



## **GWENT REGIONAL HOUSING SUPPORT COLLABORATIVE GROUP**

### **WORK PLAN 2024-2025**

This work plan developed co-productively by the RHSCG sets out the objectives and actions that the group intend to deliver against during 2024-2025. The RHSCG provides a forum for collaborative working and aims to develop partnerships to improve HSG service delivery and outcomes for those using services.

<b>1.Service Development</b>					
<b>Category 1: Development of specialist services for which there is not a critical mass locally</b>					
Objective	Actions	Responsible	Start date	Progress	Completion date
<i>To maintain and update the regional register of services</i>	<ul style="list-style-type: none"> <li>Any potential for regional services to be identified through the 2024-2025 local authority needs assessments and agreed for development at the Regional HSG Lead Officer Meeting and with relevant partners.</li> </ul>	HSG Leads	Quarter 3	Hospital discharge services are under consideration. Further work required to understand any benefits to regional service	Ongoing
	<ul style="list-style-type: none"> <li>Regional project proposals to be requested from wider stakeholders on an annual basis</li> </ul>	RDC	Quarter 2/3 SEPT/OCT	Project proposal form will be circulated later in the year	Ongoing
	<ul style="list-style-type: none"> <li>Regional project proposals to be prioritised using the Gwent HSG prioritisation matrix</li> </ul>	HSG Leads/RDC	Quarter 3 NOV/DEC		Ongoing
<i>Ensuring HSG services are available to all</i>	<ul style="list-style-type: none"> <li>To consider where extension of local services to regional provides added</li> </ul>	HSG Lead Officers	Ongoing		Ongoing

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<p><i>communities throughout Gwent</i></p>	<p>value or increased value for money at the HSG Lead Officer meeting</p> <ul style="list-style-type: none"> <li>To consider where access to local services should be extended across the region to meet the needs of small cohorts</li> </ul>	<p>HSG Lead Officers</p>	<p>Ongoing</p>		
<p><i>Research project: To improve delivery of refuge services</i></p>	<ul style="list-style-type: none"> <li>It was highlighted at the RHSCG Development Session that the regional refuge provision is oversubscribed. HSG teams to consider the needs for refuge provision for those with complex needs <ul style="list-style-type: none"> <li>Undertake a desktop review of refuge services, including complex needs</li> <li>Include relevant partners in the review</li> <li>Provide updates to the HSG Lead Officer /RHSCG meeting</li> </ul> </li> </ul>	<p>HSG Leads/ RDC / POG relevant partners</p>	<p>Quarter 3-4</p> <p>Quarter 4</p>	<p>Outstanding – still to be progressed</p>	
<p><i>To increase access to specialist services</i></p>	<ul style="list-style-type: none"> <li>Working in partnership with stakeholders to embed specialisms within services and to ensure clear pathways are in place to make the best use of ongoing limited resources. <ul style="list-style-type: none"> <li>VAWDASV: <i>Regional IDVA - local Floating Support pathways</i></li> </ul> </li> </ul>	<p>ALL</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	



	<ul style="list-style-type: none"> <li>○ Substance Misuse: <i>SM training raising the profile of Gwent's Drug and Substance Misuse Service</i></li> <li>○ Money &amp; Pensions Service: <i>Money Guiders Learners Programme increasing knowledge and referral to relevant advice agencies</i></li> <li>○ Mental Health: <i>promote MELO, Connect 5 training, Suicide &amp; Self Harm prevention –to increase knowledge of resources available across Gwent</i></li> <li>○ LGBTQ: Further consideration to those at risk of homelessness due to their LGBTQ status.</li> </ul>			<ul style="list-style-type: none"> <li>● Training email and links circulated to all providers.</li> <li>● Review of training to be initiated in Qtr 2</li> <li>● Ongoing promotion of the Money Guiders Learners Platform to all Gwent organisations through Gwent RPB. Regular training sessions continue to be offered.</li> <li>● Information circulated as relevant by email</li> <li>● HSG CoOrdinator trained to deliver Connect 5 sessions.</li> <li>● TCBC continue to pilot a floating support service supporting individuals who are homeless or at risk of</li> </ul>	
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				homelessness due to their LGBTQ+ status. Other LA's awaiting evaluation of service to determine demand, skills/experience of support staff etc.	
Category 2: – Development of regional services where justified by economies of scale					
Objective	Actions	Responsible	Start date	Progress	Completion date
<i>Regionalisation opportunities</i>	<ul style="list-style-type: none"> <li>Update the supply map of services and share with HSG Teams</li> <li>Provide HSG teams with the Supply Map Analysis report collated against the spend plan categories</li> <li>Consideration is currently given to the development of regional and sub-regional services for specific groups via the regional HSG Lead Officer meeting.</li> <li>It will be a priority for the RHSCG to consider and support services to be developed across this area.</li> </ul>	RDC / POG  RDC  HSG Leads  RHSCG members	Qtr 2  Qtr 2/ 3  Ongoing  Ongoing	<ul style="list-style-type: none"> <li>Ongoing. Awaiting completion of fee setting.</li> </ul>	
<i>Hoarding service</i>	<ul style="list-style-type: none"> <li>Pilot a sub-regional hoarding service in BGCBC, CCBC, MCC and NCC once slippage funding is available</li> </ul>	HSG Leads	Quarter 2 – Quarter 4	<ul style="list-style-type: none"> <li>Agreed to progress sub regional service once funding becomes available</li> </ul>	Ongoing



	<ul style="list-style-type: none"><li>• Monitor progress of the hoarding service pilot and report updates to the HSG Lead Officer meeting and the RHSCG</li><li>• Consider whether the service can be extended beyond a pilot in 2023/24</li></ul>		Quarter 4	<ul style="list-style-type: none"><li>• TCBC progressing with a hoarding pilot with Bron Afon. Service has been successful and currently holds a waiting list.</li><li>• MCC looking to start a pilot with Housing and then HSG take over in 2024</li><li>• BG- no specific service in place at present. Considering a pilot when funding becomes available.</li><li>• CCBC- continuation of the hoarding project via Holistic Hoarding pilot. Demand is huge with waiting lists. Beneficial to have links with health, environmental health and social services.</li><li>• NCC- a 2 year pilot scheme</li></ul>	
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				commissioned with Holistic Hoarding in Nov 2022. Now at capacity with a waiting list.	
<i>Substance Misuse Assertive Outreach service</i>	<ul style="list-style-type: none"> <li>Updates to be provided to the RHSCG at the quarter 4 meeting in relation to development of this service.</li> </ul>	HSG Leads/ SM Rep	Quarter 4	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	
<i>Hospital Discharge services</i>	<ul style="list-style-type: none"> <li>Review the new pathways around hospital discharge services.</li> </ul>	RDC/ HSG Leads/ ABUHB Rep	Quarter 3	<ul style="list-style-type: none"> <li>Reviewed by HSG leads and continue to review throughout the year– further work needed through 24/25</li> </ul>	
<b>2. Collaboration and Partnership working</b>					
<b>Category 3 – Delivery of improvements to be achieved by collaboration</b>					
Objective	Actions	Responsible	Start date	Progress	Completion date
<i>Increase the influence of the Gwent RHSCG across key groups</i>	<ul style="list-style-type: none"> <li>Ensure RHSCG membership of other regional partnerships and boards remains up to date</li> <li>Develop and strengthen links with the newly formed PSB</li> <li>Work closely with colleagues in the Regional Transformation team to ensure that the profile of HSG is raised across relevant Strategic Partnerships</li> </ul>	<p>All</p> <p>PSB Rep/ RDC</p> <p>RPB Rep/RDC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Quarter 2</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing and developing</p>	



	<ul style="list-style-type: none"> <li>○ Develop and strengthen links with the Mental Health &amp; Learning Disabilities Partnership Board</li> <li>○ Strengthen links with Health, Social Care and Housing Strategic Partnership</li> <li>○ Ensure HSG remains a priority on RPB agenda.</li> </ul> <ul style="list-style-type: none"> <li>● Develop &amp; strengthen links with the Gwent Safer Communities Board as part of the PSB review</li> </ul>	PSB Rep	Quarter 3	Awaiting direction from PSB review work	
<i>Further develop the work of the RHSCG</i>	<ul style="list-style-type: none"> <li>● Arrange development sessions to undertake additional pieces of work outside of the RHSCG business meeting and as required</li> <li>● Convene task and finish groups to take forward the work agreed by the RHSCG: <ul style="list-style-type: none"> <li>○ Mental health and complex needs</li> <li>○ Others to be determined</li> </ul> </li> </ul>	RDC  RDC	Ongoing  Ongoing	RHSCG Workshop focussing on Mental Health and complex needs arranged for July 24.	
<i>Ensure that providers across the region are fully engaged with the work of the RHSCG</i>	<ul style="list-style-type: none"> <li>● Ensure there remains in place strong links with the Gwent Housing Support Regional Provider Forum (RPF)</li> <li>● Provide updates to the RPF on the work of the RHSCG at each RPF meeting</li> <li>● Ensure the provider view is included in the work of the RHSCG work by utilising the RPF network</li> </ul>	Provider Reps/RDC/ Cymorth Cymru	Ongoing	<ul style="list-style-type: none"> <li>● Ongoing and developing. Close work with Cymorth to develop the forum and increase attendance</li> </ul>	







<p><i>Improve delivery of money guidance by HSG Support Workers</i></p>	<ul style="list-style-type: none"> <li>• In partnership with the Money Advice &amp; Pensions Service; Following successful implementation of Phase 2 of the pilot programme, the Money Guiders Programme will be incorporated into Gwent RPB workplan, and offered to all providers in the Gwent Region.</li> <li>• Regular updates will be provided to the RHSCG on the progress of the programme.</li> <li>• Regular induction sessions will be offered and advertised through email circulation and Gwent RPB website.</li> </ul>	<p>RDC</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Information circulated regularly</li> <li>• Information sessions held regularly.</li> </ul>	
<p><i>Ensure best use of IDVA resource</i></p>	<ul style="list-style-type: none"> <li>• Consider pathways between Regional IDVA service and local FS services once the regional project is tendered</li> </ul>	<p>RDC/ VAWDASV Rep</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• To be progressed once regional IDVA tender exercise complete</li> </ul>	
<p><i>Perpetrator support</i></p>	<ul style="list-style-type: none"> <li>• Consideration of the services needed to support and meet the housing needs of perpetrators of VAWDASV to be considered.</li> <li>• To be considered with partners from the PSB/Community Safety Board/OPCC</li> </ul>	<p>RDC/HSG Leads/PSB Lead</p>	<p>Ongoing</p>	<p>To be progressed</p>	
<p><i>Improve reporting arrangements to and</i></p>	<ul style="list-style-type: none"> <li>• Collaborative work will be undertaken to improve the reporting mechanisms to the DRD Panel and to develop the</li> </ul>	<p>RDC/ SM Lead for DRD Panel</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Recommendations from the panel relevant to HSG</li> </ul>	



<i>from the Drug Related Death (DRD) Panel</i>	<p>feedback process to housing and homelessness of any recommendations agreed by the group.</p> <ul style="list-style-type: none"> <li>• RCD continues to attend DRD panel.</li> </ul>			and homelessness are being considered outside of the DRD Panel	
<i>Alcohol Related Death (ARD) Panel</i>	<ul style="list-style-type: none"> <li>• Develop links to and ensure HSG representation on the newly formed ARD Panel</li> </ul>	RDC	Ongoing	RCD continue to attend ARD Panel.	
<i>Monitor take up of the Substance Misuse training programme</i>	<ul style="list-style-type: none"> <li>• The HSG Teams /RDC to review the take up of the new Substance Misuse E-Learning training package that has been developed by GDAS; offering Level 1 Introduction to Substance Misuse training for all housing workers.</li> <li>• To be discussed further at RHSCG meeting in July 24.</li> </ul>	RDC/POG	Ongoing / Quarter 4	Ongoing	Ongoing
<i>Complex Needs</i>	<ul style="list-style-type: none"> <li>• Develop and improve the support offer for those with complex needs:             <ul style="list-style-type: none"> <li>○ to be reviewed in partnership with colleagues from the Health Board, Substance Misuse APB, Safeguarding Board and with those responsible for the delivery of</li> </ul> </li> </ul>	RDC/RHSCG Members / other relevant stakeholders: TASK GROUP	Quarter 2	Meeting scheduled for July 24	



	<p>other funding streams such as the Regional Integration Fund.</p> <ul style="list-style-type: none"> <li>○ Considering current housing first project delivery across the region</li> <li>○ And the complex needs panels that have been developed in some LAs</li> </ul>				
<i>Improve move on and accommodation options for people using HSG services</i>	<ul style="list-style-type: none"> <li>● The move on and accommodation needs of the HSG population to be considered as part of any wider local and regional discussions around the repurposing of buildings or accommodation as we move into the recovery phases of the pandemic</li> </ul>	All RHSCG Members	Ongoing	Ongoing; Quarterly and Regional TA Data collection helps to raise the profile of pressures on TA to other boards and forums	
<i>Mental Capacity Act and the Liberty Protection Safeguards Code of Practice</i>	<ul style="list-style-type: none"> <li>● Continue to monitor the progress of the changes to Mental Capacity Act and implementation date of Liberty Protection Safeguards Code of Practice (delayed by WG)</li> </ul>	RDC / Regional MCA Lead	Qtr 1/ 2	Ongoing	
<i>Gwent Helping End Homelessness BOOST project</i>	<ul style="list-style-type: none"> <li>● Support the development of the Gwent BOOST project:</li> <li>● Maintain RHSCG Membership of the steering group</li> </ul>	All RHSCG Members  HO/HSG Lead/RDC	Ongoing	<ul style="list-style-type: none"> <li>● Project manager invited to provide update on project development to the October RHSCG Meeting.</li> </ul>	



	<ul style="list-style-type: none"> <li>Develop links with project manager</li> </ul>			<ul style="list-style-type: none"> <li>Project manager invited to become an RHSCG member</li> <li>RDC sat on tender and interview panel for the project evaluation partner</li> <li>RHSCG Members attend the project steering group</li> </ul>	
<b>Category 4: Collaboration with other public services</b>					
Objective	Actions	Responsible	Start date	Progress	Completion date
<i>Ensure relevant representation at the RHSCG from other public services</i>	<ul style="list-style-type: none"> <li>Invite a representative from Primary Care to join the group</li> </ul>	RHSCG Chair/RDC	Quarter 1	Primary Care representative now attends RHSCG.	March 24
<i>Increase partnership working to improve delivery of HSG</i>	<ul style="list-style-type: none"> <li>Ensure HSG representation at the wide range of partnership meetings across the region</li> </ul>	All Members/ RDC	Ongoing	RDC attends Provider Forums, DRD and ARD panels, co-ordinates Strategic Partnerships in Gwent Region and supports with the commissioning agenda across Health, Housing and Social Care.	Ongoing



<i>Increase understanding of the work of the RHSCG and of the HSG Programme</i>	<ul style="list-style-type: none"> <li>Provide clear communications to stakeholders and partners</li> </ul>	All Members/ RDC RDC/POG	Ongoing	Regular HSG update reports provided to Gwent RPB via Health, Social Care and Housing Strategic Partnerships and Gwent Leadership Group.	
<i>Increase HSG workforce development opportunities</i>	<ul style="list-style-type: none"> <li>Continue to consider and review opportunities in this area that can be taken forward at a regional level               <ul style="list-style-type: none"> <li>To be discussed at RHSCG meeting in July</li> </ul> </li> </ul>	All Members	Quarter 2	Ongoing: <ul style="list-style-type: none"> <li>X2 regional training programmes established for Substance Misuse and Money Guiders</li> <li>Recruitment Retention consultation at the HSG stakeholder event</li> </ul>	
<b>Category 5: other</b>					
Objective	Actions	Responsible	Start date	Progress	Completion date
<i>Gwent RHSCG Regional Statement</i>	<ul style="list-style-type: none"> <li>RHSCG's to submit an annual regional statement by end of April each year setting out the collaborative working that has been achieved and the key opportunities and challenges that will be the group's priorities through the next year.</li> <li>RHSCG's to submit a six monthly position update setting out how they are progressing in delivering against their priorities in their Annual Statement</li> </ul>	RHSCG Chair/ RDC	Quarter 1	Complete	
		RHSCG Chair RDC	Quarter 2 (September)  And Quarter 4 (March)	Complete	



<i>Gwent RHSCG work plan</i>	<ul style="list-style-type: none"> <li>To be shared with RHSCG Members to highlight the work being undertaken and to ensure that opportunities for collaboration on any of the objectives, goals and actions have the full opportunity to be considered by key stakeholders</li> </ul>	All RHSCG Members	Quarter 2	Complete	
<i>Renting Homes (Amendment) (Wales) Bill</i>	<ul style="list-style-type: none"> <li>To consider the impact of the new provisions of the Renting Homes (Amendment) (Wales) Bill</li> </ul>	All RHSCG members	End of Quarter 4	<ul style="list-style-type: none"> <li>Standard agenda item RHSCG Meeting</li> </ul>	
<i>Transition to Rapid Rehousing</i>	<ul style="list-style-type: none"> <li>Consider where we can work together regionally to:               <ul style="list-style-type: none"> <li>Support LAS in their transition to Rapid Rehousing</li> </ul> </li> </ul>	All RHSCG members	Quarter 2 – ongoing	<ul style="list-style-type: none"> <li>Members to consider how work is taken forward regionally in relation to rapid rehousing</li> <li>Rapid rehousing remains on agenda for Health, Social Care and Housing Strategic partnership and operational group, and link established with rapid rehousing leads.</li> </ul>	
<i>Wales wide changes to Homelessness Legislation</i>	<ul style="list-style-type: none"> <li>To commit to delivering against the recommendations and changes to Homelessness Legislation as they are implemented</li> </ul>	All RHSCG Members	Ongoing	Ongoing	



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