

Preventing Homelessness Together' York homelessness strategy 2018-2023 Action Plan

Strategic aim	Objectives	Baseline position	Lead	Target / date	Priority	Progress	Supporting comments
	1. Reduce rough sleeping	MHCLG Reported 29 rough sleeper count (2017)		To Reduce Rough Sleeping by 50% by 2022 and eliminating rough sleeping by 2027 (MHCLG)			
1	Reduce rough sleeping	29 in November 2017		Ministry Housing, Communities and Local Government national target to reduce by 50% by 2020 (15) and to zero by 2027			
1.1	Retain Making Every Adult Matter (MEAM) to target work with complex / entrenched rough sleepers and ensure that it is effective in reducing rough sleeping in York (links to strategic aim 4)		Changing Lives (Kelly Cunningham)	Apr-22	High		
1.2	Ensure new Early Intervention and Prevention contract contributes to reducing rough sleeping in York		Salvation Army (Charlie Malarkey)	Apr-22	High		
1.3	Housing First – evaluate York model and adapt / expand accommodation resources according to outcome (including private rented sector) (links to strategic aim 3)		CYC (Tim Carroll)	Apr-20	High		
1.4	Embed Housing First resettlement model and develop Housing First mental health model, ensuring that all partners (housing, offender services, mental health services and substance misuse services) are committed to model and provide appropriate support for individuals (links to strategic aim 5)	Housing First – evaluate York model and adapt / expand accommodation resources according to outcome (including private rented sector) (links to strategic aim 3)	CYC (Tim Carroll)	Apr-22	High		

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1.5	Embed Housing First resettlement model and develop Housing First mental health model and ensure that all partners (housing, offender services, mental health services and substance misuse services) are committed to model and provide appropriate funding for service (links to strategic aim 5)		CYC (Service Manager HO and Support)	Apr-22	High		
1.6	Ensure adequate and appropriate (including considering need to ensure safety for vulnerable for women) emergency beds are available in the city to meet demand, through existing resources and Innovation Bid (2018)		CYC (Den Southall)	Nov-18	High		
1.7	Evaluate new Next Steps (intensive support for rough sleepers / single homeless) and if successful work to refund		Peasholme Charity (Yvonne Morrissey)	Apr-20	Med		
1.8	Review current supported housing provision and ensure that it is welcoming, accessible to all including reviewing barriers, standardising and transparent policies, curfews, restrictions.		CYC (Tim Carroll)	Apr-22	Med		
1.9	Review the local connection for rough sleepers (part of CYC allocation policy consultation).		CYC (Service Manager HO and Support)	Sep-18	Low		
1.10	To provide additional outreach support to work with / reduce numbers of rough sleepers if awarded Ministry Housing, Communities and Local Government (MHCLG) rough sleeper grant to provide additional outreach		CYC (Service Manager HO and Support)	Apr-19	High		
1.11	To develop a system of public fundraising and method of distribution to help people that are homeless and to discourage begging		CYC (Tim Carroll)	Dec-18	High		
2: Prevent homelessness		616 preventions in 2017/18		To increase homeless preventions in accordance with Homeless Reduction Act 2017 to 900 by 2023			
2	Improve information and services we provide						
2.1	To ensure that information about Homeless Reduction Act, advice and support is accessible to agencies and public – publicity, website, leaflets		CYC (Judi Dove)	Apr-19	High		

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2.2	As part of a wider information and media campaign to produce a leaflet to be distributed across York to inform public about homelessness and how they can help		CYC (Service Manager HO and Support)	Sep-18	High		
2.3	To ensure housing , advice and support services are fit for purpose to deliver the Homeless Reduction Act		CYC (Service Manager HO and Support)	Apr-19	Med		
2.4	To ensure housing support and advice staff are able to give concise benefit advice and entitlements, in particular as future changes occur (eg. supported housing payments)		DWP (Jenny Shaw)	Apr-19	High		
2.5	To work with private landlords to prevent homelessness		CYC (Judi Dove)	Apr-23	Med		
2.6	To foster a culture ensure there are advice and prevention tools available to tackle the main structural causes of homelessness – relationship breakdown, housing supply and poverty		CYC (Den Southall)	Apr-23	Med		
2.7	To contribute to existing work streams which are concerned with tackling poverty which has long term impact on future homelessness		CYC (John Madden)	Apr-23	Med		
2.8	To ensure organisations (including GP's, YDH, Schools), staff and public have access to information detailing all existing support services (possible web based directory)		CYC (Carl Wain)	Apr-19	Med		
2.9	To ensure organisations (including GP's, YDH, Schools), staff and public have access to information detailing grants and financial help available for people that are homeless		CYC (Carl Wain) link to CVS	Apr-19	Med		
2.10	To target rogue landlords/agents who are providing poor conditions in the Private Rented Sector and poor management utilising the new range of powers available		CYC (Ruth Abbott)	Apr-19	High		
2.11	To review housing options service after 12 months to evaluate impact of Homeless Reduction Act		CYC (Judi Dove)	Jun-19	High		
2.12	Front line staff to have clear knowledge and understanding of services, agency criteria, referral processes.		CYC (SAP officer)	Apr-20	Med		

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	Prevent homelessness through education	616 preventions in 2017/18		Increase homeless preventions in accordance with Homeless Reduction Act 2017 to 900 by 2023			
2.11	To equip people with knowledge and skills to avert a housing crisis by attempting to re-introduce work in schools. Work may include introducing this as part of Citizenship 2019, independent living skills, the truth about debt and up skilling teachers		CYC (Maxine Squires)	Sep-19	Low		
2.12	To look at developing a sustainable system of peer education to support homeless prevention agenda. Carried over from 2013-18 action point 1.1.1		CYC (Julie Hood)	Sep-20	Low		
2.13	To adopt an approach of empowering people who are homeless or at risk of homelessness to take responsibility for their actions and to provide advice, support and guidance to find housing solutions and overcome barriers (irrespective of priority need or intentionality criteria)		CYC (Service Manager HO and Support)	Apr-19	Med		
2.14	Ensure people that are homeless or at risk of homeless have access to relevant training courses- independent living skills, financial literacy, budgeting, debt management, tenancy management, cooking to maintain a tenancy		CYC (Jane Harkness)	Apr-19	Med		
2.15	That people who are homeless or at risk of homeless are informed about how to access support and activities to develop self worth, motivation, self image (link to activities website)		CYC (Carl Wain)	Apr-20	Med		
2.16	That people who are homeless or at risk of homeless are can access help around employment opportunities and gain relevant work skills (work centres / enterprise zones). Link to Community Catalyst Project		CYC (Martin Finch) and Peasholme Charity (Yvonne Morrissey)	Apr-19	Med		
2.17	To work with other services so they can inform individuals of effect of drugs and alcohol and impact on housing and homelessness		Changing Lives (Andy Ryan)	Apr-19	Med		

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2.18	To target rogue landlords/agents who are providing poor conditions in the Private Rented Sector and poor management utilising the new range of powers available		CYC (Pamela Shaw)				
2.19	To work with other services so they can inform individuals of effect of drugs and alcohol and impact on housing and homelessness		Changing Lives (Andy Ryan)	Apr-19	Med		
	To prevent homelessness by providing the relevant support & early intervention	616 preventions in 2017/18		To increase homeless preventions in accordance with Homeless Reduction Act 2017 to 900 by 2023			
2.18	Review Service Level Agreements within services relating to drugs, hostels and floating support. Evolved from 2013-18 action point 4.1.2		CYC (Service Manager HO and Support)	Apr-19	Med		
2.19	Maximise the role of Through the Gate /Offender support services for those leaving prisons who are homeless		CRC (Martin Weblin)	Apr-20	Med		
2.20	To ensure relevant support is available for people at risk of homelessness (Personal Housing Plan) including using volunteer support / mentor		CYC (Service Manager HO and Support)	Apr-20	Med		
2.21	To ensure ongoing comprehensive support service is available for people on Universal Credit (help, information, computers)		DWP (Jenny Shaw)	Apr-19	High		
2.22	To work with CYC Community Safety, National Probations Service, Community Rehabilitation Company and NY Police to apply relevant Criminal Behaviour Orders to ensure a framework to tackle anti-social behaviour and reduce homelessness		CYC (Tanya Lyon)	Apr-20	Med		
2.23	That services available to help people access benefits, budgeting, debt management and income maximisation to prevent homelessness.		CAY (Simon Topham)	Apr-20	High		
2.24	To explore need for more mediation / relationship work / support is available to prevent homelessness through existing services (eg Relate services / Yorkshire Mediation) or peer advice		CYC (Service Manager HO and Support)	Apr-20	Med		

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2.25	To work with IDAS to look at ways of reducing homelessness though domestic abuse and relationship breakdown		IDAS Director (Sarah Hill)	Apr-21	High		
2.25	That where relevant advocacy services are involved in helping people, they understand a Personal Housing Plan		CYC (Judi Dove)	Sep-19	Med		
3. Ensure that there is accommodation available for people who are homeless or at risk of homelessness		49 in temporary accommodation on 31/3/18 and MHCLG Reported 29 rough sleeper count (2017)		Use of temporary accommodation remains static and rough sleeping reduces			
3.1	That we carry out a mapping exercise and evaluation to ensure there is sufficient tier 1 (24/7) hostel for people that are homeless, including rough sleepers, young people, people with mental health problems and offenders		CYC (Tim Moore) and SAP	Apr-19	High		
3.2	That we carry out a mapping exercise and evaluation to ensure there is sufficient tier 2 supported housing for people that are homeless, including longer term accommodation for those unable to live independently. Evolved from 2013-18 action point 3.3.10		CYC (Tim Moore) and SAP	Apr-19	High		
3.3	Agreement to secure long term availability of Union Terrace and Robinson Court / transfer to CYC ownership. Evolved from 2013-18 action point 3.3.9		CYC (Den Southall)	Apr-19	High		
3.4	Work alongside Mental Health Housing and Support Project (Adult Social Care) review to ensure there is appropriate housing for people that are homeless / in housing need who require specialist mental health accommodation. Links to 2013-18 action point 3.7.3		CYC (Chris weeks)	Apr-19	High		
3.5	Evaluate provision for young parents at Howe Hill for Young People to determine value and future need. Carry over from 2013-18 action point 3.6.10		CYC (Tim Carroll)	Dec-18	Med		
3.6	Complete the re-provision of Ordnance Lane at James House and decant into new facilities. Carry over from 2013-18 action point 3.3.1		CYC (Paul Landais-Stamp and Ann-Marie Douglas)	Apr-19	High		
3.7	Clarify staffing, remit and use of James House in response to Homeless Reduction Act		CYC (Ann-Marie Douglas)	Apr-19	High		

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3.8	Explore use of James House on 2 year fixed term tenancies for longer term use / resettlement category. Evolved from 2013-18 action point 3.6.5		CYC (Ann-Marie Douglas)	Apr-19	High		
3.9	Clarify staffing, remit and use of Howe Hill family block in response to Homeless Reduction Act (consider possibility of using as a resettlement hostel for single people or families)		CYC (Tim Carroll)	Apr-19	High		
3.10	Clarify staffing, remit and use of Holgate Road in response to development of James House		CYC (Tim Carroll)	Apr-19	High		
3.11	Using social housing stock to meet changing need of customer groups (physical issues, mental health issues) converting flats to houses, concierge scheme, HMO's, improving the physical environment for those with mental health problems. Carried over from 2013-18 action point 3.1.6 and 3.1.7 and 3.1.13		CYC (Housing Change Manager)	Apr-20	Med		
3.12	Better use of current social housing stock (legal) –Demoted tenancies, flexible tenancies, Family Intervention Tenancies (CYC and RSL). Carried over from 2013-18 action point 3.1.10		CYC (Kate Grandfield)	Apr-20	High		
3.13	Look at needs of people with mobility issues in respect of longer term accommodation / clarification of use of Independent Living Communities		CYC (Kyra Ayre)	Apr-20	Med		
3.14	To maximise use of PRS to discharge of duty under Homeless Reduction Act. To have agreed policy of discharge of duty.		CYC (HO and Support Manager)	Apr-20	Med		
3.15	That the development team consider building bedsits and 1 bed roomed properties a and to explore use of alternative building methods (flat pack, portacabins) to provide accommodation for single homeless		CYC (Paul Landais-Stamp)	Apr-20	Med		
3.16	To explore using a concierge/caretaker model for people that are homeless with additional support needs. Links to Mental Health Housing and Support Project		CYC (Housing Change Manager)	Apr-20	Med		
3.17	Review provision and development of supported housing for perpetrators of domestic abuse. Carry over from 2013-18 action point 3.4.4		CYC (Carl Wain and Den Southall)	Apr-22	Med		

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3.18	Adopt a process for allocation and offer of accommodation under Homeless Reduction Act (prevention and relief)		CYC (Service Manager HO and Support)	Dec-18	High		
3.19	In light of high cost of PRS accommodation to review use of incentives to increase and / or use PRS to discharge homeless duty.		CYC (Service Manager HO and Support)	Apr-20	Med		
3.20	Research, evaluate and if viable establish a register of spare beds (non supported lodging scheme) or a lodging scheme (informal support), especially in light of increased allowance to rent a room (2015 July budget). Carry over from 2013-18 action point 3.2.10		CYC (Service Manager HO and Support)	Apr-22	Med		
3.21	Evaluate YorHome and ensure that service meets needs of Homeless Reduction Act		CYC (Ann-Marie Douglas)	Apr-20	Med		
3.22	Expand PRS social lettings portfolio of YorHome		CYC (Ann-Marie Douglas)	Apr-20	Med		
3.23	Work with private landlords, developers, Registered Social Landlords to increase suitable housing supply for vulnerable household and those on low incomes. Evolved from 2013-18 action point 5.1.2		YHA (Kate Spencer)	Apr-22	Med		
3.24	To ensure that supported housing (buildings) are fit for purpose. Evolved from 2013-18 action point 3.3.9		CYC (Service Manager HO and Support)	Apr-19	High		
3.25	Introduce the extension of (House in Multiple Occupation) HMO licensing and the condition relating to training to provide well managed properties (the training to include an element around preventing homelessness). Ensure that supported housing meets forthcoming legislation re Housie in Multiple Occupation		CYC (Pamela Shaw)	Apr-19	High		
3.26	Ensure that supported housing meets forthcoming legislation re House in Multiple Occupation		CYC (Pamela Shaw)				
3.27	Explore opportunities to use of empty properties/university rooms as short term accommodation		CYC (Service Manager HO and Support)	Apr-23	Low		

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	4. Ensure that there is support available to people that are homeless	571 people referred for floating support (SAP 2017/18)		To increase / maximise support for people 600 pa			
4.1	Ensure there is access to appropriate rehabilitation support for offenders		NPS (Simon Godley)	Apr-20	Med		
4.2	To develop a relevant rehabilitation programme for perpetrators of domestic abuse		NPS (Simon Godley)	Apr-20	Med		
4.3	To ensure people with mental health issues that are living in hostels get adequate mental health support		TEWV (Teri Saunders)	Apr-20	Med		
4.4	To ensure that staff working with people who have mental health issues, living in hostels get adequate mental health training and professional support		CYC (Chris Weeks)	Apr-20	Med		
4.5	To explore the provision to provide practical support for people with mental health issues (shopping etc) to maintain independent living as part of mental health review		TEWV (Teri Saunders)	Apr-20	Med		
4.6	To ensure that people in hostels benefit from work opportunities		DWP (Jenny Shaw)	Apr-22	Med		
4.7	The introduction and roll out of new supported housing payment involves all agencies and is transparent and if possible takes account of lower hostel rents to facilitate residents employment opportunities		CYC (John Madden)	Apr-20	Med		
4.8	To ensure support staff have a range of skills / models to ensure they can offered tailored support, including trauma approach to risk families / person centred approach / psychologically Informed Environment		Changing Lives (Kelly Cunningham)	Apr-21	Med		
4.9	Support external organisations and community groups that work with people that are homeless, thus creating greater communication and co-ordination between 'homeless sector'		CYC (Service Manager HO and Support)	Apr-20	High		
4.10	Look to develop a protocol agreeing that when a customer is homeless or at risk of homelessness with a vulnerability the appropriate health services are provided.		Public Health (Sharon Stoltz)				

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4.11	Look to develop a protocol agreeing that when a customer is homeless or at risk of homelessness with a vulnerability the appropriate social care services are provided. Evolved from 2013-18 action point 4.1.3		CYC (Kyra Ayre)	Apr-20	High		
4.12	Look to develop a protocol with Childrens Social Care where families with children are homeless or at risk of homelessness to receive relevant support.		CYC (Dot Evans)	Apr-20	High		
4.13	To work with agencies (eg Carecent, Salvation Army) to improve facilities and provide positive activities for customers to assist them to access / retain independent living . Evolved from 2013-18 action point 1.2.2		Carecent (Nicki Gladstone)	Apr-20	Med		
5. Maintain and develop partnership working and strategic direction		Signatories of this strategy indicate a commitment to work together to prevent homelessness		Minimum 80% attendance at relevant meetings			
5.1	That signatories to this strategy remain committed to implement the strategic action plan.		CYC (Den Southall)	Apr-23	High		
5.2	That close working relationships with Housing Management Officers and Registered Social Landlord to ensure earlier intervention / support from housing management to prevent loss of accommodation in form of pro-active, targeted prevention work for those at risk of homelessness in CYC and other social housing tenancies at earliest opportunity (pre- Possession Order stage). Improve links and training between housing management, advice and support services .		York HA (Kate Spencer)	Apr-21	High		
5.3	To ensure the information sharing agreement and consent forms are General Data Protection Regulations (GDPR) compliant		CYC (Service Manager HO and Support)	Dec-18	High		
5.4	Ensure there is a streamline approach to referrals, signposting and feedback of Personal Housing Plan actions		CYC (Judi Dove)	Dec-18	High		

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5.5	That external agencies update websites and information to reflect Homeless Reduction Act 2017		ALL	Dec-18	med		
5.6	Contact Ministry of Justice about impact of Psychologically informed Planned Environment (PIPE) and request Approved Premises for York / North Yorkshire		NPS (Simon Godley)	Dec-18	Med		
5.7	To make decision if to remain in North Yorkshire Home Choice or adopt CYC Allocation policy.		CYC (Service Manager HO and Support)	Dec-18	High		
5.8	In the spirit of Homeless Reduction Act, all services foster an environment of independence not institutionalisation		ALL	Apr-21	Med		
5.9	Introduce single point of contact (SPOC) / Champion / link worker within key services. Carried over from 2013-18 action point 1.1.5 and 2.1.22		CYC (Service Manager HO and Support)	Dec-19	Med		
5.10	Explore housing drop –in sessions in health settings (see prevention)		CAY (Simon Topham)	Dec-20	Med		
5.11	Work with TEWV to look at issues around specialist mental health worker, trauma training in hostels, response of Crisis team, accessing psychiatric services, hospital in patient facilities in York		CYC (Chris Weeks) and TEWV (Teri Saunders)	Dec-20	Med		
5.12	Review current partnerships, attendance at meetings		CYC (Service Manager Housing Options and Support)	Dec-19	Med		
5.13	Improve working with Registered Social landlords, Private Rented Sector, developers to increase housing stock / liaison meetings		CYC (Den Southall)	Apr-22	Med		
5.14	Promote a 'back to floor' event (senior staff work at face-face level)		CYC (Service Manager Housing Options and Support)	Apr-20	Med		
5.15	Improved customer involvement, feedback and use of data / information. Evolved from 2013-18 action point 2.5.2 and 5.4.1		CYC (Service Manager Housing Options and Support)	Dec-21	Med		

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5.1.6	To look into establishing a system through Adult Social Care to carry out a 'lessons learnt' review in the case of a death of a person that is homeless		CYC (Kyra Ayre)	Dec-18	High		
5.1.7	Homelessness services are supported by the Director of Public Health (public Health staff) to deliver the recommendations of the health and homelessness needs assessment		CYC / Public Health (Sharon Stoltz)	Dec-21	Med		
5.1.7	To ensure that services promote wellbeing to customers and engage in wider national and local initiatives (eg smoking cessation)		CYC / Public Health (Sharon Stoltz)	Dec-20	Med		
5.18	Plan of engagement with people living on the streets, in temporary accommodation and other homeless people to learn from their views and ideas		CYC (Julie Hood)	Dec-21	Med		
5.19	To work with statutory agencies to introduce duty to refer (Homeless Reduction Act) people that are homeless (due for introduction October 2018) and work with none statutory agencies adopt a similar process to ensure those at risk of homelessness are access relevant service. Links to 2013-18 action point 5.2.5		CYC (Judi Dove)	Apr-19	Med		
5.20	To ensure partners attend relevant strategic groups		CYC (Service Manager Housing Options and Support)	Dec-22	Med		
5.21	To establish a family strategy group		CYC (Service Manager Housing Options and Support)	Dec-21	Med		
5.22	To re-launch homeless forum		HL forum Chair (Barrie Stephenson - Restore)	Apr-19	Med		
5.23	To review, update and publish the action plan (publication date Dec 2020)		CYC (Service Manager Housing Options and Support)	Dec-20	High		
5.24	To evaluate 18-23 Homeless strategy		CYC (Service Manager Housing Options and Support)	Dec-22	Med		

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5.25	To write Homeless Strategy 2023-28		CYC (Service manager housing Options and Support)	Jul-23	High		