

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 (Please initial & date for tracking)
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.1	Strategic Aim 1: Objective 1: Develop innovative links with external agencies.			151 homeless acceptances	Max 151 homeless acceptances			
Strategic Aim 1: 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.	Changing Lives (Lead amended)	Kelly Cunningham / Katei Kelly (Community Assest Worker)		01/04/2014 revised April 18	Bronze (4)	Behind Schedule	Comprehensive training for customers in all resettlement projects. Changing Lives have completed client consultations and staff consultations and to commence staff training / delivery by summer 2018. Peer education in 18-23 strategy
Strategic Aim 1: 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	Linda Murphy (Ammended June 16)		01/04/2016 (date amended)	bronze	Completed	All housing teams in regular liaison with the unit, analysis of data currently taking place (July 15), development of Local Area teams (LAT) and early intervention approach. Family support contract in LAT
Strategic Aim 1: 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	Deleted	Purchased Yorkshire Housing Association pack. Series of 3 training courses used in Danesgate in Jane 2015. No other take up from schools. Engagement with South Yorkshire Credit Union's initiative on financial awareness in schools through Financial Inclusion Strategy Group. PROPOSE DELETE

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Strategic Aim 1: 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	Linda Murphy (Ammended June 16)		01/04/2017 (date amended)	Bronze	Completed	analysis of data currently taking place (July 15). Development of LAT to tackle early intervention
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.1.5 (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	Salvation Amry	Charlie malarkey (lead adn organisation ammended)		01/10/2018 (date amended)	Silver (2)	On track	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, further work will take place with Homeless Reduction Act under duty to refer (Oct 2198). SPOC in 18-23 strategy
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.1.7 (NEW)	To develop a city wide approach to tackling potential homelessness as a result of new / ongoing welfare reforms (reduction in befit cap, universal credit and HB changes for young people)	Citizens Advice	John Willoughby (Lead ammended)		April-17	Gold (1)	Completed	Ongoing training from CYC, comprehensive welfare benefit advice traning, CAY financial services
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.2	Strategic Aim 1: Objective 2: To provide support and diversionary activities to street drinkers.			June 2012: 8 street drinkers	Rough sleeping target is 2 by 2018			

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Strategic Aim 1: 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)		01/10/2016 (date amended)	Gold	Completed	Targeted outreach work with the police and environmental services. 6 stage process in place (begging and street drinking). NY Police research (YACRO), donate text and publicity
Strategic Aim 1: 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	Nicky Gladstone / Paul Morrison / Eileen Ronan (ammended June 16)		01/04/2017 date amended	Gold (2)	On track	In principle agreement to expand Carecent, Carecent in discussion with architects. Expansion to afternoon activities. Additional provision of shower / laundry facilities at Salvation Army Drop in @ Peasholme. Initial work completed, to consider carrying over to 2018-23 strategy
Strategic Aim 1: 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	Completed	YOT providing training for Howe Hill on restorative justice, CRC facilitated referral process to remdi
Strategic Aim 1: 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	CYC	Jane Harkness (lead ammended)		Apr-18	Silver (4)	Completed	Peasholme trainer provides targeted work with rough sleepers via Salvation Army. To carry over and incorporate into Homeless Reduction Act 2017
Strategic Aim 1: 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	Changing Lives (Lead amended)	Tony Shepherd		Apr-17	Bronze	Completed	Robinson Court now accommodates young people, has a Pysologlicly Informed approach. Ongoign work devlieved through pre-access, tenacy / YEW sessions.

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Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.3	Strategic Aim 1: Objective 3: 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			
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.3.2 (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 (2)	Deleted	Raised at board but York Pathways Together cannot work with 16 and 17 year olds..
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1	Strategic Aim 2: Objective 1: To ensure people have timely access housing advice and prevention services.			993 homeless presentations	Max 993 homeless presentations			
Strategic Aim 2: 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 (lead amended)		01/04/2016 (date amended)	silver	Completed	completed for gold standard Dec 2015
Strategic Aim 2: 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	Completed	Final draft completed August 2015 including reference to Mental Health and Wellbeing Handbook (Healthwatch York). Completed, available for download and published leaflet

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Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.18 (NEW)	To look to refund / embed post of Older Persons Housing Specialist (NEW)	CYC Housing	Louise Waltham		Apr-16	gold (1)	Completed	ASC will fund from October 2017
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.19 (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	Completed	Leaflets and website updated for Gold Standard, Housing Overview training and information
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.20 (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	Completed	Meeting with resettlement services (SAP), CRC briefing, development of Through the Gate (P3), new HO leaflet. Meeting 13/9/16 re-iterated process.
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.21 (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	Completed	HO and RS prevention toolkit. Rough sleeping still remains an issue and needs to be considered in 2018-23 strategy
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.22 (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	On track	Housing overview training established. Improved website, further work will take place with Homeless Reduction Act under duty to refer (Oct 2198) . Carry over

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Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.23 (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	Completed	IHMS in place. Access to money advice. Pre tenancy advice for homeless customers in place, upfront advice in Housing Registrations, -SYCU arrangement/accounts in place from beginning of March 17, revised welcome pack for new tenants Spring 2017
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1.24 (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 (4)	Deleted	Not required as comprehensive suite of leaflets that can be translated via https://www.york.gov.uk/info/20148/equality_and_diversity/930/interpreting_and_translation , improved technology (ipad and translation services) and Homeless Reduction Act (personal housing plans). Propose to delete
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.2	Strategic Aim 2: Objective 2: Prepare for and minimise effect of changes to Welfare Benefit Housing Benefit / Local Housing Allowance.			151 homeless acceptances	Max 151 homeless acceptances			
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.2.8 (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	Completed	Welfare reform updates are provided at the quarterly Strategy Meetings and also e-mailed to the lead Becky Ward for dissemination in between meetings. Ongoing training re welfare benefits

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Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.3	Strategic Aim 2: Objective 3: To provide a safe and effective Housing Options / Registration service from West Offices.				Fully operational by September 2013			
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.3.3 (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: Work with DWP to raise awareness of homelessness and the issues affecting people who are homeless to mitigate effects on those vulnerable customers. To explore viability of offering housing appointments / advice from Job Centre location	DWP	Sara Farrar		Joint agreement and training in place April 2016 (date amended)	silver	Completed	Information about projects provided to DWP to enable accurate assessments / prevent sanctions. Syrian refugee resettlement new claim appointments for HB and LCTR undertaken in the Jobcentre alongside new claims for DWP benefits. DWP staff provided with regular updates on conditionality easements for the homeless and domestic violence. DWP staff also provided with information on support offered and case manager contacts at each hostel/supported housing in the city. TRAINING AND LEAFLET COMPLETED
Strategic Aim 2: 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 (lead amended)		Joint agreement and training in place April 2017 (date amended)	silver	Completed	General employability work done in hostels. Cross training bewtwewen DWP / Housng completed. Good links. UC has changed forus and provides personal support.
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.4	Strategic Aim 2: Objective 4: To ensure emergency beds are available for those at risk of rough sleeping.			2012 submission: 8	To reduce rough sleeping to 2 by 2018			

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Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.4.3 (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	Completed	Completed Feb 2016
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.4.4 (NEW)	To review Nightstop service in light of NSNO and reduction in Youth Homelessness	CYC Housing	Becky Ward		April-16	Gold	Completed	Multi-agency meeting agreed value of Nightstop - to secure funding
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.5	Strategic Aim 2: Objective 5: To ensure customers are central to all housing work.				Customer engagement policy & programme by April 2016			
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.5.2 (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 (amended lead)		Recommendations by March 2016 (amended date)	Bronze (4)	Yet to start	meeting 17/10/16. Customer involvement in 18-23 strategy

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Strategic Aim 2: 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	Claire Woodhead		April-16	Bronze	Completed	Historically Supporting People facilitated user group but this has since ceased due to end of SP. Incorporated into Housing Related Support Tender as contact requirement. To explore developing further an external / internal group / menu of involved activities
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.6	Strategic Aim 2: Objective 6: To advise customers of changes to NYHC policy.			3972 on NYHC	To reduce and maintain NYHC below 2000 to manage supply / demand			
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.6.3 (NEW)	To complete systems review of Housing Registrations and implement relevant service and policy changes	CYC Strategy	Paul McCabe		April-17	Gold	Completed	Feb 16. Service review in progress, 'quick wins' implemented. Proposals considered at Scrutiny (June 16), Exec Oct 16. Agreed (ongoing work will continue)
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	3.1	Strategic Aim 3: Objective 1: Increase the supply of affordable housing and maximise the use of existing housing stock.				Affordable homes increased by 750 by 2018			
Strategic Aim 3: 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 (1)	On track	Initial investigations indicate logistical and legal problems with issuing secure tenancies to HMO occupants. May need to be considered as part of Yorhome portfolio. Single Room Rent in social housing withdrawn so not imperative but would increase housing stock. propse to carry over

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Strategic Aim 3: 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 (1)	On track	Initial investigations indicate logistical and legal problems with issuing secure tenancies to HMO occupants. Single Room Rent in social housing withdrawn so not imperative but would increase housing stock. propose to carry over
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.10 (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 (1)	On track	Housing First agreed Feb 16. Housing and Planning Act enacted May 2016 to provide framework. Restructure due for Landlord Services May 2017 to implement housing plus (Frontline) approach. Housing and Planning Act implications to be worked through on tenancies e.g. Fixed Term (consultation due shortly); Tenancy Strategy and Tenancy Policy to be updated Spring/Summer 2017. Propose carry over
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.11 (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	Completed	Development of Glen Lodge - dementia friendly scheme. Development of 'Best Interest and Mental Capacity' assessment (June 16)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.12 (NEW)	Rebrand 'Sheltered' schemes and SHEC provision	CYC Housing	Louie Waltham		April-18	Bronze	Completed	Glen Lodge planning for SHEC / dementia friendly unit. Renew SHEC allocation policy with ASC

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Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.13 (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 (2)	On track	Proposal for resource to take this forward to be explored as part of the restructuring of housing services. Likely to form remit of the 'Change Manager' post after May 17. Propose carry over
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.14 (NEW)	to consider re-review NYHC	CYC Housing	Tom Brittain (via NYHC Board)		April-18	Bronze (2)	On track	Business plan. Housing Registrations service review completed. In principle agreement July 2016. Commitment to NYHC for 2 years to prepare IT and final decision. Statutory consultation March / April 2018. Report to exec summer 2018
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.1.15 (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 (1)	Completed	Responded to national consultation and lobbying. Some national changes resulted. No further action.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2	Strategic Aim 3: Objective 2: To increase use of private rented sector to provide accommodation for those in housing need.			YorHome properties: 75 Bond Guarantees: 60	YorHome: Increase to 150 by 2015. PRS: Increase access			

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Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.1 (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	Completed	To retain YorHome, expanded remit to include Refugee contract and affordable tenancies.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.3 (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 (2)	Completed	Change to Spend to Save and Personalisation budget proposed to link to Homeless Reduction Act 2017. PRS worker for rough sleepers (1 year)
Strategic Aim 3: 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	Completed	Reviewed voluntary accreditation scheme in February 2015 and as part of Private Sector Housing Strategy in June 2016. Agreed to continue with existing scheme whilst we await the outcome of the Government consultation on extending HMO licensing to include smaller HMOs.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.10 (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 (2)	Behind Schedule	Draft paper Sept 2016. Carry over

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Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.12 (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	Completed	Mental Health in Housing and Mental Capacity Act training -for frontline staff to be delivered Summer 2017, Housing and planning act has changed succession and guidance is being developed (case law will clarify issues as it is developed). Fact Sheet available on current position. To be reviewed as part of Tenancy Strategy update.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.13 (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	Completed	Revised the website which now contains updated information about the PRS for tenants and landlords/letting agents. Introduction of new licensing condition requiring all licence holders to attend a recognised training course/ Range of other training courses available to landlords/agents and others working in the sector
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.14 (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	Completed	New working procedure agreed with Housing Options including letters

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Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.2.15 (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	Completed	As 3.2.13
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3	Strategic Aim 3: Objective 3: Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.			Temporary accommodation on Dec 12 : 99	Not exceeding 99			
Strategic Aim 3: 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	Paul Landais-Stamp (ammended June 16)		Oct 16 (amended)	Gold (1)	On track	Purchase of James House. Planning permission obtained, tender process completed. Provisional completion date summer 2019. Carry over
Strategic Aim 3: 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 (1)	Deleted	There has not been a particular formal plan around this but focussed work on rents and arrears management and ASB and support with bidding for properties on CBL. Statutory duty will change 1/4/18 in line with Homeless Redction Act

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Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3.8 (NEW)	To explore need and options for older people with multiple needs	CYC Housing	Louise Waltham		April-17	Silver (4)	Completed	Worked to more joined up working. Development of Glen Lodge - dementia freindly scheme. Development of 'Best Interest and Mental Capacity' assessment (June 16), SHEC placement panel, Housing First. Specific piece of work be completed. Older persons worker redesignated to Specialist Housing Adviser (frail elderly and complex health)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3.9 (NEW)	to explore and utilise any opportunity for capital investment at Robinson Court / YACRO move on houses	York HA	Kate Spencer		April-18	Silver	Behind Schedule	In light of changes to support contracts carry over to 18-23 strategy
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3.10 (NEW)	To explore option to expand / upgrade Scarcroft Project in light of Housing Related Support re-tender	York HA	Kate Spencer		April-18	Silver	Behind Schedule	In light of changes to support contracts carry over to 18-23 strategy
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3.11 (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	Completed	Use of B&B significantly decreased due to use of NSNO/ crashpad and planned moved. No report required
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.4	Strategic Aim 3: Objective 4: Ensure appropriate temporary / supported housing to minimise use of B&B.				Under 17s in B&B: 0 B&B over 6 weeks: 0			

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 3: 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 (lead amended)		01/12/2017 (date amended)	Silver (4)	Behind Schedule	Review availability of accommodation , no perpetrator programme. CRC may be able to provide / adapt Building Better Relationships. Pilot perpetrator programme currently being delivered by IDAS/ CRC. Carry over to 18-23 strategy
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.5	Strategic Aim 3: Objective 5: Increase the use of housing association (RSL) lets for homeless and potentially homeless households.				RSL lets: Minimum 25% by 2008/9.			
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6	Strategic Aim 3: Objective 6: Ensure access to specialist accommodation.				Supported housing for SAP referrals			
Strategic Aim 3: 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	Completed	Therapeutic Community established as part of PD Network.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.5 (NEW)	To explore options for hostels for families that have complex needs / intentionally homeless. Report to HMT.	CYC Housing	Kate Grandfield		April-17	silver (4)	Behind Schedule	Needs currently being made through YorHome and into private sector . Looking to develop FIP tenancies. To carry over into 2018-23 and look at fixed term tenacies. No report necessary

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.6 (NEW)	To have a 'tool kit' of alternative housing support and options for young people with complex needs / rough sleepers (links 1.2.2)	CYC Children's Social care	Judy Kent (Ammended June 16)		April-18	silver	Completed	Generic toolkit prompt produced
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.7 (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)	Carl Wain		October-16	gold	On track	Completed	Tender / procurement process to start June 2016 on a co-design basis which will enable the provider to determine the suitable quantity of accommodation to meet the needs of the customers. As part of the move towards greater community based service delivery it is recommended that the successful provider is the lead contact for this one.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.8 (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	Completed	Repositioning of role of Peasholme Centre 2015. Staff consultation re LL services started, resettlement review started Dec 16. New Adult Community Wellbeing contract in place 1/2/17 and working through implications. Flow chart / training completed
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.9 (NEW)	Review success of IDAS 24 hour service and if value for money look to secure ongoing funding	IDAS	Sarah Hill		April-17	silver	Completed	Meeting Feb 2016. Agreed no demand for 24 hour staff accommodation but need to continue 24 hour helpline. Agreed to use underspend to continue this. IDAS to secure long term funding
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.10 (NEW)	Carry out review of Young Parent facility and adapt / confirm project role and process. Report HMT	CYC Housing	Tim Carroll		April-16	silver (4)	Behind Schedule	Survey designed Sept 2016, project to be completed by Team leader by 1/5/17. Carry over 18-23 strategy

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.6.11 (NEW)	Work with Restore to increase provision in the city and if possible include YP / LD groups	Restore	Barrie Stephenson		April-17	silver	Completed	2 new houses opening Autum 2016, incorporated into resettlement category to take those with CYC recognised housing need (though can still take others)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.7	Strategic Aim 3: Objective 7: Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / general supported housing.			Baseline figures 14 October 2012	Reduce by 50% by March 2015.			
Strategic Aim 3: 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. (links to 4.3.2)	CYC Housing	Chris Weekes		April-18	gold (1)	Completed	Task and finish group established Aug 16 looking at issue. Ongoing CYC mental health review, work to be continued outside HL strategy
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.7.3 (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 - CYC Housing / TEWV		01/04/2016 (date amended)	silver	Completed	Agreed process with Peppermill Court. Need to consider long term needs and resources - propose carry over into 2018-23 strategy
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.7.4 (NEW)	To explore option to provide specialist support (mental health) in hostels	CYC Housing	Becky Ward		April-17	silver (1)	Completed	Pilot scheme agreed until March 2018. no long term funding available. Pilot ended
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.8	Strategic Aim 3: Objective 8: Implement NSNO and tackle entrenched rough sleeping.			2012 submission: 8	Reduce to 2 by 2018			

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.8.4 (NEW)	To consider expansion to mental health short stay beds and Sheltered respite beds to provide emergency provision (wording amended due to incorrect terminology and implications)	CYC Housing	Louise Waltham		June-16	silver	Completed	3 beds developed in Sheltered (Marjorie Waite Court, Alex Lyons House and City Mills) for respite, decants and emergency use as appropriate as part of exit strategy. 22 The Avenue working with HL services to provide accommodation for emergency homeless in short stay beds
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.8.5 (NEW)	To look to refund and embed MEAM project into resettlement services	Arc Light	Kelly Cunningham (Amended April 18)		December-16	gold (1)	Completed	Short term funding provided by HL prevention grant. Long term funding agreed via ACW contract
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.9	Strategic Aim 3: Objective 9: Review the provision and need for specialist services for women (include women's centre).							
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.9.2 (NEW)	Evaluate Women's hostel and consider retention(part of Housing Related Support review) See 3.6.7	Carl Wain			April-16	gold	Completed	Incorporated into HRS tender
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.1	Strategic Aim 4: Objective 1: 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			

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	4.1.2 (Amended)	Agree service level agreements between drug services and hostels and floating support schemes	DAAT	Leigh Bell		01/04/2016 (date amended)	Silver (2)	Behind Schedule	New contracts, SLA in place review in 18-23 strategy
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	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	Ashley Preston (name amended)		April 2017 (date amended)	Silver (2)	Behind Schedule	Important in light of Harrogate serious case review, memeting to discuss complex cases (Aug 17) carry over to 18-23 strategy
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.1.6	Explore viability of single point of contact / helpline for landlords.	CYC Housing	Ruth Abbott		01/04/2017 (date amended)	bronze	Completed	Single telephone number 01904 552300 and email address housing.standards@york.gov.uk available for landlords/agents to contact housing standards
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	4.2	Strategic Aim 4: Objective 2: 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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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.2.5 (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 (Name amended)		01/04/2016 (Date amended)	gold (2)	Completed	Service is now geared to proactive work to prevent homelessness. Restructure to Housing Management Officers with wider remit, allowing for more intensive work with the most vulnerable tenants, increased advice sessions, etc. Aware of Laduty under HOmeless Reduction Act to prevent homelessness
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	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	Lindsey Cann		01/12/2016 (Date amended)	Silver (2)	Completed	Support services streamlined (ACW contract) and SAP refined. Training and information available
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.2.8	Establish a formal system to monitor / analyse failed tenancies and abandonments.	CYC Housing	Denis Southall (Name amended)		Report to Youth Homeless strategy group Dec 2015 (date amended)	silver (3)	Deleted	Need to analyse statistics and outcomes. Current system info is incomplete. CYC new IT system will support this kind of analysis in the medium/long-term. Homeless Reduction Act Hcllc stats will be more comprehensive

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	4.2.9 (NEW)	Explore establishment of intensive housing management	CYC Housing	Denis Southall		April-17	gold	Completed	Contract with YHA agreed (Oct 2015). IHMS in place and providing a valuable service to customers. Currently exploring how service can continue (and possibly grow) as can not rely on
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.3	Strategic Aim 4: Objective 3: 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/no discharge plan at Feb 2013: 35 people	Improve access to appropriate services and / or supported accommodation for people with mental health issues.			
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.3.2 (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	Chris Weeks (lead amended)		April-16	gold (1)	Deleted	A decision was taken in Sept 2016 to merge the mental health accommodation review with the work that had been going on in relation to complex customers/those with multiple need, so as to ensure a coherent city wide approach to supported housing. The project group is looking to develop a housing pathway for people with mental-ill-health that supports recovery regardless of diagnosis or other needs, and supports people to learn/re-learn the skills to sustain a tenancy and be a participating member of their community. The project group has reps from the CCG, CYC, TEWV, and YHA. Draft report completed April 2017. Remove from HL strategy

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.3.3	To ensure services adapt to meet needs of complex customer groups - addressing mental health issues, offending, abuse.	Chnaging Lives (ammended)	Kelly Cunningham		01/04/2017 (date amended)	silver (4)	Completed	New Adult Community Wellbeing, combines all customer groups and contract offers alterntive models of working, using Psychologically Informed Environment
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.3.4	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)	CYC Housing	Tim Carroll, supported by Rebecca West (lead amended)		01/04/2017 (date amended)	silver (2)	On track	MH service have developed a single point of access that includes crisis work. Good working links established and embedded in operational service delivery with front line workers AOT, CMHT, and HL mental health team (pilot now ended but reflective practice agreed). Currently any protocols around joint working are unachievable as TEWV have been unable to offer time to meet and develop these areas
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	4.4	Strategic Aim 4: Objective 4: Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.				To monitor & profile access to services via SAP, HL statistics and SP			
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent	4.4.2	Amend approach to support for some people who need targeted / assertive 'handholding' to get people to services.	Carl Wain			April-15	silver	Completed	Model split by support and IHM.

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.4.8 (NEW)	To approach BME groups including Gypsy and Travellers to provide information and improve awareness on housing and advice services (with provider rep)	CYC Housing	Kate Grandfield (lead amended)		01/04/2016 Date am emended	bronze	Deleted	General requirement of Homeless Reduction Act 2017
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.4.9 (NEW)	To utilise research e.g. the BRE research evidence base– identifying the impact of health on residents – to prevent homelessness and the SHMA to identify whether we can improve access to the private rented sector	CYC Housing	Ruth Abbott		Ap-16	bronze	Completed	Research completed and revised Private Sector Strategy agreed at Executive on the 30th June. Now looking regional evidence base to determine whether there are regional actions which can be taken. . Fuel Poverty bid submitted and successful which provides funding for to improve PRS properties in fuel poor areas. Continue to look at other work where we can work together regionally
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.	5.1	Strategic Aim 5: Objective 1: 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.			

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness	5.1.1 (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 (2)	Completed	Megan Rule attends HSMT for briefing and provided social media and press releases regularly.
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.	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 (2)	Behind Schedule	Strategic discussion re york central / delivery of affordable homes (Housing White Paper). Carry over 18-23 strategy
Strategic Aim 5: 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 (2)	Deleted	Not started carry over to 2018-23 in line with Homeless Reduction Act 2017
Strategic Aim 5: 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	Completed	Passed peer assessment April 2015, Sept 2015 Bronze standard, Silver standard April 2016. August 2016 all challenges submitted, Gold standard achieved Dec 2017
Strategic Aim 5: 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	Completed	submissions made by CYC / partners to various consultations

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.2	Strategic Aim 5: Objective 2: A greater role for a wider set of agencies in tackling homelessness and a greater use of shared protocols and agreed principles for joint working.				100% of relevant agencies sign up to and adhere to relevant protocols and strategies			
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of 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)		01/12/2016 (date amended)	gold	Completed	Info sharing being reviewed 2015. Sign off June 2016
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of 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	Completed	Multi-agency training programme agreed June 2016.
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of 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.	Changing Lives	Kelly Cunningham		Protocol in place by Apr 16 (date amended)	silver (2)	Behind Schedule	System in place for older people and rough sleepers (Bed a Head), Duty to Refer Homeless Reduction Act 2018. carry over

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.2.6 (NEW)	Develop links / improve engagement with public / 'goodwill groups' on issues to benefit homelessness, eg awareness, fundraising, response to begging etc	Restore	Barrie Stephenson		April-17	silver	Completed	HL improved links with goodwill groups, pilot attendance at HL forum, attendance at training / consultation.
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.2.7 (NEW)	Explore option of 'Fast Track' housing benefit applications	CYC Revenue	Nicky Welch		April-17	silver	Completed	Already existed
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.3	Strategic Aim 5: Objective 3: Increased sharing of information between agencies and more joint training to promote wider understanding of homelessness and its prevention.				Relevant protocols in place Sept 2014			
Strategic Aim 5: 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. (amended)	CYC Housing (amended lead)	Calum Scholey (amended lead)		01/12/2016 (amended date)	gold	Completed	Consent to share completed, risk assessments in place
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.4	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				Framework for customer consultation / insight by 2008/9. BME households aware of services & how to access			
Strategic Aim 5: 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 (4)	Yet to start	carry over 18-23 strategy

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Strategic Aim	Ref	Objectives	Lead	Lead contact	2011/12 Baseline	Target/date	Priority	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.5	Strategic Aim 5: Objective 5: Improve cross boundary / agency working. To enable increased mobility							
Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to	5.5.10 (NEW)	Review homeless Strategy	CYC Housing	Becky Ward		July-18	gold (2)	Completed	Report and strategy due summer 2018
		* 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 (Please initial & date for tracking)
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.1	Strategic Aim 1: Objective 1: Develop innovative links with external agencies.	To reduce homelessness and familiar cycle of homelessness.			151 homeless acceptances	Max 151 homeless acceptances		
Strategic Aim 1: 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)
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.3	Strategic Aim 1: Objective 3: To reduce youth homelessness / re-offending rates.					To reduce youth offending by xxx		
Strategic Aim 1: Deliver and develop early intervention strategies to tackle predicted trends in homelessness.	1.3.1	To explore restorative justice mechanism for young people and how they can be embedded into service delivery and demonstrate reduction in repeat offending		YOT	Angela Crossland		Apr-15	Completed	YOT training sessions on youth justice and restorative measures have been completed. The PSI service also include regular support sessions for young people at HH4YP

<p>Strategic Aim 2: 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>Strategic Aim 2: Objective 1: 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>Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p>	<p>2.1.1</p>	<p>To embed 'triage' service for those customers who are accepted on to (but waiting for) housing floating support to services or have recently left floating support services to ensure that those at risk of homelessness do not loose their homes. To determine whether this approach has improved prevention</p>		<p>Supporting People</p>	<p>Carl Wain</p>		<p>April-14</p>	<p>Completed</p>	
<p>Strategic Aim 2: 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>Completed</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>

<p>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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 & 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>

<p>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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

<p>Strategic Aim 2: 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>Completed</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>Strategic Aim 2: 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>Completed</p>	
<p>Strategic Aim 2: 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>Completed</p>	
<p>Strategic Aim 2: 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>Completed</p>	<p>Older person housing options worker started. Need evaluation and seek further funding</p>

<p>Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p>	<p>2.2</p>	<p>Strategic Aim 2: Objective 2: Prepare for and minimise effect of changes to Welfare Benefit Housing Benefit / Local Housing Allowance.</p>				<p>151 homeless acceptances</p>	<p>Max 151 homeless acceptances</p>		
<p>Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p>	<p>2.2.1</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>Completed</p>	<p>A stand alone project which targeted specific individuals.</p>
<p>Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p>	<p>2.2.2</p>	<p>Inform landlords of Welfare Benefit changes.</p>		<p>CYC Housing</p>	<p>Ruth Abbott - CYC Housing</p>		<p>April-14</p>	<p>Completed</p>	<p>Advised via HB and landlord forums</p>
<p>Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.</p>	<p>2.2.3</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>Completed</p>	

<p>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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.

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

<p>Strategic Aim 2: 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>Strategic Aim 2: Objective 4: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: Objective 5: To ensure customers are central to all housing work.</p>					<p>Customer engagement policy & programme by April 2016</p>		

<p>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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	

<p>Strategic Aim 2: 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>Strategic Aim 2: Objective 6: To advise customers of changes to NYHC policy.</p>							
<p>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 2: 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>Strategic Aim 3: Objective 1: Increase the supply of affordable housing and maximise the use of existing housing stock.</p>	<p>256 affordable homes over past 3 years (2005/6 to 2007/8).</p>				<p>Affordable homes increased by 750 by 2018</p>		

<p>Strategic Aim 3: 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. 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>Strategic Aim 3: 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>Strategic Aim 3: 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>Strategic Aim 3: 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>Strategic Aim 3: 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'

<p>Strategic Aim 3: 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>Strategic Aim 3: 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>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	3.2	<p>Strategic Aim 3: Objective 2: To increase use of private rented sector to provide accommodation for those in housing need.</p>	13 private lets arranged through the Prevention team in 2007/8 but no qualifying offers.			YorHome properties: 75 Bond Guarantees: 60	YorHome: Increase to 150 by 2015. PRS: Increase access		
<p>Strategic Aim 3: 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>Strategic Aim 3: 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	

<p>Strategic Aim 3: 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	Completed	Ryedale report
<p>Strategic Aim 3: 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	Completed	Salvation Army PRS post working with single homeless
<p>Strategic Aim 3: 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 ensures customers 'tenancy ready' including targeted support, tenancy training, production DVD about rights etc, money advice etc.		CAB	Denis Southall	December-14	Completed	CYC tenancy training updated April 2015. All support projects have tenancy training for customers
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	3.3	Strategic Aim 3: Objective 3: Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.	209 households in temporary accommodation in 2007/08.			Temporary accommodation Dec 12 : 99	Not exceeding 99	
<p>Strategic Aim 3: 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	Completed	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

Strategic Aim 3: 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	Completed	some improvement work done in March\April at ordinance lane. Long term solution is to reprovod temporary accommodation
Strategic Aim 3: 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	Completed	Homelessness and use of temp accommodation continues to decrease. at March 2014 79 applicant were any temporary accommodation, 65 31/3/15
Strategic Aim 3: 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	Completed	New lease in place and agreement to work with customers outside 16-25 age group if required. .
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.4	Strategic Aim 3: Objective 4: Ensure appropriate temporary / supported housing to minimise use of B&B.	10 households in B&B at 31 March 2008.				Under 17s in B&B: 0 B&B over 6 weeks: 0		
Strategic Aim 3: 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	Completed	Tier 1 and 2 done, with ongoing development work been undertaken multiagency. Larger premises has not happened due to cost.

Strategic Aim 3: 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	Completed	
Strategic Aim 3: 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	Completed	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.
Strategic Aim 3: 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	Completed	IDAS have considered this and are able to meet the demand of 16 – 18 yr olds
Strategic Aim 3: 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	Completed	bed a head scheme, crashpads/nsno operating in all hostels under resettlement
Strategic Aim 3: 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	Completed	NSNO re-written to include crashpad.

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

<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	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	
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	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.
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	3.7	<p>Strategic Aim 3: Objective 7: Reduce the number of people with mental illness and complex needs being accommodated in temporary accommodation / general supported</p>	14 people with complex needs coming through homeless route in 2007/8.			Baseline figures 14 October 2012	Reduce by 50% by March 2015.		
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	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
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	3.8	<p>Strategic Aim 3: Objective 8: Implement NSNO and tackle entrenched rough sleeping.</p>	2 people sleeping rough at 31 March 2008.			2012 submission: 8	Reduce to 2 by 2018		

Strategic Aim 3: 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
Strategic Aim 3: 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
Strategic Aim 3: 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
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.9	Strategic Aim 3: Objective 9: Review the provision and need for specialist services for women (include women's centre).							
Strategic Aim 3: 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

<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.</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.

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

<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>	4.3	<p>Strategic Aim 4: Objective 3: Increase the number of people with mental illness and complex needs achieving independent living through the provision of more specialist support.</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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	

<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</p>	<p>4.4</p>	<p>Strategic Aim 4: Objective 4: Ensure support services meet the needs of all groups including those from the black and minority ethnic communities.</p>	<p>Research to be commissioned August 2008 with report findings due Dec 2008.</p>				<p>To monitor & profile access to services via SAP, HL statistics and SP</p>		
<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent</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>Completed</p>	<p>ASB HUB now an integrated service.</p>
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.</p>	<p>5.1</p>	<p>Strategic Aim 5: Objective 1: Strong local authority leadership on the homelessness agenda.</p>	<p>Tackling homelessness and its causes requires the involvement of a wide range of service providers. The local authority can play a key role in articulating local needs and coordinating appropriate responses .</p>			<p>Homelessness Strategy 2008 - 2013 agreed and multi agency Steering Group established.</p>	<p>Support and enable delivery of the agreed strategic aims and objectives by March 2013.</p>		
<p>Strategic Aim 5: 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>Completed</p>	<p>Done recovery model imbedded in working practice and close links with Oaktrees.</p>

<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and</p>	<p>5.2</p>	<p>Strategic Aim 5: Objective 2: A greater role for a wider set of agencies in tackling homelessness and a greater use of shared protocols and agreed principles for joint working.</p>	<p>2 RSL homelessness action plans 2007/8.</p>				<p>Agencies sign up to and adhere to relevant protocols and strategies</p>		
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.</p>	<p>5.2.1</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>Completed</p>	
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.</p>	<p>5.2.3</p>	<p>Review information sharing agreements signed by customers.</p>		<p>CYC Housing</p>	<p>Judi Dove</p>		<p>April-13</p>	<p>Completed</p>	

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

<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.</p>	5.5.9	Review Homeless Strategy Action Plan		CYC Housing	Becky Ward	July-15
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Completed	Planning started, consulation June 2015
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Strategic Aim	Ref	Objectives	Baseline position	Lead	Lead contact	2011/12 Baseline	Target/date	Status	Update/Comments (Please initial & date for tracking)
Strategic Aim 1: Deliver and develop early	1.2	Strategic Aim 1: Objective 2: To provide support	to reduce street drinking			June 2012: 8 street drinkers	Rough sleeping target is 2		
Strategic Aim 1: Deliver and develop early	1.2.4	to address 7 prioritise law enforcement re. begging and rough		Sarah York Partners	Paul Morrison			Deleted	incorporated into 1.2.1
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.1	Strategic Aim 2: Objective 1: To ensure people access housing advice and prevention services as soon as possible.				993 homeless presentations	Max 993 homeless presentations		
Strategic Aim 2: 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	Deleted	AMD to chase with Jo Bielby
Strategic Aim 2: Ensure that people at risk of homelessness are aware of and have access to services they may need to prevent it.	2.5	Strategic Aim 2: Objective 5: To ensure customers are central to all housing work.					Customer engagement policy & programme by April 2016		

<p>Strategic Aim 2: 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	Deleted	This is internal not strategic
<p>Strategic Aim 2: 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	Deleted	See 1.2.2
<p>Strategic Aim 2: 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	Deleted	Young volunteers strategy in city is not in place. Further work at directorate level required on city wide volunteer strategy.
<p>Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.</p>	3.2	Strategic Aim 3: Objective 2: To increase use of private rented sector to provide accommodation for those in housing need.	13 private lets arranged through the Prevention team in 2007/8 but no qualifying offers.			YorHome properties: 75 Bond Guarantees: 60	YorHome: Increase to 150 by 2015. PRS: Increase access		
<p>Strategic Aim 3: 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)	Deleted	See above 3.1.18 – linked to HMO ideas

Strategic Aim 3: 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	Deleted	NYHC changed policy on homeowners, no longer an option.
Strategic Aim 3: Ensure the provision of and fair access to accommodation sufficient to meet identified housing needs.	3.3	Strategic Aim 3: Objective 3: Reduce the use of temporary accommodation whilst improving the standard of temporary / hostel provision where it exists.	209 households in temporary accommodation in 2007/08.			Temporary accommodation on Dec 12 : 99	Not exceeding 99		
Strategic Aim 3: 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	Deleted	pilot at Howe Hill has been successful
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent homelessness.	4.1	Strategic Aim 4: Objective 1: Ensure range of appropriate services and care for vulnerable customers.	No robust data available.		Resettlement Manager				
Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent	4.1.5	Explore viability of 1 emergency on-call system for supported housing.		Adult Commissioning & Contract Team	Carl Wain		September-14	Deleted	Any considerations will be made through any tender decisions for April 2016, although there will be

<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</p>	4.4	<p>Strategic Aim 4: Objective 4: 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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</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>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</p>	4.4.6	ASB categories / consistency and consistent approach with consequences.		Safer York Partnership	Paul Morrison		April-15	Deleted	ASB HUB now an integrated service.
<p>Strategic Aim 4: Ensure that people with housing related support needs have these needs fully assessed and have access to services required to sustain successful independent living and prevent</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	Deleted	Duplicate 4.1.8
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are homeless or at risk of homelessness.</p>	5.1	<p>Strategic Aim 5: Objective 1: Strong local authority leadership on the homelessness agenda.</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.1.6	Review strategy action plan annual and comprehensive refresh.		CYC Housing	Becky Ward (lead amended)		April-15	Deleted	see 5.5.9

<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.2	<p>Strategic Aim 5: Objective 2: A greater role for a wider set of agencies in tackling homelessness and a greater use of shared protocols and agreed principles for joint working.</p>	2 RSL homelessness action plans 2007/8.				Agencies sign up to and adhere to relevant protocols and strategies		
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.3	<p>Strategic Aim 5: Objective 3: 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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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.

<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.3.3	Develop a scorecard to correlate city wide stats		Children's Trust	Judy Kent		April-14	Deleted	
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.4	<p>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.</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</p>	5.5	<p>Strategic Aim 5: Objective 5: Improve cross boundary / agency working. To enable increased mobility</p>	Overall costs of homeless services around £4.4m per annum, around half of which is funded through						
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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	Deleted	St Andrews have now withdrawn from gathering outcome data. Outcome analysis now aligned with
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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	Deleted	Deleted -
<p>Strategic Aim 5: Ensure the effective multi-agency and partnership working occurs across all services to provide appropriate information, accommodation and support to meet the needs of people who are</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)	Deleted	links to 3.4.4
<p>Strategic Aim 5: 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)	Deleted	

Yet to start
On track
Behind Schedule
Stalled
Completed
Deleted
Amended