Telford & Wrekin Co-operative Council

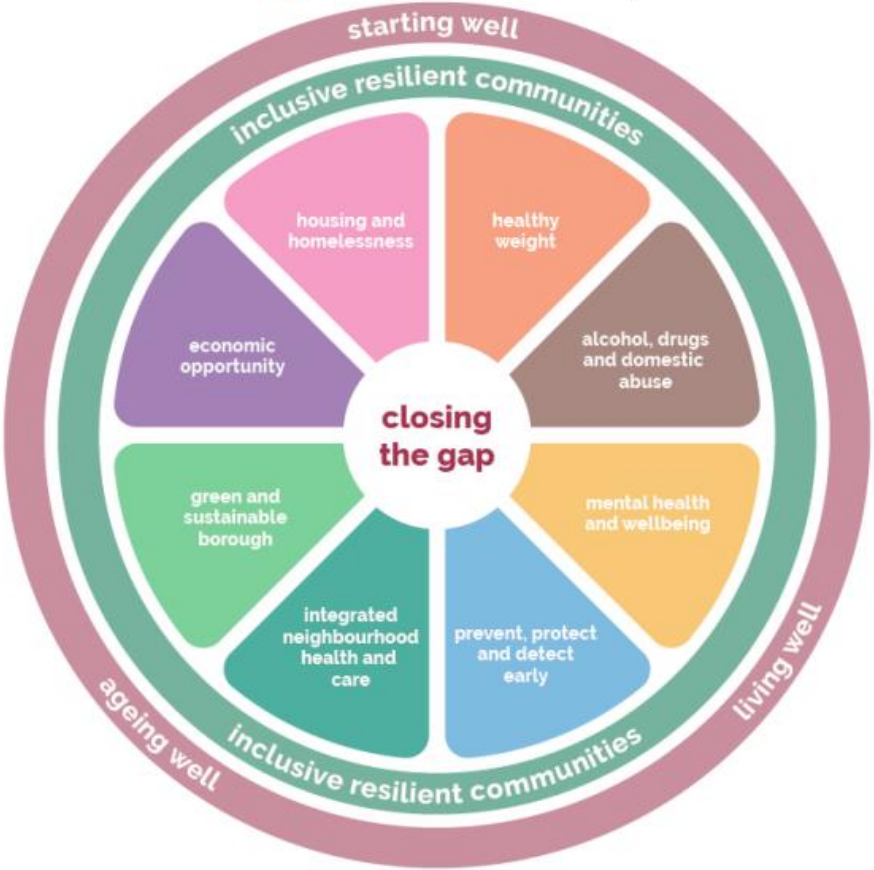
Protect, care and invest to create a better borough

Health & Wellbeing Strategy 2023-2027

Delivery Progress Report

December 2026

Our vision - happier, healthier, fulfilled lives



Borough Vision 2023 ambition – inclusive, healthy, independent lives

Closing the Gap

- Our HWB Strategy highlights that tackling inequalities and closing the gap requires comprehensive action across our priority programmes, through a strong targeted, intelligence-led approach. Addressing wider determinants of health is crucial and the NHS has a particular focus on reducing health inequalities through its

- The gaps in health and wellbeing experience are most repeatedly seen in our most deprived communities, compared to the most affluent communities, the 20% most deprived communities, CORE20PLUS5 programme.

- Particular and specific inequalities are also faced by different groups of people, often referred to as inclusion groups and these are closely related to characteristics which are protected in the Equalities Act.

Closing the Gap – overview of inequalities focus across HWB Strategy

Healthy Weight	• Strategy engagement focus groups with at-risk groups including people with learning disabilities, mental health disorders, males, ages 55+, ethnic minority groups, people living within our most deprived communities • Key priority for Healthy Weight Strategy is to create opportunities to support groups facing inequalities including: children and adults with a learning disability, physical disability or long-term health condition, as well as those with a common mental health problem or serious mental illness. • Schools health & wellbeing programme selects schools to take part with the highest rates of excess weight and those in our most deprived communities	**Integrated health and care**	**Start for Life Family Hubs:** "core20" population, younger parents, black & minority ethnic group families **Primary Care:** All PCNs have nominated inequalities leads and specific health inequality related projects in place for 24/25. Health inequalities is one the prioritisation criteria the ICB Primary Care Team use to target practices requiring improvement support.
Alcohol, drugs & domestic abuse	**Alcohol & drugs :** Equality Impact Assessment completed alongside the Needs Assessment. Equality Action Plan to be integrated into annual strategy Action Plan, Ethnicity data now included in quarterly treatment monitoring data **Domestic Abuse:** focus on families with complex and multiple needs. The DA Forum assessing disproportionate impact of domestic abuse and lower service uptake rates among under-served groups, improving joint working with faith groups and BAME communities	**Green & sustainable borough**	Initiatives targeted towards under-represented groups - people from lower socio-economic groups, people from ethnically diverse communities and people with disabilities/additional needs.
Mental health & wellbeing	Children & Young People who: have SEND, looked after/care leavers, those who are NEET, and suffer multiple disadvantage and trauma adults who experience poor mental health alongside other vulnerabilities such as alcohol and drug use and housing needs	**Economic opportunity**	The Cost-of-living strategy is aimed at those residents in the Borough on the lowest incomes, be they working age or pensioners.
Prevent, detect & protect	People living in the most deprived 20% of communities in England – the core 20 are a key focus given the gaps in life expectancy the most deprived and most affluent communities. Cancer screening: narrowing the gap in uptake of screening programmes across GP practices, linked to deprivation Cancer Champions & Health Champions representative of diverse communities	**Housing & homelessness**	People affected by trauma and poor mental health Ongoing focus on homeless clients who present with complex and multiple needs.

T&W HWB Strategy highlights that tackling inequalities and closing the gap requires comprehensive action across our priority programmes, through a strong targeted, intelligence-led approach. The gaps in health and wellbeing experience are most repeatedly seen in our most deprived communities, compared to the most affluent communities, the 20% most deprived communities, CORE20PLUS5 programme. Particular and specific inequalities are also faced by different groups of people, often referred to as inclusion groups and these are closely related to characteristics which are protected in the Equalities Act.

Healthy Weight

Progress / Key Highlights

- Three early years settings have engaged with the Health and Wellbeing Programme, with two completing audits and developing action plans. One setting, Chipmunks, has introduced family walks with the first walk involving 28 adults and 23 children – families have praised the walks to improve their activity as a family.
- Healthy conversations training is being developed for frontline professionals, with delivery to Family Hub practitioners and partners from December.
- Development of Healthy Telford Partners continues and has been identified as an integral part of supporting the Working Age Population theme within Place Expansion
- Free school meal auto-enrolment launched for the 2026/27 school year, identifying over 900 additional eligible children, with only four families opting out.
- Funding has been secured to support All New Move to Thrive for the remainder of the year, as well as Park Yoga 2027.

Performance

- National Child Measurement Programme data shows increases in overweight and obesity: Reception 25.6% and Year 6 40.2% - higher than England averages.
- 562 adults and 30 families have so far accessed the Healthy Lifestyles and Healthy Families programmes in 2026/27.
- The Healthy Telford team, since April, have attended 189 events, delivering 1,406 blood pressure and mini health checks and brief advice to residents.
- 31 care professionals have attended 'Nutrition on a budget' training sessions delivered by the Eatwell team.
- The Youth Health Champion programme has reached 25 pupils across three schools.
- Park Yoga 2026 delivered 3,299 attendances with positive impacts on wellbeing, confidence, physical activity and social connection reported.

Risks/ Challenges

Severe obesity among Year 6 children continues to rise. In 2025/26, 7.4% (165 children) were above the 99.6th BMI centile, increasing demand for specialist support.

Case Study

Apley Wood Primary School completed t he Schools Health and Wellbeing self-assessment, identifying areas for improvement and developing actions with support from Telford and Wrekin's Health Improvement Team. The support included attendance at parent forums, securing donations to establish an after-school cooking club and delivering the Youth Health Champions Programme.

Emma, the school lead, said: "After identifying areas for improvement, the Health Improvement Team supported in signposting and mapping ideas. One of the ways we felt we could offer the biggest improvement was with the children leading the change".

The programme aims to equip children with knowledge, skills and confidence to promote healthy lifestyle choices among their peers, families and school community.

As a result of the programme, the Youth Health Champions have developed a year-long action plan that includes delivering health and wellbeing messages to staff, promoting healthy lunchboxes and replacing traditional bake sales with non-food fundraising activities. To hear directly from two of Apley Wood Primary School's Youth Health Champions about their plans for the role, visit: https://youtu.be/uW3-357Yuvl

Domestic Abuse & VAWG

Key Progress – against strategy / work plans (Q1)

•Five local voluntary sector organisations successfully bided for small grants, up to £3K, from TWC to contribute 1 or more of the 16 commitments in the new DA & VAWG strategy 2026-2028, including a bid to strengthen the support for younger children impacted by domestic abuse

•A new grant agreement has been mobilised for two and a half years prevention work with young people most at risk of causing serious sexual harms using additional funding from TWC

•Planning work has commenced for a comms campaign and programme of community events for the 2026 White Ribbon Campaign between November and December

Issues / Challenges for the HWBB

•Increasing referrals from partners for the DA perpetrators behaviour change programme

•Increasing self-referrals from local survivors to the TWC DA SPOC

Performance (Q2)

Performance monitoring dashboards for the DA service have been reviewed and refreshed to include outcomes. The CYP Specialist Support Service achieved the following outcomes for CYP completing the programme:

- 76.3% of CYP demonstrated an increased understanding and awareness of DA
- 65.8% of CYP demonstrated they know what a healthy relationship looks like
- 76.3% of CYP demonstrated an increased ability to manage risks safely
- 71.1% of CYP reported feeling safer
- 60.5% of CYP reported improved educational attendance
- 50.0% of CYP reported the relationship between (the non-abusing) parents and children has improved

Alcohol and drugs

Key Progress – against strategy / work plans

Prevention – 325 young people engaged through school-based prevention activity during Q2, alongside delivery of seven PSHE sessions and school drop-ins focused on substance misuse and vaping awareness.

Harm Reduction – A total of 339 blood-borne virus screenings have been completed year-to-date, supporting earlier identification of infection and access to treatment. Hospital-based interventions continue to expand, with 95 brief interventions delivered during Q2.

Treatment – Overall numbers in treatment increased to 902, exceeding both the March 2022 baseline (820) and the local treatment capacity ambition of 873. Demand continues to grow, particularly for people presenting with alcohol and non-opiate substance use.

Recovery Support – Recovery support activity continues to expand through A Better Tomorrow, with approximately 260 volunteer hours delivered each week and 52 recovery, wellbeing and educational groups commencing during the quarter.

Improving outcomes - Case Study

Following homelessness associated with long-term crack cocaine and alcohol use, an individual engaged with recovery housing and support provided by A Better Tomorrow. Through sustained engagement with recovery services, mutual aid groups and volunteering opportunities, he achieved abstinence and successfully completed a 12-week recovery programme. Recovery enabled him to secure employment, regain his driving licence and rebuild relationships with family members, including his two sons. As of August 2026, he had maintained over 16 months of sustained abstinence. This case demonstrates the positive impact of integrated housing, peer support and recovery-focused interventions in supporting long-term recovery and improved wellbeing outcomes.

Performance

902 adults engaged in structured treatment during the rolling 12 months to September 2026, exceeding both the March 2022 baseline (820) and the local treatment ambition (873).

55 young people engaged in structured treatment, compared with 28 at the March 2022 baseline, representing a 96% increase and achieving the ambition set for 2026/27.

Hepatitis C testing uptake continues to increase, with 72.3% of eligible individuals received a test during Q2 compared with 54.6% during the same period in 2025/26.

Treatment outcomes continue to improve, with 57.3% of adults in structured treatment demonstrating substantial progress during the 12 months to September 2026, increasing from the previous quarter (54%) and remaining significantly above national and regional averages (46.6% and 43.9% respectively).

Issues / Challenges for the HWBB

- Treatment demand remains highest amongst people presenting with alcohol and non-opiate substance use. Whilst numbers engaged in treatment for opiate use remain below the March 2022 baseline, recent increases in referrals and treatment commencements indicate improving engagement amongst this cohort.
- The continuing availability of synthetic opioids nationally presents an ongoing risk of overdose and drug-related harm, requiring continued vigilance, intelligence sharing, naloxone distribution and partnership working across the system.
- Demand for recovery housing continues to outstrip available provision, with occupancy levels remaining extremely high and recovery accommodation operating at or near full capacity.

Mental Health & Wellbeing

Progress / Key Highlights since last report

•Design of the new care framework has begun – this brings together both Adult Social Care frameworks. Will include market engagements.
•Recent CQC inspection and Impower highlighted the positive practice in mental health social care in terms of its work with the voluntary sector & preventative approach.
•MH neighbourhood centre planning meetings are underway. Input from the voluntary sector and adult social care in Telford are vital in seeking Telford & Wrekin solutions. Workshop held 11/11/26 which enabled us to develop our ideas for how this could work.
•Secured for the 18-25 Calm Café to continue to operate until June 2027. Review undertaken as part of the business case evidenced almost £400,000 worth of savings / cost avoidance as a result of this Calm Café alone demonstrating best value for the council and residents as we know the outcomes are positive.

•Two new subcontracts have been awarded by the new CAMHS service; Xyla will provide additional assessment support for CYP and families awaiting a neurodiverse assessment and Luminova Tales of Courage app to support CYP aged 7-12 with mild to moderate fears, worries and anxiety.
•The CAMHS service have also recently enhanced the mental health group offer, named CAMHSGO. A range of courses and groups including sleep hygiene, emotional regulation, outdoor creative CBT support for low mood and psychoeducation for parents has been developed for younger and older children and young people. Referrals are managed internally via CAMHS at present.
•Significant workforce challenges experienced within CAMHS leading to an impact on access, assessment and support. Demand for core CAMHS and ND continue, further exacerbated by an increase in workforce challenges on capacity and waiting times.
•Enhancing mental health support at place, aligned to the ambitions of FFP are underway.
•Additional investment has been awarded to MPFT by the WM CAMHS Provider Collaborative Toucan, to develop mental health support for children in care living in residential care. Work is progressing and discussions underway to develop proposals planned for 2026/27 implementation and mobilisation.

Risks / Challenges

1.ICB structural changes – there is limited ICB involvement in CYP and adult mental health workstreams.
2.Rehab phase 3 funding is still pending – this would make the vacant social work rehab worker post a full-time role. We are unable to recruit to this post without confirmation of funding. This impacts team capacity in ASC and the wider multi disciplinary team. This remains a risk.
3.Funding for 18-25 calm café beyond the end of June still unclear and further work is needed with the ICB to secure funding.
4.CAMHS workforce challenges and impact on access, assessment, waiting times and support poses significant risks.

Case Study: We have been holding a void in our 24/7 supported accommodation for someone who is stepping down from secure care. Having spent 3 years in secure care and been in and out of acute hospitals and rehab placements before that, their discharged needed careful consideration. The discharge process which used section 17 leave to facilitate visits to the accommodation has received praise from partners in Secure Care for its focus on the person and their outcomes whilst managing risk. They are planned to be discharged from secure care today (18th Nov) representing years of hard work and focus on the future.

Protection, Prevent and Detect

Progress / Key Highlights

CVD Prevent Delivered 500+ mini health checks Aug – Nov. 8.4% undetected hypertension. 74.7% White British, 20.2% from Black & Asian communities. 42.5% from top 20% IMD areas. Social Value Day at K&N, Dawley Patient Day and Interfaith Vaccination event good engagement. Healthwatch working with Telford Gurdwara and TACT delivering own checks.

Frailty & Falls Moving On class attendance increased in Sept. Targeted approach to raise awareness with Social Prescribers, HLAs and Health Champions as capacity at all session. Online classes continued steadily, with 78 registered participants across 8 settings, 220 attendances over 8 weeks, new residents joining. Positive feedback highlighting increased physical activity, confidence, independence and social connection. Capacity strengthened 3 training days, with 11 staff trained and existing residential staff upskilled to maintain participation.

Stop Smoking Aug & October 26 the Service supported 137 residents to start a quit attempt, a 33% increase compared to same period in 2025/26. Referrals increased by 25% to 347. 4-week quit rate of 56.6%, alongside growing numbers achieving long-term smoke-free outcomes. Increased reach to priority groups, with a 29.2% rise in residents in routine and manual occupations starting a quit plan. Results reflect effective partnership working, proactive engagement and high-quality support helping more residents access evidence-based services.

Data / Case Studies

CVD Prevent Taking a more targeted approach and engaging with priority communities in a way they understand the risks of high BP and the importance of getting checked is essential**.** Case Study Peace International Chapel WH July 2026.docx

Stop Smoking David & Dawn successfully quit smoking together after being referred through the Lung Cancer Screening Programme, achieving a 12-week smokefree milestone with support from stop smoking services, NRT, and regular CO monitoring. Since quitting, they have improved breathing, increased energy, better fitness, financial savings, and pride in setting a positive example for their grandchildren.

Challenge / Risks

CVD Prevent Need targeted approach to coproduce BP offer with priority communities and build community capacity.

Frailty Join up falls prevention programmes and why residents who've fallen are not participating in activity class as part of care plan.

Plans for next quarter

CVD Prevent Through data identify 5 – 6 communities where prevalence of undetected hypertension is the highest and develop an engagement plan together to educate, reach and check. Plan how to scale up offer to employers.

Frailty Educate on importance of movement/exercise in preventing falls. Understand why residents aren't accessing falls prevention offer. PCNs ensure frail patients are participating in movement as part of care plan. Explore digital model. Promote Live Well Age Well campaign

Protection, Prevent and Detect

Progress / Key Highlights

Live Well Community Hubs: Since August 2026: Supported 319 residents, across 27 session at 9 venues. 23% residents provided feedback 49% of these live with a long-standing illness or disability. 26% are carers. 23% are from non-White groups

Healthy Lifestyle Service Between Aug to Oct 2026 received 347 referrals. Increased number of 234 plans set**.** Ave. of 67.3% of clients successfully achieved their primary goal on completion, with a peak of 76.9% of clients achieving their plans in August 26. Seeing strong growth across both the Stop Smoking and Healthy Lifestyles services. Following a recent increase in Teldoc referrals.

Health Champions programme Recruited 6 new volunteers since Aug. 13 completed Blood Pressure Checker Training (total now 39). 40 session attendances, including 21 LWCH sessions. 4 Champion BP Checkers can now provide BMI and CO. 5 attended MECC training

Data / Case Studies

LWCH.Next slide

Healthy Lifestyles 2 case studies demonstrate significant improvements in weight management. HLS supporting a client with a BMI of 75.5 and weight loss of 23.8kg achieved and another client who has continued their changes and reduced their BMI from 52.2 down to 42.9 through positive lifestyle changes.

Challenge / Risks

LWCHs Donnington hubs are not reaching residents in the way we had hoped. Working with partners, we're exploring new approaches to engagement. Finding funding to continue LWCH model.

Healthy Lifestyles Maintaining service delivery during increased demand and staff absence. Increased requests for prescription-only smoking cessation medications, particularly Champix. Limited prescribing pathways creating challenges for patients/ advisors. Working with partners to identify solutions for medication access. Maintaining referral levels & quit outcomes as Lung Cancer Screening referrals reduce.

Plans for next quarter

Live Well Community Hubs Focus on securing the future beyond the end of our current funding in March 2027.
Building the evidence of impact in our end of project evaluation to strength the model, secure funding and continue to grow.

Health Champions grow and diversify the Health Champion programme, particularly in South East Telford, expand its role within Healthy Telford, and enhance volunteer skills through Moving On, MECC-style and mini health check training.

Protection, Prevent and Detect

Good News Story: Improving Access to Vaccinations at Hadley Live Well Hub

This recent Hub demonstrated the important role community outreach services play in improving access to preventative healthcare. Six residents attended the session, where four Covid vaccinations were delivered by the attending nurse.

One resident shared that she had been meaning to get her vaccination but had not yet found the opportunity. After seeing that vaccinations were available at the hub, she decided to pop in and receive her jab while also accessing support from other partner services.

The session showed how bringing healthcare services directly into communities can remove barriers to vaccination, making it easier and more convenient for residents to protect themselves against preventable illnesses.



Integrated Health and Care: Start for Life/Family Hubs (1/2)

Skills for School

All **7** Best Start Inclusion Practitioners (BSIPs) are now in post.
Experts at Hand (EAH) and Family Hubs work across localities. BSIPs support families and EAH supports early years settings. Best Start Experts advise and coach both.
Commissioning under way: Best Start Health Visitor, Occupational Therapist and Speech and Language Therapist.

Kindred Squared toilet-training pilot

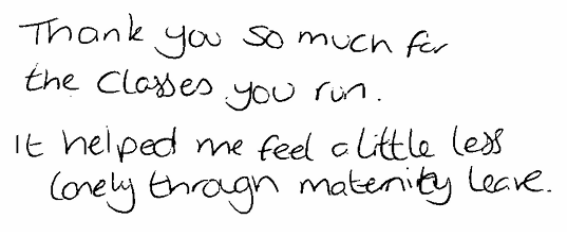
Telford & Wrekin selected for Phase 1 through Skills for School.
York, published October 2026: **42% reduction** in the proportion of Reception starters not fully toilet trained versus 2025.
Local plans: guides will accompany school offers for **2,500 families**. Partners will run workshops and staff training.

Family feedback: Music and Movement

“The session has been lovely, thank you so much. It was engaging and exciting. I’d like to book on for every session here, please.”

Family feedback

“It helped me feel a little less lonely through maternity leave.”



Integrated Health and Care: Start for Life/Family Hubs (2/2)

Telford Dads: engagement and listening

Year 1 focused on listening to dads and understanding what support they want.

- Since April 2026: **45 dads** at events and **48** at Father's Day.
- **15** survey responses. **13 dads** interested in a forum and **14** in sensory sessions.
- Telford Dads appeared on Radio Shropshire.
- Q2 (July–September): **42 dads** at the maternity open day. Support also included one-to-one sessions and Brews and Braids.
- Fathers Conference, 19 November 2026: **140 expected attendees**.

Wider partner updates

July–September 2026: pregnancy and early years support in hospitals, Hubs, communities and online.

- **Breastfeeding Network**: **544** infant-feeding contacts across antenatal, hospital and community support.
- **Eatwell**: **204** healthy-eating engagements (**128** at drop-ins), plus weaning advice.
- **Telford Mind**: **48 families** supported, **32** new referrals. Perinatal wellbeing and Roots and Rise.
- **Families in Telford**: **100+** people weekly across three community venues.

Citizens Advice: money advice

Baby Steps offers benefits, debt and housing advice through Family Hubs.
Q2: **£175,000** in income gains secured for families through Baby Steps.
June 2023–October 2026, cumulative: **260 parents** and **1,425 issues**.

Green & Sustainable Borough

Progress / Key Highlights

- Green Flag Awards: 10 sites recognised in 2026. We are aiming to retain 10 Green Flag awarded sites in 2027.

Nature Reserve and Park Improvements:

• Apley Woods LNR -The duck pond decking has been replaced with recycled plastic material. The second phase of the duck pond improvements will commence in this winter. We are hoping to repair and replace parts of the traditional cleft fencing this winter.

•Newport Canal – weed removal works have recently been completed. A project has recently commenced to better understand the factors affecting water quality within Newport Canal. This project will include analysing fish populations, waterfowl activity, historic nutrient accumulation, and potential sewage inputs on the canal's water quality. We are also looking at water quality issues and solutions at Dothill Pool.

•Haybridge Avenue & Millfields Way play areas – funding has been made available to upgrade the play areas in these two areas with more of a focus on meeting the needs of a wider range of the nearby residents. Tenders for both sites have been received and after consultation with the public and tender evaluation the tenders have been awarded. Both sites will be installed by the end of February 2027.

•Dawley Park – funding has been made available for general park improvements. The play area has been updated with some new equipment and other improvements will include signage and park furniture.

•The Grange BMX track – funding has been made available to improve the track.

•Granville LNR – Seven digital guided walk nature trails are being developed as part of the Telford and Wrekin Place Expansion project in partnership with Energize.

•Telford Green Spaces Partnership (TGSP) - TGSP supports volunteer groups caring for parks and green spaces across the borough. Funded by Fujitsu, the Butterfly and Moth Conservation Project recorded over 1,000 butterfly and moth sightings. The project also supported a pollinator garden at Hartshill Park which was planted with the help of pupils from Wombridge Primary School. A new butterfly and moth information sign will be installed in Hartshill Park this winter. Fujitsu's funding has also helped local groups deliver bulb planting, wildflower sowing, tool purchases, and bird box installations.

•Play Strategy - Consultation with the public has closed. The Play Strategy will be presented to cabinet in February 27.

•Food Resilience Project – A project is underway aimed at strengthening the borough's food system so that residents have reliable access to affordable, healthy, and sustainable food. This project will look at supporting people's access to food banks and community grow spaces.

Economic opportunity

Progress / Key Highlights

Job Box

The drop-in desk in Southwater 1 has delivered 139 appointments in September, and 107 in October. The largest age group seeking support are those aged 50-64, with the majority seeking help with their CV in addition to information, advice and guidance around find employment in the borough. The team have also been providing interview preparation support and guidance on job searching using a selection of online tools.

Learn Telford

Learn Telford has launched a new suite of Digital Skills course his academic year, with the first ones due to start this term. Courses have been designed to be short, some are only 1 day, so people can do them without making a long-term commitment to many weeks. These courses are also designed to be stackable, so people can do multiple short courses to build their digital skills in bitesize chunks. All courses will be run in Learn Telford's building at Bishton Court, as we now have a new suite of laptops to support this curriculum development. Courses cover the basics through to intermediate level IT skills.

Connect to Work

Recruitment activity continues to achieve the required staffing levels for Year 3 of the programme (April 27). 2 new Employment Specialists started with the team in November and are currently undertaking training and their caseloads will steadily increase over the next few months. The provision is still on track to achieve 100% of its profiled starts target for year 2 by end of March. Employment outcomes continue to exceed target.

Housing

Key Progress – against strategy / work plans

- Opened a Rough Sleeper Emergency Accommodation with 24/7 staff on site, ensuring all Telford & Wrekin rough sleepers have an offer off the street.
- Opened a new refuge for those presenting as homeless due to domestic abuse offering 8 beds for women and their children.
- Opened a new 5 bed unit of temporary accommodation for singles and adults who we owe a housing duty.
- Increased the supply of temporary accommodation to reduce the use of B&B which is not suitable for families.
- Continue to work with partners to provide support to clients presenting as homeless
- Delivering a Landlord and Tenant support programme
- Continue to work with Housing Associations to increase successful nominations into social housing
- Using data on housing needs across adult and children's services shaping the development market to deliver more specialist and adapted accommodation including supported accommodation, extracare and provision for care leavers
- Maintaining daily multi-agency Rough Sleeping Task Force
- Continue to work with MPFT via dedicated Mental Health Nurse to provide rapid mental health support for rough sleepers.
- Developed the website with more homelessness advice and support
- Established a Homelessness Forum with partners

Improving outcomes - data or brief case study/ story etc.

- Since April we have prevented 150 applicants from becoming homeless
- Since April we have relieved 298 applicants from becoming homeless.
- Since April we have advised 1654 applicants with housing advice.

Plans for next quarter – what we are hoping to achieve

- Continue to work with partners to manage customer expectations about the type, size and location of housing they may be offered
- Continue to work with developers and housing association partners to ensure that new properties reflect all housing needs.
- Promote and ensure clients know that anyone rough sleeping from the borough has an offer of emergency accommodation
- Review if additional Rough Sleeping provision is required.

Issues / challenges for HWB

- Increasing numbers of clients including families presenting to services
- More complex clients with challenging behaviours who require multi agency response and support and impact on communities
- Shortage of affordable larger accommodation reflecting increase in larger families presenting as homeless
- Shortage of one bedroom self contained affordable properties for single clients
- Demand for more specialist supported accommodation to house those with mental health and substance misuse.

Inequalities Focus: Ongoing focus on homeless clients who present with complex and multiple needs.