

Homelessness - Member Working Group
Action Plan

Origin of Action	Ref	Pathway	Agreed Actions	SCC Coordinating Lead Officer	Date to be completed by	RAG	Comments
Partner Working Group	1	Domestic Abuse	Review current risk assessment process and ensure it reinforces shared decision-making and supports a comprehensive assessment of need for early identification of appropriate safer accommodation provision, including the opportunity to conduct additional multidisciplinary assessments for individuals with multiple complexity, including children.	Julie Wearmouth	Apr-24		
Partner Working Group	2	Domestic Abuse	Undertake a Sufficiency Review of Safe & Supported Accommodation provision, as defined within the DA Act 2021, ensuring compliance with the DHLUC quality standards and providing further assessment of gaps identified within the 2022/23 DELTA return.	Julie Wearmouth	Feb-24		
Partner Working Group	3	Domestic Abuse	Develop an improvement plan based on the findings of the DA Sufficiency Review, including formal appraisal of alternative, and best practice delivery models to identify any unmet needs, including site identification, acquisition and development requirements.	Julie Wearmouth	May-24		
Partner Working Group	4	Domestic Abuse	Appraise options for perpetrator accommodation and sanctuary scheme, to support victim/survivors include children to remain in their home where safe to do so.	Julie Wearmouth	Jun-24		
Partner Working Group	5	Domestic Abuse	Develop an implementation plan and proposal for the DAHA Accreditation with key services and partners	Julie Wearmouth	Feb-24		Gentoo is already accredited and working towards latest accreditation. Gentoo happy to support wider process of accreditation with partners and SCC services.
Partner Working Group	6	Hospital Admissions and Discharges	Review current arrangements of housing support within the hospital from the Housing Options Team which supports hospital discharge. This needs to consider current role, successes, gaps in arrangements and future needs to maximise outcomes i.e. out of hours provision and support, Accident & Emergency support	Leanne Riddell	Jan-24		
Partner Working Group	7	Hospital Admissions and Discharges	Explore emergency accommodation and support provision for placing from hospital to reduce admissions and enabling timely discharge.	Martin Bewick	Jan-24		
Partner Working Group	8	Hospital Admissions and Discharges	Nappads have been proposed with Salvation Army as one mechanism that could potentially support emergency accommodation and support response, this proposal needs to be progressed to identify the opportunity and progress as a pilot to assess effectiveness and appropriateness. This proposal will need to have comprehensive operational processes to be put in place for referrals, monitoring and management between the hospital, HOT and the Salvation Army	Martin Bewick	Nov-23		Nappads have been approved to proceed as a 3 years pilot with the Salvation Army. The location of the Nappads will be a Swan Lodge. Operational procedures and processes are currently being developed. The installation of the Nappads is currently being assessed from a technical and planning perspective.
Partner Working Group	9	Hospital Admissions and Discharges	Develop, agree and implement a clear Standard Operating Procedures for emergency accommodation and train all appropriate staff and wards	Rachel Daurat	Feb-24		
Partner Working Group	10	Hospital Admissions and Discharges	Review the available data on hospital discharges to determine the number of cases and time where failure of a timely discharge has occurred and why. To examine the cost implications of extended and unnecessary stays in hospital.	Rachel Daurat	Jan-24		
Partner Working Group	11	Hospital Admissions and Discharges	Explore the "triage" process for ambulance staff to enable early review of accommodation circumstances and to develop a revised approach and process to improve the assessment arrangements	Rachel Daurat	Mar-24		
Partner Working Group	12	Hospital Admissions and Discharges	Review the current arrangement and response of the Psychiatric Liaison Team and their input into homeless cases to identify a more appropriate joined up response and process	Rachel Daurat	Apr-24		
Partner Working Group	13	Hospital Admissions and Discharges	Review Mental Health service in relation to the provision of support needed to enable discharge	Rachel Daurat	Jul-24		
Partner Working Group	14	Hospital Admissions and Discharges	To identify funding requirements from proposals to help reduce hospital admissions and enabling discharges and where there is an impact on health, particularly on an invest to save needs to be fed in for consideration	Martin Bewick	Feb-24		
Partner Working Group	15	Hospital Admissions and Discharges	Review wider accommodation needs for emergency accommodation use, i.e. disabled and accessible accommodation	Martin Bewick	Apr-24		
Partner Working Group	16	Hard to Place Offenders	Review homeless data to understand the quantum of clients, property needs and type	Justin Collins	Feb-24		
Partner Working Group	17	Hard to Place Offenders	Explore wider accommodation options for TA and Move On accommodations for disabled clients, those with accessibility needs and older HPOs	Justin Collins	Apr-24		
Partner Working Group	18	Hard to Place Offenders	Review the provision of increased accommodation options for Move on with appropriate support, accessibility issues need to be incorporated within the review on needs	Justin Collins	Jun-24		
Partner Working Group	19	Hard to Place Offenders	Review the Duty to Refer process to allow for earlier access to the Prison / Client to undertake assessments which will improve overall planning and re-housing	Leanne Riddell	Feb-24		
Partner Working Group	20	Hard to Place Offenders	To review links with Prison and Probation Service. Explore if Probation can provide stronger guidance on placements and they should also inform accommodation providers of the offences	Leanne Riddell	Feb-24		
Partner Working Group	21	Hard to Place Offenders	To develop an agreed process for MDT for complex cases including information sharing and this needs to be reviewed in line with MAPP / Probations / HOT / Gentoo etc...and any urgent cases can be "stepped up" for case review	Leanne Riddell	Apr-24		
Partner Working Group	22	Hard to Place Offenders	To initiate discussions with regional Local Authorities Group to review out of area placement response to HPOs	Leanne Riddell	Apr-24		
Partner Working Group	23	Hard to Place Offenders	Review Health navigator role to align better with the management of HPO cases	Leanne Riddell	Mar-24		

Partner Working Group	24	Hard to Place Offenders	Develop a "filtering" system to manage the HPO cohort to ensure that the cases that can be managed are managed and those that are higher risk and complex dealt with through a MDT approach. Probation and prisons need to be more involved and proactive with services	Leanne Riddell	Apr-24		
Partner Working Group	25	Young People-18-25	To review the pathway for the transition for children into adulthood and to ensure that this is robust and aligns with all appropriate services and support	Katherine Corfield	Jun-24		
Partner Working Group	26	Young People-18-25	Review staff training in ASC and TfC in the awareness of homelessness and housing issues so that they are aware of points of access and can offer information and advice to those leaving care and enable the prevention and response to homelessness and risk of homelessness	Justin Collins	Jul-24		
Partner Working Group	27	Young People-18-25	Develop 24/7 supported accommodation for those with high support and complex needs, including step down accommodation as clients move towards independent living.	Martin Bewick	Dec 2024 (The Shielling) and Dec 2025 (Thorney Close)		Two schemes are approved at Cabinet for Thorney Close and The Shielling which will be able to provide accommodation with support for Young People.
Partner Working Group	28	Young People-18-25	Review the accommodation needs and requirements for those 'first homeless' with low support needs that avoid having to use large mainstream 'hostel' style accommodation	Katherine Corfield	Mar-24		
Partner Working Group	29	Young People-18-25	Explore provision of dispersed training properties for care experienced young people in partnership with TfC	Katherine Corfield	Oct-24		
Partner Working Group	30	Young People-18-25	Develop and introduce a joint housing protocol between housing and TfC to work with parents	Leanne Riddell	Sep-24		
Partner Working Group	31	Young People-18-25	Review the current operating arrangements of the Initial Assessment Officer roles within HOT structure to look at utilising this resource to complete home visits for young people being asked to leave by parents	Leanne Riddell	Jul-24		
Partner Working Group	32	Young People-18-25	Review the need for the provision of affordable accommodation for young people. Current rules with Housing Benefit and wider costs in managing a home, it is becoming unaffordable for young people to secure their own home sustainably. To examine how more affordable homes can be provided and models that can achieve this. Can the offer of a property be on the condition of engaging with employability teams/strategic advice services. Consider if local large employers (e.g. Nissan) could "sponsor" tenancies/support and offer employment. Explore Office for Health Improvement and Disparities (OHID) individual placement and support offer for Young People with substance misuse issues	Katherine Corfield	Oct-24		
Partner Working Group	33	Young People-18-25	To explore if specific accommodation can be provided and offered on the condition of engaging with employability teams/strategic advice services?. Is there scope to work with large local employers (e.g. Nissan) to sponsor tenancies/support and offer of employment. Need to further explore Office for Health Improvement and Disparities (OHID) individual placement and support offer for Young People with substance misuse issues	Katherine Corfield	Nov-24		
Partner Working Group	34	Young People-18-26	Review apprenticeship availability and provision to see how this can support young people at risk of homelessness appropriately	Katherine Corfield	Nov-24		
Partner Working Group	35	Young People-18-25	Need to explore Office for Health Improvement and Disparities (OHID) individual placement and support offer for Young People with substance misuse issues and provide recommendations	Sarah Norman / Ryan Houghton	Jul-24		
Partner Working Group	36	Young People-18-25	Review the available data for young people to examine the 'whole' cost for this group across the whole public purse. NHS, GP's, Council, Prison etc. Housing Strategy to lead a piece of work analysing costs associated for YP presenting as homeless - across whole system.	Katherine Corfield	Jul-24		
Partner Working Group	37	Young People-18-25	Develop a Lived Experience programme to understand the experiences of YP with regards to homelessness and associated issues with regards to accessing and sustaining accommodation	Leanne Riddell	Oct-24		
Partner Working Group	38	Young People-18-25	Explore the opportunities for providing affordable and furnished tenancies as this is often a barrier to setting up a home as creates a disincentive for young people to secure employment	Katherine Corfield	Jun-24		
Partner Working Group	39	Young People-18-25	Review the Housing Benefit system with regards to young people accessing benefits and range of benefit entitlements and how HB can be maximised, this needs to link into wider consideration of accommodation provision and affordability, furnished tenancies and advice for YP clients	Katherine Corfield	Apr-24		
Partner Working Group	40	Sleeping Rough	Review the current provision for those sleeping rough and to identify any gaps in provisions, this could include: do we have enough provision, is the provision in the right area, is more provision needed and where, what type of provision is needed (i.e. for males, females, disabled/accessible) and what service would be needed to support those sleeping rough	Leanne Riddell	Jul-24		
Partner Working Group	41	Sleeping Rough	Review Housing First model used in Scarborough (REACH) and evaluate whether this model would assist in Sunderland	Katherine Corfield	Mar-24		
Partner Working Group	42	Sleeping Rough	Review what an appropriate clinical approach would be to support those experiencing rough sleeping, recovering from rough sleeping or at risk of rough sleeping, consideration be given to the provision of a psychologist, a dual diagnosis nurse, mental health outreach to support needs	Katherine Corfield	Jul-24		
Partner Working Group	43	Sleeping Rough	Review options and best practice into how best to deliver more quality, affordable and sustainable permanent accommodation	Martin Bewick	Jan-25		
Partner Working Group	44	Sleeping Rough	Develop a programme of engagement with good quality private landlords as well as Registered Providers to consider how more available accommodation for those who can be difficult to place can be provided, consider how a pilot project can be developed and include landlords incentive opportunities	Justin Collins	Aug-24		

Partner Working Group	45	Sleeping Rough	Commission research with those sleeping rough and wider service and support partners to understand what is working well, the issues, challenges and gaps in service, accommodation and support areas.	Leanne Riddell	Jun-24		
Partner Working Group	46	Sleeping Rough	Sunniside and wider regeneration areas - identify how localised support services can be delivered into areas with rough sleeping, review how services are joined up in discussions on dealing with and managing local issues	Martin Bewick	May-24		
Partner Working Group	47	Sleeping Rough	Develop and implement a process that considers partners issues and challenges with an MDT approach particularly when there is potential for displacement due supported accommodation closures/regeneration	Martin Bewick	Apr-24		
Partner Working Group	48	Sleeping Rough	Explore dispersed accommodation and small pockets of supported accommodation within Sunniside.	Martin Bewick	May-24		
Partner Working Group	49	Sleeping Rough	Create a directory of service providers and share information and best practice	Graham Scanlon	Complete		This has been completed as part of the Partner Working group. The directory will be issued, reviewed and updated quarterly
Partner Working Group	50	Sleeping Rough	Review the options with partners in developing a multi agency "funding pot" for people with No Recourse to Public Funds	Karen Dunn	Feb-24		
Partner Working Group	51	Sleeping Rough	Review how the delivery of a furnishing property model can be applied to ensure accommodation is available and suitable	Katherine Corfield	Mar-24		
Partner Working Group	52	Sleeping Rough	Develop myth busting communications and material around rough sleeping for the public, members, partners and key stakeholders	Leanne Riddell	Feb-24		
Partner Working Group	53	Sleeping Rough	Develop a role/service shadowing programme available and accessible to all partners to give a "shop floor experience" and wider understanding of roles and what services do in respect to homelessness and rough sleeping	Martin Bewick	Jun-24		
Partner Working Group	54	Severe Weather Emergency Protocol (SWEP)	Review SWEP data for the past 5 years to understand any trends that can inform future needs and provision of accommodation and services	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	55	Severe Weather Emergency Protocol (SWEP)	To develop a SWEP service guidance document for Sunderland so that partners and clients are clear what will be offered and delivered as part of SWEP, this will enable a better understanding and consistency of approach. This needs to include clarity on the accommodation that will be provided under SWEP as there needs to be a move away from hotel use and the weather conditions that Sunderland will employ SWEP	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	56	Severe Weather Emergency Protocol (SWEP)	To explore wider accommodation options for those with complex needs and chaotic behaviour that are excluded from accommodation but meet SWEP response so that options are available and accessible for all in severe weather periods and that risks are fully understood and managed	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	57	Severe Weather Emergency Protocol (SWEP)	Need to explore the options for a sit-up service which is "safe, warm and supported" and can be set up quickly, locations for this need to be clearly developed and agreed with partners including any commissioning needs	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	58	Severe Weather Emergency Protocol (SWEP)	Wider consideration required for Move On accommodation to "unsilt" the accommodation availability to support SWEP responses, there needs to be a clear proactive process of assessments in TA to enable Move On as quickly as possible and in consultation with partners	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	59	Severe Weather Emergency Protocol (SWEP)	Review current commissioning arrangements for SWEP and develop a clear SWEP delivery protocol including any required commissioning needs	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	60	Severe Weather Emergency Protocol (SWEP)	Emergency Planning arrangements enable the setting up of "Rest Centres" can this model be applied to SWEP? To explore the potential of this approach and how this could be supported with appropriate staff at short notice, the optimum location and operational management	Justin Collins / Leanne Riddell	Feb-24		
Partner Working Group	61	Complex Needs	To explore the potential of commissioning GP support for those homeless or at risk of homelessness	Martin Bewick	Jun-24		
Partner Working Group	62	Complex Needs	To fully consider and appraise the potential for nurse provision and wider health provision for a homeless response this includes a mental health nurse	Martin Bewick	Jun-24		
Partner Working Group	63	Complex Needs	To develop wider links with the Council's Health Navigator to wider health services and partners	Leanne Riddell Marie Lightfoot	Mar-24		
Partner Working Group	64	Complex Needs	To explore accommodation for those with most chaotic behaviours and excluded from accommodation so that there are accommodation options available for all and accessible. This needs to be considered along with wider management and support provision	Martin Bewick	Sep-24		
Partner Working Group	65	Duty to Refer	To develop an agreed D2R process with probation to maximise the time of confirmation as probation know 12 weeks (84 days) before a release date yet a D2R is only sent 56 days prior to align with homeless legislation. Consider the scope for a HOT member to have a place or drop in arrangement within the prisons in a more formal and structured way	Justin Collins Leanne Riddell Andrea Sowerby	Mar-24		
Partner Working Group	66	Duty to Refer	Explore how if Probation and others who refer can send D2Rs earlier than 56 days prior to release.	Justin Collins Andrea Sowerby	Mar-24		
Partner Working Group	67	Duty to Refer	The Prisoner Short Sentence Function (PSSF) deals with cases where the prison sentence is less than 56 days and other prisoners who receive a date to be released early. Engage with the PSSF and see how earlier interventions can be achieved.	Andrea Sowerby (TBC)	Mar-24		
Partner Working Group	68	Duty to Refer	Often relationships between prisoners and hosts breakdown on release, or are made up by prisoners to avoid extended interventions. Can a new process be developed to check the validity of given addresses and if possible start mediation between the parties?	Andrea Sowerby (TBC)	Mar-24		
Partner Working Group	69	Duty to Refer	Engage with Mears about obtaining more properties for the CAS3 project.	Karen Dunn	Feb-24		

Partner Working Group	70	Duty to Refer	The Community Rehabilitation Services (CRS) contract provides tenancy support in prison before people are released. Pre Release Teams (PRT) will identify people who need support, but a lack of engagement can be a problem. Explore and develop a process of robust engagement and communications across all partners.	Justin Collins	Aug-24		
Partner Working Group	71	Duty to Refer	Develop a protocol of joint working with RPs early in the process and agree responsibilities. Need to develop information protocol agreement. Consider a process where offenders write a statement about how they want to move on, and why they will manage a tenancy well?	Leanne Riddell	Aug-24		
Partner Working Group	72	Duty to Refer	Develop an awareness training package for offenders with an information and guidance package so that prisoners are appraised of what is awaiting them on release.	Leanne Riddell	Aug-24		
Partner Working Group	73	Duty to Refer	Examine the scope and potential for a Single Point of Contact between services and prisons for released prisoners	OT Team Leader	Aug-24		
Partner Working Group	74	Duty to Refer	Make strategic links with prison accommodation officers who are responsible for getting people into accommodation when they come out and create a clear joint working protocol for managing housing requirements for thus leaving prison	Leanne Riddell Justin Collins Andrea Sowerby	Aug-24		Key contacts - Chris Humber (Durham). Beth Morris (Home House). Nicola Stephenson (Low Newton)
Partner Working Group	75	Duty to Refer	Council to provide training and guidance to all organisations that make a D2R to the HOT to ensure that the understanding and detail of the referral is understood and referrals are comprehensive	Justin Collins	Aug-24		
Partner Working Group	76	General wider issue	To develop a framework for operating within a Trauma Informed Care approach for all aspects of service and commissioning across homelessness services.	Leanne Riddell	Aug-24		
Health Needs Assessment	77	Mental health and dual diagnosis	Review local referral criteria into mental health services to ensure people with a dual diagnosis are not automatically excluded	Martin Bewick	Feb-24		
Health Needs Assessment	78	Improving access to services	Review current arrangements and opportunities to create regular one-stop-shop opportunities that the homeless community can access on a drop-in basis and at different locations. To include: • Mental health support • Wound care • Sexual health • Smoking cessation • Dentistry • Support from nursing colleagues • substance misuse, alcohol treatment and recovery	Martin Bewick	May-24		
Health Needs Assessment	79	Improving access to services	Review support available to local GP surgeries to ensure they can meet the unique needs of the homeless community	Martin Bewick	Jun-24		
Health Needs Assessment	80	Improving access to services	Where people are moved out of area, review and fund their transport needs for appointments and services based in Sunderland	Justin Collins	Feb-24		
Health Needs Assessment	81	Improving access to services	Review outpatient discharge policy in local NHS services to ensure homeless people are not penalised for non-attendance	Martin Bewick	Sep-24		
Health Needs Assessment	82	Improving access to services	Review and align the needs of the homeless community within the social prescribing model	Leah Codner	Feb-25		
Health Needs Assessment	83	Improving access to services	Review, apply and promote health literacy principles across the Health, Housing and Communities directorate in all appropriate documents for homelessness clients	Louise Darby	Sep-24		
Health Needs Assessment	84	Housing people with additional needs	Ensure accessible/adapted properties are available for people with additional needs	Martin Bewick	Sep-24		
Health Needs Assessment	85	Housing people with additional needs	Build on existing partnerships to ensure all available accommodation is fully utilised	Martin Bewick	May-24		
Health Needs Assessment	86	Addressing stigma and improving understanding of the needs of homeless people across the system	With support from people with lived experience, develop training package(s) for staff across health and social care to improve understanding of homelessness and health inequalities -	Martin Bewick	May-24		
Health Needs Assessment	87	Addressing stigma and improving understanding of the needs of homeless people across the system	To consider shadowing/volunteering opportunities in homelessness service providers, open to all staff and partners	Martin Bewick	Jun-24		
Health Needs Assessment	88	Addressing stigma and improving understanding of the needs of homeless people across the system	Embed trauma-informed practice within the housing team	Leanne Riddell	Feb-24		Linked action to reference 86
Health Needs Assessment	89	Reviewing local delivery models	Review local approaches to homelessness ensuring there is an appropriate mix, including Housing First, to meet varying needs	Leanne Riddell	Feb-24		
Health Needs Assessment	90	Reviewing local delivery models	Establish a homeless multidisciplinary team in Sunderland, with membership from various agencies and sectors	Graham Scanlon	Mar-24		
Health Needs Assessment	91	Involving people with lived experience at all stages	Formalise regular engagement with the homeless community, through existing or new networks	Anne McDonough	Jan-24		
Health Needs Assessment	92	Involving people with lived experience at all stages	Seek input of people with lived experience when creating action plans, developing interventions and delivering services, including training	Anne McDonough	Jan-24		
Health Needs Assessment	93	Involving people with lived experience at all stages	Schedule regular review of health and support needs, such as a bi-annual needs assessment -	Health Navigator	May-25		

Health Needs	94	Cost-of-living crisis	Ensure that people experiencing or threatened by homelessness are a priority group for promotion of	Justin Collins	May-24		
Health Needs	95	Cost-of-living crisis	Ensure that the needs of people experiencing or threatened by homeless are built into the long-term food	Rachel Armstrong	Mar-24		
Health Needs Assessment	96	Further research	Explore intersectionality within the homeless population to understand if some marginalised groups are over-represented / some individuals experience greater inequalities, and how their specific needs may differ	Public Health	Dec-24		Embedded researchers

