

Appendix D C and I Nov 17 - Working Document Supported Providers Action Plan

Issue	Intended outcome	Actions to be taken/ taken so far	Person/Agency Responsible	Priority	Date to be completed
DWP to receive a list of supported housing projects within West Lindsey	To make assessment of benefits easier for DWP when looking at addresses	<ul style="list-style-type: none"> All supported accommodation projects in West Lindsey to send a list of all addresses of their properties to Rachel Parkin 	Kala Woodwiss (HATS) Andrea Norton (Nacro) Katrina Swan (MR House)	Med	31 st August
Lack of furniture/household items for persons moving in to accommodation on low incomes	<p>To create a facility to have starter packs for tenants</p> <p>To map current provision across West Lindsey and assess if this needs to be carried further</p>	<ul style="list-style-type: none"> Rachel to contact different providers to establish what is available and what can be done. All named people to send Rachel names of schemes within their area that they currently use 	Adelle Moore (Acis) Catriona Paton (Peer Link) Darren Wilson (P3) Rachel Parkin (WLDC) Katrina Swan (MR House) Karen Ratcliff (Addaction)		30 th September
Newsletter to be created	To update all agencies of events, new schemes within their area	<ul style="list-style-type: none"> Template to be created Agencies to provide information to Rachel 	Rachel Parkin	High	30 th September
Mapping community support	For all agencies to be aware of what is available within their area. To form part of the newsletter	<ul style="list-style-type: none"> All attendees to send Rachel a list of organisations/schemes that are happening within their area 	Adelle Moore (Acis) Andrea Norton (Nacro) Catriona Paton (peer Link) Darren Wilson (P3) Kala Woodwiss (HATS) Katrina Swan (MR House)	High	30 th September

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			Sharon Walker (framework) Shayleen Towns (WLDC)		
More accessible private rented sector	To make it more affordable for those on low incomes to move in to private rented sector	<ul style="list-style-type: none"> Rachel to speak with private sector team re possibility or other appropriate initiatives. 	Rachel Parkin	Med	31st October
Better links with agencies and probation	Key list of contacts to be made. To be included within the newsletter	<ul style="list-style-type: none"> Attendees to provide a contact email address and phone number for their service and ways to refer in to service 	Adelle Moore Andrea Norton Catriona Paton Darren Wilson Kala Woodwiss Katrina Swan Sharon Walker	High	30 th September
Better links with employment services/ training opportunities	To look at opportunities for our client group who are able to work or undertake training	<ul style="list-style-type: none"> To improve access to events held by voluntary centre To speak with Employment Advisor at WLDC to look at employment opportunities 	Heather Arnatt (VCS) Rachel Parkin (Amanda Boutell - WLDC) Riverside Training – Debbie Stacey/Damon Parkinson	Low	31st October
Improved support for move on services	To understand what need is missing	<ul style="list-style-type: none"> Support providers to raise concern with commissioners Each agency to monitor gaps and feedback to 	All commissioned support providers Rachel to feed back to county group	Low	ongoing

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		group with specifics of what is the main issue. This can then be fed back in to county homeless group			
Market Rasen house is too remote and has too many people with high support needs	To support people in MR House effectively	<ul style="list-style-type: none"> To address with commissioners re need of persons being referred 	Katrina Swan	Med	
More support for hoarders	To establish a need and provide appropriate support	<ul style="list-style-type: none"> Agencies to look at what are the most needs of their client group. Monitor over 1 quarter. Sep 17- Dec 17 	Adelle Moore Andrea Norton Catriona Paton Darren Wilson Kala Woodwiss Katrina Swan Sharon Walker	Low	Nov 30th
Open door hub for customers	Customers to be able to access services in 1 area	<ul style="list-style-type: none"> Rachel to work with customer services on how to improve perception of Guildhall and make less intimidating Agencies to provide examples of incidents 	Rachel Parkin Catriona Paton Darren	High	Sept 30th

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		and look in the future to be part of a working group	Wilson Karen Ratcliff		
To make members of West Lindsey council aware of Universal Credit	To make members aware of the impact on the community and residents	<ul style="list-style-type: none"> • Rachel to work with Cllr Bibb 			
DWP to increase awareness of Universal Credit	All agencies to be aware of full impact of Universal Credit	<ul style="list-style-type: none"> • DWP to conduct sessions with support providers re impact of UC • DWP to be given list of support providers 	Mark Barker (DWP)	Med	Ongoing
To create a recovery centred community	To enable recovering addicts to be better equipped and be surrounded by positive influences to assist recovery.	<ul style="list-style-type: none"> • Addaction to provide examples of where this has worked and of how this could link • This to be linked with possible existing services and identify possible gaps. 	Karen Ratcliff Catriona Paton	Med	30 th November