

York Housing Options and Homelessness Strategy 2008-13 Action Plan

Strategic aim 1. Ensure that people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.

| Objectives: | | Why | Target/date | Lead |
|-----------------|---|---|--|--|
| 1.1 | Prevent homelessness, particularly amongst households that most frequently present as homeless or are most vulnerable. | Early advice, information and support can prevent homelessness occurring. | Reduce acceptances by 20% by 2008/9 (actual 208) and a minimum of 10% year on year. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | City of York Council Housing Options / casework team to ensure they are able to provide a comprehensive advice service in light of Comprehensive Spending Review constraints and potential increase in demand due to welfare benefit changes. | | Have trained and re-engineered service by April 2012 | Duncan Watson / Anne Marie Douglas |
| | Successfully establish the York Choice Based Lettings (CBL) - <i>North Yorkshire Home Choice</i> social housing allocations framework. | | Go live August 2011 | Ian Taylor |
| | Improve the council's Housing Options and Homelessness website pages and make them more informative, interactive and customer friendly. | | Update and refresh by June 2011 | Alison Davies |
| | Proposal to maintain advice service and financial support for people with mortgage arrears and address government changes to Income Support for Mortgage Interest (ISMI) . | | Confirm 2011-12 service by April 2011 | Tom Brittain |
| | Relevant training around 'New Front Door' service and developing a system to identify young people that are at risk of homelessness | | Service operational and staff trained by Dec 11. Process of early identification of siblings by April 2012 | Judy Kent |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|--|---|--|
| 1.2 | Ensure changes to Housing Benefit / Local Housing Allowance rules and move towards a 'universal benefit' do not translate into homeless presentations, through pro-active and timeley information, advice and support to affected tenants. | | | |
| Actions: | | | | |
| | Ensure appropriate advice, information and support is available to mitigate the impacts of changes to Housing Benefit / Local Housing Allowance rules starting 1 April 2011. Work closely with landlords to minimise the negative impact on tenants. | | Complete publicity campaign for 2011 chages by April 2011 | Duncan Watson / Anne Marie Douglas / John Madden |
| | Improve housing staff knowledge on DWP work and benefits - in light of upcoming changes to benefits and addressing worklessness and DWP staff on housing issues (Jobcentre Plus). | | Training / presentaion to staff completed by April 2011 | Mandy Oliver |
| | Ensure HB and HO work together to ensure access to private rented sector for customers in light of welfare benefit changes. | | Training completed April 2011 | Duncan Watson / Anne Marie Douglas / John Madden |
| 1.3 | Improve services addressing the needs of all customers, including the non priority homeless, through provision of a wider 'housing options' approach. | The population of York is becoming more diverse and services need to remain accessible to all. Our assessment of services found that non-priority homeless customers need more help to identify their housing options. | Enhanced Housing Options service fully operational by Sept 2012. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Enhance our understanding of who our customers are, increasing and diversifying customer involvement and access to housing advice and information services. | | Develop improved customer profiling and monitoring systems April 2012 | Jo Harrision |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|--|--|----------------------------------|
| | Understand the growth of ethnic minorities and ensure development of appropriate provision and services. | | Analysis and report completed by April 2013 | Paul McCabe |
| | Ensure all services meet the cultural needs of customers. | | To review service and introduce relevant recommendations by April 2013 | Anne-Marie Douglas |
| | Ensure adequate debt advice in York to meet needs | | To confirm services for 2011-12 by April 2011 | Adam Gray and George Vickers CAB |
| | Review York Offender Protocol and publish results. | | Published by April 2011 | Peter Hart |
| | Improve advice for young offenders - develop YOT protocol. | | Protocol completed by April 2012 | Angie Crossland |
| | Ensure victims of domestic violence are aware of and can access appropriate services, in particular G&T. | | Draft information produced and discussed at DA forum by April 2012 | Jo Beilby |
| | Develop appropriate information and contacts for customer groups that may not use the Housing Options service, such as the elderly, learning difficulties. | | Information and contacts established by 01/04/2012 | Judi Dove |
| | Adequate planning and preparation for internal CYC re-structures within Housing that affect Housing Options service, including re-branding. | | Re-structure agreed and in place by December 2011 | Tom Brittain |
| | Widen out the remit of DWP and Job Centres to provide a more comprehensive service looking to incorporate advice on housing. | | Joint agreement and training in place April 2012 | Mandy Oliver |
| | Widen out the remit of Housing and Housing Options to provide a more comprehensive service looking to incorporate advice on employment. | | Joint agreement and training in place April 2012 | Mandy Oliver |
| 1.4 | Reduce the number of young people, including teenage parents, accepted as homeless. | The number of young people presenting / accepted as homeless in York is relatively high. | Maximum of 27 acceptances by 20012/13 (representing a 10% reduction year on year). | Service Manager - Pathway Team |
| Actions: | | | | |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|---|---|--|
| | Review the advice service to young people in light of the HH/Foyer project. | | New service, protocols, joint working in place April 2012 | Jenny Bullock |
| | Transfer of peer education, early intervention and outreach work in targeted schools/areas to voluntary sector. | | Decsion by March 2011 | Sandra Hirst / Amanda Gaines |
| | Sex education and empowerment work to be intergrated within the resettlement programme . | | Comprehensive programme of education and servies in resettlement services by December 2011. | Amanda Gaines/Yvonne Morrisey |
| | Further improve communications options (eg e-mail enquires, confidential helpline, touch information points, texting). | | Redesign service by April 2013 | more4york |
| 1.5 | Improve levels of customer satisfaction with homelessness advice and information services (Housing Options services). | Use as a monitoring tool to ensure a quality service informed by customers. | Minimum 90% satisfaction by 2013. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Increase the skills and confidence of staff to make customer involvement central to their daily work. | | Provison of relevant training, change in working practice by March 2012 | Anne Marie Douglas |
| | Increase customer involvement and influence at the operational and strategic level (eg introduce tenant inspectors in Temporary Accommodaiton) | | Recommendations by March 2012 | Tim Carroll |
| | Review of leaflets across the city for accurate up to date information and give accurate information about rights and resposnibilities. | | Review of leaflets completed by December 2011 | Alice Walker |
| | Embed principles of Housing Options in Housing Registrations and ensure effectiveness of service in light of new CBL | | Relevant traning / dicvsussions and changes to be completed by March 2012 | Den Southall |
| | Improve communications with customers to keep informed of situation (can be linked to CBL) | | CBL interactive August 2011 | Den Southall |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|--|---|--|
| 1.6 | Improve knowledge of and access to housing information and advice services for BME/Migrant worker households. | A study in 2008 found that BME/Migrant worker households did not always know about the services available or how to access them. | Increased knowledge of services for this customer group by March 2013 | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Work with Supporting People services to increase awareness of housing advice and information services to BME migrant worker households. | | | Becky Ward. |

Strategic Aim 2. Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.

| | Objectives: | Why | Target/date | Lead officer |
|-----------------|---|--|--|--------------------------|
| 2.1 | 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 . | 151 affordable homes in 2008/9, 146 in 2009/10, 252 in 2010/11, 150 in 2011/12 and 125 in 2012/13. | Housing Strategy Manager |
| Actions: | | | | |
| | Retain appropriate split between housing for rent and housing for discount sale. Link to Housing strategy to ensure that appropriate balance is achieved. | | 60% for rent and 40% discount for sale | Paul Landais Stamp |
| | Explore ways to reduce under occupation in the private and social rented sectors | | Analysis and report by April 2012 | Paul Landais Stamp |
| | If legislated, ensure customers can access RSL 'affordable rent' properties | | HSMT decision by 2012 | Den Southall |
| | If legislated, introduce process to enable customers can access PRS as a qualifying offer | | HSMT decision by April 2012 | Mel Cant |
| | Increase level of fraudulent investigation into non occupation / subletting of social housing | | HSMT report by April 2012 | Paul Morrision |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|---|--|---|
| 2.2 | Increase access to the private rented sector for homeless or potentially homeless households, including ensuring good quality property standards and management. | Homeless and potentially homeless households can face barriers to accessing the private rented sector. | 44 qualifying offers in general private rented accommodation 2008/9, increasing by 10% year on year. | Housing Operations Manager |
| Actions: | | | | |
| | Expand YorHome and make self sufficient. Also to develop for single people/resettlement customers. | | 75 properties by March 2012 | Duncan Watson / Anne Marie Douglas / Dave Knowles |
| | Re-assess the conditions and incentives for YorHome, and consider developing YorHome into a social enterprise. | | HSMT report Jan 2012 | Duncan Watson / Anne Marie Douglas / Dave Knowles |
| | Work closely with private sector landlords in light of planned freedoms for local authorities to discharge homeless duty into the private rented sector. | | To be confirmed. | |
| | Maintain and develop an effective bond guarantee / rent deposit schemes | | Agreement by HSMT to retain in house of transfer to Credit Union by June 2012 | Becky Ward |
| | Establish systems to access Trustees for YP (16 and 17) for all social housing tenancies (requirement for CBL). Amend tenancy agreements accordingly | | Trustees in place by August 2011 (CBL) | Becky Ward / Paul Morrison |
| 2.3 | 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. | Continue to reduce the number of households in temporary accommodation by a minimum of 5% year on year (from a baseline of 79 in 2009/10). | Housing Operations Manager |
| Actions: | | | | |
| | Re-provision of Ordnance Lane scheme with Yorkshire Housing. | | March-13 | Tom Brittain |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|---|---|--|
| | Retain low numbers of households in temporary accommodaiton | | 71 by April 2012 | Becky Ward |
| | Establish a decent standard for hostel accommodation | | Standard in place September 2011 | Anne Marie Douglas / Andy Wilcox |
| | Restucture <i>CYC</i> hostel rents to incoprorate housing management fee | | New rent levels in place April 2011 | Debbie Mitchell |
| 2.4 | End the use of bed and breakfast accommodation for all homeless applicants except in short term emergencies. | There are national targets to end use of bed and breakfast accommodation. | No 16/17 year olds in B&B by 2009/10 and no other households by 20012/13. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Reduce use of B&B for 16/17 year olds through provision of specialist foyer scheme | | 0 16/17 year olds in temp accommodation by March 2010 | PaulLandais- Stamp |
| | Provsion of suitable supported accommodation for young parents | | 0 16/17 year olds in temporary accommodation by March 2010 | PaulLandais- Stamp |
| | Develop remand foster care / supported accommodation for complex / high risk offenders | | Report completed February 2012 | Angie Crossland / Jenny Bullock |
| 2.5 | 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. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Monitor and enforce nomination rights RLS | | All RSL adhere to nomination agreements and accept reasonable proprtion of homeless households 01/04/2011 | Kate Spence |
| | Ensure that accommodation based services are retained in light of CRS budget cuts | | Confirm services by January 2012 | Carl Wain |
| | Monitor impact of CBL - in particular around resettlement category and care leavers | | Report to CBL board by June 2012 | Denis Southall / Tim Carroll |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|--|--|----------------------------|
| 2.6 | Increase the provision of specialist accommodation for young people, such as a Foyer, and improve pathways through services. | We need to provide planned pathway through services and to ensure young people are prepared to sustain tenancies when offered them. Current emergency accommodation is is not a suitable pathway. | 100% young people accessing specialist accommodation with support by 2013. | Housing Operations Manager |
| Actions: | | | | |
| | Ensure that Supporting People reviews of YP and homeless (accommodation based) services continue to provide necessary bedspaces and develop additional resources when identified as a priority. | | Commfirm services by September 2012 | Carl Wain |
| | Embed referral process through Single Access Point and maintain quality of service. | | December-12 | Carl Wain |
| | Develop specialist tier 1 provision for 16/17 years olds , such as YP 'Places for Change' project. Seek approval to use Howe Hill on a temporary basis for YP 'Places for Change' project. and secure revenue funding for the scheme. | | See above | Becky Ward |
| 2.7 | Reduce the number of people with mental illness and complex needs coming through the homeless route through the provision of more specialist accommodation. | 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 . | None by March 2013. | PCT |
| Actions: | | | | |
| | Develop specialist MH provision | | Formal proposal by April 2012 | Andrew Stephenson |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|---|--|---------------------------------------|
| 2.8 | Ensure the accommodation needs of Gypsies and Travellers are addressed, based on findings of the Gypsy and Traveller Accommodation Assessment (July 2008). | To ensure service meets needs of customer groups and LA meets its statutory responsibility (re planning). | Develop a Gypsy and Traveller service plan by March 2010. Consider recommendations from the needs assessment showing need for 36 additional pitches by 2013. | Housing Strategy and Enabling Manager |
| Actions: | | | | |
| 2.8 | Identifying traveller sites thorough Planning - Allocations DPD and Area Action Plan for private / public development | | 36 G&T pitches and 19 showpeople plots | Gail Goodhall |
| 2.8 | Work with planning to identify potential travellers sites (public and private) in Local | | LDF completed by 2013 | Kate Grandfield |
| 2.8 | Review the future management of sites, using findings from the G&T accommodation assessment, best practice and best value | | Comprehensive reprt about G&T servies to HSMT Jan 2012 | Anne Marie Douglas |
| 2.9 | End rough sleeping by 2012. | Government target. | No people sleeping rough by 2012. | Resettlement Manager |
| Actions: | | | | |
| | Widen safety net approach to working with service users to include secondary supported housing providers and explore if possible with CYC and RSL accommodation | | July-05 | Tim Carroll |
| | Look at good practice to develop inovative ideas to 'eradicate' rough sleepers | | Formal report and discssion at R/S strategy by December 2012 | Dave Knowles |
| ## | Review the provision and need for specialist services for women (include womens centre). | | Supporting People recommendations to Homelessness strategy group by Jan 2011. | Supporting People Manager |
| Actions: | | | | |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | |
|--|-------------------------------|-----------------------------|
| To carry out research to establish need for additional services/ assessmewnt of service delivery for women | Research compelted April 2012 | Peter Hart and Dave Knowles |
|--|-------------------------------|-----------------------------|

Strategic Aim 3. 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.

| Objectives: | Why | Target/date | Lead |
|--|---|--|----------------------|
| 3.1 Improve joint assessment and joint care planning for vulnerable customers. | To ensure that customer receive all services necessary to enable them to live sucessfully in the community. | 100% of vulnerable customers that require a multi-agency approach receiving joint assessment and/or care planning by March 2011. | Resettlement Manager |
| Actions: | | | |
| | SAP: look at expanding into all services, not just SP funded. | Report by Augsut 2011 | Tim Carroll |
| | Look to develop a protocol agreeing that when a customer is accepted as homeless with a vulnerability the appropriate health / social care services are provided | Agreement by April 2012 | Becky Ward |
| | Commitment to mainstream essential projects, eg Project 92, FIP | Confirmation by April 2011 | Tom Brittain |
| | Develop an agreement to ensure that customers who are vulnerable / complex needs (including those accepted as homelessdue to vulnerability) to provide an intensive multi- disciplinary package of support. | In principle agreement sand report to HSMT by December 2011 | Tim Carroll |
| | Re-evaluation of YP services and multi-agency working to ensure any change in services continue to tackle HL | Report and discssion at Youth HL strategy by April 2012 | Jenny Bullock |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|---|---|--------------------------|
| | Worklessness--work with external providers to ensure there is relevant training/ apprenticeships/volunteering/job placements for YP. | | Explore options and report to Youth HL strategy by December 2011 | Chris Plowman |
| | Improve the programme of support and development for YP (passport to housing) to reduce failed tenancies | | Report to Youth HL strategy by December 2011 | Alison Wheately |
| 3.2 | Increase tenancy sustainment through the provision of 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. | Tenancy Services Manager |
| Actions: | | | | |
| | Retain vital support services in light Comprehensive Spending Review and Supporting People review. | | Decision by December 2011 | Tom Brittain |
| | Formally review role and value of mediation and organise relevant training if agreed by Youth HL strategy. | | Report to Youth HL strategy by April 2011 | Maggie Allen |
| | Develop drop-in support for people on SP waiting list or where support has ended (inc YP services) | | Inclusion in tender contracts by April 2012 | Carl Wain |
| | Establish a formal system to monitor / analyse failed tenancies and abandonments | | Report to Youth HL strategy group by September 2011 | Rachel Bassett |
| 3.3 | 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. | To be confirmed. | PCT |
| Actions: | | | | |
| | Provide specialist mental health support for young people (joint with Castlegate) | | In popst by March 2011 | Dawn Moores |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|--|--|--|--|
| | Develop closer working links with mental health assertive outreach team so that crisis is managed in a coordinated way between services. | | Initial contact and discussion take place by December 2012. Report to R/S strategy | Tim Carroll |
| 3.4 | Ensure support services meet the needs of all groups including those from the black and minority ethnic communities. | York has an increasing diverse population. | Subject to report recommendations in March 2011. | Housing Options and Homelessness Manager |
| Actions: | | | | |
| | Involve G&T communities in development and improvement to services. | | Re-establish a formal consultation / customer involvement process by April 2012 | Anne-Marie Douglas |
| | Consider provision of specialist drug support across hostels | | Confirm service gaps and funding following review of DAT by September 2011 | Amanda Gaines / Leigh Bell |
| | Formalise service user involvement across the city. | | Report to HL Exec by December 2012 | Dave Knowles |

Strategic Aim 4. 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 homelessness.

Objectives:

Why

Target/date

Lead

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|--|--|--|
| 4.1 | 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 . | Support and enable delivery of the agreed strategic aims and objectives by March 2013. | Housing Operations Manager |
| Actions: | | | | |
| | Raise the profile of homeless services across the city and publicise the successes. Need to develop marketing strategy. | | Agreed strategy by December 2011 | Tom Brittain |
| | Local authority should increase the involvement of key stakeholders, such as private sector landlords, developers and housing associations in the direction and delivery of strategic housing services in the city. | | Agreed protocol by December 2011 | Tom Brittain |
| | Housing to be represented on SP Board | | To attend by June 2011 | Carl Wain / Steve Waddington |
| | Pro-actively tackle forthcoming proposed changes around HB/ Welfare benefits - including liason with landlords, training, establsihing new solutions | | Completed April 2013 | John Madden |
| | Publicise aschievments via CYC website (quarterly statitics) | | Agree chages to website by June 2011 | Alsion Davies |
| 4.2 | 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. | Government is wanting RSLs to play a greater role in tackling homelessness. | All relevent RSLs to agree a homelessness action plan by March 2009. | York RSL Liaison Group led by York Housing Association |
| Actions: | | | | |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|---|---|----------------------|
| 4.2 | Review information sharing protocol and streamline (combine). To include RSL's | | Update by June 2011 | Becky Ward |
| | Develop and Coordinate a process for HL to access MARAC information. Improved Info Sharing for Victim and Perpetrator | | Process agreed by may 2011 | Jo Beilby DVC |
| | Formalise and develop role of accredited staff through ongoing training, IT, partnership working | | Protocol agreed by December 2011 | Becky Ward |
| | Ensure the right people are on the right groups/strategy/exec, etc. | | Review HL strategy group September 2011 | Tom Brittain |
| | Ensure advice links into other pathway referral routes, not just HL. | | Formalise refaral informaiton by September 2011 | Alice Walker |
| | Re-establish liaison meetings between PCT (Mental Health Services) and the local authority to ensure that moves into and out of these service are planned, including young peoples services | | To resetablish meetings by June 2011 | Becky Ward |
| | Develop and establish relevent protocols between PCT (general hospital services), accommodation and support providers and the local authority to ensure that moves in and out of these service are planned. | | Protocol in place by Apr 12 | Becky Ward |
| 4.3 | 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. | Increased awareness and understanding by those involved in delivering homelessness services (measured through annual staff consultation commencing 2008/9). | Resettlement Manager |
| Actions: | | | | |
| | Ensure Homeless Strategy links to child poverty strategy. | | Incorporate into Child Poverty Strategy 01/04/2011 | Bernie Flannagan |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | | |
|-----------------|---|---|---|----------------------------------|
| | Improve links between alcohol related health issues and housing. | | Report to HL strategy exec by April 2012 | Jeremy Jones |
| | Use ward profiles to determine potential homeless 'hotspots'. | | Undertake research and present to youth HL strategy by April 2012 | Bernie Flanagan |
| | Establish joint working processes, shared culture, interagency responsibilities for new Howe Hill project (inc DWP, YOT). if progressed | | Joint protocol in place by September 2011 | Jenny Bullock / Tim Carroll |
| | Improve links with local councillors to ensure members understand impact/cross benefits/value for money when agreeing area-based grants. | | Agree training programme and information distribution by December 2011 | Becky Ward |
| | Partnership external agencies on SX3 and Abitas. CBL-preparation of staff, support for customers if necessary. | | Agreements in place June 2011 | Den Southall |
| | Ammend YP joint protocol in light of G v Southwark | | Operational by March 2011 | Jenny Bullock |
| | Risk assessments- better joint working/sharing of information to improve support. | | Improve process June 2011 | Anne-Marie Douglas / Tim Carroll |
| 4.4 | 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 2013. | Supporting People Manager |
| Actions: | | | | |
| 4.4 | Introduce regular ethnic minority profiling and monitoring and ensure data is analysed and used to inform service improvement and development | | Consolidate existing systems and establish meaningful alternative March 2012 | Alison Davies |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | |
|-----------------|---|--|--|
| 4.4 | Look to establish clear service level agreement with Travellers Trust | SLA agreed by Apr 11 | Adam Gray |
| 4.5 | Ensure the services provided are relevant and staff are adequately trained. | Review services and budgets in light of CSR 2010 and government funding settlements by March 2011. | Housing Options and Homelessness Manager |
| Actions: | | | |
| | Review multi-agency training including support workers group, accredited training across homeless sector in conjunction with other services | Report to HL forum by September 2011 | Alex Hunt / Abi Burton |
| | All housing staff trained about education/benefits/Housing Options. | Training programme agreed and completed by December 2012 | Paul Morrision / Abi Burton |
| | Housing Staff trained on local provision for DV Victims, Perps and Children. Furnished with tools to signpost. | Training completed by October 2011 | Jo Beilby DVC / Abi Burton |
| | Staff trained on issues of Forced Marriage and Honour based Violence and managing restricted information. | Training completed by March 2012 | Jo Beilby DVC / Abi Burton |
| | Conduct impact assessments--health, working/DWP, wealth. | December-12 | |
| | Review value of homelessness / accredited / tenancy sustainment training and agree future training programme. | Consultaion by September 2011 | Becky Ward |
| | Agree core training and forums for staff involved in homelessness / housing options and training providers. | Rep[ort to RS strategy and Youth HL strategy June 2011 | Tim Carroll |

York Housing Options and Homelessness Strategy 2008-13 Action Plan

| | | | |
|--|--|--------------------------|--------------|
| | Evaluate the impact of cuts on partnership approach/pathway. | Report to HSMT June 2011 | Tom Brittain |
|--|--|--------------------------|--------------|

* *CYC* = City of York Council / *PCT* = York and North Yorkshire Primary Care Trust / *CAB* = Citizens Advice Bureau