



# Homeless and Rough Sleeping Strategy

2024-2029



Melton  
Borough  
Council

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## Introduction

The Melton Borough Council homeless and rough sleeper strategy has been developed in partnership with our stakeholders based on data and their experiences.

The strategy informs of the current position and challenges for homelessness across the Borough, sets out the priorities and actions that together aim to prevent homelessness and reduce rough sleeping. Homelessness is not just a term for someone that is rough sleeping, but covers those that are in temporary accommodation, are at risk of losing their home, are in unsuitable accommodation or cannot afford to remain in their current home.

As the term homelessness covers a wider range of factors and many are caused by no fault of their own, tackling rough sleeping and preventing homelessness is a challenge for all local authorities. Many of those that are rough sleeping or homeless are vulnerable and have underlying root causes such as mental health issues, complex needs and substance misuse, all of which need to be considered when planning to accommodate their needs.

Adding to this is the impact of many economic and social factors including availability of accommodation, cost of living, housing affordability and individual circumstances which change over time. Whilst this is the strategy for the Melton borough it also recognises the challenges faced in Leicestershire and nationally. To address these, we recognise the need to work collaboratively with stakeholders and partner authorities.

Homelessness is not just about the provision of accommodation but is caused by many other factors, so partnership working is key to responding to these challenges. Government policy focuses on the prevention of homelessness and the increasing funding available to tackle homelessness. It drives and enables services to be more proactive rather than reactive at the point of homeless crisis.

The rise in the cost of living is now presenting new difficulties, especially around sustainment and availability of accommodation. The council recognises the need to continue to work together to maximise the impact of limited resources.

This strategy aims to tackle these issues in a practical and effective way, recognising our roles and opportunities in working together. We believe this strategy demonstrates that we are committed to the Government's vision that homelessness should be rare, brief and non-recurring.

## Developing the Strategy

The Homelessness Act 2002 requires that all Local Authorities carry out a review of homelessness in their areas, formulate and publish a strategy based on the findings of this review, keep the strategy under review and consult with other local or public authorities and voluntary organisations before modifying or adopting a strategy.

The strategy should:

- Assess the levels of homelessness now, and the factors likely to impact on future levels of homelessness.
- Ensure that there is sufficient accommodation available for people who are, or may become, homeless.
- Provide services that help to prevent people becoming homeless.
- Ensure that through effective partnerships, support services can be accessed for those people who are, or who may become, homeless – or to prevent them from becoming homeless again.
- Promote a cultural change so that homelessness is viewed in a wider context than just a lack of accommodation.

This strategy has been formulated following our strategy review, but with particular emphasis on the consultation with stakeholders. A shared consultation event collated vital feedback, which will enable this strategy to meet the aims of the borough.

This strategy will be supported by a more detailed action plan that can evolve should new

pressures arise. To allow a collective and robust approach to homelessness, this strategy incorporates the council's Rough Sleeper Strategy.

## Legal Framework

Homelessness cannot be tackled in isolation. This is shown in key legislation:

- **Housing Act 1996 (as amended) Part 7**

The overarching piece of legislation used by councils in determining the way in which they respond to homelessness. The Act has been amended by:

- **The Homelessness Act 2002**

Included notable changes in the way Councils use temporary accommodation, with greater emphasis on the role of prevention.

- **The Homelessness Reduction Act 2017**

Brought new legal duties to Councils so that everyone who is homeless or at risk of homelessness will have access to support, irrespective of their priority need status, if they are eligible for assistance.

- **The Domestic Abuse Act 2021**

Introduced to address the needs of people experiencing domestic abuse, the act imposes a duty on local authorities to provide support in safe accommodation.

- **The Care Act 2014**

Sets out a wider framework with the expectation that agencies would work together to protect children, young adults and people with care and support needs

- **The Armed Forces Bill 2021**

Places a new Duty of Due Regard on statutory authorities to recognise the Armed Forces Covenant in their policies as well as the delivery of front-line services.

## Melton's current picture and challenges

Since the last strategy, we have seen several challenges facing our residents. The COVID-19 pandemic provided a difficult time for homeless services. Services were delivered remotely but also saw the creation of the Community Support Hub. The community support hub has been a vital place for our residents and gives us an opportunity to identify people who may be at risk of or are facing homelessness.

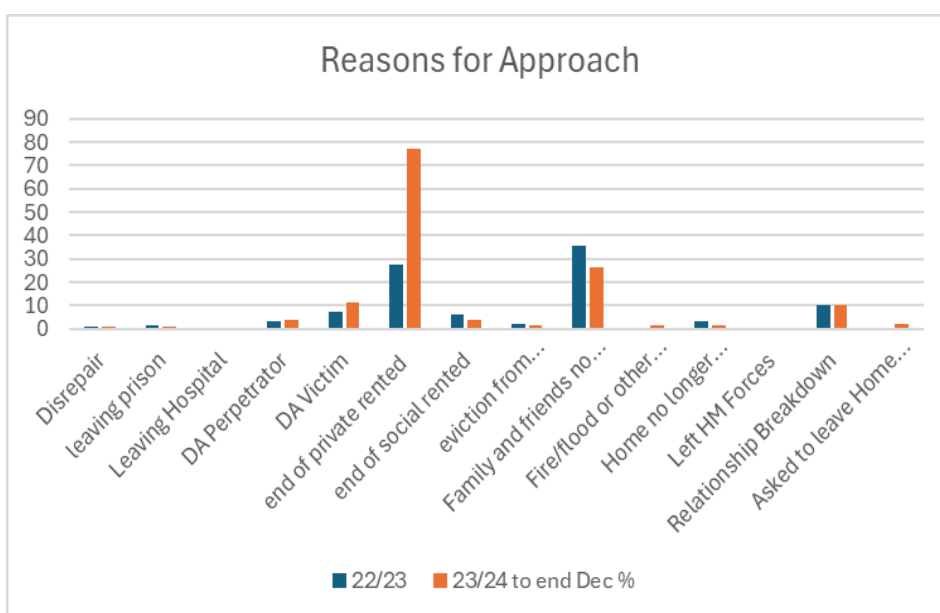
As a council, we acknowledge that homelessness is not merely about bricks and mortar. We understand the impact this has on health, the local economy and community wellbeing. Many of the things we do as a council (and with our partners) contribute directly and indirectly to the wider determinants of health for our residents. It is therefore important that we take the opportunity to look at aspects or areas where there are inequalities or barriers that may impact on the wellbeing

and prosperity of our people and the opportunities we must address them through policies, service design, service delivery and collaborating with partners.

Increased costs to the housing market, and fuel poverty have meant for some that renting is unaffordable. Changes to the housing allocations policy in 2022 were made to ensure those households most in need were given the most priority. Changes also meant that those who were adequately housed were stopped from joining, moving resource to those who have a clear housing or homeless need.

We are part of a Countywide Rough Sleeper Initiative (RSI) led by North West Leicestershire. This has both improved the range of services and support available to rough sleepers but also allowed us to better understand the true level of need in the district. This is one of a number multi-agency and sub-regional initiatives now in place covering areas such as prison release, hospital discharge and leaving care.

The council now has a resettlement function within its community’s directorate. This is to respond to the commitments made by Central Government as part of the Vulnerable Persons Resettlement Schemes (VPRS). This is to ensure any households fleeing persecution and subsequently move to Melton, do so in a planned way. Funding attached to these schemes has enabled the council to expand its support and increase its housing portfolio.



Melton’s challenges are not unique, but it is important we look at our data and respond to the trends identified. The main reasons for approach continue to be end of private rented sector and family and friends asked to leave. Whilst this is a familiar picture up and down the country this places pressure on our housing register and means it can no longer be relied upon to provide housing for our residents in a timely manner.

## Rough sleeping

The Homelessness Code of Guidance sets out that “in districts where there is evidence that people are sleeping rough, the homelessness strategy should include objectives to work toward eliminating rough sleeping.”

The number of rough sleepers is always fluctuating and cannot be predicted accurately due to the nature of homelessness and the variety of causes. Melton typically doesn’t have a huge number of rough sleepers with the average being 3 recorded every year for the last 4 years. In 2023 a 0 count was recorded. However we recognise that we need to work with other districts across Leicestershire, Leicester and Rutland to reduce rough sleeping to reduce any potential impact this may have on our borough. If options are reduced for people, then rough sleeping numbers will increase and so it is important this remains a key priority in our strategy and why it has a dedicated section.

The issue no matter how small needs to be addressed, and Leicestershire has tackled this head on with a rough sleeper initiative which operates across the county.

As part of the rough sleeping initiative funding, we are required to develop an annual ending rough sleeping plan through co-production with our rough sleeping advisor and we will continue to do this however there are several key actions that interrelate with the wider objective of this strategy.

We have adopted a definition of ending rough sleeping in keeping with the DLUHC publication “Ending Rough Sleeping for Good.” Our end goal is for rough sleeping to be prevented wherever possible but when it does occur, it must be rare, brief and non-recurring. Achieving this is the final priority of this strategy.

## **Affordability**

The council has seen an increase in numbers to the household support fund which has helped households access money for energy bills and food. This is where there has been a shortfall in their household income to manage and pay for the essentials. Rents and mortgages have risen and proposed changes in legislation – The Renters Reform Bill has started to see landlords leave the housing market putting tenants at risk.

## **Budgets and use of expensive emergency accommodation**

The use of this form of accommodation is because of households approaching the council in a crisis. This places more demand on the service in terms of finance and resource. It is for this reason we need to ensure we concentrate on prevention. The Homeless Reduction Act 2017 put a focus on early intervention and introduced a requirement for statutory partners to refer people for assistance.

This change has brought closer working with public agencies and has meant that homelessness has been brought to everyone’s agenda to come together to resolve it.

Leicestershire has created several protocols to ensure they work together for groups of people. The prison leaver, young people and care leavers protocols demonstrate the willingness to work together. Whilst the focus remains on preventing homelessness, there are instances where it cannot be prevented, and a crisis arises. An assessment would then take place to access appropriate accommodation and support.

## **Strategic Context**

The council is actively involved with other Leicestershire districts and Leicestershire County Council as well as other housing and support providers to ensure we can plan and prevent homelessness. A new corporate strategy was agreed in 2024 with a 4-year corporate delivery plan which underpins and supports the long-term vision statements. Our Helping People priorities of:

“Healthy communities and neighbourhoods” and “High quality council homes and landlord services” mean this homeless strategy is directly linked to helping achieve the wider aims of the council.

In 2022 the Council also established a Communities Directorate. The Communities Directorate has brought together the Community Support hub, resettlement function, community safety, housing register and homelessness and enabling and empowering communities, healthy and active communities to deliver an integrated people offer to ensure teams are not working in isolation but working together.

Melton is unable to resolve homelessness and the issues causing it on its own. This is why we are joined up with other county and district colleagues in various protocols to simplify the way we deal with our customers and to prevent homelessness where possible. Our partnership approach is discussed in Partnerships.



## Meeting the Needs of Particular Groups

Section 179 of the Housing Act 1996 set out an obligation on the local housing authority to provide advice around homelessness to people in the district.

Section 179(2) sets out particular groups the service must be designed to meet the needs of:

- a. people released from prison or youth detention accommodation.
- b. care leavers.
- c. former members of the regular armed forces.
- d. victims of domestic abuse.
- e. people leaving hospital.
- f. people suffering from a mental illness or impairment.

We should consider any other group identified as being particularly at risk of homelessness in the district.

When developing the evidence base for this homeless strategy we have specifically looked at each key group to determine what the demand is and what existing service provision looks like. Our consultation work has then identified any gaps in provision and opportunities to improve support which we have then sought to include as potential actions under our identified priorities.

### **People Released from prison or youth detention accommodation**

Only 1% of homeless cases in Melton are identified as homeless due to leaving custody. However, there are significantly more who have an offending history, but this may not be their primary reason for approaching the council. This could suggest that the impact of offending goes far beyond the initial homelessness that occurs for some on release from prison.

Most referrals that are received through the duty to refer, a statutory requirement for certain agencies to refer homeless households to the local authority are for those within the criminal justice system.

### **What we are currently doing**

Melton Borough Council takes a sub-regional approach to those released from prison and youth detention being a signatory to a protocol shared with the City Council, the other Leicestershire districts and Rutland.

The protocol is currently being reviewed and one of the emerging issues is the fact that because of the structure of the criminal justice system, prisoners may be released from several prisons and courts across the region.

We have therefore begun work to try and develop more regional approaches to managing ex-offenders.

### **What we need to do**

Two areas identified within the consultation that partners felt were key to this group were ensuring appropriate accommodation was available recognising that those with an offending history often face additional barriers to accommodating both emergency and long-term accommodation with specific offences, such as arson making it particularly difficult to access emergency accommodation.

It was also identified that ensuring that prisoners can access the right advice and services in a timely manner whilst still within prison was key to positive outcomes.

## **Care Leavers**

Only 1% of applications are identified as having support needs as having been in care (within the age group 18-20) and a smaller proportion again as older care leavers. The County Council are subject to the duty to refer in terms of children leaving their care. On average we received 2 referrals a year. As Melton takes a proactive approach to supporting care leavers access accommodation before their care placement ends, we can keep the number of homeless cases low.

### **What we are currently doing**

The Leicestershire Districts work closely with the County Council leaving care team to ensure positive pathways for young people leaving care in the County.

As well as reviewing and updating a county wide leaving care protocol, we are also working on several new accommodation options to better meet needs and enable a more appropriate set of transition options. Additionally, Melton Borough Council are currently in the process of adopting an approach to treat Care Leavers as an additional protected characteristic. This will be consistent with our district, borough and county colleagues across Leicestershire.

### **What we need to do**

Whilst wherever possible we work jointly to ensure young people transition into settled accommodation in a controlled way there are occasions where this does not happen. Also, several people leaving care will not settle effectively in their accommodation and require further assistance after moving into independence. Anecdotally people who have been in the care system are particularly prone to repeat instances of homelessness within a relatively short period of time.

The consultation identified the need for appropriate move on accommodation for young people when they are leaving care but also the need to ensure staff are appropriately trained to understand the needs of care leavers. We also need to ensure that support can meet the range of needs that care leavers present with.

## **Former members of the regular armed forces**

The Melton Borough has 2 MoD estates within the district. The council was awarded the gold standard for Armed Forces Covenant reinforcing our strong support to veterans who approach us for support. We have champions in our staffing and elected member structure who signpost any potential cases of homelessness to the right team.

Less than 0.5% of cases are because of leaving HM Forces but again, we recognise there are more cases unidentified that have support needs because of leaving HM Forces.

### **What we are currently doing**

As a council we have signed up to the armed forces covenant. We have also framed our allocations policy to offer additional preference to former members of the armed forces. Our armed forces champions amongst our officers and members mean that this vulnerable group have multiple routes into services to access support when needed.

### **What we need to do**

The support available to veterans and agencies working in the district has changed in recent years and we need to ensure all frontline staff are aware of the current offer.

Furthermore, we have incorporated "serving members of the armed forces and veterans as an additional consideration through "other socially excluded groups" within our Equality Impact Assessments.

To understand the wider offer within the community for veterans and work with this to expand our support offer.



## **Victims of domestic abuse**

Around 8% of cases approached where domestic abuse is the cause of homelessness.

### **What we are currently doing**

We have identified the advantages of taking a pro-active multi-agency approach to supporting victims of domestic abuse. The council undertook a self-audit exercise and has implemented a domestic abuse policy for tenants and residents as well as staff. All front-line officers are trained on how to recognise and respond to disclosures of domestic abuse.

Recent changes to legislation, in particular the Domestic Abuse Act 2021 have widened the responsibilities toward victims of domestic abuse. It is a particular challenge then to ensure we are working effectively with other statutory partners as well as the voluntary sector to ensure that our response is suitable, sustainable and sensitive.

Work is underway to develop a multi-agency pathway for victims of domestic abuse to ensure a clear and consistent offer to those seeking support. Because several key partners work across the Leicester, Leicestershire and Rutland (LLR) area and because on occasions those fleeing domestic abuse will want to move away from their existing localities for safety reasons this work is being carried out at a sub-regional level. A scoping workshop was undertaken and follow on work to produce a pathway will be produced for 2024.

### **What we need to do**

Consultation identified the need to increase the availability of dispersed accommodation for people fleeing domestic abuse. The County Council are currently in the process of commissioning additional accommodation services, and we will work with them to support the delivery of these units.

## **People leaving hospital**

### **Available Evidence**

Whilst most people leaving hospital will have safe and secure accommodation to return to, a small number will have lost accommodation because of their medical situation or no longer have a home to return to which is suitable to their needs.

A lack of suitable accommodation to discharge into, to continue recovery, is a significant drain on health resources and so effective joint working is key to making the best use of scarce resources across the public sector. Less than 1% of cases approaching as homeless are recorded as homeless due to leaving hospital.

### **What we are currently doing**

We are part of a sub-regional partnership with our local authority peers and the local NHS services to provide pro-active support to patients who face barriers to discharge from hospital (Lightbulb).

The service provides both practical support to allow those with accommodation to return home as well as assistance with accessing alternative housing options where this is not an option.

### **What we need to do**

Consultation has identified the advantages that having appropriate step-down accommodation for people leaving hospital would make. It also identified the importance of having appropriately trained staff within housing teams.

## **People suffering from a mental illness or impairment**

People with a mental health illness or impairment is the biggest support need of people approaching as homeless in Melton. Anecdotally this group is the one that have the greatest difficulty securing, and maintaining appropriate accommodation whether that be emergency placements, short term supported accommodation or longer-term housing options.

They are also disproportionately represented within the rough sleeping community a group that are the most excluded from many services.

### **What we are currently doing**

As part of a collaboration with Leicestershire Partnership Trust, Melton Borough Council have a Senior Mental Health neighbourhood Lead focused on bringing together an integrated mental health offer that meets the needs of residents in Melton

The council have agreed a Community Health and Wellbeing Plan which aligns and contributes directly to the delivery of the Leicestershire Joint Health and Wellbeing Strategy.

The establishment of a Community Health and Wellbeing Board (previously Helping People Partnership Board) is responsible for monitoring progress against the aims & priorities specified within the Community Health & Wellbeing Plan.

### **What we need to do**

The overwhelming feedback from consultation was the need for more specialist accommodation for this client group. This mirrors the conclusion of other work within the County.

## **Other Groups**

The Act encourages us to consider whether there are other groups within the locality who would benefit from a focussed homelessness response. During our consultation, we have identified that although the numbers are low for Melton, those settling in Melton through the Government's VPRS/Refugee schemes may face a disproportionate impact in integrating and accessing community services.

We have also identified that groups with multiple needs find it particularly difficult to secure appropriate services to meet their complex needs.

## **Supporting those with complex needs**

As part of the homeless assessment, officers must identify both the accommodation needs of the household but also any support needs.

Recorded cases with more than one identified support need may be low but they require intensive resource to achieve a positive outcome. The resource needed is disproportionate to those with 1 support need identified. It is also those with multiple support needs that are at a higher risk of repeat homelessness and often require a disproportionate amount of resource to secure positive outcomes.

The Rough Sleeping Initiative has introduced the concept of the Target Priority Group. This involves an assessment to identify those individuals at particular risk of rough sleeping and with additional needs. We are then encouraged to monitor the housing situation of these clients and identify when they are at risk of further homelessness.

The council currently operates a multi-agency meeting called "Adults at Risk" for those with complex needs that require intensive support. It is here where we can hope to look at different approaches and reach out to our partner agencies to share information and produce successful outcomes for our client group.

Melton is now part of a programme called "Complex Needs Accommodation Board" with health

and colleagues in adult social care. Individuals with complex needs whose accommodation needs are not being effectively met can be escalated to a panel of senior staff to unblock barriers and seek creative solutions. We will continue to support this programme and use the learning to improve services more widely.

As a result of the challenges those with multiple needs face, we have included a priority in this strategy to better meet the needs of this group.

## **Partnerships**

Homelessness cannot be resolved by one organisation. The causes and complexities of the issue need active partnership working. There are several issues such as health or domestic abuse which require specialist agencies and knowledge, so it is imperative the council continues to work hard to maintain a multi-agency approach. Preventing homelessness is also not a “one size fits all” and different approaches are required for preventing incidents of first time homelessness but also preventing incidents of recurring homelessness.

District Councils along with County Council, Housing Providers, Probation service, voluntary sector and health professionals work together across homelessness. Many partnerships underpin this wider network which ensures we have a robust approach to tackling the challenges Melton faces together. Melton Borough Council has a team of mentors to assist our residents in helping themselves through support and signposting to more specialist services should it be required. With our community support hub, the council can link into and work together with many different agencies. The agencies within the hub offer support and assist people to engage with many different needs which include domestic abuse, access to employment and education, mental health, drug and alcohol treatment. Within the Community Health & Wellbeing Plan, there is also a priority to integrate the Community Support Hub services more effectively with the local primary care networks.

## **Support**

The Community Support Hub offers support services to residents of Melton. To those most vulnerable in our community, who face multiple barriers. The hub has also launched the Rural Food Hub network which aims to support residents living in our rural areas with emergency food and other essential items. All partners are listed in Appendix A

## **Voluntary and Community Sector**

The council actively works with our partners in the voluntary and community sectors to align services and signpost accordingly. The council are linked into several forums which have multi agency attendance. These are strategic, operational and/or task focused groups. A representative from housing options is linked into these groups.

## **Protocols**

Over the last 5 years, Melton Borough Council has worked with partners to create and embed protocols. This is aimed at linking agencies together and working proactively to prevent homelessness for our most vulnerable groups. The protocols are currently designed at the following groups:

- 16/17 leaving social care
- Homeless Care Leavers post 18
- People homeless in severe weather emergencies
- Prison leavers

## The Future – Priorities and Actions

Looking forward our aim is that homelessness should be rare, brief and non-recurring. There are many challenges which will affect this strategy. This includes changes in government policy and the constant changes in the social and economic landscape. This strategy sets out our 5 areas which will allow us to deliver our aims and objectives for prevention of homelessness and rough sleeping over the next 5 years.

### Preventing and reducing homelessness

Preventing and reducing homelessness and rough sleeping is a difficult issue to address due to the many factors that can cause people to become homeless. Every individual has different circumstances and needs which prevents a one size fits all approach and it could take a period to understand a person's circumstances to assist them in the right way. Predictability of homelessness is also an issue as numbers fluctuate but do not follow any trends due to the main factors that contribute to someone becoming homeless.

#### Priority One: To reduce demand for emergency homeless action through proactive support

To achieve more sustained outcomes for people approaching the council as homeless we need to be more proactive earlier and focus on prevention. We need to keep people in their homes where possible making long term housing more attainable. Where this isn't possible, we need to be assisting people to move in a planned way so they can move into their best possible home to meet their needs.

We need to:

- Ensure that the homeless service provided by MBC is fit for purpose.
- Adopt a commitment to prevent homelessness which has buy in across all council services and with wider stakeholders including landlords (social and private), criminal justice agencies, police and health services.
- Develop a communications plan for private landlords and letting agents to keep them informed of the support the council can offer for tenants that may be having difficulty.
- Work closer with our community services to improve advice and support.

#### Priority Two: Increase the number of positive outcomes for homeless households

We are seeing an increasing number of households where there are no appropriate options for them. Closure to supported accommodation projects in the county, changes to housing benefit entitlement and an unaffordable private rented sector have made it difficult for people to obtain accommodation. We are also finding that pressures on supported accommodation in the borough mean more issues and emergency situations for the providers. We aim to:

- Actively pursue any opportunities to work proactively with the private sector.
- Explore the use of supported accommodation available to Melton residents and work with the providers to ensure it meets the needs
- Explore a regional approach to prison release protocols and pre-release assessments
- Develop multi-agency sub-regional approach to domestic abuse
- Identify pathways into appropriate support for veterans in relation to issues such as PTSD
- Explore options for care leavers, those released from hospital, ex-offenders which negates the need for emergency temporary accommodation.

#### Priority Three: Reduce the need for expensive nightly paid emergency accommodation

Whilst we have reduced the spend on nightly paid accommodation in the last 2 years, the use

of bed and breakfast accommodation is expensive and takes resource and finance away from other homeless resources. Emergency accommodation can often take people away from their employment, schools, support which can have a detrimental impact on a person/family's mental and physical well-being. Emergency accommodation should be for as short a time as possible and should be a time used to move people forward in a positive manner. We aim to:

- Undertake an exercise to establish the best use of emergency accommodation in the Melton area
- Explore emergency accommodation options which are best value for money for the council and residents of Melton
- Introduce a formal support offer for those people who are in emergency accommodation.

#### **Priority Four: Better meeting the needs of those with complex needs**

Resolving homelessness for people with complex needs cannot be resolved by the council alone. Achieving positive outcomes for this group of people can have additional successes in the neighbourhood and community if done correctly. This group will have the highest number of repeat approaches and it's important we take every opportunity to resolve the difficulties our customers face.

We aim to

- Consistently monitor and evaluate the demand to all our council services and explore opportunities for positive engagement for people with complex needs
- Work with Leicestershire County Council to help roll out a homeless mental health service in the district
- Agree a definition of "complex cases" and ensuring cases and individuals are identified and outcomes monitored.

#### **Priority Five: End Rough Sleeping**

No one should have to suffer living a life deprived of shelter, warmth and basic necessities. Although rough sleeping numbers in the borough are low the impact on the individuals is high. Tackling rough sleeping requires a dedicated and thoughtful response to engage and support people with often complex reasons for ending up sleeping rough. We aim to:

- Work with our Leicestershire district and Leicester City colleagues to explore opportunities.
- Work with providers of supported accommodation in Melton to increase the support available to rough sleepers.
- Promote the street link service through internal and external teams so that the public can effectively report potential rough sleepers.

### **Review and Progress**

This strategy sets out a 5-year plan and whilst we cannot predict what will happen, it is important we are flexible in our approach to the delivery. Changes may need to be made for us to meet our aim of tackling homelessness.

Actions from the strategy will be reviewed on an annual basis and will be published to our partners.

To make sure the delivery of the strategy is monitored and scrutinised and that work is progressing as it should, an annual update will be provided to our Senior Leadership team and to our Scrutiny Committee.

## Appendix A - List of Partners within our Community Support Hub

Provider	What they offer
<b>Access All Areas</b>	<p><b>Access All Areas</b> Training CIC, offer a unique training and support service based in the East Midlands. Also specialising in therapeutic services, workshops and one to one coaching.</p> <p>The project focuses on personal development and employment preparation; in essence offering intensive IAG with employment coaching.</p>
<b>Armed Forces Community Covenant</b>	<p><b>Armed Forces Covenant</b> is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly.</p> <p>Due to the mobility of service personnel and their families, they can often be disadvantaged in the provision of commercial products and services compared to other citizens, we call this commercial disadvantage. Addressing the commercial disadvantage experienced is a priority for the government and for the Ministry of Defence.</p> <p>The Armed Forces Covenant team is working closely with organisations that provide commercial services to ensure the armed forces community have fair access to commercial products and services.</p>
<b>CitAL – Citizens Advice Bureau Leicestershire</b>	<p><b>CitAL</b> Leicestershire CAB offers practical, up-to-date information and advice on a wide range of topics including debt, benefits, housing, legal, discrimination, employment, immigration, and consumer.</p>
<b>Crisis Café's</b>	<p><b>Welly's Workplace with Sunny Skies Enterprise C.I.C &amp; Peppers – a Safe Place</b></p> <p>Crisis Cafes offer local support to people who need immediate help with their mental health. They are from the NHS's Long-Term Plan which aims to provide more support for mental health and wellbeing closer to home and more relevant to local communities' needs. They were also overwhelmingly supported by the NHS's local mental health consultation in 2021 called Step up to Great Mental Health.</p>
<b>Early Help Services (0-19 Family Support)</b>	<p>The new <b>Early Help Services</b> provided via Leicestershire County Council 0-19 service focuses on providing support to the most vulnerable families. It aims to help families to function effectively, ensure that children are safe and prevent issues needing to involve the police or social care. Bringing together four services – SLF, Children's Centres, Youth Offending Service (YOS) and Community Safety, Early Help Information, Support and Assessment (EHISA)</p>
<b>EMH Care &amp; Support</b>	<p><b>MYST Lodge:</b></p> <p>Provide temporary housing and support for young homeless people (16-25 yrs.) so they can regain their independence and get their lives back on track.</p> <p>Provide tailored support to individuals with low-to-medium level support needs and equip them with the skills they need to realise their potential.</p> <p><b>Westbourne House:</b></p> <p>Provide temporary, affordable housing to families together with support tailored to their needs so they can eventually move into permanent housing.</p>
<b>FreeVa</b>	<p><b>FreeVa</b> - are a registered charity working towards reducing domestic violence, rape and sexual assault in Leicester, Leicestershire &amp; Rutland. Their vision is to aspire to live in a society where everyone is free from violence and abuse.</p>
<b>Grantham College</b>	<p>Level 1 in Customer Service &amp; Level 1 in Retail Knowledge provided as a distance learning qualification. Customers can be in or out of employment and must be 19+ years old. Other eligibility as follows:</p>



Provider	What they offer
<b>Home-Start Horizons</b>	Home-Start Horizons helps families with young children deal with whatever life throws at them. Supporting parents as they learn to cope, improve their confidence, and build better lives for their children.
<b>Melton Jobcentre Plus</b>	<p>Jobcentre Plus - The Department for Work and Pensions (DWP) provides a programme of intensive support for all 18- to 21-year-olds making a new claim to Universal Credit. This is known as the Youth Obligation Support Programme.</p> <p>It aims to encourage and support all young people into employment, work-related training, or an apprenticeship.</p> <p>If you are 18 to 21 years old and are making a new claim to Universal Credit, you will receive a programme of intensive support, based on evidence of what works, tailored to your needs and job goals.</p> <p>Jobcentre plus also provide support to claimants in receipt of UC who are not part of Youth Obligation but need support to Job search or access their UC online.</p>
<b>Leicestershire Adult Learning Service</b>	<b>LALS</b> offer help with upgrading computing and ICT skills, English and Maths skills, Languages, Courses for adults with learning difficulties and disabilities, learning for wellbeing and learning for work.
<b>Leicestershire County Council – Employment Hub</b>	The Employment Hub is working to support economic growth in Leicestershire by enabling employers to create and fill traineeships, work experience, volunteering, apprenticeship opportunities. Working with local employers to create local opportunities that are then referred to the relevant partners.
<b>Leicestershire County Council – Local Area Co-ordinators</b>	<p>Local Area Co-ordinators help with:</p> <ul style="list-style-type: none"> <li>• Individuals: thinking about how to make life better and looking at what you have to offer</li> <li>• Connecting with others: linking people together and being part of a community</li> <li>• Information: finding out about what’s happening in your area and getting the right help from services</li> <li>• Taking action: making positive changes</li> </ul>
<b>Leicestershire Recovery College</b>	<p><b>Leicestershire Recovery College</b> is an NHS college offering a range of recovery-focused educational courses and resources for people with lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.</p> <p>The college offers a range of courses designed to contribute to wellbeing and recovery, supporting people to recognise their own resourcefulness and skills in order to become experts in their own self care and achieve the things they want to in life.</p>
<b>Melton Learning Hub</b>	<p><b>Melton Learning Hub</b> work with challenging young people aged up to the age of 25yrs living in the Melton Borough to improve their life chances and help them to lead productive lives, contributing to their local community.</p> <p>This includes young people who have special educational needs, behaviour problems, family problems, a lack of confidence and self – esteem or those who find themselves not in employment, education or training. Courses on offer include mechanics, construction, beauty therapy, animal care, fishing, exercise, cookery, child care and more.</p>

Provider	What they offer
<b>Melton &amp; District Money Advice Centre</b>	<b>Melton &amp; District Money Advice Centre</b> aim to provide a free, confidential and impartial advice service for the people of Melton Mowbray and District concerning money and debt problems. This includes – Debt management plans, Insolvency Solutions, Budgeting advice, Relevant social groups and activities, Relevant focus groups for changing local and national policy.
<b>Melton Vineyard</b>	<p>Melton <b>Vineyard</b> is a registered charity and part of the Vineyard family of churches. It was planted in 2006 by Neal Swettenham and Eluned Owen.</p> <p>There are age-appropriate activities in Young Vineyard for baby's right up to 14-year-olds, plus a group for older teens. The morning includes contemporary worship, an informal slot for sharing news, interviews and personal stories, a message aimed at adults and prayer.</p> <p>Storehouse at The Fox is also managed by Melton Vineyard; it supplies food, clothes, and other items to those in immediate need in the borough of Melton. Clients are referred by local agencies.</p>
<b>Mental Health Matters</b>	<p><b>MHMs</b> fully trained, dedicated, experienced and caring staff work with partner organisations to deliver comprehensive services to meet a full range of personal needs in a seamless manner to help vulnerable people to develop, 'recover' and move on to independent living whenever possible.</p> <p>MHM also seeks to strengthen the voice, rights and independence of our users, their carers and their friends and families and to challenge the stigmas and negative attitudes that are still associated with mental health, learning disability and addiction.</p> <p>Supporting people in Leicestershire, and Rutland.</p>
<b>Prince's Trust</b>	<b>The Prince's Trust</b> Team Programme is a full time 12-week personal development programme. This programme is free to anyone aged 16-25 and unemployed. Each team is usually made up of between 12-15 young people with different skills and backgrounds, allowing participants to mix with new people and make new friends. The programme includes team-building residential, projects in the local community, team challenges and support with applying for further education or employment.
<b>WEA Adult Learning</b>	<b>WEA Adult Learning Within Reach</b> - We are committed to removing any barriers, so that individuals can improve their own life chances and have a positive impact on their communities and society as a whole.
<b>Wing Training</b>	<b>Wing Training</b> delivers unique and bespoke course interventions for; Adult customers furthest from the workplace, adult clients with clear, identified and entrenched barriers, adult clients with a range of profound mental health and wellbeing issues, adult clients requiring support, both moving into, and in work.
<b>The Royal British Legion</b>	<b>The Royal British Legion</b> - The Legion was founded by veterans after the First World War. A century on from the start of that conflict, we're still helping today's Service men and women, veterans, and their families in almost every aspect of daily life. We also champion Remembrance, safeguarding the memory of those who have given their lives for our freedom through Remembrance education and events.
<b>Rutland Adult Learning</b>	<p><b>The Rutland Adult Learning and Skills Service (RALSS)</b> provides opportunities for adults to improve their skills through a wide range of academic and vocational courses.</p> <p>Qualifications gained through adult learning play an important role in seeking employment and some of the Community Learning courses, such as maths and English, are FREE.</p>

Provider	What they offer
<b>Sustainable Land Trust</b>	<b>Sustainable Land Trust's</b> mission is to provide land-based training and experience of the countryside to vulnerable and/or hard to reach groups. Provide meaningful, green, community-based job opportunities for our trainees. To undertake environmentally, considered land management projects to improve wider ecosystem health and local habitats and through actions, generate a sustainable enterprise which utilises arising by-products
<b>Turning Point</b>	<b>Turning Point</b> is a leading health and social care organisation with over 50 years' experience of supporting people with complex needs including substance misuse, mental health issues, learning disability, unemployment, housing needs and offending behaviour.  The aim of the service is to provide integrated community drug and alcohol treatment for young people, adults and their families. The service will increase opportunity to access support in the community; improve completion rates so more residents leave treatment having achieved their goals; reach out to client groups who are currently under-represented currently; and respond quickly to changing drug and alcohol trends.
<b>Unlock Your You</b>	Providing Mental Health support to the Melton Community – Bridging the gap between clinical and non-clinical support.  The team include experts in debt management, mental health advice & bereavement – a person in need may then be referred into counselling. Counselling sessions are currently £30 per session.
<b>The Venue</b>	Social Youth Hub. The Venue is a unique facility that provides activities, entertainment, and a safe space for young people in Melton Mowbray.
<b>Vita Health Group</b>	<b>Vita Health Group</b> works in partnership with the NHS to provide mental wellbeing services to support local residents in various districts throughout the UK – <b>Vita Minds</b> is a talking therapy and provides psychological assessment and treatment for mild to moderate common mental health problems, such as Anxiety, low mood/depression, stress, OCD, trauma and Phobia's.