

York Housing Options and Homelessness Strategy 2008-13 Action Plan

Annex 2

	Objectives	Why	Target/date	Lead	Completed/ target met On track Overdue/ target not met
Strategic aim 1. Deliver and develop early intervention strategies to tackle predicted trends in homelessness.					
1.1	To develop innovative links with external agencies to promote homeless prevention / planned housing .	To reach wider group of people who are at risk of homelessness	2011/12 Homeless acceptances 151. In light of current economic situation the target is to remain static (no increase in homelessness)	CYC -Children's Trust Unit Manager	
1.2	Provision of support and diversionary activities to street drinkers.		In summer 2012 there were up to 8 street drinkers in York. Aim to prevent escalation of street drinking and to ensure those with no accommodation are given appropriate advice and support	Sarfer York partnership - Neighbourhood Safety Manager	
1.3	To reduce youth homelessness / re- offending rates	To reduce cost to society and individuals	To reduce youth offending (YOT data 2012 - 6 mnths as baseline figure 1.34 per cohort)	YOT Service Manager	
Strategic aim 2. Ensure that people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.					
2.1	Ensure people access housing advice and prevention services as soon as possible.	Reduce / stabilise homelessness through pro-active interventions.	Prevention figures for 2011-12 were 993. IN light of challenging times the target is to continue to achieve preventnions at this level in foreseeable future.	SCYC - Service Manager Housing Options nd Homelessness	

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2.2	Prepare for and minimise effect of changes to Welfare Benefit Housing Benefit / Local Housing Allowance.	To reduce homelessness and to prepare for forthcoming changes and minimise risk of financial problems customers.	2011/12 Homeless acceptances 151. In light of economic crisis target is to retain status quo.	DWP - Partnership and Employer Relations Manager	
2.3	To provide a safe and effective Housing Options / Registration service from West Offices.	To ensure customer satisfaction.	That service is fully operational by September 2013 and customer satisfaction targets retained (current levels of satisfaction 92% very or fairly good)	CYC - Customer Services Team Manager (Face-to-Face).	
2.4	To ensure emergency beds are available for those at risk of rough sleeping.	To reduce rough sleeping.	Submission 2012 = 8. National target to end rough sleeping but in light of economic climate to reduce to 2 by 2018	Director Peasholme Charity	
2.5	To ensure customers are central to all housing work.	To develop appropriate customer focused services.	That a customer engagement policy and programme is in place by April 2016	Director Peasholme Charity	
2.6	To advise customers of changes to NYHC policy.	To ensure customers and staff are aware of changes and can make appropriate housing related decisions.	To inform all customers of changes to policy	CYC - Housing Registrations Manager	
Strategic Aim 3. Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.					
3.1	Increase the supply of affordable housing and maximise the use of existing housing stock.	There is a shortage of affordable homes in the city to meet identified needs .	In current climate to increase number of affordable homes in York by 750 by 2018	CYC - Housing Strategy Manager	
3.2	To increase use of private rented sector to provide accommodation for those in housing need	Homeless and potentially homeless households can face barriers to accessing the private rented sector.	2011/12 there were 75 YorHome properties and in same year 60 people were assisted into PRS using Bond Guarantee Scheme. Increase YorHome to 150 and access to PRS to by 2015	CYC - Supported Housing Manager	

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3.3	Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.	Putting households in temporary accommodation is expensive and does not always result in good outcomes. Some hostel accommodation is not best suited to the needs of those that stay in it.	Baseline statistic as of 31/12/12 is 99. In light of current economic climate to retain status quo throughout 5 year period	CYC - Supported Housing Manager	
3.4	Ensure appropriate temporary / supported housing to minimise use of B&B.	There are national targets to end use of bed and breakfast accommodation.	To achieve target of reducing B&B for 16 or 17 year olds other than exceptional circumstances. No one to remain in B&B for more than 6 weeks	CYC - Service Manager Housing Options and Homelessness	
3.5	Increase the use of housing association (RSL) lets for homeless and potentially homeless households.	There is scope to make better use of opportunities within the RSL sector.	Minimum 25% RSL lets by 2008/9.	CYC- Housing Registrations Manager	
3.6	Ensure access to specialist accommodation.	To reduce risk of failed tenancies and maximise specialist support.	To provide suitable supported housing for SAP referrals	CYC - ACE Commissioning Manager	
3.7	Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / general supported housing.	Information from the Primary Care Trust indicates there are a small but significant number of chronic psychosis, substance misuse and chaotic lifestyle customers who have difficulties sustaining a tenancy.	Improve access to appropriate services and / or supported accommodation for people with mental health issues. Initial data indicate that maybe 35 people inappropriately housed in non specialist accommodation or no discharge plan as of 20/2/13	CYC - Public Health	

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3.8	Implement NSNO and tackle entrenched rough sleeping.	Government target.	Submission 2012 = 8. National target to end rough sleeping but in light of economic climate to reduce to 2 by 2018	CYC- Resettlement Manager	
3.9	Review the provision and need for specialist services for women (include women's centre)	Research in 2009 Indicated that women would benefit from some 'women only or women specific services'	Review completed by 01/09/2015	Director IDAS	
Strategic Aim 4. Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.					
4.1	Ensure range of appropriate services and care for vulnerable customers.	To ensure that customer receive all services necessary to enable them to live successfully in the community.	To ensure that repeat homelessness does not increase. 2011/12 figures indicate 3 repeat homeless acceptances (previously accepted within 2 years)	CYC Resettlement Manager	
4.2	Increase tenancy sustainment through the provision of earlier intervention appropriate support.	Research has shown a high level of failed tenancies. We need to address isolation and provide ongoing informal support.	90% of 16/17 year olds in temporary accommodation successfully retaining their tenancies by 2013.	CYC - Landlord Services	
4.3	Increase the number of people with mental illness and complex needs achieving independent living through the provision of more specialist support.	Not all customers with these needs are successfully progressing to independent living due to limited support. Current procedures prevent a reactive approach to crisis if customer is not know to mental health services.	Improve access to appropriate services and / or supported accommodation for people with mental health issues. Intial data indicate that maybe 35 people inappropriately housed in non specialist accomodaiton or no discharge plan as of 20/2/13	Leeds and York Health Authority	

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4.4	Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.	York has an increasing diverse population.	To monitor access to services via SAP, HL statistics and SP and ensure that there is proportional representation	CYC - ACE Commissioning Manager	
Strategic Aim 5. Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of					
5.1	Strong local authority leadership on the homelessness agenda.	Tackling homelessness and its causes requires the involvement of a wide range of service providers. The local authority can play a key role in articulating local needs and coordinating appropriate responses .	2018 - to achieve actions in homelessness strategy	CYC - Head of Housing	
5.2	A greater role for a wider set of agencies in tackling homelessness and a greater use of shared protocols and agreed principles for joint working.	To ensure a multi-agency approach to tackling homelessness across the city	That agencies sign up to and adhere to relevant protocols and strategies	York HA - Operations Director	
5.3	Increased sharing of information between agencies and more joint training to promote wider understanding of homelessness and its prevention.	To strengthen local partnerships and increase organisational capacity to tackle homelessness.	That relevant protocols are in place by September 2014	NY Probation	
5.4	Increased and ongoing customer consultation to inform the development of future services and increased awareness within BME households of the housing and support services available.	To ensure the needs of customers are fully understood and test if services are responsive to these needs. We know a key problem BME and migrant worker households have is knowing about and accessing services.	Establish an agreed framework for customer consultation / customer insight by 2008/9. Greater knowledge within BME households of the housing services available and how to access them by March 2014.	CYC - Service Development Team	

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5.5	Improve cross boundary / agency working.	To enable increased access to services for customers	That investigation into these areas is completed by 2016	CYC_ Service Manger Housing Options and Homelessness	
<p>* B&B = Bed and Breakfast / BME = Black and minority ethnic / BGS = Bond Gaurentee Scheme / CAB = Citizens Advice Bureau / CBL = Choice Based Lettings / CYC = City of York Council / DAAT = Drug action team / DWP = Department works and pension / HB = Housing Benefit / HO = Housing Options team / MH = Mental health / PRS = Private rented sector / RSL = Registered Social Landlord / SAP = Single Access Point / SP = Supporting People / YOT = Youth Offending Team / YP = Young People</p>					