

## Notice of a public meeting of

### Decision Session - Executive Member for Housing and Safer Neighbourhoods

**To:** Councillor Carr

**Date:** Monday, 12 October 2015

**Time:** 11.30am

**Venue:** The Auden Room - Ground Floor, West Offices (G047)

### AGENDA

#### **Notice to Members - Calling In:**

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democratic Services by **4:00pm on Wednesday 14 October 2015**.

\*With the exception of matters that have been subject of a previous call in, require Full Council approval or are urgent which are not subject to the call in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Management Policy and Scrutiny Committee.

**Written representations in respect of items on this agenda should be submitted to Democratic Services by at 5.00pm on Thursday 8 October 2015.**

#### **1. Declarations of Interest**

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 4)  
To approve and sign the minutes of the Decision Session held on 25 August 2015.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00pm on Friday 9 October 2015**.

Members of the public may register to speak on an item on the agenda or an issue within the Executive Member's remit;

#### **Filming, Recording or Webcasting Meetings**

Please note this meeting may be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are at the foot of this agenda) in advance of the meeting. The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

[https://www.york.gov.uk/downloads/file/6453/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_council\\_meetingspdf](https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf)

- 4. Petition - To remove the bench arms installed on Rougier Street** (Pages 5 - 14)  
This report provides a response to the change.org e-petition which asked the Council to remove the bench arms installed on Rougier Street.

The decision will be taken by the Executive Member for Housing and Safer Neighbourhoods in consultation with the Executive Member for Transport and Planning.

**5. Update - Homeless Strategy Action Plan 2013-18** (Pages 15 - 98)

This report sets out any significant national and local changes since the publication of the Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness'. It also addresses a number of areas for improvement which were identified during an assessment of the homeless service as part of the national "Gold Standard" challenge.

**6. Urgent Business**

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

Telephone No. - 01904 551031

Email- catherine.clarke@york.gov.uk/louise.cook@york.gov.uk

For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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City of York Council

Committee Minutes

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|               |  |
|---------------|--|
| Meeting       | Decision Session - Executive Member for Housing and Safer Neighbourhoods |
| Date          | 25 August 2015   |
| Present       | Councillor Carr  |
| In Attendance | Councillor Ayre  |

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## 5. Declarations of Interest

At this point in the meeting, the Executive Member was asked to declare any personal, prejudicial or pecuniary interests in the business on the agenda. None were declare.

## 6. Minutes

Resolved: That the minutes of the Executive Member for Housing and Safer Neighbourhoods Decision Session held on 20 July 2015 be approved and signed by the Executive Member as a correct record.

## 7. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

## 8. Legal Actions - 1 October 2014 to 31 March 2015

The Executive Members considered a report that allowed them to review the results of legal actions (prosecutions, cautions and fixed penalties) undertaken by:-

- Environmental Health,
- Trading Standards,
- Licensing,
- Regional Scambuster Team,
- National Trading Standards eCrime Centre and
- Housing Services

Officers gave an update and it was confirmed that the decision would be agreed in consultation with the Executive Member for Culture, Leisure and Tourism.

The Executive Members noted that the confiscation of £6.2million by the Scambusters Team was a significant case. In response to Members questions it was reported that City of York Council received around 10% of any confiscated money and if obtained the income from this case could fund extra capacity for financial investigations or be used to tackle and reduce crime.

Resolved: That the report be approved.

Reason: So that the Executive Member reviews formal enforcement activity undertaken by Environmental Health, Trading Standards, Licensing Services, the Regional Scambuster Team, the National Trading Standards eCrime Centre and Housing Services.

## **9. New Legislation affecting the Private Rented Sector**

The Executive Member considered a report that highlighted how new and proposed legislation would affect the Private Rented Sector, namely

- a) The Redress Schemes for Lettings Agents and Property Management Work
- b) Duty of Letting Agents to Publicise Fees
- c) The installation of Smoke and Carbon Monoxide Detectors

Officers gave an update and asked the Executive Member to adopt a policy which would enforce the new laws that affected both letting agents and landlords and asked him to note the impact on the council's services.

In answer to the Executive Members questions officers confirmed they would be educating landlords and letting agents on the new legislation. They would be campaigning with North Yorkshire Fire and Rescue and holding an open day to allow landlords to obtain free smoke detectors.

The Executive Member proposed a 12 month review report be brought to a future Executive Member for Housing and Safer Neighbourhoods Decision Session.<sup>1</sup>

Resolved:

- a) That the new legislation be noted.
- b) That the maximum £5,000 penalty for all three pieces of legislation be imposed and that the Housing Services Manager be delegated the discretion to impose a lower penalty when there are extenuating circumstances.
- c) That the new policy be adopted:
  - (i) To have a targeted and balanced approach by actively enforcing the new legislation relating to letting agents and management agents.
  - (ii) To improve the professionalism of the sector.
  - (iii) To provide support to smaller landlords, to help them understand the requirements of the regulations regarding smoke and carbon detectors by providing information/ advice and working with North Yorkshire Fire and Rescue Services to provide free detectors to landlords on a first come first serve basis.
- d) That the operational process of the scheme, as set out in Appendix A of the report, be agreed.
- e) That an update report be received in 12 months time.

Reason: Imposing the maximum monetary penalty will send out the right message to agents/landlords who need to improve their management/safety and will provide a sufficient threat to agents/landlords who may be undecided as to whether they should comply.

Action Required

New Legislation affecting the Private Rented Sector - update report to be received in August 2016

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## **10. Alterations to the Temporary Accommodation Agreement**

The Executive Member considered a report that asked him to approve the changes to the temporary accommodation agreement in light of legal advice and changes in case law.

Officers gave an update and emphasized the challenges they currently faced and highlighted how the suggested changes to the temporary accommodation agreement would reduce lengthy and expensive court cases.

Resolved: That option 2 be approved:-

To make the changes to the temporary accommodation agreement for existing and future residents.

Reason: This will enable the service to manage temporary accommodation well and efficiently, to the benefit of the customers and the staff in the service. This will reduce wasteful use of staff time in contesting legal arguments in situation where customers should have left the site.

Cllr Carr, Executive Member

[The meeting started at 12.00 pm and finished at 12.17 pm].





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**Decision Session - Executive Member for Housing and Safer Neighbourhoods**      **12 October 2015**

(This decision will be taken in consultation with the Executive Member for Transport and Planning)

Report of the Assistant Director of Housing & Community Safety.

**Petition – To remove the bench arms installed on Rougier Street.**  
**Summary**

1. On 16<sup>th</sup> July 2015 the Council received a change.org e-petition with approximately 5400 signatures, of which approximately 3600 stated York as their location. The petition stated:

*‘Remove the anti-homeless bars in Rougier Street bus stop’*

2. The e-petition suggested that the bench arms were:

*‘Anti-homeless bars’ and that these bars - and spikes - have been increasingly used to deter homeless people from sleeping throughout the UK’.*

3. The supporting information went on to say that:

*‘Sadly, this is yet another move in a long line of "defensive architecture" aimed at deterring homeless people from sleeping in highly visible places. If City of York Council is so uncomfortable at the sight of homeless people - even terming it 'anti-social behaviour', they should intensify work to getting the help and housing required rather than decanting them out to the darker corners of York’*

**Recommendations**

4. The Executive Member for Housing and Safer Neighbourhoods, in consultation with the Executive Member for Transport and Planning, is asked to:
  - a. Note the petition and the information set out within the report highlighting the reasons for installation of the bench arms;

- b. Agree option 1, to retain the bench arms, as set out at paragraph 25 of the report.

Reason – To ensure that the city continues to take a proactive approach to supporting individuals who are homeless, street drinkers or who find themselves in difficulty whilst at the same time ensuring that the benches are available for use by bus users and where possible be compliant with the guidance adopted by the council in the Streetscape Strategy & Guidance document.

## **Background**

5. It is clear from the information posted as part of the supporting information to the petition that the organiser believes that the benches in question are used by homeless people, however this is not the case. Yes, individuals may have slept on the benches, however they were predominantly individuals who have access to accommodation, or have chosen not to access accommodation and fall into the category of 'street drinkers' who used the benches during the day time early evening. This is not a location highlighted as used for 'rough sleeping' during the night.
6. The Rougier Street bus shelter is central to the bus network in York and the made the decision to install bars on the benches wasn't taken lightly. The problem presenting itself was that the location was being used by two groups of vulnerable people, whose uses of the facility were mutually exclusive. As a local authority we have a duty of care to both groups.
7. On the one hand, the bus shelter is used by many hundreds of bus passengers a day. The bus passengers represent a spectrum of society and include elderly people, people with medical conditions, young people, parents with pushchairs and so on. Many of these people need to be able to sit down when they are waiting for their bus, and the benches in the shelter are for them to do this.
8. At the same time, the council also received numerous complaints from bus passengers about street drinkers at Rougier Street being aggressive, drinking in this location and fouling the footway, something which is a public health issue and needs to be tackled under any circumstance. Despite concerted efforts by the council and our partners to support the individuals as well as to minimise the anti-social behaviour at this location (e.g. issuing warnings and confiscating alcohol), individuals weren't engaging with services and changing their behaviour.
9. The council therefore had a situation where the benches were not being used by those they were intended for, complaints were being received about the often aggressive and ant-social behaviour of the street drinkers

that were using the benches and they were not engaging with the support that was in place.

10. Having consulted with the Police about the problems at Rougier Street – and the Council’s own Anti-Social Behaviour team, it was felt that the most appropriate action to tackle the street drinking problem at Rougier Street was either to remove the benches entirely or fit them with arms/ underbars. Removing the benches would harm all users of the passenger shelter, many of whom are elderly or have restricted mobility (or may simply be carrying heavy shopping), so the action taken was to (a) put arms on the benches/ bars underneath them and (b) to improve the cleaning regime for the shelters to tackle the public health issues – and this is the action we took.
11. In 2014 the council adopted the ‘City of York Streetscape Strategy & Guidance’ document which covers all elements of street furniture. Part 3 of the guidance is associated with the provision of benches within the city and suggests that:

*‘The default standard throughout the city should be BS 8300 compliant and be between 450mm and 475mm in height; have a reasonably straight back and horizontal base; and, have arms to assist older people in particular’.*
12. The benches in the Rougier Street bus shelter had no arms to assist older people using the benches whilst waiting for the bus and therefore create a difficulty, especially for elderly users in using them.
13. It is also acknowledged that the street drinkers are themselves a vulnerable group, although in the main they have access to accommodation and are not homeless. Support is provided on an ongoing basis to not only the street drinkers who used these benches but also other street drinkers in the city. In terms of rough sleeping / homeless people, we are not aware that the shelter is used as a location to sleep rough overnight

### **Support to Street Drinkers**

14. The following list details the range of interventions available in the city to support street drinkers:
  - Substance Misuse team - Floating support for people in accommodation;
  - York Housing floating support scheme;
  - Alcohol Link worker - Peripatetic support for people with alcohol as their main support issue;

- Making Every Adult Matter (MEAM) - Intensive support and works out innovative approaches to individuals who are multiply excluded from services;
  - Salvation Army Early Intervention Prevention team works with rough sleepers and street drinkers (where homeless) to access appropriate accommodation;
  - Lifeline - support around alcohol use 1-1 counselling, support groups and prescribing;
  - Oaktrees - Rehabilitation day programme taking people through steps 1-3 off the 12 step programme and linking people into the fellowships of AA to continue through to step 12) intensive group therapy lasting for 3 months and aftercare.
  - Carecent - Food service / breakfast club.
15. All of the above services work collaboratively to support service users. Substance Misuse team, Alcohol Link worker and MEAM worker all visit Carecent regularly to see customers. Carecent staff are also trained to be able to sign post and do Single Access Point referrals for people into support if required.
16. Those street drinkers that are homeless can also access all of the supported accommodation provision in York.
- Arc Light 39 beds
  - Peasholme 22
  - No Second Night Out - An emergency bed system for rough sleepers to help prevent new rough sleepers spending a second night on the streets (entry level services in resettlement pathway)

### **Homeless accommodation in York**

17. The council and its partners have a comprehensive approach to supporting those individuals who find themselves homeless or threatened with homelessness, rough sleepers and street drinkers.
18. The City's Homelessness Strategy sets out the main aims of the service which are:
- **Strategic aim 1.** Ensure people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.
  - **Strategic aim 2.** Ensure the provision of, and fair access to, accommodation sufficient to meet the identified housing needs

- **Strategic aim 3.** Ensure that people with housing related support needs have these fully assessed and have access to service required to sustain successful independent living and prevent homelessness
- **Strategic aim 4.** Ensure the effective multi-agency and partnership working occurs across all services to prevent homelessness and provide appropriate accommodation and support to meet the needs of people who are homeless or at risk of homelessness.
- **Strategic Aim 5.** Deliver and develop early intervention strategies to tackle predicted trends in homelessness.

19. The petition suggests that homeless people in York “have nowhere to go” and as such installing the bench arms is deterring homeless people from sleeping rough in high visible locations. The clear position of the council is that no one should have to sleep rough.
20. City of York Council makes numerous interventions to ensure no one has to sleep on the streets. As part of the Resettlement Service we have over 90 “tier 1” hostel beds in York (for use by people who have been recently made homeless), including 8 “emergency” beds for individuals who are found sleeping rough, and over 50 “tier 2” beds for use by people who are longer term homeless. The ‘No Second Night Out’ initiative is specifically to assist people sleeping rough in the city and help them find a place in a hostel.

### **Support to Rough Sleepers**

21. The Primary aim of all homeless services is to prevent homelessness or help someone into accommodation in a planned way. The approach that the council take has been very successful in reducing the number of people homeless within the city. In 2014-15 there were 665 households who were prevented from becoming homeless, 56 people were housed having completed a resettlement programme, 192 people were housed for a total of 2274 bed-nights in emergency accommodation in the city.
22. The nature of support to address homelessness in the city can generally be broken down into four categories, Advice & Support, Emergency Accommodation, planned accommodation and specialist services.

### **Advice & Support**

- The Salvation Army Early Intervention and Prevention Team - For information, advice and guidance regarding housing issues and homelessness. Referral service for those needing to secure hostel accommodation. Sign posting to other support services

within the York area. Street walks, outreach and street counts.  
Respond to NSNO reports.

- City of York Council's Housing Options Team - Housing Options Advice, Prevention, Statutory Homelessness assessment, Bond Guarantee Scheme, Housing Registration and contact point for referral to mediation services. Contact point for Young Persons accommodation worker and older persons housing specials it.
- Castlegate - Offers a specialist advice and support service for homeless people
- Citizens Advice Bureau - General advice for housing issues and homelessness, benefits, relationship breakdown, consumer law, employment law, immigration. Specialist advice for debt and welfare benefits. Housing and Debt Project (various outreach sessions)
- Making Every Adult Matter (MEAM) - There is currently a 12 month pilot project to work intensively with street homeless to help support them into services.
- StreetLink (National contact point to report a rough sleeper) – Street Link enables members of the public to quickly connect rough sleepers to local services by:
  - a) telephoning the 24/7 StreetLink phone line 0300 500 0914
  - b) using the StreetLink website ([www.streetlink.org.uk](http://www.streetlink.org.uk)) from a desktop computer or mobile
  - c) downloading the StreetLink App from the iTunes or Google Market store free of charge
- Carecent, - Breakfast club for homeless and socially isolated.
- There are also a number of voluntary / faith groups that provide food / informal support

### **Emergency Accommodation (for single people / couples)**

- York Nightstop - Emergency beds for 16-25 year olds in a volunteer home. Providing safe place to sleep, shower, evening meal and breakfast. **Referral only by Nightstop accredited staff**
- No Second Night Out (NSNO) - Emergency beds provided at Arc Light, Peasholme Centre, Howe Hill for Young People and YACRO for 'new

rough sleepers'. The aim is to prevent 'new' rough sleepers spending a second night on the streets and helping them into accommodation. Offers safe place to sleep, shower, evening meal and breakfast. Referral following NSNO assessment by Salvation Army or Housing Options

- Statutory Homeless - Homeless assessment for temporary accommodation (Ordnance Lane, Holgate Road and Crombie House) via Housing Options Team.

### **Planned Accommodation**

- Single Access Point - Referral point for majority of accommodation / supported housing in York [SAP@york.gcsx.gov.uk](mailto:SAP@york.gcsx.gov.uk)
- Arc Light Hostel - Tier 1 service with 40 bed spaces (male and female) for those that are single homeless, generally 18+. Project is staffed 24 hours per day:
- Howe Hill for Young People - Tier 1 service with 20 bed spaces (male and female) for those that are single homeless or care leavers aged between 16-21 years old. Project is staffed 24 hours per day.
- YACRO - Specialist accommodation for offenders offering both 24 hour staffed project and shared housing
- Peasholme Resettlement Centre - Tier 1B service with 22 bed spaces. Project is staffed 24 hours per day but customers are expected to engage with the resettlement programme and be moving towards independent living.
- Foundation shared housing scheme - Tier 2 service, providing semi-independent living in 20 units.
- Melborne Project (Peasholme Charity) - Tier 2 shared accommodation for those with alcohol / substance misuse problems.
- Southlands Road (Foundation) – Tier 2 service for young people 16-25 providing semi-independent living in 5 units.
- Scarcroft Road (York Housing Association) - Tier 2 service for young people 16-19. providing semi-independent living in 9 units.

- Safe and Sound Homes (SASH) - Tier 2 service for young people 16-11 providing supported lodgings in a volunteers home. Provides 14 placements
- Restore - Restore (York) Ltd is a Christian charity set up to provide homes and support for people in York who would otherwise be homeless. Restore works in partnership with Green Pastures Housing and other local landlords to lease and manage properties and provide support for its tenants so that having found a home they are also equipped to sustain their tenancy. **Referral via SAP or direct to Restore.**

### **Specialist Services**

- Women's refuge IDAS - Specialist advice, support and accommodation for women and children fleeing domestic abuse.

23. As can be seen there is significant interventions provided to support to street drinkers and individuals who find themselves homeless, at risk of homelessness.

### **Consultation**

24. The report is a response to a petition and as such no direct consultation has taken place on the report. However, as part of the development of the Homeless Strategy, which the interventions outlined in this report support, significant consultation was undertaken.

### **Options**

25. **Option1** – To acknowledge the support and interventions provided to street drinkers and those individuals who are homeless or threatened with homelessness. Recognise that the reasons for installing the bench arms was two fold, to address the anti-social behaviour associated with their use by street drinkers and to ensure that they were available and accessible by bus users in accordance with the adopted Streetscape Strategy & Guidance document and to therefore agree to retain the bench arms

26. **Option 2** – To remove the bench arms.

### **Analysis**

27. The majority of the analysis is set out within the body of the report.



28. Retaining the bench arms will ensure that the benches are available for their intended use by bus passengers. The removal of the bench arms is likely to result in the return of the street drinkers to this area.

### **Council Plan**

29. The recommended course of action supports the priorities set out in the draft Council Plan and is closely linked to a number of element of the draft council plan specifically around providing 'A focus on frontline services'

- Support services are available to those who need them
- Residents are encouraged and supported to live healthily
- Residents are protected from harm, with a low risk of crime

### **Implications**

30. The implications arising directly from this report are:

- **Financial** – There are no financial implications.
- **Human Resources (HR)** – There are no HR implications.
- **Equalities** – There are no direct equalities implications. However, ongoing support to those who find themselves homeless, threatened with homelessness or street drinkers will ensure that the most vulnerable in our city are supported.
- **Legal** – There are no direct legal implications.
- **Crime and Disorder** – There are no direct crime and disorder implication arising from the recommended option. However, a decision to remove the bench arms is likely to result in the street drinkers returning to this location and further anti-social behaviour.
- **Information Technology (IT)** – There are no IT implications
- **Property** – There are no property implications
- **Other** – There are no other implications

## **Risk Management**

31. Clearly a large number of individuals have signed the petition calling for the council to remove the bench arms. However, it is clear that this was presented in such a way as to suggest that this was about moving homeless individuals on with a suggestion that they are not supported. This report clearly sets out the level of intervention and support provided within the city for this vulnerable group. However, in reaching a decision Members should consider any reputational impact.

## **Contact Details**

### **Author:**

**Steve Waddington**  
Assistant Director of Housing  
and Community Safety

Tel No.x4016

### **Chief Officer:**

**Sally Burns**  
Director of Communities and  
Neighbourhoods

**Report  
Approved**



**Date** 29<sup>th</sup> September 2015

**Wards Affected:** Micklegate

**All**

**For further information please contact the author of the report**

Background information:

York Homelessness Strategy 2013 – 18

[https://www.york.gov.uk/downloads/file/1948/homelessness\\_strategy\\_2013pdf](https://www.york.gov.uk/downloads/file/1948/homelessness_strategy_2013pdf)

Streetscape Strategy & Guidance document

[https://www.york.gov.uk/downloads/file/3346/streetscape\\_strategy\\_and\\_guidance\\_low\\_resp.pdf](https://www.york.gov.uk/downloads/file/3346/streetscape_strategy_and_guidance_low_resp.pdf)

## **Abbreviations**

|       |   |
|-------|---|
| IDAS  | Independent Domestic Abuse Service                          |
| MEAM  | Making Every Adult Matter                                   |
| NSNO  | No Second Night Out   |
| SASH  | Safe and Sound Homes  |
| YACRO | York Association for the Care and Resettlement of Offenders |



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**Decision Session - Executive Member for  
Housing and Safer Neighbourhoods**

**12 October 2015**

Report of the Assistant Director – Housing & Community Safety

**Update – Homeless Strategy Action Plan 2013-18**

**Summary**

1. This report sets out any significant national and local changes since the publication of the Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness'
2. It is a legal requirement to have a homeless strategy. The current strategy 2013-18 was adopted in July 2013 with an action point to 'Review Homeless Strategy Action Plan' with July 15 being the proposed timescale.
3. In addition to the review, the council has recently undertaken an assessment of the homeless service as part of the national 'Gold Standard' challenge. This has identified a number of areas for improvement which are also addressed in this report.

**Recommendations**

4. The Executive Member is asked to:
  - a. Agree to and publish the report which contains national and local changes since the publication of the Homeless Strategy in 2013 and takes account of consultation findings.
  - b. Agree to adopt and publish the updated action plan which will run alongside the current Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness'
  - c. Confirm Member commitment to the principle of preventing homelessness, tackling the causes of homelessness and ensuring that City of York provides an appropriate service to meet the statutory requirement under Housing Act 1996 and Homelessness Act 2002.

Reason – The Homelessness Strategy is a legal requirement. The Local Authority has a statutory duty to provide advice, and information services to anyone who is homeless or at risk of homelessness. The local Authority has a duty to provide temporary accommodation to homeless households (criteria apply under Housing Act 1996). A review is necessary to incorporate current trends, legal changes, financial constraints and service requirements.

## **Background**

5. The City of York Council current Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' was published in July 2013.
6. Since 2013, 24 actions have been deleted (Appendix 1 page 3) as no longer relevant, 82 actions have been completed (Appendix 1 page 2) including:
  - Streamline move on in Young People services with reconfiguration of tier 1 and 2 and if possible identify larger premises for tier 2 young people.
  - Formalise emergency crash pad service provided by CYC and expand into other services as appropriate.
  - Review North Yorkshire Home Choice social housing allocations framework in light of legislative changes.
  - To explore and if possible implement MEAM approach for complex customers (Making Every Adult Matter)
  - Advertise move to West Offices, ensure agencies and customers know what is available, relevant leaflets, support, IT facilities

## **Current position**

7. The homeless strategy ensures that CYC and partner agencies focus on homeless prevention and has contributed to the ongoing reduction in statutory homelessness through the provision and development of appropriate services, joint protocols, multi-agency working and targeted action.

8. The homeless strategy action plan identifies 5 strategic aims.

- **Strategic aim 1.** Ensure people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.
- **Strategic aim 2.** Ensure the provision of, and fair access to, accommodation sufficient to meet the identified housing needs
- **Strategic aim 3.** Ensure that people with housing related support needs have these fully assessed and have access to service required to sustain successful independent living and prevent homelessness
- **Strategic aim 4.** Ensure the effective multi-agency and partnership working occurs across all services to prevent homelessness and provide appropriate accommodation and support to meet the needs of people who are homeless or at risk of homelessness.
- **Strategic Aim 5.** Deliver and develop early intervention strategies to tackle predicted trends in homelessness.

9. As a result of the homeless strategy, the action plan and focused work, statutory homeless has reduced in York and homeless prevention remains high.

Figure 1 - Homeless Presentations

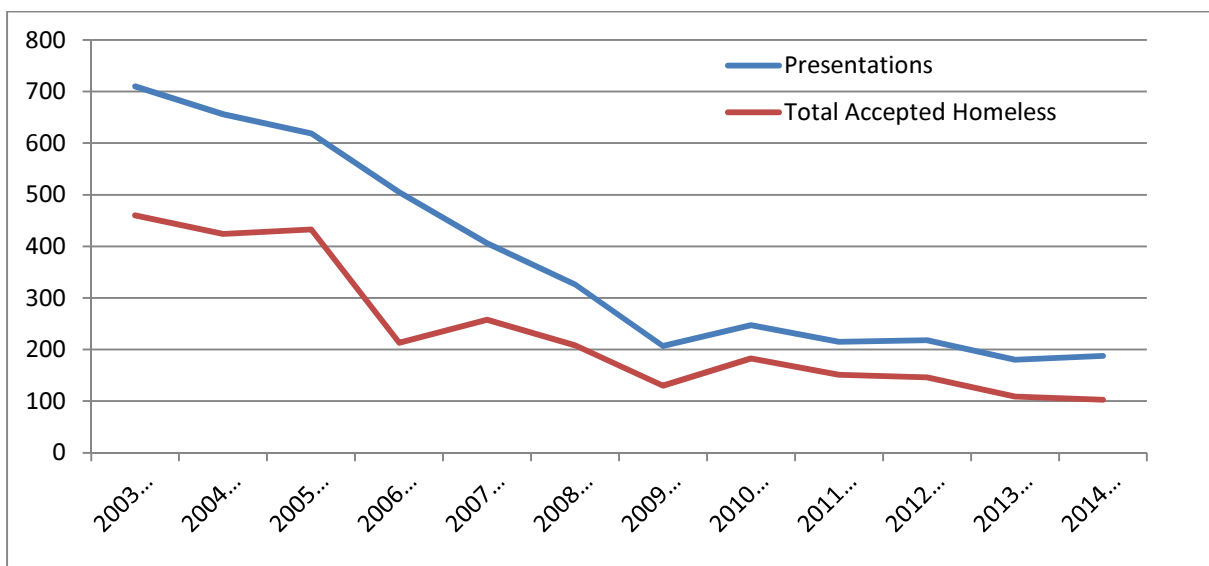
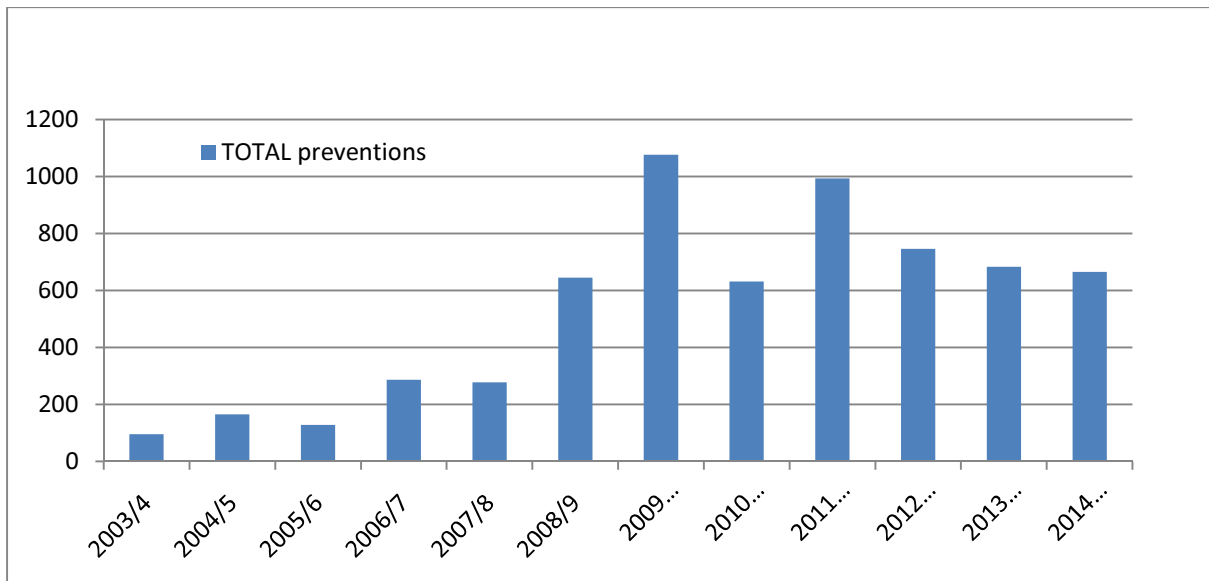


Figure 2 - Total Preventions



10. Rough sleeping has increased and this action plan targets work to tackle this issue. Street counts are completed annually in November.

| Nov 10 | Nov 11 | Nov 12 | Nov 13 | Nov 14 |
|--------|--------|--------|--------|--------|
| 2      | 2      | 8      | 9      | 13     |

11. Funding for housing advice, debt services, accommodation and floating support services are predominantly through CYC General Fund and DCLG homeless prevention fund, supporting a range of services and CYC Adult social care commissioning (housing related support),

**Targets and strategies**

12. Current targets are:

- To reduce the use of temporary accommodation is 5% year on year. Target for 2015-16 is 62
- Reduce statutory homelessness in the city 5% year on year. The target for 2015-16 is 100 acceptances
- Ensure the use of Bed and Breakfast for families is only for emergencies and then for no longer than 6 weeks
- Ensure no young people (16 and 17) are placed in B&B
- To increase homeless prevention 5% year on year. The target for 2015-16 is 698

- Nationally, the overall target is to eradicate rough sleeping, so while the ultimate target is to reduce the number of rough sleepers to 0, within York the target is currently 2.
- To ensure the Homeless Strategy links to / works alongside other strategies in particular: Sub Regional Housing Strategy, Children's Plan, Domestic Abuse Strategy, Supported Housing Strategy, Tenancy Strategy and Private Sector Housing Strategy.

### **National and local changes**

13. There are a number of national and local changes which have occurred since the publication of the strategy in 2013 and the updated homeless strategy action plan sets out actions to tackle these changes, to meet targets and to improve services and the national budget in July 2015 proposed several initiatives that if progressed may impact significantly on homelessness and housing services in York (Appendix 2)

### **Ongoing commitment**

14. The Local Authority is committed to retaining quality statutory homeless services, ensuring there are a range of homeless prevention tools and a range of supported housing to help people who are homeless or at risk of homelessness move in a planned way.
15. The Local Authority is committed to the provision of high quality housing advice to all those who are homeless or at risk of homelessness. Alongside the CYC Housing Options service there are currently a number of specialist advice services including the youth homeless workers for young people (16 and 17), single homeless (Salvation Army) and in conjunction with Adult Social Care (in response to Care Act 2014) older people (60+) specialist worker
16. Agencies are committed to working together through a range of forums, strategic groups, joint training and joint assessment systems.
17. The delivery of the updated homeless strategy action plan is dependent upon the commitment of agencies, in particular to:
  - The effective use of social housing stock, taking a pragmatic and strategic approach to re-designation

- Where appropriate, the use of fixed term tenancies, family intervention tenancies, demoted tenancies and intermediate rents as tools to prevent homelessness and make effective use of stock
- Effective partnership working
- Provision of prevention services, advice, accommodation and support through contract and commissioning arrangements
- Use of 'Spend to Save' money to prevent or relieve homelessness through initiatives such as mortgage rescue scheme, rent in advance and Bond Guarantee Scheme
- Partnership with Wakefield MBC and 'Breathing Space' mortgage rescue scheme
- Provide debt advice and provision of money management / financial literacy information
- Facilitating access to social housing through North Yorkshire Home Choice which prioritises those at risk of homelessness
- Assistance to remain in private rented accommodation through work to prevent illegal evictions, improve standards and assist with disabled adaptations (work with Housing Standards and Adaptations Team), negotiation with landlords, assistance to access Housing Benefit and support
- Assistance people into private rented sector through YorHome (social lettings agency) and use of Bond Guarantee Scheme, rent in advance
- New build programme of affordable housing in the city
- Providing high standard supported housing (hostel) through a redevelopment project (Ordnance Lane hostel) and identified need to upgrade Robinsons Court and Scarcroft Project. This follows on from the historic rebuild programme of Women's Aid, Arc Light and Peasholme Centre
- Work with partners in particular hospitals and prisons to ensure timely release into planned housing (via York and North Yorkshire Offender protocol, hospital discharge processes)



## Future commitment

18. The updated action plan introduces a number of new action points

- To analyse and explore possibility of identifying suitable resources to reduce rough sleeping / street drinking through the provision of a day centre / washing and shower facilities and support and diversionary activities
- To look to continue to fund / embed post of Older Persons Housing Specialist
- To review effectiveness and partnership working of No Second Night Out (NSNO) on an annual basis and if appropriate maintain service
- Review use of Family Intervention Tenancies, demoted tenancies, flexible tenancies, Housing First, Housing Plus (extra support).
- To look to embed Making Every Adult Matter (MEAM) project into resettlement services
- To improve links with mental health services and access to services in light of new CCG contract with Tees, Esk and Wear Valley NHS Trust (TEWV)
- To explore option to provide specialist support (mental health) in hostels
- To review multi-agency training programme around issues of homelessness, prevention, review external training programme, focused training, delivered by CYC and others (e.g. Estate managers around prevention)

## Options

19. Option 1 – To agree this report and adopt and publish the updated homeless strategy action plan.

Option 2 – That further amendments are required to the report and the updated homeless strategy action plan before publication

## **Analysis**

20. The development of the homeless strategy report review and action plan gives a framework for CYC Homeless Services and partner agencies to work together to improve services and tackle homelessness in York until 2018. The updated action plan takes account of national and local changes since 2013 and impact in York
21. The Local Authority is committed to retaining quality statutory homeless services, ensuring there are a range of homeless prevention tools and a range of supported housing to help people who are homeless or at risk of homelessness move in a planned way.
22. The Local Authority is committed to the provision of high quality housing advice to all those who are homeless or at risk of homelessness. Alongside the CYC Housing Options service there are a number of specialist advice services including the youth homeless workers for young people (16 and 17), single homeless (Salvation Army) and in conjunction with Adult Social Care (in response to Care Act 2014) older people (60+) specialist worker
23. The ongoing commitment of City of York Council to retain the range of prevention tools and resources currently available
24. The updated action plan introduces a number of new action points which will address the needs of those who are homeless or at risk of homelessness
25. The Homeless Strategy Executive Group will continue to oversee the progress of the Homeless Strategy and updated action plan. Membership of this group is multi-disciplinary. The following new partners will be invited to sit on the group:
  - Community Rehabilitation Company (CRC)
  - City of York Council Adult Social Care
  - A representative of Youth Homeless Group
  - Tess, Esk, Wear Valley NHS Trust

## **Consultation**

26. The action plan was updated following a series of consultation events (with staff, stakeholders and customers) in June / July 2015.
27. The main issues raised at the events include need:

- To access mental health services and specialist accommodation,
- To tackle rough sleeping and anti-social behaviour and involve the public
- Have an effective 'toolkit' and pathway to assist people into housing
- Explore initiatives to best use stock
- Expand private rented sector for this customer group
- Ensure existing private rented sector is of high standard
- Ensure all agencies continue to work together on prevention agenda, offering a holistic approach to problem, providing specialist advice services (e.g. older people).
- Improve links with prisons and hospitals
- Preparing people for tenancies
- Prepare staff and tenants for future welfare benefit / housing sector changes

28. The Homeless Strategy Executive Group, Young Persons Homeless Group, Resettlement Strategy Group have all commented on the proposed action plan.

29. The Homeless Forum were consulted on the proposed action plan

### **Council Objectives**

30. This will provide intensive support for a very vulnerable group and should improve their health and educational and economic outcomes.

31. The Homeless Strategy action plan is closely link to a number of element of the draft council plan specifically around providing 'A focus on frontline services'

- Support services are available to those who need them
- Residents are encouraged and supported to live healthily
- Residents are protected from harm, with a low risk of crime

### **Implications**

32. The implications arising from this report are:

#### Financial

33. There are no direct implications as a result of this report. However, some elements of the action plan will be subject to funding. Any decision on funding will form part of the council's formal annual budget process.

34. There are financial and socio-economic costs to the city if homelessness and planned housing services are not provided

Equalities Implications

35. An Equalities Impact Assessment was completed for the Homeless Strategy 2013-18.
36. A community impact assessment has been completed for the review and concludes that the action plan address needs of vulnerable groups, in particular in the following interest groups: age, disability, gender, gender realignment, pregnancy and maternity, race and sexual orientation

Legal Implications

37. There is a legal requirement to have a homeless strategy and the provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002.
38. That services adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation”.

**Risk Management**

39. There is a continued risk that due to current economic climate, failure to provide homeless prevention measures and to ensure appropriate support to the most vulnerable will result in an increase in homelessness, anti-social behaviour, costs to the health services and social services.

**Contact Details**

**Author:**

**Becky Ward**  
Service Manager, Housing  
Options and Homelessness  
Dept Name CAN  
Tel No. 01904 554040

**Chief Officer Responsible for the report:**

**Steve Waddington**  
Assistant Director Housing and Community  
Safety

**Report  
Approved**

**Date** 30<sup>th</sup> Sept 2015

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

Appendices

- Appendix 1 - Updated Homeless Strategy action plan
- Appendix 2 - National and Local Changes
- Appendix 3 - Community Impact Assessment

Background papers

- Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness'  
[https://www.york.gov.uk/downloads/file/1948/homelessness\\_strategy\\_2013-18.pdf](https://www.york.gov.uk/downloads/file/1948/homelessness_strategy_2013-18.pdf)

Abbreviations

|      |   |
|------|---|
| MEAM | Making Every Adult Matter                       |
| DCLG | Department for Communities and Local Government |
| NSNO | No Second Night Out                             |
| TEWV | Tees, Esk and Wear Valley (NHS Trust)           |
| CRC  | Community Rehabilitation Company                |

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

| Strategic Aim  | Ref                | Objectives   | Lead              | Lead contact                   | 2011/12 Baseline         | Target/date                    | Priority | 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. | <b>1.1</b>         | <b>Strategic Aim 1: Objective 1:</b><br>Develop innovative links with external agencies.   |                   |                                | 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. | 1.1.1              | To develop peer education / mentoring to provide realistic advice to those at risk of homelessness.  | CYC Housing       | Tim Carroll (Andrea and Chris) |                          | 01/04/2014<br>revised April 18 | Bronze   | <b>Yet to start</b>    | Comprehensive training for customers in all resettlement projects. Peer Ed / mentoring still to be developed   |
| <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                      |                          | 01/04/2016 (date amended)      | bronze   | <b>On track</b>        | All housing teams in regular liaison with the unit, analysis of data currently taking place (July 15)  |
| <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 (lead amended)   |                          | September-17                   | bronze   | <b>On track</b>        | 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                              |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 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                      |                          | 01/04/2017 (date amended)      | Bronze   | <b>Behind Schedule</b> | analysis of data currently taking place (July 15)  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 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                   |                          | 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. |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 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                   |                          | April-17                       | Gold     | <b>Amended</b>         |  |

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

| Strategic Aim  | Ref         | Objectives   | Lead                   | Lead contact                 | 2011/12 Baseline             | Target/date                        | Priority | 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. | 1.2         | <b>Strategic Aim 1: Objective 2:</b><br><b>To provide support and diversionary activities to street drinkers.</b>  |                        |                              | June 2012: 8 street drinkers | Rough sleeping target is 2 by 2018 |          |                 |  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.2.1       | 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)      | Salvation Army         | Paul Morrison (lead amended) |                              | 01/04/2016 (date amended)          | Gold     | Behind Schedule | 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) |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.2.2 (NEW) | 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) | Safer York Partnership | Paul Morrison / Jeremy Jones |                              | 01/04/2017 date amended            | Gold     | Amended         | Process re-started with several meetings planned Spring - summer 2015  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.2.3       | To explore restorative justice mechanism for adults and how they can be embedded into service delivery and demonstrate reduction in repeat offending   | CRC                    | Martin Weblin (lead amended) |                              | 01/04/2017 (date amended)          | Bronze   | Yet to start    | YOT providing training for Howe Hill on restorative justice but needs to be developed in adult services  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.2.5 (NEW) | 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   | Peasholme Charity      | Dave Knowles                 |                              | Apr-18                             | Silver   |                 |  |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness. | 1.2.6 (NEW) | 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  | York HA                | Alison Wheatley              |                              | Apr-17                             | Bronze   |                 |  |



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

| Strategic Aim   | Ref             | Objectives   | Lead                   | Lead contact                     | 2011/12 Baseline           | Target/date   | Priority | 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.                    | 1.3             | <b>Strategic Aim 1: Objective 3:</b><br>To reduce youth homelessness / re-offending rates.   |                        |                                  |                            | In 2013 youth offending rates were xxx and target is to reduce youth offending by xxx by 2018 |          |          |   |
| <b>Strategic Aim 1:</b><br>Deliver and develop early intervention strategies to tackle predicted trends in homelessness.                    | 1.3.2<br>(NEW)  | 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 | Safer York Partnership | Paul Morrison                    |                            | Apr-17  | Silver   |          |   |
| <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             | <b>Strategic Aim 2: Objective 1:</b><br>To ensure people have timely access housing advice and prevention services.  |                        |                                  | 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. | 2.1.7           | Overhaul of Housing Options and Homelessness website pages and make them more informative, interactive and customer friendly.  | CYC Housing            | Bev Richardson<br>(lead amended) |                            | 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 |
| <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. | 2.1.15          | To develop a mental health housing options guide   | CYC Housing            | Calum Scholey                    |                            | 01/12/2015 (date amended)   | silver   | On track | Final draft completed August 2015 including reference to Mental Health and Wellbeing Handbook (Healthwatch York)  |
| <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. | 2.1.18<br>(NEW) | To look to refund / embed post of Older Persons Housing Specialist (NEW)   | CYC Housing            | Louise Waltham                   |                            | Apr-16  | gold     |          |   |

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

| Strategic Aim   | Ref             | Objectives   | Lead           | Lead contact     | 2011/12 Baseline | Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|---|-----------------|--|----------------|------------------|------------------|-------------|----------|--------|---|
| <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. | 2.1.19<br>(NEW) | To review all Housing Options information and update leaflets to ensure customers and agencies are aware of services and their remits (NEW)  | CYC Housing    | Becky Ward       |                  | Apr-16      | Gold     |        |   |
| <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. | 2.1.20<br>(NEW) | 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) | CRC            | Martin Weblin    |                  | April-17    | silver   |        |   |
| <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. | 2.1.21<br>(NEW) | 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   | Salvation Army | Charlie Malarkey |                  | April-17    | Gold     |        |   |
| <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. | 2.1.22<br>(NEW) | 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.   | CYC Housing    | Judi Dove        |                  | April-16    | silver   |        |   |
| <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. | 2.1.23<br>(NEW) | 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)                | CYC Housing    | Denis Southall   |                  | April-18    | Silver   |        |   |

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

| Strategic Aim   | Ref                | Objectives   | Lead        | Lead contact | 2011/12 Baseline         | Target/date   | Priority | Status          | Update/Comments<br>( Please initial & date for tracking )                                     |
|---|--------------------|--|-------------|--------------|--------------------------|---|----------|-----------------|---|
| <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. | 2.1.24<br>(NEW)    | To review provision of translated leaflets, and look to produce a suite of basic leaflets in conjunction with other LA's   | CYC Housing | Becky Ward   |                          | April-18  | bronze   |                 |   |
| <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>2.2</b>         | <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>  |             |              | 151 homeless acceptances | Max 151 homeless acceptances                                    |          |                 |   |
| <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. | 2.2.8<br>(NEW)     | That agencies are informed and able to prepare for impact of forthcoming welfare benefit changes on services introduced in 2015  | DWP         | Sarah Farrar |                          | April-18  | gold     |                 |   |
| <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>2.3</b>         | <b>Strategic Aim 2: Objective 3:</b><br><b>To provide a safe and effective Housing Options / Registration service from West Offices.</b>   |             |              |                          | Fully operational by September 2013                             |          |                 |   |
| <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. | 2.3.3<br>(Amended) | 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</i> | DWP         | Sara Farrar  |                          | Joint agreement and training in place April 2016 (date amended) | silver   | <b>On track</b> | Information about projects provided to DWP to enable accurate assessments / prevent sanctions |

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

| Strategic Aim   | Ref                | Objectives  | Lead        | Lead contact                   | 2011/12 Baseline   | Target/date   | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|---|--------------------|---|-------------|--------------------------------|--------------------|---|----------|--------------|---|
| <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. | 2.3.5              | Widen out the remit of Housing and Housing Options to provide a more comprehensive service looking to incorporate advice on employment.   | DWP         | Sarah Farrar<br>(lead amended) |                    | Joint agreement and training in place April 2017 (date amended) | silver   | On track     | some work done in hostels more to be done                 |
| <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. | 2.4                | <b>Strategic Aim 2: Objective 4:</b><br><b>To ensure emergency beds are available for those at risk of rough sleeping.</b>  |             |                                | 2012 submission: 8 | To reduce rough sleeping to 2 by 2018                           |          |              |   |
| <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. | 2.4.3<br>(NEW)     | To review effectiveness and partnership working of NSNO on an annual basis and maintain service in light of reduced funding (sub regional personalisation money)  | Peasholme   | Dave Knowles                   |                    | April-16  | Gold     |              |   |
| <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. | 2.4.4<br>(NEW)     | To review Nightstop service in light of NSNO and reduction in Youth Homelessness  | CYC Housing | Becky Ward                     |                    | April-16  | Gold     |              |   |
| <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. | 2.5                | <b>Strategic Aim 2: Objective 5:</b><br><b>To ensure customers are central to all housing work.</b>   |             |                                |                    | Customer engagement policy & programme by April 2016            |          |              |   |
| <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. | 2.5.2<br>(Amended) | Increase customer involvement and influence at the operational and strategic level (e.g. introduce service inspectors in Temporary Accommodation, links to Customer Involvement Panel, involved YP). Link to other providers eg Estate Champions (YHA). Explore options for 'buddying', volunteering system | CYC Housing | Julie Hood<br>(amended lead)   |                    | Recommendations by March 2016 (amended date)                    | Bronze   | Yet to start |   |

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

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|---|----------------|---|--------------|---------------------------------|------------------|--|----------|--------------|--|
| <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. | 2.5.9          | To raise participation on service user groups to ensure that customers have a voice in housing.                                   | Foundation   | Nicky Watkinson                 |                  | April-16   | Bronze   | Amended      | Historically Supporting People facilitated user group but this has since ceased due to end of SP |
| <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. | 2.6            | <b>Strategic Aim 2: Objective 6:</b><br>To advise customers of changes to NYHC policy.  |              |                                 | 3972 on NYHC     | To reduce and maintain NYHC below 2000 to manage supply / demand |          |              |  |
| <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. | 2.6.3<br>(NEW) | To complete systems review of Housing Registrations and implement relevant service and policy changes                             | CYC Strategy | Paul McCabe                     |                  | April-17   | Gold     |              |  |
| <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. | 3.1            | <b>Strategic Aim 3: Objective 1:</b><br>Increase the supply of affordable housing and maximise the use of existing housing stock. |              |                                 |                  | Affordable homes increased by 750 by 2018                        |          |              |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.            | 3.1.6          | Explore options of shared tenancies in social housing.  | CYC Housing  | Denis Southall                  |                  | 01/04/2017 (date amended)  | Bronze   | Yet to start |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.            | 3.1.8          | Explore option of CYC managed HMO's for single people   | CYC Housing  | Denis Southall / Louise Waltham |                  | 01/12/2016 (date amended)  | Bronze   | Yet to start |  |

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

| Strategic Aim  | Ref             | Objectives  | Lead        | Lead contact                     | 2011/12 Baseline                              | Target/date   | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|--|-----------------|---|-------------|----------------------------------|---|---|----------|--------|---|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.10<br>(NEW) | 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 | CYC Housing | Denis Southall                   |   | April-17  | Gold     |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.11<br>(NEW) | Research provision of dementia safe / appropriate housing and if appropriate implement in conjunction with Adult Social care  | CYC Housing | Alice Walker                     |   | April-18  | Silver   |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.12<br>(NEW) | Rebrand 'Sheltered' schemes and SHEC provision  | CYC Housing | Louie Waltham                    |   | April-18  | Bronze   |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.13<br>(NEW) | 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.              | CYC Housing | Denis Southall                   |   | April-18  | Gold     |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.14<br>(NEW) | to consider re-review NYHC  | CYC Housing | Tom Brittain<br>(via NYHC Board) |   | April-18  | Bronze   |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.1.15<br>(NEW) | 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                              | York HA     | Kate Spencer                     |   | April-18  | Gold     |        |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | <b>3.2</b>      | <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>   |             |                                  | YorHome properties: 75<br>Bond Guarantees: 60 | YorHome: Increase to 150 by 2015.<br>PRS: Increase access |          |        |   |

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

| Strategic Aim  | Ref                 | Objectives   | Lead        | Lead contact   | 2011/12 Baseline | Target/date         | Priority | Status       | Update/Comments<br>( Please initial & date for tracking )  |
|--|---------------------|--|-------------|----------------|------------------|---------------------|----------|--------------|--|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.1<br>(Amended)  | 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  | CYC Housing | Louise Waltham |                  | Apr 17 date amended | Gold     | On track     | 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 |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.3<br>(Amended)  | 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  | CYC Housing | Judi Dove      |                  | April-16            | Silver   | Stalled      |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.8               | Develop minimum standard for PRS - agreed by landlords, Private sector tenancy team and referral organisations.  | CYC Housing | Ruth Abbott    |                  | April-15            | Silver   | On track     | The introduction of voluntary accreditation scheme in November 2013 this will be reviewed by December 2014 and compulsory licensing will be  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.10<br>(Amended) | To explore option to develop a lodging scheme (informal support), especially in light of increased allowance to rent a room (2015 July budget)   | SASH        | Peter Robinson |                  | April-15            | Bronze   | Yet to start |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.12<br>(NEW)     | Ensure clarification of legal position re joint tenancies, termination of tenancies, holding multiple tenancies, tenancies for people with LD and / or dementia  | CYC Housing | Denis Southall |                  | April-17            | Gold     |              |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.13<br>(NEW)     | 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 | CYC Housing | Ruth Abbott    |                  | April-16            | Silver   |              |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.14<br>(NEW)     | Exploring with the Housing Options service and others the impact of the changes relating to prevention of retaliatory evictions  | CYC Housing | Ruth Abbott    |                  | April-16            | Bronze   |              |  |

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|--|-----------------|---|-------------|-----------------|--|------------------|----------|-----------------|---|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.2.15<br>(NEW) | 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 | CYC Housing | Ruth Abbott     |  | April-16         | Silver   |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | <b>3.3</b>      | <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>   |             |                 | Temporary accommodation<br>Dec 12 : 99 | Not exceeding 99 |          |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.1           | Re-provision of Ordnance Lane scheme.   | CYC Housing | Andy Kerr       |  | Oct 16 (amended) | Gold     | On track        | Due for completion autumn 2016                            |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.6           | 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.  | CYC Housing | Kate Grandfield |  | April-15         | Gold     | Behind Schedule |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.8<br>(NEW)  | To explore need and options for older people with multiple needs  | CYC Housing | Louise Waltham  |  | April-17         | Silver   |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.9<br>(NEW)  | to explore and utilise any opportunity for capital investment at Robinson Court / YACRO move on houses  | York HA     | Kate Spencer    |  | April-18         | Silver   |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.10<br>(NEW) | To explore option to expand / upgrade Scarcroft Project in light of Housing Related Support re-tender   | York HA     | Kate Spencer    |  | April-18         | Silver   |                 |   |



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|--|-----------------|--|----------------------------|--|------------------|--|----------|-----------------|---|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.3.11<br>(NEW) | To ensure that B&B use remains low using a planned approach taking account of supply and demand (Report to HMT)                              | CYC Housing                | Anne-Marie Douglas                       |                  | April-16                                   | gold     |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4             | <b>Strategic Aim 3: Objective 4:</b><br>Ensure appropriate temporary / supported housing to minimise use of B&B.                             |                            |  |                  | Under 17s in B&B: 0<br>B&B over 6 weeks: 0 |          |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.4           | To develop appropriate accommodation for perpetrators of domestic abuse and a relevant rehabilitative programme                              | NY Police                  | Jo Beilby / Martin Weblin (lead amended) |                  | 01/12/2017 (date amended)                  | Silver   | Behind Schedule | Review availability of accommodation , no perpetrator programme. CRC may be able to provide / adapt Building Better Relationships. Pilot perpetrator    |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.5             | <b>Strategic Aim 3: Objective 5:</b><br>Increase the use of housing association (RSL) lets for homeless and potentially homeless households. |                            |  |                  | RSL lets:<br>Minimum 25% by 2008/9.        |          |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6             | <b>Strategic Aim 3: Objective 6:</b><br>Ensure access to specialist accommodation.   |                            |  |                  | Supported housing for SAP referrals        |          |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.1           | Research value and need for therapeutic community in York.   | CYC Housing                | Louise Waltham                           |                  | Apr-15                                     | bronze   | Behind Schedule | Consultation with partners undertaken. Report being taken to health and wellbeing board in July requesting approval and funding for a supported housing |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.5<br>(NEW)  | To explore options for hostels for families that have complex needs / intentionally homeless. Report to HMT.                                 | CYC Housing                | Kate Grandfield                          |                  | April-17                                   | silver   |                 |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.6<br>(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                                |                  | April-18                                   | silver   |                 |   |

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

| Strategic Aim  | Ref             | Objectives  | Lead                                | Lead contact      | 2011/12 Baseline                 | Target/date                  | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|--|-----------------|---|-------------------------------------|-------------------|----------------------------------|------------------------------|----------|--------------|---|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.7<br>(NEW)  | 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) | Adult Commissioning & Contract Team | Carl Wain         |                                  | October-16                   | gold     |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.8<br>(NEW)  | That CYC Housing redesigns services in light of housing related support contract and re-provision of Ordnance Lane and proposed budget savings  | CYC Housing                         | Tom Brittain      |                                  | April-17                     | gold     |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.9<br>(NEW)  | Review success of IDAS 24 hour service and if value for money look to secure ongoing funding  | IDAS                                | Sarah Hill        |                                  | April-17                     | silver   |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.10<br>(NEW) | Carry out review of Young Parent facility and adapt / confirm project role and process. Report HMT  | CYC Housing                         | Tim Carroll       |                                  | April-16                     | silver   |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.6.11<br>(NEW) | Work with Restore to increase provision in the city and if possible include YP / LD groups  | Restore                             | Barrie Stephenson |                                  | April-17                     | silver   |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | <b>3.7</b>      | <b>Strategic Aim 3: Objective 7:<br/>Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / general supported housing.</b>                               |                                     |                   | Baseline figures 14 October 2012 | Reduce by 50% by March 2015. |          |              |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.7.1           | Revisit / take forward need for specialist mental health accommodation for complex needs.   | TEWV (lead amended)                 | TBC               |                                  | April-18                     | gold     | Yet to start |   |

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|--|---------------------|---|-------------------|---|--------------------|---------------------------|----------|-----------------|--|
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.7.3<br>(Amended). | Improve links / discharge processes with Mental Health medical and housing services and access to services in light of new CCG contract | CYC Housing       | Louise Waltham -<br>CYC Housing /<br>TEWV |                    | 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 |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.7.4<br>(NEW)      | To explore option to provide specialist support (mental health) in hostels  | CYC Housing       | Becky Ward                                |                    | April-17                  | silver   |                 |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | <b>3.8</b>          | <b>Strategic Aim 3: Objective 8:<br/>Implement NSNO and tackle entrenched rough sleeping.</b>   |                   |   | 2012 submission: 8 | Reduce to 2 by 2018       |          |                 |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.8.4<br>(NEW)      | To consider expansion to NHCAS beds and Sheltered respite beds as part of NSNO  | CYC Housing       | Louise Waltham                            |                    | June-16                   | silver   |                 |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.8.5<br>(NEW)      | To look to refund and embed MEAM project into resettlement services   | Arc Light         | Jeremy Jones                              |                    | December-16               | gold     |                 |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | <b>3.9</b>          | <b>Strategic Aim 3: Objective 9:<br/>Review the provision and need for specialist services for women (include women's centre).</b>      |                   |   |                    |                           |          |                 |  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.9.2<br>(NEW)      | Evaluate Women's hostel and consider retention(part of Housing Related Support review) See 3.6.7  | Adult Social Care | Carl Wain                                 |                    | April-16                  | gold     |                 |  |

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| Strategic Aim  | Ref                | Objectives  | Lead        | Lead contact                       | 2011/12 Baseline                      | Target/date  | Priority | Status       | Update/Comments<br>( Please initial & date for tracking ) |
|--|--------------------|---|-------------|------------------------------------|---------------------------------------|--|----------|--------------|---|
| <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. | 4.1                | <b>Strategic Aim 4: Objective 1:</b><br>Ensure range of appropriate services and care for vulnerable customers.   |             |                                    | Tier 1: stat Homeless, rough sleepers | To streamline services and provide tier 1 for stat homeless, young people, and single homeless |          |              |   |
| <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  | 4.1.2<br>(Amended) | Agree service level agreements between drug services and hostels and floating support schemes   | DAAT        | Leigh Bell                         |                                       | 01/04/2016 (date amended)  | silver   | Yet to start |   |
| <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  | 4.1.3              | 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. | CYC Adults  | Rachel Duckworth<br>(name amended) |                                       | April 2017 (date amended)  | silver   | Yet to start | Important in light of Harrogate serious case review       |
| <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  | 4.1.6              | Explore viability of single point of contact / helpline for landlords.  | CYC Housing | Ruth Abbott                        |                                       | 01/04/2017 (date amended)  | bronze   | Yet to start |   |
| <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  | 4.2                | <b>Strategic Aim 4: Objective 2:</b><br>Increase tenancy sustainment through the provision of earlier intervention appropriate support.                           |             |                                    |                                       | Tenancy sustainment by 16/17 year olds in temporary accommodation: 90% by 2013.                |          |              |   |

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|--|--------------------|---|-------------|----------------------------------|------------------|---|----------|--------------|---|
| <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. | 4.2.5<br>(Amended) | 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 . | CYC Housing | Denis Southall<br>(Name amended) |                  | 01/04/2016 (Date amended)   | gold     | On track     | Employment and debt advisers, daily drop in service, ? Intensive housing management   |
| <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  | 4.2.6              | Increase tenancy sustainment through the provision of appropriate support. Review and promotion / take up of services. Report to Housing managers   | CYC Housing | Calum Scholey                    |                  | 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 |
| <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  | 4.2.8              | Establish a formal system to monitor / analyse failed tenancies and abandonments.   | CYC Housing | Denis Southall<br>(Name amended) |                  | Report to Youth Homeless strategy group Dec 2015 (date amended)           | silver   | Yet to start | Need to analyse statistics and outcomes   |
| <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  | 4.2.9<br>(NEW)     | Explore establishment of intensive housing management   | CYC Housing | Denis Southall                   |                  | April-17  | gold     |              |   |
| <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. | 4.3                | <b>Strategic Aim 4: Objective 3:</b><br>Increase the number of people with mental illness and complex needs achieving independent living through the provision of more specialist support.  |             |                                  |                  | In non-specialist accommodation/n o discharge plan at Feb 2013: 35 people |          |              | Improve access to appropriate services and / or supported accommodation for people with mental health issues.   |

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|--|--------------------|---|-------------------------------------|--------------------------------|------------------|---|----------|-----------------|--|
| <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. | 4.3.2<br>(Amended) | 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 | CYC Adults                          | Catherine McGovern             |                  | April-16  | gold     | Behind Schedule | 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 |
| <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  | 4.3.3              | To ensure services adapt to meet needs of complex customer groups - addressing mental health issues, offending, abuse.  | TEWV (lead amended)                 | Rebecca West (lead amended)    |                  | 01/04/2016 (date amended)   | silver   | Yet to start    | Dependent upon new contract May 2015   |
| <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  | 4.3.4              | 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)  | TEWV (lead amended)                 | Rebecca West (lead amended)    |                  | 01/04/2016 (date amended)   | silver   | On track        | MH service have developed a single point of access that includes crisis work   |
| <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  | 4.4                | <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>   |                                     |                                |                  | To monitor & profile access to services via SAP, HL statistics and SP |          |                 |  |
| <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  | 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                      |                  | April-15  | silver   | Behind Schedule | 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 2. gather all policies to determine   |
| <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  | 4.4.8<br>(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) |                  | 01/04/2016 Date amended   | bronze   | Amended         | Gypsy and Traveller funding and responsibility passed to Housing. I believe this should be Kate Grandfield.  |

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|--|--------------------|--|-------------|-----------------|---|--|----------|--------------|--|
| <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  | 4.4.9<br>(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     |   | Ap-16  | bronze   |              |  |
| <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. | 5.1                | <b>Strategic Aim 5: Objective 1:</b><br>Strong local authority leadership on the homelessness agenda.  |             |                 | 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. |          |              |  |
| <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   | 5.1.1<br>(Amended) | 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>                     | CYC Housing | Tom Brittain    |   | dec 15 date amended  | silver   | On track     | Inmotion, Orwin House, Howe Hill, all covered recently, Megan Rule attends HSMT for briefing |
| <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   | 5.1.2              | 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.  | CYC Housing | Tom Brittain    |   | Agreed protocol by December 2011   | bronze   |              |  |
| <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   | 5.1.4              | To develop a 'family homeless strategy group' in line with resettlement and youth homeless strategy group principles.  | CYC Housing | Kate Grandfield |   | 01/12/2015 (date amended)  | silver   | Yet to start |  |
| <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   | 5.1.5              | To improve services and processes to achieve Gold Standard as set out by DCLG.   | CYC Housing | Becky Ward      |   | Apr 17 (date amended in light of ongoing work)   | gold     | On track     | Passed peer assessment April 2015  |

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| Strategic Aim  | Ref         | Objectives   | Lead                             | Lead contact               | 2011/12 Baseline | Target/date  | Priority | Status          | Update/Comments<br>( Please initial & date for tracking ) |
|--|-------------|--|----------------------------------|----------------------------|------------------|--|----------|-----------------|---|
| <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   | 5.1.7       | To respond / influence national and sub regional agenda around homelessness where relevant.  | Homeless Forum (Lead Amended)    | Chair                      |                  | April-16   | bronze   | On track        |   |
| <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   | 5.2         | <b>Strategic Aim 5: 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>  |                                  |                            |                  | 100% of relevant agencies sign up to and adhere to relevant protocols and strategies |          |                 |   |
| <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. | 5.2.2       | Review information sharing agreement to include Police, CRC, National Probation Service, housing and support providers (amended)   | Peasholme Charity (lead amended) | Dave Knowles(lead amended) |                  | 01/12/2015 (date amended)  | gold     | Behind Schedule | Info sharing being reviewed 2015                          |
| <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. | 5.2.4 (NEW) | 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) Combined with 5.5.6 now deleted                           | CYC Housing                      | Becky Ward                 |                  | April-16   | silver   |                 |   |
| <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. | 5.2.5 (NEW) | Develop and establish relevant referral routes and protocols between general hospital services, 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. | CYC Housing                      | Judi Dove                  |                  | Protocol in place by Apr 16 (date amended)   | silver   | Yet to start    |   |



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

| Strategic Aim  | Ref            | Objectives   | Lead                          | Lead contact                    | 2011/12 Baseline | Target/date   | Priority | Status              | Update/Comments<br>( Please initial & date for tracking ) |
|--|----------------|--|-------------------------------|---------------------------------|------------------|---|----------|---------------------|---|
| <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 | 5.2.6<br>(NEW) | Develop links / improve engagement with public / 'goodwill groups' on issues to benefit homelessness, eg awareness, fundraising, response to begging etc   | Arc Light                     | Jeremy Jones                    |                  | April-17  | silver   |                     |   |
| <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 | 5.2.7<br>(NEW) | Explore option of 'Fast Track' housing benefit applications  | CYC Revenue                   | Nicky Welch                     |                  | April-17  | silver   |                     |   |
| <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 | 5.3            | <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>  |                               |                                 |                  | Relevant protocols in place Sept 2014   |          |                     |   |
| <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 | 5.3.4          | Streamline risk assessment' to cover probation, Health, Housing and SAP.<br>(amended)  | CYC Housing<br>(amended lead) | Calum Scholey<br>(amended lead) |                  | 01/04/2016<br>(amended date)  | gold     | <b>Yet to start</b> |   |
| <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 | 5.4            | <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> |                               |                                 |                  | Framework for customer consultation / insight by 2008/9. BME households aware of services |          |                     |   |
| <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 | 5.4.1          | Establish an agreed framework for customer consultation  | CYC Housing                   | Julie Hood                      |                  | 01/04/2016 (date amended)   | bronze   | <b>Yet to start</b> |   |

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

| Strategic Aim  | Ref             | Objectives  | Lead        | Lead contact | 2011/12 Baseline | Target/date | Priority | Status | Update/Comments<br>( Please initial & date for tracking ) |
|--|-----------------|---|-------------|--------------|------------------|-------------|----------|--------|---|
| <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 | <b>5.5</b>      | <b>Strategic Aim 5: Objective 5:</b><br><b>Improve cross boundary / agency working.</b><br>To enable increased mobility   |             |              |                  |             |          |        |   |
| <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 | 5.5.10<br>(NEW) | Review homeless Strategy  | CYC Housing | Becky Ward   |                  | July-18     | gold     |        |   |
|  |                 | * B&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 |             |              |                  |             |          |        |   |

| 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   |

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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</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> |

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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> | 2.1.3 | <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> |  | CYC Housing         | Yvonne Burns / Judi Dove |  | April-15          | Completed | <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> | 2.1.4 | <p>Ensure staff in Housing Registrations provide relevant housing advice to those registering with NYHC who are homeless or at risk of homelessness.</p>   |  | CYC Housing         | Yvonne Burns             |  | April-15          | Completed | <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> | 2.1.5 | <p>Ensure staff in key advice agencies provide relevant housing advice to those who are homeless or at risk of homelessness.</p>   |  | CYC Housing         | Becky Ward               |  | Review April 2015 | Completed | <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> | 2.1.6 | <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> | CYC Customer Centre | Eilidh Carricker         |  | April-15          | Completed | <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> | 2.1.8  | <p>In light of forthcoming Legal Services Commission contract changes (2013) to ensure customers have access to independent housing advice.</p>   |  | CYC Housing                         | Becky Ward       |  | April-14                         | Completed | LSC contract awarded to Keyhouse / Julian Pheby solicitors   |
| <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> | 2.1.9  | <p>Improve advice for young offenders - develop Youth Offending Team (YOT) protocol.</p>  |  | YOT                                 | Angela Crossland |  | Protocol completed by April 2013 | Completed | Introduced April 2015  |
| <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> | 2.1.1  | <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> |  | Adult Commissioning & Contract Team | Carl Wain        |  | April-14                         | Completed | 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><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> | 2.1.12 | <p>To maximise use of available benefit and debts advice for agencies and customers</p>   |  | CAB                                 | Tony Lyndsey     |  | Co-location working April 2013   | Completed | York Advice Service  |

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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> |   |



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

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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>2.3</b></p>   | <p><b>Strategic Aim 2:<br/>Objective 3:<br/>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<br/>Customer<br/>Centre</p> | <p>Jane<br/>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<br/>Customer<br/>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<br/>Customer<br/>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> |

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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</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>2.4.1</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>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>2.4.2</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>Completed</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>2.5</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> | 2.5.3 | To ensure all accommodation based services have regular residents meetings which feed into wider housing agenda.   |  | Adult Commissioning & Contract Team | Carl Wain                 |  | April-14     | Completed | Quality Assessment Framework now includes assessment of resident meetings and ensures they are effectively recorded.  |
| <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> | 2.5.4 | 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. |  | Peasholme & YACRO                   | Dave Knowles / Peter Hart |  | April-14     | Completed | 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 & NY and York).   |
| <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> | 2.5.5 | pre-employment training, mentoring and access to work placements   |  | Peasholme & YACRO                   | Dave Knowles / Peter Hart |  | September-14 | Completed | 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 & NY and York). Peasholme Charity offer vol training placements |
| <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> | 2.5.8 | To employ an apprentice within Housing services and to expand opportunities within other sectors.  |  | CYC Housing                         | Becky Ward                |  | April-13     | Completed |   |

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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/><b>To advise customers of changes to NYHC policy.</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>2.6.1</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/><b>Increase the supply of affordable housing and maximise the use of existing housing stock.</b></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> | 3.1.1 | <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/>Target for 2013/14 is 150</p> | xxx affordable homes built xxx. | CYC Housing              | Paul Landais Stamp |  | April-14 | Completed | 2013-14 (50), 2014-15 (131), forecast 2015-16 (142)  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.1.2 | <p>To agree outline criteria for flexible tenancies where appropriate (links to tenancy strategy)</p>  |                                 | CYC Housing              | Denis Southall     |  | July-14  | Completed | Completed – This is in the tenancy policy and flexible tenancies will only be used for specific purposes   |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.1.3 | <p>If agreed by Registered Social Landlord (RSL) to implement use of 'affordable rent' properties.</p>   |                                 | York Housing Association | Kate Spencer       |  | July-14  | Completed | 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><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.1.4 | <p>To incorporate use of affordable rents and fixed term tenancies in NY common allocations policy.</p>  |                                 | CYC Housing              | Yvonne Burns       |  | July-13  | Completed |  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.1.5 | <p>To monitor and respond to potential increased need for accommodation and emergency accommodation in light of forthcoming welfare benefit changes.</p>   |                                 | CYC Housing              | Becky Ward         |  | April-14 | Completed | 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'   |

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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> | 3.1.7 | To formalise and differentiate between crash pad, emergency placements and NSNO and exit strategy for non engagement.  |   | CYC Housing | Tim Carroll                    |   | September-14  | Completed | Incorporated into NSNO protocol 2015  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.1.9 | Increase level of fraudulent investigation into non occupation / subletting of social housing.   |   | CYC Housing | Denis Southall                 |   | HSMT report by April 2012                                 | Completed | Ongoing work with Veritau on this and we continue to have a small number of successes / prosecutions. Uncertainty over the future of Veritau. |
| <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:</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> | 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> | 3.2.2 | To explore option to develop an accredited landlord scheme.  |   | CYC Housing | Ruth Abbott                    |   | July-13   | Completed | started in December 2013  |
| <p><b>Strategic Aim 3:</b><br/>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p> | 3.2.4 | Improve interaction with private landlords, CYC HO to regularly attend landlord forum.   |   | CYC Housing | Judi Dove / Anne-Marie Douglas |   | April-13  | Completed |   |

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

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| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.2 | Adopt No Second Night Out protocol and optimise the use of vacant bed spaces.  |  | Peasholme Charity        | Dave Knowles           |  | July-13     | <b>Completed</b> |   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.3 | To look at need for remand beds in light of changes to Youth Justice System.   |  | YOT                      | Angie Crossland        |  | November-13 | <b>Completed</b> | 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. |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.5 | 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. |  | Supporting People & IDAS | Carl Wain / Sarah Hill |  | April-14    | <b>Completed</b> | IDAS have considered this and are able to meet the demand of 16 – 18 yr olds  |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.6 | Address capacity of hostels and supporting housing projects  |  | Arclight                 | Jeremy Jones           |  | December-15 | <b>Completed</b> | bed a head scheme, crashpads/nsno operating in all hostels under resettlement   |
| <b>Strategic Aim 3:</b><br>Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs. | 3.4.7 | Formalise emergency crash pad service provided by CYC and expand into other services as appropriate.   |  | CYC Housing              | Tim Carroll            |  | July-13     | <b>Completed</b> | NSNO re-written to include crashpad.  |

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

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

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

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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>                                  | 4.1.1 | Improve links with dedicated drugs / alcohol services to support people that are homeless.                                 |         | Lifeline                 | Kim Mitchelle             |  | April-15 | Completed | Lifeline part of MEAM and HL forum. Links to 4.1.2   |
| <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>                                  | 4.1.4 | Appropriate links and change to services to incorporate raised school age.   |         | Castlegate               | Shirley Gennery-          |  | April-14 | Completed | New emphasis in YEW training. No further action required   |
| <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>                                  | 4.1.7 | Targeted budgeting work in light of welfare benefit changes.   |         | York Housing Association | Dave Knowles/Kate Spencer |  | April-14 | Completed | My Life, My money  |
| <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> | 4.1.8 | Explore need to ensure customers can access detox and rehabilitation services for those with alcohol dependency. (Amended) | July-15 | DAAT                     | Leigh Bell                |  | April-15 | Completed | 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. |

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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: Objective 2: 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> | 4.2.3 | To agree protocol for dealing with bankruptcy and debt relief orders.  |                  | CYC Housing                         | Denis Southall |  | July-14   | Completed | Process established   |
| <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> | 4.2.4 | To agree protocol when dealing with joint tenancy issues when DV.  |                  | CYC Housing                         | Denis Southall |  | July-14   | Completed | Completed –included in update on guidance on tenancy amendment    |
| <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> | 4.2.7 | Monitor reason for rejection of SAP referrals and report to Commissioning and Contracts Team (SP)  |                  | Adult Commissioning & Contract Team | Carl Wain      |  | April-15  | Completed | This now incorporated into monthly SAP reports where this occurs. |
| <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> | 4.3   | <p><b>Strategic Aim 4:</b><br/><b>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> | To be confirmed. |                                     |                | In non-specialist accommodation/no discharge plan at Feb 2013: 35 people | Improve access to appropriate services and / or supported accommodation for people with mental health issues. |           |   |
| <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> | 4.3.1 | To review mental health resettlement in line with CBL and ensure agreed system works for all agencies.   |                  | CYC Housing                         | Yvonne Burns   |  | April-13  | Completed |   |



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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/><b>Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.</b></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/><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> | <p>5.1</p>   | <p><b>Strategic Aim 5:</b><br/><b>Objective 1:</b><br/><b>Strong local authority leadership on the homelessness agenda.</b></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> |  |

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

|  |       |                                      |  |             |            |         |
|--|-------|--------------------------------------|--|-------------|------------|---------|
| <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 |
|--|-------|--------------------------------------|--|-------------|------------|---------|

|           |   |
|-----------|---|
| Completed | Planning started, consulation June 2015 |
|-----------|---|

| Strategic Aim   | Ref        | Objectives  | Baseline position | Lead                | Lead contact                | 2011/12 Baseline           | Target/date  | Status         | Update/Comments (Please initial & date for updates) |
|---|------------|---|-------------------|---------------------|-----------------------------|----------------------------|--|----------------|---|
| <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><b>To ensure customers are central to all housing work.</b>   |                   |                     |                             |                            | Customer engagement policy & programme by April 2016 |                |   |

|   |       |   |   |                        |                              |   |   |                |  |
|---|-------|---|---|------------------------|------------------------------|---|---|----------------|--|
| <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   | <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> | 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   |

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

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



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

|   |       |   |   |                         |               |  |  |         |  |
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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   | 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> | 5.4   | <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   | Deleted | 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   | Deleted | Local Connection introduced in NYHC so no longer a significant issue |

|   |       |  |  |                                     |                             |  |                           |                |  |
|---|-------|--|--|-------------------------------------|-----------------------------|--|---------------------------|----------------|--|
| <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> |  |

## National and Local Changes

## 1. National changes include:

- The introduction and implementation of welfare benefit reforms since 2013 including – benefits cap to £26.000, spare room subsidy for social housing, contribution to Council Tax for those of working age, introduction of Personal Independence Payment (PiPs) and Universal Credit (introduced in York in February 2015).
- Increase in school leaving age to 18 (a young person must stay in some form of education or training until their 18th birthday if they were born on or after 1 September 1997.). This, along with the opening of Howe Hill for Young people appears to have contributed to a reduction in youth homelessness

| <b>Year</b> | <b>Contacts</b> | <b>Accepted homeless (16 and 17)</b> |
|-------------|-----------------|--------------------------------------|
| 2010/11     | 136             | 49                                   |
| 2011/12     | 164             | 22                                   |
| 2012/13     | 178             | 2                                    |
| 2013/14     | 203             | 1                                    |
| 2014/15     | 148             | 2                                    |

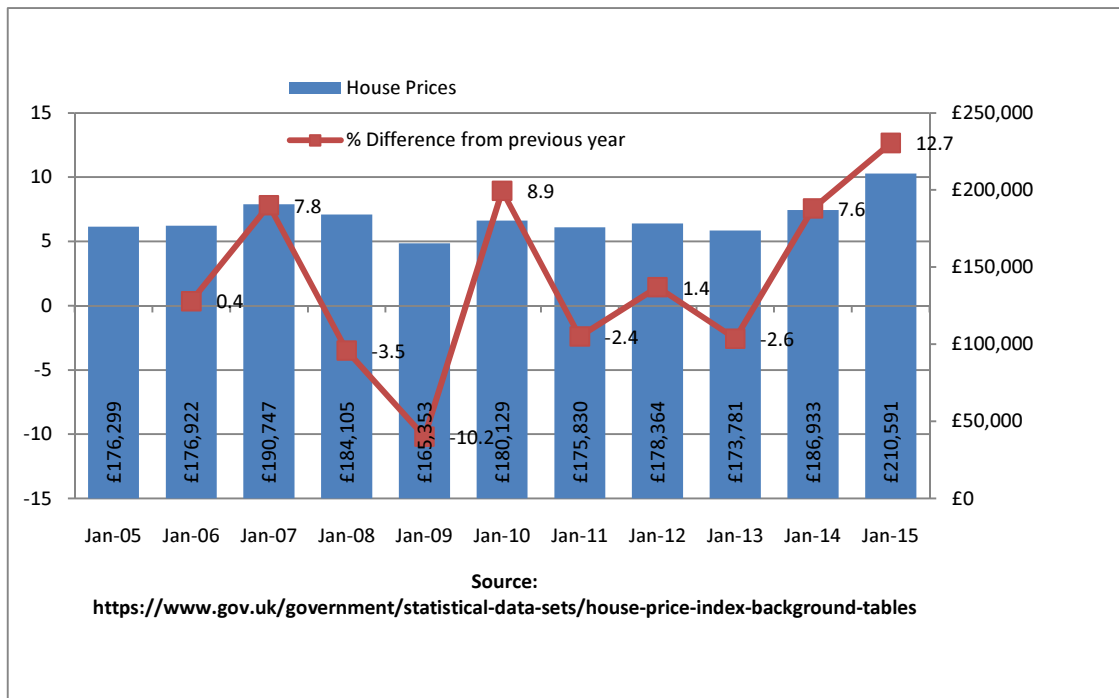
- Increased Right to Buy discount (monetary value) in council housing was introduced in 2012 and in 2014 increase the maximum discount on a house to 70% or £77K which ever is the lower amount
- The end of the national mortgage rescue scheme in 2013
- As of 1/1/14 immigration restrictions were removed for Bulgarians and Romanians, giving those who are qualified persons the same rights as other EEA nationals in relation to public money & public
- A number of Housing Association in York have decided to offer affordable rents (property let at 80% market rent)
- Transfer of 'crisis payments' from Department of Works and Pensions (DWP) to CYC York Financial Assistance Scheme

(YFAS) has put financial and administrative burden on the City Council

- Since 2010/11 and 2015/16 the council has saved a total of £73.4m which has impacted on a number of services
- End of the Supporting People programme in York in 2012. External contracts are currently commissioned via Adult Social Care and internal contract value was transferred to CYC Housing
- Introduction of Statutory Instrument 2012 No. 2989 The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012 to make provision on allocation policy for ex-service personnel
- Localism Act 2011 gave Local Authorities the powers to adopt local criteria in allocation of properties. North Yorkshire Home Choice was amended to disqualify those applicants who were homeowners, those with savings or income over £60,000 and those with no local connection. New policy introduced in September 2013 and reduced the number of applicants on NYHC from 4695 to 1546
- Under the Care Act 2014 Local authorities responsible for care and support are given an explicit duty to promote the well-being of every adult. The definition of well-being includes "suitability of living accommodation", Local authorities responsible for care and support are expected to integrate their services with those provided by the NHS (National Health Service) and other health-related services, including housing, Local authorities are required to provide an information and advice service on care and support, and related matters, including housing and finance and all local authorities, including housing authorities, are required to cooperate with each other in relation to the provision of care and support. This includes a duty on each local authority to secure cooperation between adult social care, housing, public health and children's services.
- Anti-Social Behaviour, Crime & Policing Act 2014

- Introduction of Lettings agents and property managers: redress schemes
  - Demise of North Yorkshire Probation Service and replacement by National Probation Services and Community Rehabilitation Company (CRC) which are independent organisations.
2. The national budget in July 2015 proposed several initiatives that if progressed may impact significantly on homelessness and housing services in York:
- The expansion of the Right to Buy to Housing Associations
  - Reduction of social rents (1% for 4 years). Early estimates indicate a loss of around £12million over 4 years. It is understood that supported housing rents may be excluded from this
  - Benefit cap reduced to £20,000
  - As York is a high value area the proposed enforced sale of high value council stock will impact on York's ability to continue to meet housing need
  - Limitation of child tax credits
  - Limitation of working families tax credits
  - The introduction of the 'living wage'
  - Relaxation of brown field planning constraints and impact of new build affordable housing
  - Restriction of housing benefit for 18-21
3. Local changes since 2013 include:
- Decrease in unemployment.
  - decrease in average wage from £526.50 in 2013 to £478.70 in 2014.
  - an increase in house prices from £186,933 in 2014 to £210,951 in 2015.

Figure 3 – House Prices



- Average rent for a 2 bed roomed house in York is £775 but Local Housing Allowance is £535.98  
[http://www.home.co.uk/for\\_rent/york/current\\_rents?location=york](http://www.home.co.uk/for_rent/york/current_rents?location=york).
- In York 127 council houses / flats have been sold under Right to Buy since April 2013
- The end of the national mortgage rescue scheme, the local Golden Triangle mortgage rescue scheme means only 'Breathing Space' is currently available in York
- Since April 2013 – to June 2015 there have been 97 affordable housing completions, 97 (social rent), 53 new build (affordable rent), 3 (intermediate rent) and 47 low cost home ownership including 9 Mortgage Rescue (operated by Yorkshire Housing, now discontinued) and FirstBuy (discontinued government homeownership scheme)



**SECTION 1: CIA SUMMARY**
**Community Impact Assessment: Summary**
**1. Name of service, policy, function or criteria being assessed:**

Assessment of impact of 2015/18 homeless strategy action plan

**2. What are the main objectives or aims of the service/policy/function/criteria?**

This CIA assesses the updated action plan linked to the Homeless Strategy 2013-18. It is a legal requirement to have a homeless strategy and the action plan was reviewed at mid point to take account of national and local changes.

**Service overview:**

To provide a comprehensive, multi-agency city wide service to those who are homeless or at risk of homelessness, with the primary focus being on prevention. If prevention is unsuccessful, the Local Authority has statutory duty to provide advice, assistance and accommodation under Housing Act 1996 and Homelessness Act 2002.

Services provided as to assist those who are homeless or at risk of homeless include advice services, accommodation services and housing support services (Floating support). The strategy has links to **Sub Regional Housing Strategy, Children's Plan, Domestic Abuse Strategy, Supported Housing Strategy, Tenancy Strategy and Private Sector Housing Strategy and Adult Social Care housing related support commissioning.**

Staff – All CYC staff attend Equalities training, Mental Health awareness, Updates to changes in legislation, Housing Benefits training and specialist legal updates. There is an external housing training programme to share good practice, ensure consistent advice is given and improve partnership working.

The review included consultation with staff, stakeholders and communities of interest (homeless and vulnerable consultation events).

**3. Name and Job Title of person completing assessment:**

Becky Ward, Service Manager Housing Options and Homelessness

**4. Have any impacts been Identified? (Yes/No)**

Individual CIA's required for significant projects which will highlight any potential

**Community of Identity affected:**

Vulnerable:  
statutory  
homeless,

**Summary of impact:**

General impact will be to ensure customers can access services which meet their individual needs

|  |   |                          |
|--|---|--------------------------|
| impact   | disabled, older people, rough sleepers, people with mental health issues, young people, BME communities |                          |
| <b>5. Date CIA completed 28/8/15</b>   |   |                          |
| <b>6. Signed off by:</b>   |   |                          |
| <p><b>7. I am satisfied that this service/policy/function has been successfully impact assessed.</b></p> <p><b>Name:</b></p> <p><b>Position:</b></p> <p><b>Date:</b></p>   |   |                          |
| <b>8. Decision-making body:</b>  | <b>Date:</b>  | <b>Decision Details:</b> |
| <p><b>Send the completed signed off document to <a href="mailto:ciasubmission@york.gov.uk">ciasubmission@york.gov.uk</a> It will be published on the intranet, as well as on the council website.</b></p> <p><b>Actions arising from the Assessments will be logged on Verto and progress updates will be required</b></p> |   |                          |

## Community Impact Assessment (CIA)

**Community Impact Assessment  
Title:**

**Homeless Strategy Action Plan update**

What evidence is available to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? For example: **improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

### Community of Identity: Age

| Evidence   | Quality of Life Indicators   | Customer Impact<br>(N/P/None)               | Staff Impact<br>(N/P/None)                                  |
|--|--|---|---|
| <p>Homeless services are available to all independent adults 16+ (i.e. end of school year).</p> <p>We employ 2 youth homeless workers (16 and 17) (to fulfil duties under Children Act 1989 and Housing Act 1996)</p> <p>There are a number of older people access services and we currently employ an older persons housing specialist (2 year pilot)</p> | <p>Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.</p> | <p><b>Positive is actions completed</b></p> | <p><b>Negative, possible cessation of pilot project</b></p> |

| Details of Impact   | Can negative impacts be justified? | Reason/Action  | Lead Officer     | Completion Date |
|---|------------------------------------|--|------------------|-----------------|
| Impact of homelessness on older people may involve joint working with Adult Social care | Y                                  | Both services adhere to statutory responsibilities. <i>Intention of action plan is to improve joint working. Individual work / referral / case conference / safeguarding. Action point 4.1.3 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.</i> | Rachel Duckworth | April 17        |
| Failure to refund Older persons housing worker  | Y                                  | This is an additional service but action plan 2.1.18 <i>To look to refund / embed post of Older Persons Housing Specialist (NEW)</i>   | Louise Waltham   | April 16        |
| Young people rough sleeping   | Y                                  | Access to accommodation is available to all but further actions are set out in the updated action plan   |                  |                 |

### Community of Identity: Carers of Older or Disabled People

| Evidence          |   | Quality of Life Indicators | Customer Impact<br>(N/P/None) | Staff Impact<br>(N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/A               |   |                            |                               |                            |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action              | Lead Officer                  | Completion Date            |
|                   |   |                            |                               |                            |

### Community of Identity: Disability

| Evidence  | Quality of Life Indicators  | Customer Impact<br>(N/P/None) | Staff Impact<br>(N/P/None) |
|---|---|-------------------------------|----------------------------|
| A number of customers approaching service have disabilities | Standard of living<br>Identity, expression and self respect<br>Health<br>Productive and valued activities | <b>N</b>                      | <b>None</b>                |

| <b>Details of Impact</b>  | <b><i>Can negative impacts be justified?</i></b> | <b>Reason/Action</b>   | <b>Lead Officer</b> | <b>Completion Date</b> |
|---|--|--|---------------------|------------------------|
| A customer with a disability may lose accommodation adapted to their needs.   | Y  | <b>Prevention action taken wherever possible.</b>                                      | <b>Judi Dove</b>    | Ongoing                |
| A customer with a disability may find it harder to find alternative accommodation.  | Y  | <b>Housing Options advice given, work with Housing Standards and Adaptations, OY's</b> | <b>Judi Dove</b>    | Ongoing                |
| Suitable temporary / hostel accommodation may not be available in an emergency situation  | <b>N/A positive</b>                              | <b>Reprovision of Ordnance Lane</b>  | <b>Andy Kerr</b>    | April 17               |
| Where a 'short term disability' occurs (e.g. broken legs) there may be no suitable accommodation to facilitate a hospital discharge | Y  | Use of temporary accommodation as interim duty   | Judi Dove           | Ongoing                |

## Community of Identity: Gender

| Evidence                       | Quality of Life Indicators  | Customer Impact<br>(N/P/None) | Staff Impact<br>(N/P/None) |
|--------------------------------|---|-------------------------------|----------------------------|
| A number of women use services | <p>Physical security, including freedom from violence and physical and sexual abuse.</p> <p>Individual, family and social life, including self-development, having independence and equality in relationships and marriage</p> <p>Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.</p> <p>Identity, expression and self-respect, including freedom of belief and religion.</p> | <b>Negative</b>               | <b>None</b>                |

| <b>Details of Impact</b>                                     | <b>Can negative impacts be justified?</b>  | <b>Reason/Action</b>  | <b>Lead Officer</b>      | <b>Completion Date</b> |
|--|--|---|--------------------------|------------------------|
| Need for specialist accommodation for women fleeing violence | <b>N</b><br><b>Refuge will be retained</b> | <b>Ongoing commitment to IDAS but need to seek long term funding to maintain 24 hour service</b>                      | <b>Sarah Hill (IDAS)</b> | April 17               |
| Some women may be vulnerable in mixed hostels                | Y  | Currently a pilot YACRO women's hostel but if unsustainable responsibility of exiting project to manage mixed hostels | Carl Wain                | Oct 16                 |

### **Community of Identity: Gender Reassignment**

| <b>Evidence</b>     | <b>Quality of Life Indicators</b>  | <b>Customer Impact (N/P/None)</b> | <b>Staff Impact (N/P/None)</b> |
|---------------------|--|-----------------------------------|--------------------------------|
| Occasional customer | Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.<br><br>Physical security, including freedom from violence and physical and sexual abuse. | <b>None</b>                       | <b>None</b>                    |



|  |  | Identity, expression and self-respect, including freedom of belief and religion.                    |                     |                        |
|--|--|---|---------------------|------------------------|
| <b>Details of Impact</b>                 | <b><i>Can negative impacts be justified?</i></b> | <b>Reason/Action</b>  | <b>Lead Officer</b> | <b>Completion Date</b> |
| Possible vulnerability if rough sleeping | Y  | <b>Advice given to prevent rough sleeping. No further action required</b>                           | N/A                 |                        |
| Possible targeting if in hostels         | Y  | Responsibility of hostels to manage any targeting. Anti bullying / discrimination policies in place | N/A                 |                        |

**Community of Identity: Marriage & Civil Partnership**

| <b>Evidence</b> | <b>Quality of Life Indicators</b> | <b>Customer Impact (N/P/None)</b> | <b>Staff Impact (N/P/None)</b> |
|-----------------|-----------------------------------|-----------------------------------|--------------------------------|
|                 |                                   | None                              | None                           |

| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
|-------------------|---|---------------|--------------|-----------------|
|                   |   |               |              |                 |

**Community of Identity: Pregnancy / Maternity**

| Evidence | Quality of Life Indicators   | Customer Impact<br>(N/P/None) | Staff Impact<br>(N/P/None) |
|----------|--|-------------------------------|----------------------------|
|          | <ul style="list-style-type: none"> <li><input type="checkbox"/> Longevity, including avoiding premature mortality.</li> <li><input type="checkbox"/> Health, including both well-being and access to high quality healthcare.</li> <li><input type="checkbox"/> Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.</li> <li><input type="checkbox"/> Individual, family and social life, including self-development, having independence and equality in relationships and marriage.</li> </ul> | <b>N</b>                      | <b>None</b>                |

| Details of Impact  | <i>Can negative impacts be justified?</i> | Reason/Action   | Lead Officer | Completion Date |
|--|---|---|--------------|-----------------|
| If a birth was imminent action to vacate premises could be detrimental to the health and well being of the child and parent. | Y   | All customers would be assessed on a case by case basis.<br>Action may be delayed or depending on the severity the customer may be moved to alternative premises. | N/A          |                 |

**Community of Identity: Race**

| Evidence          | Quality of Life Indicators  | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------|
| Ethnic monitoring | <input type="checkbox"/> <input type="checkbox"/> Physical security, including freedom from violence and physical and sexual abuse.<br><input type="checkbox"/> <input type="checkbox"/> Health, including both well-being and access to high quality healthcare.<br><input type="checkbox"/> <input type="checkbox"/> Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.<br><input type="checkbox"/> <input type="checkbox"/> Individual, family and social life, | <b>N</b>                   | <b>None</b>             |

|   |   | including self-development, having independence and equality in relationships and marriage.<br><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Identity, expression and self-respect, including freedom of belief and religion.<br><input type="checkbox"/> <input type="checkbox"/> Legal security, including equality and non-discrimination before the law and equal treatment within the criminal justice system. |                     |                        |
|---|---|--|---------------------|------------------------|
| <b>Details of Impact</b>  | <b>Can negative impacts be justified?</b> | <b>Reason/Action</b>   | <b>Lead Officer</b> | <b>Completion Date</b> |
| If English is not the first language customers may not understand the implications of the situation / advice / homeless presentation. | Y   | <b>Language Line is available for staff to use</b><br><b>Interpreter services are available</b>  | N/A                 | ongoing                |
|   | Y   | To review provision of translated leaflets, in conjunction with other LA's   | Becky Ward          | April 18               |

**Community of Identity: Religion / Spirituality / Belief**

| Evidence          |   | Quality of Life Indicators | Customer Impact<br>(N/P/None) | Staff Impact<br>(N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
|                   |   |                            |                               |                            |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action              | Lead Officer                  | Completion Date            |
|                   |   |                            |                               |                            |

**Community of Identity: Sexual Orientation**

| Evidence                             |  | Quality of Life Indicators   | Customer Impact<br>(N/P/None)     | Staff Impact<br>(N/P/None) |
|--------------------------------------|--|--|-----------------------------------|----------------------------|
| Number of customers will be L/G/B/ T |  | <input type="checkbox"/> <input type="checkbox"/> Physical security, including freedom from violence and physical and sexual abuse.<br><input type="checkbox"/> <input type="checkbox"/> Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport. | <b>Negative if not dealt with</b> | <b>None</b>                |

|  |  | <input type="checkbox"/> Individual, family and social life, including self-development, having independence and equality in relationships and marriage.<br><input type="checkbox"/> Identity, expression and self-respect, including freedom of belief and religion.<br><input type="checkbox"/> Legal security, including equality and non-discrimination before the law and equal treatment within the criminal justice system. |                     |                        |
|--|--|--|---------------------|------------------------|
| <b>Details of Impact</b>                 | <b><i>Can negative impacts be justified?</i></b> | <b>Reason/Action</b>   | <b>Lead Officer</b> | <b>Completion Date</b> |
| Possible vulnerability if rough sleeping | Y  | <b>Advice given to prevent rough sleeping. No further action required</b>  | N/A                 |                        |
| Possible targeting if in hostels         | Y  | Responsibility of hostels to manage any targeting, bullying and harassment policies in place   | N/A                 |                        |

## Access to services and employment

- Longevity, including avoiding premature mortality.
- Physical security, including freedom from violence and physical and sexual abuse.
- Health, including both well-being and access to high quality healthcare.
- Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning.
- Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.
- Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others.
- Individual, family and social life, including self-development, having independence and equality in relationships and marriage.
- Participation, influence and voice, including participation in decision-making and democratic life.
- Identity, expression and self-respect, including freedom of belief and religion.
- Legal security, including equality and non-discrimination before the law and equal treatment within the criminal justice system.

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