

| Strategic Aim  | Ref        | Objectives   | Lead             | Lead contact                      | 2011/12 Baseline         |
|--|------------|--|------------------|-----------------------------------|--------------------------|
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | <b>1.1</b> | <b>Strategic Aim 1: Objective 1:</b><br>Develop innovative links with external agencies.   |                  |                                   | 151 homeless acceptances |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.1.1      | To develop peer education / mentoring to provide realistic advice to those at risk of homelessness.  | CYC Housing      | Tim Carroll<br>(Andrea and Chris) |                          |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.1.2      | To work closely with 'Family Focus (previously Troubled families project) ' to reduce homelessness, anti social behaviour and to improve the outcomes in housing and lift families out of poverty and cycle of homelessness. | Children's Trust | Judy Kent                         |                          |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.1.3      | To facilitate age appropriate work in schools (budgeting, realistic view of independent living)  | CYC Education    | John Thompson<br>(lead amended)   |                          |

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| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.1.4              | To provide relevant information to ensure that relevant agencies can work with identified families to prevent homelessness or youth homelessness (family licence terminations)   | Children's Trust  | Judy Kent    |                              |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.1.5<br>(Amended) | To develop community champions within other services to understand and identify potential rough sleepers . (NEW) To formally identify rough sleeper / homeless champions across the city including amongst young peoples projects / services | Peasholme Charity | Dave Knowles |                              |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.1.7<br>(NEW)     | To develop a city wide approach to tackling potential homelessness as a result of new / ongoing welfare reforms (reduction in benefit cap, universal credit and HB changes for young people)   | Citizens Advice   | Tony Lyndsey |                              |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.2                | <p><b>Strategic Aim 1: Objective 2:</b><br/><b>To provide support and diversionary activities to street drinkers.</b></p>  |                   |              | June 2012: 8 street drinkers |

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| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.2.1       | <p>To develop a multi-agency protocol to provide targeted outreach and enforcement action - delivered via health, Police and Housing to tackle causes and consequences of street drinking, begging, rough sleeping inc young people. (linked to 1.2.4 deleted)</p>      | Salvation Army         | Paul Morrison (lead amended) |                  |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.2.2 (NEW) | <p>To analyse and explore possibility of providing suitable resources to reduce rough sleeping / street drinking through the provision of a day centre or pop-up services / washing and shower facilities and support and diversionary activities. (also see 1.2.7)</p> | Safer York Partnership | Paul Morrison / Jeremy Jones |                  |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | 1.2.3       | <p>To explore restorative justice mechanism for adults and how they can be embedded into service delivery and demonstrate reduction in repeat offending</p>   | CRC                    | Martin Weblin (lead amended) |                  |

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| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | <p>1.2.5<br/>(NEW)</p> | <p>To develop resettlement training pre-access work, practical training (DIY), education for rough sleepers / street drinkers, expansion to those in tenancies and mental health services</p>    | <p>Peasholme Charity</p>      | <p>Dave Knowles</p>    |                  |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | <p>1.2.6<br/>(NEW)</p> | <p>That young peoples projects commit to working with young people (inc associates / friends) around issues of drinking and ABS associated with drinking ion public places / risky behaviour</p> | <p>York HA</p>                | <p>Alison Wheatley</p> |                  |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | <p><b>1.3</b></p>      | <p><b>Strategic Aim 1: Objective 3:</b><br/><b>To reduce youth homelessness / re-offending rates.</b></p>  |                               |                        |                  |
| <p><b>Strategic Aim 1:</b><br/>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.</p> | <p>1.3.2<br/>(NEW)</p> | <p>As a result of increased issues of young people with mental health problems, to look to include YP in current services aimed at reducing pressures on emergency services and ASB hub</p>      | <p>Safer York Partnership</p> | <p>Paul Morrison</p>   |                  |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.1          | <p><b>Strategic Aim 2: Objective 1:</b><br/>To ensure people have timely access housing advice and prevention services.</p>   |             |                               | 993 homeless presentations |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.1.7        | Overhaul of Housing Options and Homelessness website pages and make them more informative, interactive and customer friendly. | CYC Housing | Bev Richardson (lead amended) |                            |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.1.15       | To develop a mental health housing options guide  | CYC Housing | Calum Scholey                 |                            |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.1.18 (NEW) | To look to refund / embed post of Older Persons Housing Specialist (NEW)  | CYC Housing | Louise Waltham                |                            |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.19<br/>(NEW)</p> | <p>To review all Housing Options information and update leaflets to ensure customers and agencies are aware of services and their remits (NEW)</p>  | <p>CYC Housing</p>    | <p>Becky Ward</p>       |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.20<br/>(NEW)</p> | <p>To ensure there is an effective prison release system in place through CRC resettlement service (prison based), CRC, Probation and accommodation worker, providing realistic housing advice using Offender Protocol, revamped Probation accommodation leaflets, SAP referrals, accommodation worker. (NEW)</p> | <p>CRC</p>            | <p>Martin Weblin</p>    |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.21<br/>(NEW)</p> | <p>To reduce rough sleeping, though developing a tool kit for rough sleepers, targeting support, outreach work, accommodation offers, including a tool kit for young people and entrenched rough sleepers</p>   | <p>Salvation Army</p> | <p>Charlie Malarkey</p> |                  |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.22<br/>(NEW)</p> | <p>To ensure services peripheral to housing are equipped to identify homelessness and provide appropriate advice / signposting including ASB Hub, mental health services, hospital services, ASC, CRC, Probation, GP's, pharmacies.</p>  | <p>CYC Housing</p> | <p>Judi Dove</p>      |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.23<br/>(NEW)</p> | <p>Analyse existing provision and ensure a range of services to help tenants at risk of homelessness: money and employment advice for all tenures, access to floating support or long term intensive housing support and tenancy preparation (tenancy training for all at point of offer)(NEW)</p> | <p>CYC Housing</p> | <p>Denis Southall</p> |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.24<br/>(NEW)</p> | <p>To review provision of translated leaflets, and look to produce a suite of basic leaflets in conjunction with other LA's</p>  | <p>CYC Housing</p> | <p>Becky Ward</p>     |                  |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.2</b></p>      | <p><b>Strategic Aim 2: Objective 2:</b><br/><b>Prepare for and minimise effect of changes to Welfare Benefit Housing Benefit / Local Housing Allowance.</b></p> |            |                     | <p>151 homeless acceptances</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.2.8<br/>(NEW)</p> | <p>That agencies are informed and able to prepare for impact of forthcoming welfare benefit changes on services introduced in 2015</p>                          | <p>DWP</p> | <p>Sarah Farrar</p> |                                 |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.3</b></p>      | <p><b>Strategic Aim 2: Objective 3:</b><br/><b>To provide a safe and effective Housing Options / Registration service from West Offices.</b></p>                |            |                     |                                 |



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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.3.3<br/>(Amended)</p> | <p>Widen out the remit of DWP and Job Centres to provide a more comprehensive service looking to incorporate advice on housing. REMOVE and replace with: <i>Work with DWP to raise awareness of homelessness and the issues affecting people who are homeless to mitigate effects on those vulnerable customers. To explore viability of offering housing appointments / advice from Job Centre location</i></p> | <p>DWP</p> | <p>Sara Farrar</p>                     |                               |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.3.5</p>               | <p>Widen out the remit of Housing and Housing Options to provide a more comprehensive service looking to incorporate advice on employment.</p>   | <p>DWP</p> | <p>Sarah Farrar<br/>(lead amended)</p> |                               |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.4</b></p>          | <p><b>Strategic Aim 2: Objective 4:</b><br/><b>To ensure emergency beds are available for those at risk of rough sleeping.</b></p>   |            |  | <p>2012 submission:<br/>8</p> |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.4.3<br/>(NEW)</p> | <p>To review effectiveness and partnership working of NSNO on an annual basis and maintain service in light of reduced funding (sub regional personalisation money)</p> | <p>Peasholme</p>   | <p>Dave Knowles</p> |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.4.4<br/>(NEW)</p> | <p>To review Nightstop service in light of NSNO and reduction in Youth Homelessness</p>   | <p>CYC Housing</p> | <p>Becky Ward</p>   |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.5</b></p>      | <p><b>Strategic Aim 2: Objective 5:</b><br/><b>To ensure customers are central to all housing work.</b></p>   |                    |                     |                  |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.2<br/>(Amended)</p> | <p>Increase customer involvement and influence at the operational and strategic level (e.g. introduce service inspectors in Temporary Accommodation, links to Customer Involvement Panel, <i>involved YP</i>). Link to other providers eg Estate Champions (YHA). <i>Explore options for 'buddying', volunteering system</i></p> | <p>CYC Housing</p> | <p><i>Julie Hood (amended lead)</i></p> |                            |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.9</p>               | <p>To raise participation on service user groups to ensure that customers have a voice in housing.</p>   | <p>Foundation</p>  | <p>Nicky Watkinson</p>                  |                            |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.6</b></p>          | <p><b>Strategic Aim 2: Objective 6:</b><br/><b>To advise customers of changes to NYHC policy.</b></p>  |                    |   | <p><i>3972 on NYHC</i></p> |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.6.3<br/>(NEW)</p> | <p>To complete systems review of Housing Registrations and implement relevant service and policy changes</p>                                     | <p>CYC Strategy</p> | <p>Paul McCabe</p>                     |                  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>3.1</b></p>      | <p><b>Strategic Aim 3: Objective 1:</b><br/><b>Increase the supply of affordable housing and maximise the use of existing housing stock.</b></p> |                     |  |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>            | <p>3.1.6</p>           | <p>Explore options of shared tenancies in social housing.</p>  | <p>CYC Housing</p>  | <p>Denis Southall</p>                  |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>            | <p>3.1.8</p>           | <p>Explore option of CYC managed HMO's for single people</p>   | <p>CYC Housing</p>  | <p>Denis Southall / Louise Waltham</p> |                  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.10<br/>(NEW)</p> | <p>Review use of FIT tenancies, demoted tenancies, flexible tenancies, Housing First, Housing Plus (extra support) and if appropriate in York train staff / adopt procedure and implement and update tenancy strategy as necessary</p> | <p>CYC Housing</p> | <p>Denis Southall</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.11<br/>(NEW)</p> | <p>Research provision of dementia safe / appropriate housing and if appropriate implement in conjunction with Adult Social care</p>  | <p>CYC Housing</p> | <p>Alice Walker</p>   |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.12<br/>(NEW)</p> | <p>Rebrand 'Sheltered' schemes and SHEC provision</p>  | <p>CYC Housing</p> | <p>Louie Waltham</p>  |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.13<br/>(NEW)</p> | <p>Consider change of use for existing properties to meet needs of communities: converting flats to houses, downsizing schemes, concierge scheme, look at physical environment for those with mental health problems.</p>              | <p>CYC Housing</p> | <p>Denis Southall</p> |                  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.14<br/>(NEW)</p>    | <p>to consider re-review NYHC</p>   | <p>CYC Housing</p> | <p>Tom Brittain<br/>(via NYHC Board)</p> |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.15<br/>(NEW)</p>    | <p>To work with RSL's to mitigate changes to housing in July 2015 budget (national) - Right to Buy to Housing Associations, reduced rents, no housing benefit for 18-21, sale of most expensive stock</p> | <p>York HA</p>     | <p>Kate Spencer</p>                      |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.2</b></p>          | <p><b>Strategic Aim 3: Objective 2:</b><br/><b>To increase use of private rented sector to provide accommodation for those in housing need.</b></p>   |                    |  | <p>YorHome properties: 75<br/>Bond Guarantees: 60</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.1<br/>(Amended)</p> | <p>Evaluate ongoing effectiveness of YorHome and agree future - to explore option to expand , to include HMO's, student lets, if appropriate reconsider social enterprise. Report to HMT</p>              | <p>CYC Housing</p> | <p>Louise Waltham</p>                    |   |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.3<br/>(Amended)</p>  | <p>In light of high cost of PRS accommodation to fully explore new incentives to increase and / or use PRS to discharge homeless duty. Report to HMT</p>               | <p>CYC Housing</p> | <p>Judi Dove</p>      |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.8</p>                | <p>Develop minimum standard for PRS - agreed by landlords, Private sector tenancy team and referral organisations.</p>   | <p>CYC Housing</p> | <p>Ruth Abbott</p>    |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.10<br/>(Amended)</p> | <p>To explore option to develop a lodging scheme (informal support), especially in light of increased allowance to rent a room (2015 July budget)</p>                  | <p>SASH</p>        | <p>Peter Robinson</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.12<br/>(NEW)</p>     | <p>Ensure clarification of legal position re joint tenancies, termination of tenancies, holding multiple tenancies, tenancies for people with LD and / or dementia</p> | <p>CYC Housing</p> | <p>Denis Southall</p> |                  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.13<br/>(NEW)</p> | <p>Improve information to tenants about HMO's and PRS in poor state of repair and how to resolve it . To work with landlords/agents and other partners to ensure that they are fully aware of the law and to take appropriate enforcement action to ensure a healthy, safe and well managed PRS</p> | <p>CYC Housing</p> | <p>Ruth Abbott</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.14<br/>(NEW)</p> | <p>Exploring with the Housing Options service and others the impact of the changes relating to prevention of retaliatory evictions</p>  | <p>CYC Housing</p> | <p>Ruth Abbott</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.15<br/>(NEW)</p> | <p>To develop a training programme for LLs and partners to impart knowledge and skills to reduce the impact of poor housing conditions have on health and to improve the management – to prevent homelessness and to ensure that tenants are matched to suitable homes</p>                          | <p>CYC Housing</p> | <p>Ruth Abbott</p> |                  |



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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.3</b></p>      | <p><b>Strategic Aim 3: Objective 3:</b><br/><b>Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.</b></p>       |                    |                        | <p>Temporary accommodation<br/>Dec 12 : 99</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.1</p>           | <p>Re-provision of Ordnance Lane scheme.</p>  | <p>CYC Housing</p> | <p>Andy Kerr</p>       |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.6</p>           | <p>Ensure residents in temporary accommodation are empowered to move on as soon as possible and that where not possible moved into alternative accommodation to meet their needs.</p> | <p>CYC Housing</p> | <p>Kate Grandfield</p> |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.8<br/>(NEW)</p> | <p>To explore need and options for older people with multiple needs</p>   | <p>CYC Housing</p> | <p>Louise Waltham</p>  |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.9<br/>(NEW)</p> | <p>to explore and utilise any opportunity for capital investment at Robinson Court / YACRO move on houses</p>   | <p>York HA</p>     | <p>Kate Spencer</p>    |  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.10<br/>(NEW)</p> | <p>To explore option to expand / upgrade Scarcroft Project in light of Housing Related Support re-tender</p>  | <p>York HA</p>     | <p>Kate Spencer</p>                             |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.11<br/>(NEW)</p> | <p>To ensure that B&amp;B use remains low using a planned approach taking account of supply and demand (Report to HMT)</p>                                  | <p>CYC Housing</p> | <p>Anne-Marie Douglas</p>                       |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.4</b></p>       | <p><b>Strategic Aim 3: Objective 4:</b><br/><b>Ensure appropriate temporary / supported housing to minimise use of B&amp;B.</b></p>                         |                    |   |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.4</p>            | <p>To develop appropriate accommodation for perpetrators of domestic abuse and a relevant rehabilitative programme</p>                                      | <p>NY Police</p>   | <p>Jo Beilby / Martin Weblin (lead amended)</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.5</b></p>       | <p><b>Strategic Aim 3: Objective 5:</b><br/><b>Increase the use of housing association (RSL) lets for homeless and potentially homeless households.</b></p> |                    |   |                  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.6         | <p><b>Strategic Aim 3: Objective 6:</b><br/>Ensure access to specialist accommodation.</p>   |                            |                 |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.6.1       | Research value and need for therapeutic community in York.   | CYC Housing                | Louise Waltham  |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.6.5 (NEW) | To explore options for hostels for families that have complex needs / intentionally homeless. Report to HMT.                       | CYC Housing                | Kate Grandfield |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.6.6 (NEW) | To have a 'tool kit' of alternative housing support and options for young people with complex needs / rough sleepers (links 1.2.2) | CYC Children's Social care | Dot Evans       |                  |

| Strategic Aim  | Ref                     | Objectives   | Lead   | Lead contact        | 2011/12 Baseline |
|--|-------------------------|--|--|---------------------|------------------|
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.7<br/>(NEW)</p>  | <p>To complete review / tender of housing related support contract, consider retaining YACRO women's house (see 3.9.2), impact of reduction in YP services, change in YP contact criteria 16-25 (priority being 16-21)</p> | <p>Adult Commissioning &amp; Contract Team</p> | <p>Carl Wain</p>    |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.8<br/>(NEW)</p>  | <p>That CYC Housing redesigns services in light of housing related support contract and re-provision of Ordnance Lane and proposed budget savings</p>  | <p>CYC Housing</p>                             | <p>Tom Brittain</p> |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.9<br/>(NEW)</p>  | <p>Review success of IDAS 24 hour service and if value for money look to secure ongoing funding</p>  | <p>IDAS</p>                                    | <p>Sarah Hill</p>   |                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.10<br/>(NEW)</p> | <p>Carry out review of Young Parent facility and adapt / confirm project role and process. Report HMT</p>  | <p>CYC Housing</p>                             | <p>Tim Carroll</p>  |                  |

| Strategic Aim  | Ref                         | Objectives  | Lead                       | Lead contact                                       | 2011/12 Baseline                        |
|--|-----------------------------|---|----------------------------|--|---|
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.11<br/>(NEW)</p>     | <p>Work with Restore to increase provision in the city and if possible include YP / LD groups</p>   | <p>Restore</p>             | <p>Barrie Stephenson</p>                           |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.7</b></p>           | <p><b>Strategic Aim 3: Objective 7:</b><br/><b>Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / general supported housing.</b></p> |                            |  | <p>Baseline figures 14 October 2012</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.7.1</p>                | <p>Revisit / take forward need for specialist mental health accommodation for complex needs.</p>  | <p>TEWV (lead amended)</p> | <p>TBC</p>   |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.7.3<br/>(Amended).</p> | <p>Improve links / discharge processes with Mental Health medical and housing services and access to services in light of new CCG contract</p>  | <p>CYC Housing</p>         | <p>Louise Waltham -<br/>CYC Housing /<br/>TEWV</p> |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.7.4<br/>(NEW)</p>      | <p>To explore option to provide specialist support (mental health) in hostels</p>   | <p>CYC Housing</p>         | <p>Becky Ward</p>                                  |   |

| Strategic Aim  | Ref                    | Objectives   | Lead                     | Lead contact          | 2011/12 Baseline          |
|--|------------------------|--|--------------------------|-----------------------|---------------------------|
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.8</b></p>      | <p><b>Strategic Aim 3: Objective 8:</b><br/><b>Implement NSNO and tackle entrenched rough sleeping.</b></p>                                      |                          |                       | <p>2012 submission: 8</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8.4<br/>(NEW)</p> | <p>To consider expansion to NHCAS beds and Sheltered respite beds as part of NSNO</p>  | <p>CYC Housing</p>       | <p>Louise Waltham</p> |                           |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8.5<br/>(NEW)</p> | <p>To look to refund and embed MEAM project into resettlement services</p>   | <p>Arc Light</p>         | <p>Jeremy Jones</p>   |                           |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.9</b></p>      | <p><b>Strategic Aim 3: Objective 9:</b><br/><b>Review the provision and need for specialist services for women (include women's centre).</b></p> |                          |                       |                           |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.9.2<br/>(NEW)</p> | <p>Evaluate Women's hostel and consider retention(part of Housing Related Support review) See 3.6.7</p>  | <p>Adult Social Care</p> | <p>Carl Wain</p>      |                           |

| Strategic Aim  | Ref                        | Objectives   | Lead               | Lead contact                               | 2011/12 Baseline                             |
|--|----------------------------|--|--------------------|--|--|
| <p><b>Strategic Aim 4:</b><br/>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.</p> | <p><b>4.1</b></p>          | <p><b>Strategic Aim 4: Objective 1:</b><br/>Ensure range of appropriate services and care for vulnerable customers.</p>  |                    |  | <p>Tier 1: stat Homeless, rough sleepers</p> |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.1.2<br/>(Amended)</p> | <p>Agree service level agreements between drug services and hostels and floating support schemes</p>   | <p>DAAT</p>        | <p>Leigh Bell</p>                          |  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.1.3</p>               | <p>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.</p> | <p>CYC Adults</p>  | <p>Rachel Duckworth<br/>(name amended)</p> |  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.1.6</p>               | <p>Explore viability of single point of contact / helpline for landlords.</p>  | <p>CYC Housing</p> | <p>Ruth Abbott</p>                         |  |

| Strategic Aim  | Ref                        | Objectives   | Lead               | Lead contact                             | 2011/12 Baseline |
|--|----------------------------|--|--------------------|--|------------------|
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.2</p>                 | <p><b>Strategic Aim 4: Objective 2:</b><br/><b>Increase tenancy sustainment through the provision of earlier intervention appropriate support.</b></p>   |                    |  |                  |
| <p><b>Strategic Aim 4:</b><br/>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.</p> | <p>4.2.5<br/>(Amended)</p> | <p>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- PO stage). Improve links and training between landlord, advice and support services .</p> | <p>CYC Housing</p> | <p>Denis Southall<br/>(Name amended)</p> |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.2.6</p>               | <p>Increase tenancy sustainment through the provision of appropriate support. Review and promotion / take up of services. <b>Report to Housing managers</b></p>  | <p>CYC Housing</p> | <p>Calum Scholey</p>                     |                  |



| Strategic Aim  | Ref            | Objectives  | Lead        | Lead contact                     | 2011/12 Baseline   |
|--|----------------|---|-------------|----------------------------------|--|
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | 4.2.8          | Establish a formal system to monitor / analyse failed tenancies and abandonments.   | CYC Housing | Denis Southall<br>(Name amended) |  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | 4.2.9<br>(NEW) | Explore establishment of intensive housing management   | CYC Housing | Denis Southall                   |  |
| <p><b>Strategic Aim 4:</b><br/>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.</p> | 4.3            | <p><b>Strategic Aim 4: Objective 3:</b><br/><b>Increase the number of people with mental illness and complex needs achieving independent living through the provision of more specialist support.</b></p> |             |                                  | In non-specialist accommodation/no discharge plan at Feb 2013: 35 people |

| Strategic Aim  | Ref                        | Objectives   | Lead                       | Lead contact                       | 2011/12 Baseline |
|--|----------------------------|--|----------------------------|------------------------------------|------------------|
| <p><b>Strategic Aim 4:</b><br/>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.</p> | <p>4.3.2<br/>(Amended)</p> | <p>To carry out a strategic review of all CYC provided mental health services, to take account of Care Act 2014, review of housing related support contracts and intergration with health provision and develop appropriate services</p> | <p>CYC Adults</p>          | <p>Catherine McGovern</p>          |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.3.3</p>               | <p>To ensure services adapt to meet needs of complex customer groups - addressing mental health issues, offending, abuse.</p>  | <p>TEWV (lead amended)</p> | <p>Rebecca West (lead amended)</p> |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p>  | <p>4.3.4</p>               | <p>Develop closer working links with mental health assertive outreach team so that crisis is managed in a coordinated way between services. Agree working protocols (amended)</p>  | <p>TEWV (lead amended)</p> | <p>Rebecca West (lead amended)</p> |                  |

| Strategic Aim   | Ref         | Objectives   | Lead                                | Lead contact                   | 2011/12 Baseline |
|---|-------------|--|-------------------------------------|--------------------------------|------------------|
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p> | 4.4         | <p><b>Strategic Aim 4: Objective 4:</b><br/><b>Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.</b></p>  |                                     |                                |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p> | 4.4.2       | Amend approach to support for some people who need targeted / assertive 'handholding' to get people to services.   | Adult Commissioning & Contract Team | Carl Wain                      |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p> | 4.4.8 (NEW) | To approach BME groups including Gypsy and Travellers to provide information and improve awareness on housing and advice services (with provider rep)  | CYC Housing                         | Kate Grandfield (lead amended) |                  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful</p> | 4.4.9 (NEW) | To utilise research e.g. the BRE research evidence base– identifying the impact of health on residents – to prevent homelessness and the SHMA to identify whether we can improve access to the private rented sector | CYC Housing                         | Ruth Abbott                    |                  |

| Strategic Aim  | Ref                        | Objectives   | Lead               | Lead contact        | 2011/12 Baseline   |
|--|----------------------------|--|--------------------|---------------------|--|
| <p><b>Strategic Aim 5:</b><br/>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.</p> | <p><b>5.1</b></p>          | <p><b>Strategic Aim 5: Objective 1:</b><br/>Strong local authority leadership on the homelessness agenda.</p>  |                    |                     | <p>Homelessness Strategy 2008 - 2013 agreed and multi agency Steering Group established.</p> |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p>   | <p>5.1.1<br/>(Amended)</p> | <p>Maximise publicity opportunities to raise the profile of homeless services across the city. Aim for 12 positive stories pa from housing agencies. <i>Develop a housing communications policy</i></p>                    | <p>CYC Housing</p> | <p>Tom Brittain</p> |  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p>   | <p>5.1.2</p>               | <p>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.</p> | <p>CYC Housing</p> | <p>Tom Brittain</p> |  |

| Strategic Aim  | Ref   | Objectives   | Lead                          | Lead contact    | 2011/12 Baseline |
|--|-------|--|-------------------------------|-----------------|------------------|
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.1.4 | To develop a 'family homeless strategy group' in line with resettlement and youth homeless strategy group principles.  | CYC Housing                   | Kate Grandfield |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.1.5 | To improve services and processes to achieve Gold Standard as set out by DCLG.   | CYC Housing                   | Becky Ward      |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.1.7 | To respond / influence national and sub regional agenda around homelessness where relevant.  | Homeless Forum (Lead Amended) | Chair           |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.2   | <p><b>Strategic Aim 5: Objective 2:</b><br/>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.</p> |                               |                 |                  |

| Strategic Aim  | Ref         | Objectives  | Lead                             | Lead contact               | 2011/12 Baseline |
|--|-------------|---|----------------------------------|----------------------------|------------------|
| <p><b>Strategic Aim 5:</b><br/>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.</p> | 5.2.2       | <p>Review information sharing agreement to include Police, CRC, National Probation Service, housing and support providers<br/>(amended)</p>   | Peasholme Charity (lead amended) | Dave Knowles(lead amended) |                  |
| <p><b>Strategic Aim 5:</b><br/>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.</p> | 5.2.4 (NEW) | <p>To review multi-agency training programme around issues of homelessness, prevention, review external training programme, focused training, delivered by CYC and others (eg EM's around prevention)<br/>Combined with 5.5.6 now deleted</p> | CYC Housing                      | Becky Ward                 |                  |

| Strategic Aim  | Ref         | Objectives   | Lead        | Lead contact | 2011/12 Baseline |
|--|-------------|--|-------------|--------------|------------------|
| <p><b>Strategic Aim 5:</b><br/>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.</p> | 5.2.5 (NEW) | <p>Develop and establish relevant referral routes and protocols between <b>general hospital services</b>, accommodation and support providers and the local authority to ensure that moves in and out of these service are planned, even for those with complex needs.</p> | CYC Housing | Judi Dove    |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p>   | 5.2.6 (NEW) | <p>Develop links / improve engagement with public / 'goodwill groups' on issues to benefit homelessness, eg awareness, fundraising, response to begging etc</p>  | Arc Light   | Jeremy Jones |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p>   | 5.2.7 (NEW) | <p>Explore option of 'Fast Track' housing benefit applications</p>   | CYC Revenue | Nicky Welch  |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p>   | 5.3         | <p><b>Strategic Aim 5: Objective 3:</b><br/><b>Increased sharing of information between agencies and more joint training to promote wider understanding of homelessness and its prevention.</b></p>  |             |              |                  |

| Strategic Aim  | Ref   | Objectives   | Lead                       | Lead contact                 | 2011/12 Baseline |
|--|-------|--|----------------------------|------------------------------|------------------|
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.3.4 | Streamline risk assessment' to cover probation, Health, Housing and SAP. (amended)   | CYC Housing (amended lead) | Calum Scholey (amended lead) |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.4   | <p><b>Strategic Aim 5: Objective 4:</b><br/><b>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.</b></p> |                            |                              |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.4.1 | Establish an agreed framework for customer consultation  | CYC Housing                | Julie Hood                   |                  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | 5.5   | <p><b>Strategic Aim 5: Objective 5:</b><br/><b>Improve cross boundary / agency working.</b><br/>To enable increased mobility</p>   |                            |                              |                  |



| Strategic Aim  | Ref                     | Objectives   | Lead               | Lead contact      | 2011/12 Baseline |
|--|-------------------------|--|--------------------|-------------------|------------------|
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to</p> | <p>5.5.10<br/>(NEW)</p> | <p>Review homeless Strategy</p>  | <p>CYC Housing</p> | <p>Becky Ward</p> |                  |
|  |                         | <p>* B&amp;B = Bed and Breakfast / BME = Black and minority ethnic / BGS = Bond Guarantee 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 / PCT = York and North Yorkshire Primary Care Trust / PRS = Private rented sector / RSL = Registered Social Landlord / SAP = Single Access Point / SP = Supporting People / YOT = Youth Offending Team / YP = Young People</p> |                    |                   |                  |

| Target/date                    | Priority | Status       | Update/Comments<br>( Please initial & date for tracking )   |
|--------------------------------|----------|--------------|---|
| Max 151 homeless acceptances   |          |              |   |
| 01/04/2014<br>revised April 18 | Bronze   | Yet to start | Comprehensive training for customers in all resettlement projects. Peer Ed / mentoring still to be developed  |
| 01/04/2016 (date amended)      | bronze   | On track     | All housing teams in regular liaison with the unit, analysis of data currently taking place (July 15)   |
| September-17                   | bronze   | On track     | Purchased Yorkshire Housing Association pack. Series of 3 training courses used in Danesgate in June 2015. No other take up from schools despite a concerted effort |

| Target/date                        | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )  |
|------------------------------------|----------|------------------------|--|
| 01/04/2017 (date amended)          | Bronze   | <b>Behind Schedule</b> | analysis of data currently taking place (July 15)  |
| 01/04/2016 (date amended)          | Silver   | <b>On track</b>        | No second night out launched and embedded in services. Street angels training and work with York Libraries, work undertaken with Salvation Army to report rough sleepers, and Streetlink launch. |
| April-17                           | Gold     | <b>Amended</b>         |  |
| Rough sleeping target is 2 by 2018 |          |                        |  |

| Target/date               | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )  |
|---------------------------|----------|------------------------|--|
| 01/04/2016 (date amended) | Gold     | <b>Behind Schedule</b> | Targeted outreach work with the police and environmental services. Multi Agency work has dropped off. Needs to be reinvigorated. Possible opportunity for work with drinkers (street and accommodated) |
| 01/04/2017 date amended   | Gold     | <b>Amended</b>         | Process re-started with several meetings planned Spring - summer 2015  |
| 01/04/2017 (date amended) | Bronze   | <b>Yet to start</b>    | YOT providing training for Howe Hill on restorative justice but needs to be developed in adult services  |

| Target/date   | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|---|----------|--------|---|
| Apr-18  | Silver   |        |   |
| Apr-17  | Bronze   |        |   |
| In 2013 youth offending rates were xxx and target is to reduce youth offending by xxx by 2018 |          |        |   |
| Apr-17  | Silver   |        |   |

| Target/date                    | Priority | Status   | Update/Comments<br>( Please initial & date for tracking )   |
|--------------------------------|----------|----------|---|
| Max 993 homeless presentations |          |          |   |
| 01/04/2016 (date amended)      | silver   | On track | Website reviewed Feb 15 but new corporate website being introduced May 2015. To review and update wording taking account of customer needs. To include reference to Mental health supported |
| 01/12/2015 (date amended)      | silver   | On track | Final draft completed August 2015 including reference to Mental Health and Wellbeing Handbook (Healthwatch York)  |
| Apr-16                         | gold     |          |   |

| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| Apr-16      | Gold     |        |   |
| April-17    | silver   |        |   |
| April-17    | Gold     |        |   |

| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| April-16    | silver   |        |   |
| April-18    | Silver   |        |   |
| April-18    | bronze   |        |   |



| Target/date                         | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------------------------------|----------|--------|---|
| Max 151 homeless acceptances        |          |        |   |
| April-18                            | gold     |        |   |
| Fully operational by September 2013 |          |        |   |

| Target/date  | Priority | Status   | Update/Comments<br>( Please initial & date for tracking )                                     |
|--|----------|----------|---|
| Joint agreement and training in place April 2016<br>(date amended) | silver   | On track | Information about projects provided to DWP to enable accurate assessments / prevent sanctions |
| Joint agreement and training in place April 2017<br>(date amended) | silver   | On track | some work done in hostels more to be done   |
| To reduce rough sleeping to 2 by 2018                              |          |          |   |

| Target/date  | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|--|----------|--------|---|
| April-16   | Gold     |        |   |
| April-16   | Gold     |        |   |
| Customer engagement policy & programme by April 2016 |          |        |   |

| Target/date  | Priority | Status       | Update/Comments<br>( Please initial & date for tracking )  |
|--|----------|--------------|--|
| Recommendations by March 2016<br>(amended date)                  | Bronze   | Yet to start |  |
| April-16   | Bronze   | Amended      | Historically Supporting People facilitated user group but this has since ceased due to end of SP |
| To reduce and maintain NYHC below 2000 to manage supply / demand |          |              |  |

| Target/date                               | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|---|----------|--------------|---|
| April-17                                  | Gold     |              |   |
| Affordable homes increased by 750 by 2018 |          |              |   |
| 01/04/2017 (date amended)                 | Bronze   | Yet to start |   |
| 01/12/2016 (date amended)                 | Bronze   | Yet to start |   |

| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| April-17    | Gold     |        |   |
| April-18    | Silver   |        |   |
| April-18    | Bronze   |        |   |
| April-18    | Gold     |        |   |

| Target/date  | Priority | Status          | Update/Comments<br>( Please initial & date for tracking )  |
|--|----------|-----------------|--|
| April-18   | Bronze   |                 |  |
| April-18   | Gold     |                 |  |
| YorHome:<br>Increase to 150 by 2015.<br>PRS: Increase access |          |                 |  |
| Apr 17 date amended  | Gold     | <b>On track</b> | Expansion into student/other markets now overtaken by development of a housing trading company. Once established YH will trade through the company and expand into other markets, revised target |

| Target/date | Priority | Status              | Update/Comments<br>( Please initial & date for tracking )   |
|-------------|----------|---------------------|---|
| April-16    | Silver   | <b>Stalled</b>      |   |
| April-15    | Silver   | <b>On track</b>     | The introduction of voluntary accreditation scheme in November 2013 this will be reviewed by December 2014 and compulsory licensing will be |
| April-15    | Bronze   | <b>Yet to start</b> |   |
| April-17    | Gold     |                     |   |



| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| April-16    | Silver   |        |   |
| April-16    | Bronze   |        |   |
| April-16    | Silver   |        |   |

| Target/date      | Priority | Status          | Update/Comments<br>( Please initial & date for tracking ) |
|------------------|----------|-----------------|---|
| Not exceeding 99 |          |                 |   |
| Oct 16 (amended) | Gold     | On track        | Due for completion autumn 2016                            |
| April-15         | Gold     | Behind Schedule |   |
| April-17         | Silver   |                 |   |
| April-18         | Silver   |                 |   |

| Target/date                                      | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )  |
|--|----------|------------------------|--|
| April-18   | Silver   |                        |  |
| April-16   | gold     |                        |  |
| Under 17s in B&B:<br>0<br>B&B over 6 weeks:<br>0 |          |                        |  |
| 01/12/2017 (date amended)                        | Silver   | <b>Behind Schedule</b> | Review availability of accommodation , no perpetrator programme. CRC may be able to provide / adapt Building Better Relationships. Pilot perpetrator |
| RSL lets:<br>Minimum 25% by 2008/9.              |          |                        |  |

| Target/date                         | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )   |
|-------------------------------------|----------|------------------------|---|
| Supported housing for SAP referrals |          |                        |   |
| Apr-15                              | bronze   | <b>Behind Schedule</b> | Consultation with partners undertaken. Report being taken to health and wellbeing board in July requesting approval and funding for a supported housing |
| April-17                            | silver   |                        |   |
| April-18                            | silver   |                        |   |

| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| October-16  | gold     |        |   |
| April-17    | gold     |        |   |
| April-17    | silver   |        |   |
| April-16    | silver   |        |   |

| Target/date                  | Priority | Status          | Update/Comments<br>( Please initial & date for tracking )  |
|------------------------------|----------|-----------------|--|
| April-17                     | silver   |                 |  |
| Reduce by 50% by March 2015. |          |                 |  |
| April-18                     | gold     | Yet to start    |  |
| 01/04/2016 (date amended)    | silver   | Behind Schedule | Initial work taken place re referral from Bootham to work with TEWV when take over new MH contract |
| April-17                     | silver   |                 |  |

| Target/date         | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|---------------------|----------|--------|---|
| Reduce to 2 by 2018 |          |        |   |
| June-16             | silver   |        |   |
| December-16         | gold     |        |   |
|                     |          |        |   |
| April-16            | gold     |        |   |

| Target/date  | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|--|----------|--------------|---|
| To streamline services and provide tier 1 for stat homeless, young people, and single homeless |          |              |   |
| 01/04/2016 (date amended)  | silver   | Yet to start |   |
| April 2017 (date amended)  | silver   | Yet to start | Important in light of Harrogate serious case review       |
| 01/04/2017 (date amended)  | bronze   | Yet to start |   |



| Target/date   | Priority | Status   | Update/Comments<br>( Please initial & date for tracking )   |
|---|----------|----------|---|
| Tenancy sustainment by 16/17 year olds in temporary accommodation: 90% by 2013. |          |          |   |
| 01/04/2016 (Date amended)   | gold     | On track | Employment and debt advisers, daily drop in service, ? Intensive housing management   |
| 01/04/2016 (Date amended)   | silver   | On track | Supported housing all via SAP. Housing Related support contracts include triage (HL prevention service). Need to analyse statistics and outcomes inc MH |

| Target/date   | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|---|----------|--------------|---|
| Report to Youth Homeless strategy group Dec 2015<br>(date amended)  | silver   | Yet to start | Need to analyse statistics and outcomes                   |
| April-17  | gold     |              |   |
| Improve access to appropriate services and / or supported accommodation for people with mental health issues. |          |              |   |

| Target/date               | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )  |
|---------------------------|----------|------------------------|--|
| April-16                  | gold     | <b>Behind Schedule</b> | Review work was undertaken in 2014, but progress on making changes to current CYC MH provision was temporarily put on hold until the outcome of the CCG Mental Health tender (which will be announced at the end of May 2015), so that we can take account of any wider changes to MH provision in the city that may |
| 01/04/2016 (date amended) | silver   | <b>Yet to start</b>    | Dependent upon new contract May 2015   |
| 01/04/2016 (date amended) | silver   | <b>On track</b>        | MH service have developed a single point of access that includes crisis work   |

| Target/date   | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking )   |
|---|----------|------------------------|---|
| To monitor & profile access to services via SAP, HL statistics and SP |          |                        |   |
| April-15  | silver   | <b>Behind Schedule</b> | Non-engagement policies are being required though the annual Contract Review process. The next stages are: 1. ensure we have this in place for all providers<br>2. gather all policies to determine |
| 01/04/2016 Date amended   | bronze   | <b>Amended</b>         | Gypsy and Traveller funding and responsibility passed to Housing. I believe this should be Kate Grandfield.   |
| Ap-16   | bronze   |                        |   |

| Target/date  | Priority | Status          | Update/Comments<br>( Please initial & date for tracking )                                    |
|--|----------|-----------------|--|
| Support and enable delivery of the agreed strategic aims and objectives by March 2013. |          |                 |  |
| dec 15 date amended  | silver   | <b>On track</b> | Inmotion, Orwin House, Howe Hill, all covered recently, Megan Rule attends HSMT for briefing |
| Agreed protocol by December 2011   | bronze   |                 |  |

| Target/date  | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|--|----------|--------------|---|
| 01/12/2015 (date amended)  | silver   | Yet to start |   |
| Apr 17 (date amended in light of ongoing work)                                       | gold     | On track     | Passed peer assessment April 2015                         |
| April-16   | bronze   | On track     |   |
| 100% of relevant agencies sign up to and adhere to relevant protocols and strategies |          |              |   |

| Target/date               | Priority | Status                 | Update/Comments<br>( Please initial & date for tracking ) |
|---------------------------|----------|------------------------|---|
| 01/12/2015 (date amended) | gold     | <b>Behind Schedule</b> | Info sharing being reviewed 2015                          |
| April-16                  | silver   |                        |   |

| Target/date                                | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|--|----------|--------------|---|
| Protocol in place by Apr 16 (date amended) | silver   | Yet to start |   |
| April-17                                   | silver   |              |   |
| April-17                                   | silver   |              |   |
| Relevant protocols in place Sept 2014      |          |              |   |



| Target/date   | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|---|----------|--------------|---|
| 01/04/2016<br>(amended date)  | gold     | Yet to start |   |
| Framework for customer consultation / insight by 2008/9. BME households aware of services |          |              |   |
| 01/04/2016 (date amended)   | bronze   | Yet to start |   |
|   |          |              |   |

| Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|-------------|----------|--------|---|
| July-18     | gold     |        |   |
|             |          |        |   |

| Strategic Aim  | Ref   | Objectives   | Baseline position  | Lead        | Lead contact     | 2011/12 Baseline         | Target/date                      | Status    | Update/Comments<br>( Please initial & date for tracking )  |
|--|-------|--|--|-------------|------------------|--------------------------|----------------------------------|-----------|--|
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.1   | <b>Strategic Aim 1:</b><br><b>Objective 1:</b><br>Develop innovative links with external agencies.   | To reduce homelessness and familiar cycle of homelessness. |             |                  | 151 homeless acceptances | Max 151 homeless acceptances     |           |  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.1.6 | To take a pro-active role in all homeless and housing services to prevent homelessness as a result of welfare benefit changes.                             |  | CYC Housing | Tom Britain      |                          | April-15                         | Completed | Housing service has taken a lead role in developing the solutions to the welfare reform at point of introduction. These include the work that has been done around the bedroom tax (downsizing, property swap shop, Money and Employment advisers, Local hubs, Housing week) |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.3   | <b>Strategic Aim 1:</b><br><b>Objective 3:</b><br>To reduce youth homelessness / re-offending rates.   |  |             |                  |                          | To reduce youth offending by xxx |           |  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.3.1 | To explore restorative justice mechanism for young people and how they can be embedded into service delivery and demonstrate reduction in repeat offending |  | YOT         | Angela Crossland |                          | Apr-15                           | Completed | YOT training sessions on youth justice and restorative measures have been completed. The PSI service also include regular support sessions for young people at HH4YP   |

|   |              |  |  |                          |                                     |                                   |                                       |                         |   |
|---|--------------|--|--|--------------------------|-------------------------------------|-----------------------------------|---------------------------------------|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1</p>   | <p><b>Strategic Aim 2:</b><br/><b>Objective 1:</b><br/>To ensure people access housing advice and prevention services as soon as possible.</p>   |  |                          |                                     | <p>993 homeless presentations</p> | <p>Max 993 homeless presentations</p> |                         |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.1</p> | <p>To embed 'triage' service for those customers who are accepted on to (but waiting for ) housing floating support to services or have recently left floating support services to ensure that those at risk of homelessness do not loose their homes. To determine whether this approach has improved presentations</p> |  | <p>Supporting People</p> | <p>Carl Wain</p>                    |                                   | <p>April-14</p>                       | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.2</p> | <p>To explore options to retain a 'Through the Gate' type service to advise and mentor offenders leaving prison in order to prevent homelessness and re-offending.</p>   |  | <p>NY Probation</p>      | <p>Martin Weblin (lead amended)</p> |                                   | <p>01/04/2015 (date amended)</p>      | <p><b>Completed</b></p> | <p>This scheme ended in March 2014 due to end of funding. CRC now provide this service as part of National Probation contract changes, although in new (prison based) format.</p> |

York Housing Options and Homelessness Strategy 2013-18 Action Plan (reviewed 2015) Appendix 1

|   |              |  |  |                            |                                 |  |                          |                         |  |
|---|--------------|--|--|----------------------------|---------------------------------|--|--------------------------|-------------------------|--|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.3</p> | <p>Housing Options and Housing Registrations Team is promoted as a generic service available to all while at same time encouraging those in housing need - in particular to vulnerable, elderly, ethnic groups to approach the service asap.</p> |  | <p>CYC Housing</p>         | <p>Yvonne Burns / Judi Dove</p> |  | <p>April-15</p>          | <p><b>Completed</b></p> | <p>Specialist services - Salvation Army EIP, Youth Homeless Workers and Older person housing options worker embedded in service. Ongoing partnership training to ensure all agencies are aware of services and refer appropriate customers. extended until 31/3/16. Further external funding required if to continue</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.4</p> | <p>Ensure staff in Housing Registrations provide relevant housing advice to those registering with NYHC who are homeless or at risk of homelessness.</p>   |  | <p>CYC Housing</p>         | <p>Yvonne Burns</p>             |  | <p>April-15</p>          | <p><b>Completed</b></p> | <p>Staff have been on basic homeless training however need to refresh</p>  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.5</p> | <p>Ensure staff in key advice agencies provide relevant housing advice to those who are homeless or at risk of homelessness.</p>   |  | <p>CYC Housing</p>         | <p>Becky Ward</p>               |  | <p>Review April 2015</p> | <p><b>Completed</b></p> | <p>Ongoing accredited training</p>   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.6</p> | <p>Develop self help advice points within West Offices.</p>  | <p>Need to improve written &amp; online information, develop assessment tool / triangle of need to identify where intensive work required.</p> | <p>CYC Customer Centre</p> | <p>Eilidh Carricker</p>         |  | <p>April-15</p>          | <p><b>Completed</b></p> | <p>Self help points and floor walker now established in West Offices.</p>  |

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|   |               |   |  |  |                         |  |   |                         |   |
|---|---------------|---|--|--|-------------------------|--|---|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.8</p>  | <p>In light of forthcoming Legal Services Commission contract changes (2013) to ensure customers have access to independent housing advice.</p>   |  | <p>CYC Housing</p>                             | <p>Becky Ward</p>       |  | <p>April-14</p>                         | <p><b>Completed</b></p> | <p>LSC contract awarded to Keyhouse / Julian Pheby solicitors</p>   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.9</p>  | <p>Improve advice for young offenders - develop Youth Offending Team (YOT) protocol.</p>  |  | <p>YOT</p>                                     | <p>Angela Crossland</p> |  | <p>Protocol completed by April 2013</p> | <p><b>Completed</b></p> | <p>Introduced April 2015</p>  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.1</p>  | <p>To embed 'triage' service for those customers who are accepted on to (but waiting for ) housing floating support to services or have recently left floating support services to ensure that those at risk of homelessness do not loose their homes. To determine whether this approach has improved prevention</p> |  | <p>Adult Commissioning &amp; Contract Team</p> | <p>Carl Wain</p>        |  | <p>April-14</p>                         | <p><b>Completed</b></p> | <p>Triage provision has been embedded in most client group areas. This is monitored through feedback from providers in Business Meetings. Any future commissioning arrangements will consider including triage as standard to: 1. Ensure customers on the waiting list are assessed and immediate needs met 2. provide contact point between formal support sessions for existing customers 3. provide follow up contact for those struggling that no longer receive formal support</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.12</p> | <p>To maximise use of available benefit and debts advice for agencies and customers</p>   |  | <p>CAB</p>                                     | <p>Tony Lyndsey</p>     |  | <p>Co-location working April 2013</p>   | <p><b>Completed</b></p> | <p>York Advice Service</p>  |

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|   |               |  |  |                    |                          |  |                 |                         |  |
|---|---------------|--|--|--------------------|--------------------------|--|-----------------|-------------------------|--|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.13</p> | <p>To work with faith groups / voluntary / community groups to raise awareness of homelessness and services available.</p>             |  | <p>Restore</p>     | <p>Barrie Stephenson</p> |  | <p>April-13</p> | <p><b>Completed</b></p> | <p>Series of meetings, training , Terms of Reference agreed at Homeless Forum March 2015 to incorporate voluntary groups to ensure ongoing partnership</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.14</p> | <p>To improve statistics re Housing Options contacts (reasons, customer groups)</p>  |  | <p>CYC Housing</p> | <p>Judi Dove</p>         |  | <p>April-13</p> | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.16</p> | <p>Review and re-print recently launched older persons housing options guide.</p>  |  | <p>CYC Housing</p> | <p>Alice Walker</p>      |  | <p>Feb-13</p>   | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.1.17</p> | <p>To review provision of older persons housing advice surgeries, expand where appropriate into ad hoc drop ins (coffee mornings).</p> |  | <p>CYC Housing</p> | <p>Yvonne Burns</p>      |  | <p>Sep-13</p>   | <p><b>Completed</b></p> | <p>Older person housing options worker started. Need evaluation and seek further funding</p>   |

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|   |                     |  |  |                     |                                  |                                 |  |                         |   |
|---|---------------------|--|--|---------------------|----------------------------------|---------------------------------|--|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.2</b></p>   | <p><b>Strategic Aim 2:<br/>Objective 2:<br/>Prepare for and minimise effect of changes to Welfare Benefit Housing Benefit / Local Housing Allowance.</b></p>   |  |                     |                                  | <p>151 homeless acceptances</p> | <p>Max 151 homeless acceptances</p>                |                         |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.2.1</b></p> | <p>Using DWP monies (2012-13) to advise targeted HB customers identified with benefit changes.</p>   |  | <p>CYC Benefits</p> | <p>John Madden</p>               |                                 | <p>April-13</p>                                    | <p><b>Completed</b></p> | <p>A stand alone project which targeted specific individuals.</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.2.2</b></p> | <p>Inform landlords of Welfare Benefit changes.</p>  |  | <p>CYC Housing</p>  | <p>Ruth Abbott - CYC Housing</p> |                                 | <p>April-14</p>                                    | <p><b>Completed</b></p> | <p>Advised via HB and landlord forums</p>                         |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.2.3</b></p> | <p>Improve housing staff knowledge on Department Works and Pensions(DWP) work and benefits - in light of upcoming changes to benefits and addressing wordlessness and DWP staff on housing issues (Jobcentre Plus)</p> |  | <p>CYC Housing</p>  | <p>Becky Ward</p>                |                                 | <p>Staff training / presentation by April 2013</p> | <p><b>Completed</b></p> |   |



|   |              |  |  |                    |                     |  |                               |                         |   |
|---|--------------|--|--|--------------------|---------------------|--|-------------------------------|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.2.4</p> | <p>To review NYHC common allocations policy in light of welfare benefit reforms.</p>   |  | <p>CYC Housing</p> | <p>Yvonne Burns</p> |  | <p>Implementation July 13</p> | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.2.5</p> | <p>To publicise change to welfare benefits to applicants accessing housing advice / support and living in supported housing.</p> |  | <p>CYC Housing</p> | <p>Becky Ward</p>   |  | <p>April-14</p>               | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.2.6</p> | <p>To ensure that customers have access to IT in order to apply for welfare benefits</p>   |  | <p>DWP</p>         | <p>Julia Davies</p> |  | <p>April-14</p>               | <p><b>Completed</b></p> | <p>IT, free wifi and support available in job centre, libraries and West Offices</p>  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.2.7</p> | <p>To support and educate customers about implications of welfare benefit reforms to enable them to manage.</p>                  |  | <p>CYC Housing</p> | <p>Tom Brittain</p> |  | <p>April-18</p>               | <p><b>Completed</b></p> | <p>Specific welfare reform project for those affected by benefit caps, information to tenants affected by bedroom tax, specific leaflets developed.</p> |

|   |                     |   |  |                            |                      |  |  |                         |   |
|---|---------------------|---|--|----------------------------|----------------------|--|--|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.3</b></p>   | <p><b>Strategic Aim 2:<br/>Objective 3:</b><br/><b>To provide a safe and effective Housing Options / Registration service from West Offices.</b></p>  |  |                            |                      |  | <p>Fully operational by September 2013</p> |                         |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.3.1</b></p> | <p>Advertise move to West Offices, ensure agencies and customers know what is available, relevant leaflets, support, IT facilities.</p>   |  | <p>CYC Customer Centre</p> | <p>Jane Benson</p>   |  | <p>February-13</p>                         | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.3.2</b></p> | <p>Ensure the reception provides a safe environment for staff and all customers (YOT, Housing, CSC) -inclusive and supportive but with underlying zero tolerance and system in place to alert regarding excluded customers / SWR.</p> |  | <p>CYC Customer Centre</p> | <p>Lisa Phillips</p> |  | <p>February-13</p>                         | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.3.4</b></p> | <p>Further improve communications options (e.g. e-mail enquires, confidential helpline, touch information points, texting).</p>   |  | <p>CYC Customer Centre</p> | <p>Lisa Phillips</p> |  | <p>Redesign service by April 2013</p>      | <p><b>Completed</b></p> | <p>will also form part of the transformation agenda</p> |

|   |                     |   |  |                  |                     |                           |   |                         |   |
|---|---------------------|---|--|------------------|---------------------|---------------------------|---|-------------------------|---|
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.4</b></p>   | <p><b>Strategic Aim 2:<br/>Objective 4:</b><br/>To ensure emergency beds are available for those at risk of rough sleeping.</p> |  |                  |                     | <p>2012 submission: 8</p> | <p>To reduce rough sleeping to 2 by 2018</p>                    |                         |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.4.1</b></p> | <p>To adopt No Second Night Out Protocol and tackle 'new' rough sleeping.</p>   |  | <p>Peasholme</p> | <p>Dave Knowles</p> |                           | <p>April-14</p>   | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.4.2</b></p> | <p>To embed the HUB assessment service and develop a menu of 'single service offers'</p>  |  | <p>Peasholme</p> | <p>Dave Knowles</p> |                           | <p>April-14</p>   | <p><b>Completed</b></p> | <p>Delivered by Salvation Army, NSNO contract</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p><b>2.5</b></p>   | <p><b>Strategic Aim 2:<br/>Objective 5:</b><br/>To ensure customers are central to all housing work.</p>                        |  |                  |                     |                           | <p>Customer engagement policy &amp; programme by April 2016</p> |                         |   |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.3</p> | <p>To ensure all accommodation based services have regular residents meetings which feed into wider housing agenda.</p>   |  | <p>Adult Commissioning &amp; Contract Team</p> | <p>Carl Wain</p>                 |  | <p>April-14</p>     | <p><b>Completed</b></p> | <p>Quality Assessment Framework now includes assessment of resident meetings and ensures they are effectively recorded.</p>  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.4</p> | <p>To develop social enterprise work opportunities and employment skills for homeless , offenders and others who are disadvantaged in the job market and roll out into all homeless services.</p> |  | <p>Peasholme &amp; YACRO</p>                   | <p>Dave Knowles / Peter Hart</p> |  | <p>April-14</p>     | <p><b>Completed</b></p> | <p>All objectives against my name relate to work training and prep. All have been achieved. 22 successful training and work experience placements for homeless men and women with alcohol/ drug problems and offending history. Delivered with partners via ES Funding with West York's CRC and Social Enterprise. We had the highest proportion of successful completions in the funding area (WY &amp; NY and York).</p>   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.5</p> | <p>pre-employment training, mentoring and access to work placements</p>   |  | <p>Peasholme &amp; YACRO</p>                   | <p>Dave Knowles / Peter Hart</p> |  | <p>September-14</p> | <p><b>Completed</b></p> | <p>All objectives against my name relate to work training and prep. All have been achieved. 22 successful training and work experience placements for homeless men and women with alcohol/ drug problems and offending history. Delivered with partners via ES Funding with West York's CRC and Social Enterprise. We had the highest proportion of successful completions in the funding area (WY &amp; NY and York). Peasholme Charity offer vol training placements</p> |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.5.8</p> | <p>To employ an apprentice within Housing services and to expand opportunities within other sectors.</p>  |  | <p>CYC Housing</p>                             | <p>Becky Ward</p>                |  | <p>April-13</p>     | <p><b>Completed</b></p> |  |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.6</p>   | <p><b>Strategic Aim 2:</b><br/><b>Objective 6:</b><br/>To advise customers of changes to NYHC policy.</p>  |   |                    |                     |  |  |                  |  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.6.1</p> | <p>To advise customers of forthcoming changes via website and information leaflets.</p>  |   | <p>CYC Housing</p> | <p>Yvonne Burns</p> |  | <p>August-13</p>                                 | <p>Completed</p> |  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>2.6.2</p> | <p>To inform and train staff in revised NYHC policy. All relevant agencies to release staff for training</p>   |   | <p>CYC Housing</p> | <p>Yvonne Burns</p> |  | <p>December-13</p>                               | <p>Completed</p> |  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | <p>3.1</p>   | <p><b>Strategic Aim 3:</b><br/><b>Objective 1:</b><br/>Increase the supply of affordable housing and maximise the use of existing housing stock.</p> | <p>256 affordable homes over past 3 years (2005/6 to 2007/8).</p> |                    |                     |  | <p>Affordable homes increased by 750 by 2018</p> |                  |  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.1</p> | <p>Agree targets for new developments (housing for rent and housing for discount sale). Link to Housing strategy to ensure that appropriate balance is achieved.<br/><small>Target for 2012/14 is 150</small></p> | <p>xxx affordable homes built<br/>xxxx.</p> | <p>CYC Housing</p>              | <p>Paul Landais Stamp</p> |  | <p>April-14</p> | <p><b>Completed</b></p> | <p>2013-14 (50), 2014-15 (131), forecast 2015-16 (142)</p>  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.2</p> | <p>To agree outline criteria for flexible tenancies where appropriate (links to tenancy strategy)</p>   |   | <p>CYC Housing</p>              | <p>Denis Southall</p>     |  | <p>July-14</p>  | <p><b>Completed</b></p> | <p>Completed – This is in the tenancy policy and flexible tenancies will only be used for specific purposes</p>   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.3</p> | <p>If agreed by Registered Social Landlord (RSL) to implement use of 'affordable rent' properties.</p>  |   | <p>York Housing Association</p> | <p>Kate Spencer</p>       |  | <p>July-14</p>  | <p><b>Completed</b></p> | <p>Number of RSL's now use affordable rents (JoRo – Flexible tenancies are only used in the case of starter tenancies. We use these where the applicant is not coming from a previous social housing tenancy, Home Housing – use starter tenancies, have a flexible tenancy policy)</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.4</p> | <p>To incorporate use of affordable rents and fixed term tenancies in NY common allocations policy.</p>   |   | <p>CYC Housing</p>              | <p>Yvonne Burns</p>       |  | <p>July-13</p>  | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.5</p> | <p>To monitor and respond to potential increased need for accommodation and emergency accommodation in light of forthcoming welfare benefit changes.</p>  |   | <p>CYC Housing</p>              | <p>Becky Ward</p>         |  | <p>April-14</p> | <p><b>Completed</b></p> | <p>This was monitored when WB reforms were introduced. Proactive approach to moving people in social housing / downsizing. No significant impact on homelessness. Consideration of welfare reforms now intrinsic in 'day job'</p>   |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.7</p> | <p>To formalise and differentiate between crash pad, emergency placements and NSNO and exit strategy for non engagement.</p>                                   |  | <p>CYC Housing</p> | <p>Tim Carroll</p>                    |   | <p>September-14</p>   | <p><b>Completed</b></p> | <p>Incorporated into NSNO protocol 2015</p>  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.1.9</p> | <p>Increase level of fraudulent investigation into non occupation / subletting of social housing.</p>  |  | <p>CYC Housing</p> | <p>Denis Southall</p>                 |   | <p>HSMT report by April 2012</p>                                  | <p><b>Completed</b></p> | <p>Ongoing work with Veritau on this and we continue to have a small number of successes / prosecutions. Uncertainty over the future of Veritau.</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2</p>   | <p><b>Strategic Aim 3:</b><br/><b>Objective 2:</b><br/><b>To increase use of private rented sector to provide accommodation for those in housing need.</b></p> | <p>13 private lets arranged through the Prevention team in 2007/8 but no qualifying offers</p> |                    |                                       | <p>YorHome properties: 75<br/>Bond Guarantees: 60</p> | <p>YorHome: Increase to 150 by 2015.<br/>PRS: Increase access</p> |                         |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.2</p> | <p>To explore option to develop an accredited landlord scheme.</p>   |  | <p>CYC Housing</p> | <p>Ruth Abbott</p>                    |   | <p>July-13</p>  | <p><b>Completed</b></p> | <p>started in December 2013</p>  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.2.4</p> | <p>Improve interaction with private landlords, CYC HO to regularly attend landlord forum.</p>  |  | <p>CYC Housing</p> | <p>Judi Dove / Anne-Marie Douglas</p> |   | <p>April-13</p>   | <p><b>Completed</b></p> |  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.2.5 | Research incentives to move people in PRS.  | Apr-14  | CYC Housing          | Becky Ward / Kim Robertshaw (sub regional work) |                                     | September-13     | <b>Completed</b> | Ryedale report  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.2.6 | Increase supply of shared houses / HMO's and other move on accommodation.   |   | CYC Housing          | Becky Ward / Kim Robertshaw (sub regional work) |                                     | April-14         | <b>Completed</b> | Salvation Army PRS post working with single homeless  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.2.7 | Develop a 'menu' of resources to ensure customers 'tenancy ready' including targeted support, tenancy training, production DVD about rights etc, money advice etc                         |   | CAB                  | Denis Southall                                  |                                     | December-14      | <b>Completed</b> | CYC tenancy training updated April 2015. All support projects have tenancy training for customers   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.3   | <p><b>Strategic Aim 3:</b><br/><b>Objective 3:</b><br/><b>Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists</b></p> | 209 households in temporary accommodation in 2007/08. |                      |   | Temporary accommodation Dec 12 : 99 | Not exceeding 99 |                  |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.3.2 | Review Howe Hill for Young People pilot and if successful agree long term location of project, improvements and possible extension (6 units at back of HH4YP)                             |   | HH4YP steering group | Howard Lovelady (HH steering group)             |                                     | April-14         | <b>Completed</b> | Review completed demonstrating 100% success. Of the young people that have been through the resettlement process 100% are still in their tenancies. Nominated for Inmortion award and reach the final |



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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.4</p> | <p>Establish a decent standard for hostel accommodation.</p>  |   | <p>CYC Housing</p>       | <p>Kate Grandfield</p>              |  | <p>December-14</p>   | <p><b>Completed</b></p> | <p>some improvement work done in March\April at ordinance lane. Long term solution is to reprovod temporary accommodation</p>                    |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.5</p> | <p>Tackle the issue of increasing use of temporary accommodation through further prevention schemes, effective homeless decisions, effective use of</p> |   | <p>CYC Housing</p>       | <p>Kate Grandfield / Becky Ward</p> |  | <p>April-15</p>  | <p><b>Completed</b></p> | <p>Homelessness and use of temp accommodation continues to decrease. at March 2014 79 applicant were any temporary accommodation, 65 31/3/15</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.3.7</p> | <p>To review use of move on flats as a tier 2B provision of supported housing. Look to expand formally to Resettlement and IDAS</p>                     |   | <p>CYC Housing</p>       | <p>Tim Carroll</p>                  |  | <p>April-14</p>  | <p><b>Completed</b></p> | <p>New lease in place and agreement to work with customers outside 16-25 age group if required. .</p>  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4</p>   | <p><b>Strategic Aim 3:<br/>Objective 4:<br/>Ensure appropriate temporary / supported housing to minimise use of B&amp;B.</b></p>                        | <p>10 households in B&amp;B at 31 March 2008.</p> |                          |                                     |  | <p>Under 17s in B&amp;B: 0<br/>B&amp;B over 6 weeks: 0</p> |                         |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.1</p> | <p>Streamline move on in YP services with reconfiguration of tier 1 and 2 and if possible identify larger premises for tier 2 young people.</p>         |   | <p>Supporting People</p> | <p>Carl Wain</p>                    |  | <p>April-14</p>  | <p><b>Completed</b></p> | <p>Tier 1 and 2 done, with ongoing development work been undertaken multiagency. Larger premises has not happened due to cost.</p>               |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.2</p> | <p>Adopt No Second Night Out protocol and optimise the use of vacant bed spaces.</p>  |  | <p>Peasholme Charity</p>            | <p>Dave Knowles</p>           |  | <p>July-13</p>     | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.3</p> | <p>To look at need for remand beds in light of changes to Youth Justice System.</p>   |  | <p>YOT</p>                          | <p>Angie Crossland</p>        |  | <p>November-13</p> | <p><b>Completed</b></p> | <p>Remand use limited to most serious cases. Remand process between YOT and Social Care managing need. Further discussion may be required as an ongoing development.</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.5</p> | <p>Consider the impact in the change of definition of domestic violence from 18 to 16 in respect to suitable supported accommodation for 16-18 year olds fleeing domestic violence.</p> |  | <p>Supporting People &amp; IDAS</p> | <p>Carl Wain / Sarah Hill</p> |  | <p>April-14</p>    | <p><b>Completed</b></p> | <p>IDAS have considered this and are able to meet the demand of 16 – 18 yr olds</p>  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.6</p> | <p>Address capacity of hostels and supporting housing projects</p>  |  | <p>Arclight</p>                     | <p>Jeremy Jones</p>           |  | <p>December-15</p> | <p><b>Completed</b></p> | <p>bed a head scheme, crashpads/nsno operating in all hostels under resettlement</p>   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.4.7</p> | <p>Formalise emergency crash pad service provided by CYC and expand into other services as appropriate.</p>   |  | <p>CYC Housing</p>                  | <p>Tim Carroll</p>            |  | <p>July-13</p>     | <p><b>Completed</b></p> | <p>NSNO re-written to include crashpad.</p>  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.5</b></p>    | <p><b>Strategic Aim 3:<br/>Objective 5:<br/>Increase the use of housing association (RSL) lets for homeless and potentially homeless households.</b></p> | <p>12% of all RSL lets in 2007/8.</p> |                    | <p>Anne Marie Douglas</p> |  | <p>RSL lets: Minimum 25% by 2008/9.</p>    |                         |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.5.1.</b></p> | <p>Agree direct lets by partner agencies into LA area RSL'S (CBL review)</p>   |                                       | <p>CYC Housing</p> | <p>Yvonne Burns</p>       |  | <p>July-13</p>                             | <p><b>Completed</b></p> | <p>included in NYHC review. Informal agreement with JoRo</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.5.1.</b></p> | <p>Review North Yorkshire Home Choice social housing allocations framework in light of legislative changes.</p>  |                                       | <p>CYC Housing</p> | <p>Yvonne Burns</p>       |  | <p>July-13</p>                             | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.6</b></p>    | <p><b>Strategic Aim 3:<br/>Objective 6:<br/>Ensure access to specialist accommodation.</b></p>   |                                       |                    |                           |  | <p>Supported housing for SAP referrals</p> |                         |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p><b>3.6.2</b></p>  | <p>Develop a supported housing strategy.</p>   |                                       | <p>CYC Housing</p> | <p>Louise Waltham</p>     |  | <p>Apr-13</p>                              | <p><b>Completed</b></p> |  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.3</p> | <p>To ensure needs of people with learning difficulties is incorporated into the Supported Housing Strategy.</p>  |  | <p>CYC Commissioning</p> | <p>Katie Brown</p>  |   | <p>April-15</p>                     | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.6.4</p> | <p>Agree suitable adaption / provision of suitable supported accommodation for young parents.</p>   |  | <p>Supporting People</p> | <p>Carl Wain</p>    |   | <p>April-14</p>                     | <p><b>Completed</b></p> | <p>Converted 2 units at HH4YP into young parents units.</p>                                  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.7</p>   | <p><b>Strategic Aim 3:<br/>Objective 7:<br/>Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / supported</b></p> | <p>14 people with complex needs coming through homeless route in 2007/8.</p> |                          |                     | <p>Baseline figures 14 October 2012</p> | <p>Reduce by 50% by March 2015.</p> |                         |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.7.2</p> | <p>Establish mental health tracking panel.</p>  |  | <p>CYC Housing</p>       | <p>Alice Walker</p> |   | <p>April-13</p>                     | <p><b>Completed</b></p> | <p>Was established but could not be maintained. Is now integrated into MH Strategy Group</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8</p>   | <p><b>Strategic Aim 3:<br/>Objective 8:<br/>Implement NSNO and tackle entrenched rough sleeping.</b></p>  | <p>2 people sleeping rough at 31 March 2008.</p>                             |                          |                     | <p>2012 submission: 8</p>               | <p>Reduce to 2 by 2018</p>          |                         |  |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8.1</p> | <p>Improved working with faith groups to harness their support and involvement and feel supported / able to sign post to services.</p>                      |  | <p>Restore</p>     | <p>Barrie Stevenson</p>                            |  | <p>April-15</p>     | <p><b>Completed</b></p> | <p>ongoing HL training for street angels, Barry now part of resettlement strategy and homeless forum and NSNO and severe weather working groups</p> |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8.2</p> | <p>Address issues that cause street drinking / drug dependency / meaningful work / social enterprise / activities.</p>                                      |  | <p>CYC Housing</p> | <p>Becky Ward Spot purchase (Mark Baker YEAST)</p> |  | <p>April-15</p>     | <p><b>Completed</b></p> | <p>Contract for personalisation / spot purchase provision of services if required. MEAM</p>   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.8.3</p> | <p>Develop sub regional community champions (Amended)</p>   |  | <p>CYC Housing</p> | <p>Becky Ward /Nina Pinder (sub regional work)</p> |  | <p>April-14</p>     | <p><b>Completed</b></p> | <p>Links to 1.1.5</p>   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.9</p>   | <p><b>Strategic Aim 3:</b><br/><b>Objective 9:</b><br/><b>Review the provision and need for specialist services for women (include women's centre).</b></p> |  |                    |  |  |                     |                         |   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | <p>3.9.1</p> | <p>To look at recommendations in the report, carry out any further research and explore feasible options and costings</p>                                   |  | <p>IDAS</p>        | <p>Sarah Hill</p>                                  |  | <p>September-14</p> | <p><b>Completed</b></p> | <p>YACRO women's hostel opened Aug 2014</p>   |

York Housing Options and Homelessness Strategy 2013-18 Action Plan (reviewed 2015) Appendix 1

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| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>                                  | <p>4.1.1</p> | <p>Improve links with dedicated drugs / alcohol services to support people that are homeless.</p>                                 |                | <p>Lifeline</p>                 | <p>Kim Mitchelle</p>             |  | <p>April-15</p> | <p><b>Completed</b></p> | <p>Lifeline part of MEAM and HL forum. Links to 4.1.2</p>   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>                                  | <p>4.1.4</p> | <p>Appropriate links and change to services to incorporate raised school age.</p>   |                | <p>Castlegate</p>               | <p>Shirley Gennery-</p>          |  | <p>April-14</p> | <p><b>Completed</b></p> | <p>New emphasis in YEW training. No further action required</p>   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>                                  | <p>4.1.7</p> | <p>Targeted budgeting work in light of welfare benefit changes.</p>   |                | <p>York Housing Association</p> | <p>Dave Knowles/Kate Spencer</p> |  | <p>April-14</p> | <p><b>Completed</b></p> | <p>My Life, My money</p>  |
| <p><b>Strategic Aim 4:</b><br/>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.</p> | <p>4.1.8</p> | <p>Explore need to ensure customers can access detox and rehabilitation services for those with alcohol dependency. (Amended)</p> | <p>July-15</p> | <p>DAAT</p>                     | <p>Leigh Bell</p>                |  | <p>April-15</p> | <p><b>Completed</b></p> | <p>City of York council commission a range of specialist alcohol treatment from the providers Lifeline and Changing Lives, this includes specialist community detoxification and clinically lead in patient detoxification, with the aim of abstinence from alcohol. In addition a community based rehabilitation service is commissioned through Changing Lives who offer a programme of the same intensity as a residential placement but with independent accommodation. Residential placements are available to people who meet the pre determined criteria based on their medical needs.</p> |

York Housing Options and Homelessness Strategy 2013-18 Action Plan (reviewed 2015) Appendix 1

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| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.1.9</p>  | <p>To explore and if possible implement MEAM approach for complex customers (Making Every Adult Matter)</p>   |   | <p>Arclight</p>    | <p>Jeremy Jones</p>                                    |  | <p>April-15</p>  | <p><b>Completed</b></p> | <p>Funding agreed, recruitment in progress</p>  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.1.10</p> | <p>Improve the programme of support and development for YP (passport to housing) to reduce failed tenancies.</p>                                    |   | <p>CYC Housing</p> | <p>Becky Ward / Kim Robertshaw (sub regional work)</p> |  | <p>April-13</p>  | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2</p>    | <p><b>Strategic Aim 4:<br/>Objective 2:<br/>Increase tenancy sustainment through the provision of earlier intervention appropriate support.</b></p> | <p>Of the 16/17 year olds placed in temporary accommodation 65% failed their tenancies.</p> |                    |  |  | <p>Tenancy sustainment by 16/17 year olds in temporary accommodation: 90% by 2013.</p> |                         |   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2.1</p>  | <p>To ensure customers are referred to appropriate housing / debt support as soon as possible in conjunction with provision of advice.</p>          |   | <p>CYC Housing</p> | <p>Becky Ward</p>                                      |  | <p>April-14</p>  | <p><b>Completed</b></p> |   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2.2</p>  | <p>To explore and evaluate need for specialist services for survivors of abuse and trauma.</p>  |   | <p>IDAS</p>        | <p>Sarah Hill</p>                                      |  | <p>April-14</p>  | <p><b>Completed</b></p> | <p>IDAS commissioned to deliver sexual abuse training and domestic abuse training. Provision rape helpline. Provision of Kyra</p> |

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| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2.3</p> | <p>To agree protocol for dealing with bankruptcy and debt relief orders.</p>   |                         | <p>CYC Housing</p>                             | <p>Denis Southall</p> |   | <p>July-14</p>   | <p><b>Completed</b></p> | <p>Process established</p>   |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2.4</p> | <p>To agree protocol when dealing with joint tenancy issues when DV.</p>   |                         | <p>CYC Housing</p>                             | <p>Denis Southall</p> |   | <p>July-14</p>   | <p><b>Completed</b></p> | <p>Completed –included in update on guidance on tenancy amendment</p>    |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.2.7</p> | <p>Monitor reason for rejection of SAP referrals and report to Commissioning and Contracts Team (SP)</p>   |                         | <p>Adult Commissioning &amp; Contract Team</p> | <p>Carl Wain</p>      |   | <p>April-15</p>  | <p><b>Completed</b></p> | <p>This now incorporated into monthly SAP reports where this occurs.</p> |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.3</p>   | <p><b>Strategic Aim 4:<br/>Objective 3:<br/>Increase the number of people with mental illness and complex needs achieving independent living through the provision of more specialist support.</b></p> | <p>To be confirmed.</p> |  |                       | <p>In non-specialist accommodation/no discharge plan at Feb 2013: 35 people</p> | <p>Improve access to appropriate services and / or supported accommodation for people with mental health issues.</p> |                         |  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p> | <p>4.3.1</p> | <p>To review mental health resettlement in line with CBL and ensure agreed system works for all agencies.</p>  |                         | <p>CYC Housing</p>                             | <p>Yvonne Burns</p>   |   | <p>April-13</p>  | <p><b>Completed</b></p> |  |



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| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>  | <p>4.4</p>   | <p><b>Strategic Aim 4:</b><br/><b>Objective 4:</b><br/>Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.</p> | <p>Research to be commissioned August 2008 with report findings due Dec 2008.</p>   |                               |                      |  | <p>To monitor &amp; profile access to services via SAP, HL statistics and SP</p>              |                         |  |
| <p><b>Strategic Aim 4:</b><br/>Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>  | <p>4.4.7</p> | <p>ABS 'reporting line' PRS / LA / RSL.</p>   |   | <p>Safer York Partnership</p> | <p>Paul Morrison</p> |  | <p>April-15</p>   | <p><b>Completed</b></p> | <p>ASB HUB now an integrated service.</p>  |
| <p><b>Strategic Aim 5:</b><br/>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.</p> | <p>5.1</p>   | <p><b>Strategic Aim 5:</b><br/><b>Objective 1:</b><br/>Strong local authority leadership on the homelessness agenda.</p>  | <p>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 .</p> |                               |                      | <p>Homelessness Strategy 2008 - 2013 agreed and multi agency Steering Group established.</p> | <p>Support and enable delivery of the agreed strategic aims and objectives by March 2013.</p> |                         |  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p>  | <p>5.1.3</p> | <p>To influence drugs strategy - with emphasis on recovery model.</p>   |   | <p>CYC Housing</p>            | <p>Tim Carroll</p>   |  | <p>April-16</p>   | <p><b>Completed</b></p> | <p>Done recovery model imbedded in working practice and close links with Oaktrees.</p> |

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| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p>  | <p><b>5.2</b></p>   | <p><b>Strategic Aim 5:</b><br/><b>Objective 2:</b><br/><b>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.</b></p> | <p>2 RSL homelessness action plans 2007/8.</p> |                                 |                     |  | <p>Agencies sign up to and adhere to relevant protocols and strategies</p> |                         |  |
| <p><b>Strategic Aim 5:</b><br/>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.</p> | <p><b>5.2.1</b></p> | <p>That relevant RSL's sign up to and pro-actively adhere to NYHC policy and work to rehouse those accepted as homeless</p>  |  | <p>York Housing Association</p> | <p>Kate Spencer</p> |  | <p>September-14</p>  | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 5:</b><br/>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.</p> | <p><b>5.2.3</b></p> | <p>Review information sharing agreements signed by customers.</p>  |  | <p>CYC Housing</p>              | <p>Judi Dove</p>    |  | <p>April-13</p>  | <p><b>Completed</b></p> |  |

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| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p> | <p>5.5</p>   | <p><b>Strategic Aim 5:</b><br/><b>Objective 5:</b><br/><b>Improve cross boundary / agency working.</b> To enable increased mobility</p> | <p>Overall costs of homeless services around £4.4m per annum, around half of which is funded through Supporting People.</p> |                          |                         |  |                 |                         |  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p> | <p>5.5.2</p> | <p>Determining common non-professional approach to mental health to inform JSNA.</p>  | <p>To ensure multi-agency working.</p>  | <p>CYC Adults</p>        | <p>Michael Melville</p> |  | <p>April-15</p> | <p><b>Completed</b></p> | <p>Housing contributed to JSNA</p>   |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p> | <p>5.5.7</p> | <p>To update terms of reference for RS group, YP group and HL forum to represent need for campaigning and influencing.</p>              |   | <p>CYC Housing</p>       | <p>Becky Ward</p>       |  | <p>April-14</p> | <p><b>Completed</b></p> |  |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p> | <p>5.5.8</p> | <p>Develop links with Public Health, Health and Wellbeing Board</p>   |   | <p>CYC Public Health</p> | <p>Julie Hotchkiss</p>  |  | <p>April-14</p> | <p><b>Completed</b></p> | <p>Julie Hotchkiss represents Public Health on Homeless Strategy Executive Group and H&amp;W Board No other formal links</p> |

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| <p><b>Strategic Aim 5:</b><br/>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.</p> | 5.5.9 | Review Homeless Strategy Action Plan |  | CYC Housing | Becky Ward | July-15 |
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|-----------|---|
| Completed | Planning started, consolation June 2015 |
|-----------|---|

| Strategic Aim   | Ref        | Objectives  | Baseline position | Lead                | Lead contact                | 2011/12 Baseline           | Target/date  | Status         | Update/Comments<br>( Please initial & date for ...) |
|---|------------|---|-------------------|---------------------|-----------------------------|----------------------------|--|----------------|---|
| <b>Strategic Aim 1:</b><br>Deliver and develop early  | <b>1.2</b> | <b>Strategic Aim 1:</b><br><b>Objective 2:</b><br><b>To provide support</b>   | To reduce street  |                     |                             | June 2012: 8 street        | Rough sleeping target is 2                           |                |   |
| <b>Strategic Aim 1:</b><br>Deliver and develop early  | 1.2.4      | To address / prioritise law enforcement re.   |                   | Safer York Partners | Paul Morrison               |                            |  | <b>Deleted</b> | incorporated into 1.2.1                             |
| <b>Strategic Aim 2:</b><br>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it. | <b>2.1</b> | <b>Strategic Aim 2: Objective 1:</b><br>To ensure people access housing advice and prevention services as soon as possible.   |                   |                     |                             | 993 homeless presentations | Max 993 homeless presentations                       |                |   |
| <b>Strategic Aim 2:</b><br>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it. | 2.1.10     | Ensure victims of domestic violence are aware of, feel confident to and can access appropriate services, in particular we have anecdotal evidence that Gypsy and Travellers do not access this service. |                   | NY Probation        | Jo Beilby - DA Co-ordinator |                            | Draft to DA forum by April 2012                      | <b>Deleted</b> | AMD to chase with Jo Bielby                         |
| <b>Strategic Aim 2:</b><br>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it. | <b>2.5</b> | <b>Strategic Aim 2: Objective 5:</b><br>To ensure customers are central to all housing work.  |                   |                     |                             |                            | Customer engagement policy & programme by April 2016 |                |   |

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| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.5.1 | Increase the skills and confidence of staff to make customer involvement central to their daily work.  |   | CYC Housing            | Anne Marie Douglas           |   | Training & changes in working practice by December 2013   | <b>Deleted</b> | This is internal not strategic   |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.5.6 | To provide diversionary activities for street drinkers / rough sleepers.   |   | Safer York Partnership | Paul Morrison / Jeremy Jones |   | April-15  | <b>Deleted</b> | See 1.2.2  |
| <p><b>Strategic Aim 2:</b><br/>Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p> | 2.5.7 | To develop opportunities for customers to volunteer / mentor others in similar situations.   |   | YOT                    | Angela Crossland             |   | April-16  | <b>Deleted</b> | Young volunteers strategy in city is not in place. Further work at directorate level required on city wide volunteer strategy. |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>            | 3.2   | <p><b>Strategic Aim 3: Objective 2:</b><br/>To increase use of private rented sector to provide accommodation for those in housing need.</p> | 13 private lets arranged through the Prevention team in 2007/8 but no qualifying offers |                        |                              | YorHome properties: 75<br>Bond Guarantees: 60 | YorHome: Increase to 150 by 2015.<br>PRS: Increase access |                |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>            | 3.2.9 | To explore innovative ideas to increased shared houses (Julie Rugg research - speed dating)  |   | CYC Housing            | Denis Southall               |   | 01/04/2016 (date amended)                                 | <b>Deleted</b> | See above 3.1.18 – linked to HMO ideas   |

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| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>   | <p>3.2.11</p>     | <p>Explore renting properties when elderly home owner moves to council accommodation (part of NHYC)</p>   |  | <p>CYC Housing</p>                             | <p>Yvonne Burns</p>         |   | <p>July-13</p>          | <p><b>Deleted</b></p> | <p>NYHC changed policy on homeowners, no longer an option.</p>   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>   | <p><b>3.3</b></p> | <p><b>Strategic Aim 3: Objective 3:</b><br/><b>Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.</b></p> | <p>209 households in temporary accommodation in 2007/08.</p> |  |                             | <p>Temporary accommodation on Dec 12 : 99</p> | <p>Not exceeding 99</p> |                       |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>   | <p>3.3.3</p>      | <p>Research needs of complex young people and options if HH4YP not suitable.</p>  |  | <p>YOT</p>                                     | <p>Angela Crossland</p>     |   | <p>April-15</p>         | <p><b>Deleted</b></p> | <p>pilot at Howe Hill has been successful</p>  |
| <p><b>Strategic Aim 4:</b><br/>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.</p> | <p><b>4.1</b></p> | <p><b>Strategic Aim 4: Objective 1:</b><br/><b>Ensure range of appropriate services and care for vulnerable customers.</b></p>  | <p>No robust data available.</p>                             |  | <p>Resettlement Manager</p> |   |                         |                       |  |
| <p><b>Strategic Aim 4:</b><br/>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</p>               | <p>4.1.5</p>      | <p>Explore viability of 1 emergency on-call system for supported housing.</p>   |  | <p>Adult Commissioning &amp; Contract Team</p> | <p>Carl Wain</p>            |   | <p>September-14</p>     | <p><b>Deleted</b></p> | <p>Any considerations will be made through any tender decisions for April 2016, although there will be</p> |

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| <p><b>Strategic Aim 4:</b><br/>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</p> | <p>4.4</p>   | <p><b>Strategic Aim 4: Objective 4:</b><br/>Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.</p> | <p>Research to be commissioned August 2008 with report findings due Dec 2008.</p> |                              |                         |  | <p>To monitor &amp; profile access to services via SAP, HL statistics and SP</p> |                       |   |
| <p><b>Strategic Aim 4:</b><br/>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</p> | <p>4.4.1</p> | <p>Ensure no detriment to customers health provision as result of change to PMS service.</p>   |   | <p>Leeds and York Health</p> | <p>Eddie Devine</p>     |  | <p>April-14</p>  | <p><b>Deleted</b></p> | <p>Service closed, no further action</p>  |
| <p><b>Strategic Aim 4:</b><br/>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</p> | <p>4.4.3</p> | <p>Improved links with adult social care to ensure customers can access Community Care assessments (provision of training)</p>                                       |   | <p>CYC Adults</p>            | <p>Michael Melville</p> |  | <p>April-14</p>  | <p><b>Deleted</b></p> | <p>Link to 4.1.3</p>  |
| <p><b>Strategic Aim 4:</b><br/>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</p> | <p>4.4.4</p> | <p>Review when to close a case / proactive work to get a complex / chaotic customer into services (supported housing, mental health etc)</p>                         |   |                              |                         |  | <p>April-15</p>  | <p><b>Deleted</b></p> | <p>Individual project decision / contract</p>   |
| <p><b>Strategic Aim 4:</b><br/>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</p> | <p>4.4.5</p> | <p>Develop system to address issues that cause street drinking / drug dependency / meaningful work / social enterprise / activities.</p>                             |   | <p>YACRO</p>                 | <p>Peter Hart</p>       |  | <p>April-15</p>  | <p><b>Deleted</b></p> | <p>Not viable action. Look at provision of diversionary activities and ongoing work with individuals. Link to 1.1.2</p> |



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| <p><b>Strategic Aim 4:</b><br/>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</p>  | 4.4.6 | ASB categories / consistency and consistent approach with consequences.  |  | Safer York Partnership | Paul Morrison             |   | April-15   | <b>Deleted</b> | ASB HUB now an integrated service. |
| <p><b>Strategic Aim 4:</b><br/>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</p>  | 4.4.9 | Explore need to ensure customers can access detox and rehabilitation services for those with alcohol dependency.     |  | DAAT                   | Leigh Bell                |   | April-14   | <b>Deleted</b> | Duplicate 4.1.8                    |
| <p><b>Strategic Aim 5:</b><br/><b>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.</b></p> | 5.1   | <p><b>Strategic Aim 5: Objective 1:</b><br/><b>Strong local authority leadership on the homelessness agenda.</b></p> | 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 |                        |                           | Homelessness Strategy 2008 - 2013 agreed and multi agency Steering Group established. | Support and enable delivery of the agreed strategic aims and objectives by March 2013. |                |                                    |
| <p><b>Strategic Aim 5:</b><br/>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</p>   | 5.1.6 | Review strategy action plan annual and comprehensive refresh.  |  | CYC Housing            | Becky Ward (lead amended) |   | April-15   | <b>Deleted</b> | see 5.5.9                          |

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| <p><b>Strategic Aim 5:</b><br/>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</p> | <p>5.2</p>   | <p><b>Strategic Aim 5: Objective 2:</b><br/>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.</p> | <p>2 RSL homelessness action plans 2007/8.</p>   |                         |                     |  | <p>Agencies sign up to and adhere to relevant protocols and strategies</p> |                       |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | <p>5.2.4</p> | <p>Review and update information sharing agreement.</p>  |  | <p>CYC Housing</p>      | <p>Becky Ward</p>   |  | <p>April-13</p>  | <p><b>Deleted</b></p> | <p>First draft completed but being improved. Combined with 5.2.2</p> |
| <p><b>Strategic Aim 5:</b><br/>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</p> | <p>5.3</p>   | <p><b>Strategic Aim 5: Objective 3:</b><br/>Increased sharing of information between agencies and more joint training to promote wider understanding of homelessness and its prevention.</p>       | <p>Consultation with stakeholders during the development of this strategy found a need for greater</p> |                         |                     |  | <p>Relevant protocols in place Sept 2014</p>                               |                       |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | <p>5.3.1</p> | <p>Improve links between alcohol related health issues and housing.</p>  |  | <p>Arclight</p>         | <p>Jeremy Jones</p> |  | <p>Report to HL strategy exec Apr 2014</p>                                 | <p><b>Deleted</b></p> |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | <p>5.3.2</p> | <p>Use ward profiles to determine potential homeless 'hotspots'.</p>   |  | <p>Children's Trust</p> | <p>Judy Kent</p>    |  | <p>Undertake research and present to youth HL strategy by April 2014</p>   | <p><b>Deleted</b></p> | <p>Historic research completed.</p>                                  |

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| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.3.3 | Develop a scorecard to correlate city wide stats  |   | Children's Trust        | Judy Kent     |  | April-14   | <b>Deleted</b> |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.4   | <p><b>Strategic Aim 5: Objective 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.</b></p> | No framework of regular customer consultation to inform service development and improvement       |                         |               |  | Framework for customer consultation / insight by 2008/9. BME households aware of services & how to access by March 2014. |                |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.4.2 | Compare census and population statistics on ethnicity with homeless /housing registrations figures and ensure services meet need (proportional) to demand.  |   | CYC Service Development | Alison Davies |  | April-14   | <b>Deleted</b> | Integrated into strategy review                                      |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.5   | <p><b>Strategic Aim 5: Objective 5: Improve cross boundary / agency working.</b> To enable increased mobility</p>   | Overall costs of homeless services around £4.4m per annum, around half of which is funded through |                         |               |  |  |                |  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.5.1 | Identify and explore barriers to health needs of customers when legitimately moving between LA boundaries. Use sub-regional approach via CBL and /or Vale of York geographical boundaries.  | To ensure multi-agency working.   | CYC Housing             | Yvonne Burns  |  | April-18   | <b>Deleted</b> | Local Connection introduced in NYHC so no longer a significant issue |

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| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.5.3 | Explore changing emphasis further to outcome priorities. Measure distance travelled for customers and service.   | To maximise support value.                               | Adult Commissioning & Contract Team | Carl Wain                   |  | April-16                  | <b>Deleted</b> | St Andrews have now withdrawn from gathering outcome data. Outcome analysis now aligned with |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.5.4 | Explore how co-ordination between services can be improved (Co-ordination between services see www.jrf.org.uk report 'Tackling homelessness: understanding complex lives' by Theresa McDonagh (2011) |  | CYC Housing                         | Becky Ward                  |  | April-15                  | <b>Deleted</b> | Deleted -  |
| <p><b>Strategic Aim 5:</b><br/>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</p> | 5.5.5 | Making safe - assess emergency accommodation and access to perpetrator work (IDAP / Freedom programme)   | To prevent repeated DV.                                  | NY Police                           | Jo Beilby                   |  | 01/07/2016 (date amended) | <b>Deleted</b> | links to 3.4.4   |
| <p><b>Strategic Aim 5:</b><br/>Ensure the effective multi-agency and partnership working occurs across all services to provide</p>  | 5.5.6 | Explore potential to a different referral route for complex needs or entrenched customers within hospitals / wards.  | To ensure planned approach to suitable accommodation for | CYC Housing                         | Alice Walker (amended lead) |  | 01/04/2018 (amended date) | <b>Deleted</b> |  |