	Review the work supported by the Children and Communities Grant	Create links to HSG funded projects	HSG Team	Staff time - within existing structure	March 2024	Services provided by the two funding streams are integrated and complimentary
4.3	Review the number of care experienced young people who experience homelessness	Understand and addresses the causes	HSG Team	Staff time - within existing structure	March 2024	The number of homeless care experienced young people reduces
4.4	Consider the interventions identified in End Youth Homelessness Cymru's Roadmap	In consultation with other services agree which are appropriate to address issues facing the Council	HSG Team	Staff time - within existing structure	March 2024	Implementation of the interventions that are appropriate