

**COMMUNITY CONNECTIONS BUSINESS
PLAN 2018/19 – PROGRESS UPDATE
DECEMBER 2018**



SERVICE PRIORITIES FOR 2018/19

Service Priority <i>What it is and why you're focussing on it</i>	'Must do' actions <i>What do you have to do to make the successful deliver against your priorities</i>	Progress/Update
<p>Prevent and Tackle Homelessness</p> <p><i>Lead and Deliver City wide plans including Plan for preventing and tackling homelessness, Private rented action plan. Help to reduce homelessness, Rough Sleeping and improve housing standards</i></p>	<p>Advice and Information – ensure that customers have access to advice and information in the right place at the right time</p> <p>Training and Awareness Raising – provide training and awareness raising to support skills for customers and workers in all fields to support delivery</p> <p>Pathways - Work with partners to improve pathways and to intervene earlier to improve prevention of homelessness</p>	<p>Reduce Homelessness through: ON TRACK</p> <ul style="list-style-type: none"> • Remove the DHC backlog so that people can access the housing register • Increased staffing in Community Connections to support implementation of the Homelessness Reduction Act (HRA) and to ensure service able to deliver and provide robust decision making • Provide training to outside agencies around HRA to support advice and information provision to customers • Re written Youth Homelessness protocol agreed with partners with an action plan to implement changes and improve pathway for Young People • Work with Livewell to create new pathway improve joint response to those most vulnerable of rough sleeping or threatened with homelessness <p>Reduction in the number of Rough Sleepers through: ON TRACK</p> <ul style="list-style-type: none"> • Creation of Multi Agency Rough Sleeper Team to work more holistically with individual Rough Sleepers and provide independent solutions • Opening of Winter Provision for Rough Sleepers • Housing First pilot – Multi agency team working on a small pilot of Housing First as a solution to Rough Sleeping <p>Improve Housing Standards through: ON TRACK</p> <ul style="list-style-type: none"> • Delivery of new licensing scheme – 500 additional properties going through the licensing process • Delivery of Civil Penalties policy and New Housing Enforcement policy • Continued Delivery of Private Rented Charter steering group

<p>Reduce Bed and Breakfast usage <i>Emergency accommodation provision in bed and breakfast is costly and provides poor outcomes.</i></p>	<p>Managing Demand – Support change within the Complex needs system and alliance contract to reduce demand at the front door, Work to deliver the Temporary Accommodation Action Plan to support robust decision making and move on</p> <p>Support – Ensure people can access the right support at the right time</p> <p>Provision - Meet with investors to investigate ways of increasing temporary accommodation or affordable housing delivery in the city, Investigate and deliver scheme using container and/or pre-fabricated buildings for temporary accommodation provision</p>	<p>Reduce Bed and Breakfast usage: ON TRACK</p> <ul style="list-style-type: none"> • Continuing to investigate the use of modular housing as a solution for homelessness provision • Implemented systems to monitor and make decision making more robust • Increased temporary accommodation units provided via 'Houselet' scheme • Working with the System Optimisation Group to improve system responses to those that find themselves homeless • Working with System Optimisation Group to improve system responses to people in emergency accommodation and ensure people receive support at the right time in the right place.
<p>Community Engagement <i>Work in communities to change how the council engages with communities and citizens. Help to provide sustainable solutions in communities</i></p>	<p>Improve Health and Wellbeing - Work with partners and communities to establish relationships with Health and Wellbeing Hubs, carry out Asset Mapping, Support Community based activities that improve Health and Wellbeing</p> <p>Locality Working - Provide a presence in the hubs matching the core offering of Health & Wellbeing Hubs. Develop a 'Pop Up' Model of youth work delivery that is prioritised, planned or reactive through a small detached team that will go into communities, Deliver Collaborative Problem Solving</p>	<p>Community Engagement: ON TRACK</p> <ul style="list-style-type: none"> • Creation of 'Pop Up' Youth team to respond proactively to new issues in communities • Regular collaborative meetings with the Police leading to co-ordinated responses to multi agency problems • Innovative use of Community and Youth buildings to maximise use of the space and to create an environment for multi-agency working • Increased community engagement through support for community groups and attendance at numerous community and city wide events

<p>Building Safe and Strong Communities</p> <p><i>Support the work of Safer Plymouth by making sure that Communities feel safer and more confident in the neighbourhood they live and the opportunities they have</i></p>	<p>Improving Community Cohesion – Work with partners to ensure that cohesion is improved across the city. Work with excluded communities to ensure their voices are heard, Ensure that communities are able to report where necessary</p> <p>Building Resilient Communities – Provide better information and advice in communities, including utilisation of co-location and advice hubs. Provide interventions specific to communities to support them to feel more resilient, provide staff working direct in communities</p>	<p>Safer Plymouth: ON TRACK</p> <ul style="list-style-type: none"> • Improved governance arrangements put in place to support delivery of priorities • New theme groups set up to drive delivery of priorities and ensure focus • Vulnerability Conference and re-launch set for March to set out the trauma informed approach that Safer Plymouth is taking • Creation of Operation Hippic to support multi-agency working in the city to help understand street culture and develop short, medium and long term strategies to help deal with the most vulnerable in a co-ordinated way
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