

WELFARE REFORM PROGRAMME

WORK-STREAM: WELFARE REFORMS – MITIGATING HOMELESSNESS		
AIM: To develop and implement a range of initiatives that will mitigate the adverse effects that the welfare reforms will have upon some households i.e.reducing the risk of them accruing rent or mortgage arrears and facing the risk of homelessness.		
KEY OBJECTIVES	SARC Ref	SUCCESS FACTORS
1. Develop and implement a communication strategy ensuring information on the welfare reforms is disseminated to stakeholders in a timely, easily understood, accessible and proactive manner that maximises the usage of technology.	1,3,6	<ul style="list-style-type: none"> ◇ Collaborative working with N/Wales LA's to produce publicity/information material. ◇ Households identified & received publicity/information material ahead of the implementation of the welfare reforms that will affect their benefit entitlements.
2. Develop and implement a training/coaching/mentoring programme to ensure service providers have knowledge of the welfare reforms and possess the skills and confidence to respond to the service users impacted by welfare reforms.	4,6, 7	<ul style="list-style-type: none"> ◇ Collaborative working with N/Wales LA's to: <ul style="list-style-type: none"> I. develop & deliver comprehensive training/briefing programme to front-line service providers; II. develop self-help toolkits for providers to draw upon when working with their service users. ◇ Increased ability & confidence amongst providers to respond to service users impacted by the welfare reforms.
3. Develop and implement a corporate Homeless Prevention Strategy that promotes effective partnership working with internal and external providers ensuring the authority fulfils its statutory duties efficiently and cost effectively	1,3,9	<ul style="list-style-type: none"> ◇ Levels of homelessness controlled. ◇ Providers share good practice models of service delivery and ensure the effective and efficient use of available resources.

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<p>4. Develop, in conjunction with the Neighbourhood Housing Service, proactive responses to advise and support working age social housing tenants who are under-occupying their home so their expectations are managed and they are less likely to accrue rent arrears / face eviction.</p>	6,7,8	<ul style="list-style-type: none"> ◇ FCC tenants under occupying their home identified & received advice/support & completed a personal housing plan. ◇ Through successful interventions, FCC tenants supported to remain in, or move to alternative accommodation & potential for increased rent arrears & homelessness reduced.
<p>5. Develop and establish a 'Welfare Reform Response Team' to proactively target advice and support services at households throughout Flintshire whom, due to the impact of the welfare reforms, are at most risk of losing household income and will face increasing difficulties in maintaining their contractual housing costs.</p>	6,7,9	<ul style="list-style-type: none"> ◇ All households within Flintshire identified who are at risk of losing household income due to the impact of the ongoing welfare reforms. Risk assessment approach used to prioritise households and target services. ◇ Through successful interventions, households supported to remain in, or move from their property & potential for increased homelessness reduced.
<p>6. Support the development and implementation of a 'Single Access Gateway' to facilitate referrals to statutory services, health services, specialist advice/support services, and other voluntary services, etc. , particularly amongst households whom tend to deal with their problems in a reactive manner, i.e. seeking support when a problem has progressed to the extent that it has caused a crisis to emerge.</p>	5,7	<ul style="list-style-type: none"> ◇ Effective partnership work between providers ensures that available service resources are being used to their maximum efficiency. ◇ Co-ordinated focus amongst service providers upon early intervention & preventative work.

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7. Promote, design and deliver initiatives that will improve financial literacy within households impacted by welfare reforms.	6,	◇ At risk households increasing their: <ul style="list-style-type: none">○ financial skills and knowledge through financial capability training,○ access to providers who can offer support with financial planning and household budget management advice.
8. Ensure that the private rented sector remains an affordable housing option for all residents.		◇ Maintaining the number of landlords within the County who will provide accommodation for rent at local housing allowance rates.