

City of York Council Homelessness Strategy 2002/5

Action Plan

Key to Customer Groups

BME = Black & Minority Ethnic
DR = Drugs
DV = Domestic Violence
ExO = Ex-Offenders
FWC = Families with Children
MH = Mental Health
MN = Multiple Needs
SH = Single Homeless
STAT = Statutorily Homeless
TP = Teenage Parents
YP = Young People
VP = Vulnerable

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
A	All workers in contact with those at risk of becoming homeless are aware of what support services are available and how to access them, enabling customers to receive appropriate support at an early stage	All	a. Develop and implement an Inter-agency Information Strategy that raises and maintains awareness of available support services	Homelessness Forum / Housing Support Workers Forum / Homelessness Strategy Monitoring Group / NHS Direct / York NHS Walk-In Centre / York PMS pilot project	Aug 03
			b. Assess need and route for delivery of specialist training where appropriate		
	People presenting as homeless, or under the threat of homelessness, are rapidly referred to appropriate support agencies if the causes of their homelessness are more appropriately resolved or supported by those agencies		c. Revise Customer Contracts, information and housing rights resources	Liaison & Development Manager	Oct 02
		All	d. All presentations to be assessed for risk of progression to homelessness through the development of a Risk Assessment Tool for Advice & Information Workers	Advice and Information Workers Other agencies offering homelessness advice Homelessness Prevention Worker	Nov 02
		Stat	e. Home visits to be carried out to all those presenting as homeless/potentially homeless from family/friends licence termination situations within 10 days, targeted through Risk Assessment Tool	Homelessness Prevention Worker Prevention & Resettlement Team Inter-agency protocols and referral routes	Oct 02
		Stat	f. Contact made with all landlords where identified risk of AST termination within 5 working days of first presentation	Homelessness Prevention Worker	Oct 02

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
A		All	g. Appropriate support services identified and offered to customers where own actions are disrupting ability to stay in tenancy or with family	Advice & Information Team / Anti-social Behaviour & Disorder Delivery Group / Liaison & Development Manager	Ongoing
		All	h. Explore the potential for a successful mediation service focused on the prevention of homelessness	Advice & Information Team / Anti-social Behaviour & Disorder Delivery Group / Liaison & Development Manager / Partners	Nov 02
		MH	i. Work towards the development and commissioning of a dedicated Housing & Homelessness Mental Health Advocacy service for customers experiencing mental ill health where intervention would enable them to better access support services and maintain tenancies	Liaison & Development Manager / PCT / Third-Party Provider	Oct 02
		All	j. Continued development of inter-agency Homelessness Forum to develop an enhanced strategic profile and ensure widened community participation together with Housing Support Workers Forum training and good practice development opportunities	Liaison & Development Manager / Homelessness Strategy Monitoring Group / Partner Agencies / Homelessness Forum	Ongoing

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
B	Shared information about individual customers to ensure holistic approaches to customer need. Development of a robust inter-agency information sharing strategy with common monitoring systems supported by focussed protocol development for customers vulnerable to social exclusion which can lead to or is identified by homelessness	All	a. Existing protocols are reviewed and where needed new ones developed amongst Customer Advice Centre and key support agencies	Advice & Information Team Liaison & Development Manager Homelessness Forum	Ongoing
		All	b. Development of inter-agency Monitoring, Feedback and Information Sharing arrangements to be included in protocol development	Homelessness Forum Resettlement strategy Group	Ongoing
		YP	c. Inter-agency information sharing to identify young people at most risk of homelessness, including those excluded from schools, those with low level offending and other high risk factors	Connexions / YOT / Education / Community Services	Apr 03
		SH	d. Common Database and Information Sharing Protocol backed up by an efficient tracking and support management information system	Prevention & Resettlement Team	Sep 02
		All	e. Implementation of Integrated Housing Management System, enabling effective customer tracking and decision-making	IHMS Project Team and key staff groups	Oct 02

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
B		DV	f. Development of joint agency protocol agreeing actions to assist those threatened with Domestic Violence	Liaison & Development Manager & Women's Aid	Oct 02
		All	g. In-depth analysis of immediate circumstances of homelessness to be carried out to identify interventions most likely to have an impact on the prevention of homelessness in conjunction with analysis of personal, social and economic circumstances	Resource to be identified to use information from CYC Prevention Worker and other staff and agencies	March 03
		All	h. Prioritised advice and professional debt management to customers who are homeless or at risk of homelessness with direct referral and dedicated appointments accessed by homelessness caseworkers with contact within 48 hours	Advice & Information Team / CAB	Sep 02
		MH	i. Protocol agreed for assessment of homeless customers who have mental ill health to determine priority need and identify support needs	Liaison & Development Manager / PCT Mental Health Services	Apr 03
		ExO	j. Development of Prison Discharge Protocol particularly for those with higher proportions of York customers	Liaison & Development Manager Probation Service	Apr 03

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
B		VP	k. Develop Hospital Discharge Protocol	Liaison & Development Manager / PCT / Health Trust	Apr 03
		VP	l. Development of protocols for those unintentionally homeless customers who are fleeing domestic, racial or other forms of violence and those have an institutionalised background in care, the Armed Forces or Prison	Liaison & Development Manager / Women's Aid / YREN / Askham Project / Probation / YACRO / Prison Service and other partners	Apr 03
		MN	m. Development of an inter-agency approach to homelessness and dual diagnosis, engaging with relevant service providers to formulate an agreed Action Plan	Homelessness Forum / PCT Mental Health Services / Health Trust	Apr 03
		YP	n. YOT Court & Accommodation Services Action Plan published with performance management criteria agreed with Youth Justice Board	YOT	Jul 02
		YP	o. Evaluation of "Looking Ahead Group" working on independent living skills training for care leavers	Children's Services Pathway Team	Sep 02
		BME	p. Ensure that protocols and all customer interactions consider the particular needs of black and minority ethnic people with reference to the Race Relations (Amendment) Act 2000, Community Services' Race Equality Strategy and CYC's Race Equality Scheme	YREN / Liaison & Development Manager / Community Services	Jul 02

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
C	Young People presenting as homeless are supported and encouraged to explore all their housing options	YP	a. Develop an Inter-agency Prevention of Homelessness protocol for Young People, fully utilising diversionary strategies and resources directed towards reconciliation and support wherever appropriate	Liaison & Development Manager / Children's Services / YOT / Education / Connexions / Teenage Pregnancy Steering Group / Third-Party Providers	Oct 02
		YP	b. Explore the need for extended access to advice services through increased opening times	Youth Enquiry Service Liaison & Development Manager	Oct 02
		YP	c. Develop referral protocols to specialist Connexions Personal Adviser (Homelessness)	Liaison & Development Manager / Children's Services / Connexions / partners	Aug 02
		YP	d. Evaluation of Connexions Peer Education pilot on homelessness prevention work in schools	Connexions / Education / Partner Agencies	Aug 02

Stage 1: Prevention & Early Intervention

	Objective	Target Group	Action	Resources / Partners	Milestones
D	The Strategy for the Prevention of Rough Sleeping 2002/2004 is implemented and developed; ensuring that there is no need to sleep rough in York and that appropriate bed spaces are available for those who otherwise have nowhere else to sleep; set within a coherent framework of prevention, resettlement and sustainment	SH	a. The development of a unified Prevention & Resettlement Team utilising a Common Assessment, Resettlement & Support Package focussed on prevention and rebuilding lives	Resettlement Strategy Group See Strategy for the Prevention of Rough Sleeping	Jul 02 To Mar 03
		SH	b. Maintain the reduction in the number of Rough Sleepers, ensuring that the level of rough sleeping is kept as close to zero as possible and no more than 4, recognising the importance of early proactive intervention	Prevention & Resettlement Team Resettlement Strategy Group	Mar 03
		SH	c. Accreditation will be sought for the Cornerstone Project, further developing meaningful work/skills initiatives to meet priorities identified by Resettlement Strategy Group	Cornerstone Project / Resettlement Centre / Arc Light	Dec 02
		SH	d. Ensure that all customers have access to appropriate day time activities that engage them in positive experiential learning and skill development with timely assessment and co-ordinated access to resettlement opportunities	Arc Light / Prevention and Resettlement Team / Resettlement Centre / Lifelong Learning Partnership	Oct 02
		SH	e. Emergency shelter for rough sleepers to be maintained by Arc Light and Peasholme hostels with development to provide 24 hour access	Arc Light / Peasholme Hostel	April 03

Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation

	Objective	Target Group	Action	Resources	Milestones
A	The use of Bed & Breakfast accommodation is reduced and efficiently controlled, ensuring that by March 2004 no homeless families with children are living in Bed & Breakfast hotels except in an emergency, and even then for no more than 6 weeks	All	a. Net expenditure on B&B is reduced by 34%	Bed & Breakfast Action Plan	Mar 03
			b. Ensure moves from Bed & Breakfast accommodation to more suitable temporary accommodation are expedited	Bed & Breakfast Action Plan	Ongoing
B	The availability of appropriate temporary accommodation for homeless people is increased	Stat	a. Develop new hostel accommodation for at least 13 households	£530,000 HGF Growth Bid Approved	Mar 03
			b. Private Sector Leased properties in management doubled - working with RSLs and private landlords. If no RSL is prepared to extend current PSL programme, to develop CYC PSL programme	Private Sector Leasing Development Manager Housing Liaison Group	Mar 03
		SH	c. York Women's Aid replacement refuge with better quality, more suitable accommodation	ADP bid as and when suitable property found	Ongoing
		YP	d. Develop Safer Communities hostel for young people who are chaotic and have high support needs	Safer Communities ADP approved	Feb 03

Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation

	Objective	Target Group	Action	Resources	Milestones
C	Customers accepted as homeless and in priority need receive a high quality and effective support service that enables them to move rapidly and sustainably into permanent accommodation	All, partic FWC	a. Efficiency and effectiveness review of support in Temporary Accommodation	CYC, JRF Research Funding	Apr 03
			b. Explore fast-tracking of Housing Benefit Claims for customers in Temporary Accommodation and PSL property	Liaison & Development Manager / Private Sector Leasing Development Manager / Housing Benefit	Dec 02
			c. Health & Developmental checks for all children in Temporary Accommodation	Liaison & Development Manager / PCT	Jul 02
		FWC	d. Children in Temporary Accommodation to be enabled to continue at their own school pending permanent rehousing	Liaison & Development Manager / Children's Services / Education	Oct 02
		All, partic FWC	e. Customer survey work to explore the extent to which Customers in Temporary Accommodation have unequal access with others to health, education and welfare services. Action plan to be developed	Liaison & Development Manager / Customer Survey	Oct 02
		All	f. Maintain current flexible approach to former tenancy arrears to enable access to permanent housing	Allocations Manager / Temporary Accommodation Manager	Ongoing

Stage 3: Accommodation Supply, Maintenance & Support

	Objective	Target Group	Action	Resources	Milestones
A	The supply of affordable housing is increased	All	a. Ensure that the Housing Strategy 2002 - 2005 and the Local Plan reflect the pressure of homelessness in forward planning for additional affordable homes	Homelessness Strategy Implementation Group / Housing Strategy Group	Jul 02
			b. Re-launch of Bond Guarantee Scheme for over 25s and families	Third-Party Provider	Nov 02
			c. Continue liaison with the Rent Service and encourage further contribution to rents database by private landlords and letting agencies	Liaison and Development Manager / CAB	Mar 03
			d. Re-launch Private Landlord Forum with at least 2 meetings by the end of March 03	Liaison & Development Manager / Env. Health	Mar 03
			e. Develop action plan to address barriers to access to the private rented sector for HB dependant customers and others	Liaison & Development Manager / CAB	Mar 03
			f. Update Accommodation Lists and Private Landlord Pack	Liaison & Development Manager / CAB	Oct 02

Stage 3: Accommodation Supply, Maintenance & Support

	Objective	Target Group	Action	Resources	Milestones
A		Partic YP	g. Targeted work on increasing the supply of lodgings particularly for vulnerable young people	Liaison & Development Manager / Children's Services	Mar 03
		All	h. Explore the potential of a mobility in social housing scheme, facilitating voluntary movement through the development of effective out of area linkages and cross-authority arrangements	Liaison & Development Manager / Partners	Mar 04
		All	i. Explore options and incentives to encourage people in under occupied homes to take up tenancies more appropriate to their needs	Liaison & Development Manager	Apr 03
		All	j. Monitor void levels in City of York Council stock maintaining current excellent performance of 3.4 weeks, sharing good practice with partner RSLs	Housing Liaison Group	Ongoing

Stage 3: Accommodation Supply, Maintenance & Support

	Objective	Target Group	Action	Resources	Milestones
B	The availability of permanent affordable housing for people in Temporary Accommodation is increased with customers actively supported in taking-up and sustaining their tenancies with appropriate services identified and used within comprehensive homelessness prevention and support packages	YP	a. Develop Supported Lodgings scheme increasing providers to 10	Children' s Services / Third-Party Provider	Mar 03
		All	b. Monitor CYC lettings aiming for 50% of all lettings to accepted homeless customers	Allocations manager	Ongoing
		All	c. RSLs encouraged to accept nominations to at least 50% of all social housing lets with homelessness accepted as the over-riding need for housing	Allocations manager / Housing Liaison Group	Apr 03
C	Utilise fully opportunities for service development and expansion presented by Transitional Housing Benefit and Supporting People to help maintain independent living	DR	a. Further develop York Housing Association Directions scheme for people with a drug problem, or at risk of drug misuse, to remain independent in their own homes across tenure, linking especially into Connexions service	CYC / YHA / Partner Referral Agencies / Connexions P.A.	Dec 02

Stage 3: Accommodation Supply, Maintenance & Support

	Objective	Target Group	Action	Resources	Milestones
C		ExO	b. Develop Housing Support Scheme for Ex-Offenders to work in close relationship with Probation	Foundation Housing/ Probation	Jul 02
		YP	c. Floating Support scheme related to young persons' Safer Communities ADP hostel to ensure swift move-on into permanent accommodation for young people	Foundation Housing / Children's Services	Dec 02
		MH	d. Support Scheme for people with mental ill health – concentrating on those at most risk of losing tenancy	Richmond Fellowship / Mental Health services	Sept 02
		TP	e. Support Scheme for teenage parents in first tenancy with support by 2003 for all lone parents under the age of 18 who cannot live with family or partner	Connexions-funded support through One-Parent Families ADP bid for SHMG support scheme / Teenage Pregnancy Steering Group	Sept 02 April 03
		SH MN	f. Intensive supported shared Housing Scheme for customers with complex and challenging needs aiming to provide three shared houses to be accessed through the resettlement process	Third party partner and ADP bid	Mar 03 To Mar 04

Performance Monitoring & Evaluation Plan

Stage 1 - Prevention & Early Intervention

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
<p>A</p> <p>Well informed range of agencies with appropriate referral of customers</p>	<p>a) & B:p) All agencies/staff working with customer groups are well informed about available support and services and maintain their awareness</p>	<p>By audit of each agency to ensure that most recent information is available</p>	<p>Annual by Homelessness Forum</p>
		<p>By seeking feedback on the extent to which agencies feel this outcome has been met</p>	<p>Annual by Homelessness Forum</p>
	<p>b) & B:p) Staff in agencies are trained appropriately for the role they have in relation to the customer group</p>	<p>By staff training appraisals and needs audit</p>	<p>Annual by each agency</p>
	<p>c) & B:p) Up-to-date customer contracts and leaflets in plain English and available in other languages/accessible formats</p>	<p>By approval of written information by Homelessness Strategy Implementation Group and Marketing and Communications</p>	<p>Annual by Homelessness Strategy Implementation Group</p>
	<p>d) Risk Assessment tool operational and effective</p> <p>After pilot, set targets for prevention of homelessness after intervention</p>	<p>Number of customers identified as needing intervention at point of presentation</p> <p>Of those customers presenting as potentially homeless, how many prevented from actual homelessness</p>	<p>Quarterly by Homelessness Strategy Implementation Group</p>

Performance Monitoring & Evaluation Plan

Stage 1 - Prevention & Early Intervention

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
A	<p>e) Where consent given, all those identified through Risk Assessment as having potentially preventable homelessness visited at home within 10 days of presentation Initial target = 80% and aim for increase in targeted % for future years</p> <p>Home visits prevent progression to actual homelessness</p>	<p>Date of visit compared to date of presentation where consent given</p> <p>Of those customers who receive a preventative visit, how many do not progress to actual homelessness</p>	<p>Quarterly by Homelessness Strategy Implementation Group</p>
	<p>f) Where consent given, contact made with landlords within 5 working days Initial target = 80% and aim for increase in targeted % for future years</p> <p>Early contact with landlords prevents progression to actual homelessness</p>	<p>Date of contact with landlord compared to date of presentation where consent given</p> <p>Of those customers where landlord contacted, how many do not progress to actual homelessness</p>	<p>Quarterly by Homelessness Strategy Implementation Group</p>
	<p>g) Customers at risk of homelessness through own actions receive appropriate support services to help them stay in their home</p>	<p>For all tenancy support services, review referral sources and take-up rates</p> <p>Gaps in services highlighted to SP team</p>	<p>Annual through SP team and Homelessness Strategy Implementation Group</p>

Performance Monitoring & Evaluation Plan

Stage 1 - Prevention & Early Intervention

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
A	h) Decision reached about potential value of mediation scheme	Potential of scheme to be assessed through case records and needs assessment	Report to Homelessness Strategy Implementation Group
	i) Housing and Homelessness Mental Health Advocacy service	Service commissioned and delivered Customer satisfaction is monitored	Homelessness Strategy Implementation Group
B Accurate and targeted customer information and agreed joint working arrangements lead to effective decision-making	c) Young people with multiple risk factors for future homelessness receive intervention at an early stage	Young people identified through information sharing have recorded service delivery	Annual to Connexions Local Management Committee
	d) A common customer database is current and operational	Quality Assurance checks are carried out to ensure information is current and appropriate	Monthly through Street Directory meetings
	e) Homelessness and Allocations modules of Integrated Housing Management system are operational	The modules are operational and deliver accurate data and effective monitoring reports	Progress monthly by IHMS project group;

Performance Monitoring & Evaluation Plan

Stage 1 - Prevention & Early Intervention

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
B	g) Homelessness presenting factors are identified	Analysis of Risk Assessment forms is completed	Report to Homelessness Strategy Implementation Group & Homelessness Forum
	h) Homelessness Debt advisory service operational and effective	Service is commissioned and delivered Take-up rate reported against referral rate Of those customers presenting as potentially homeless because of debt, how many prevented from actual homelessness	Quarterly to Homelessness Strategy Implementation Group
	o) Care leavers have effective input to enable them to move out of care into successful independent living	Customer feedback and programme evaluation	Children's Joint Management Group

Performance Monitoring & Evaluation Plan			
Stage 1 - Prevention & Early Intervention			
Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
C Homelessness is reduced amongst young people	b) Decision reached about potential value of extended hours access to advice	Potential of scheme to be assessed through customer feedback and recorded out of hours requests for homelessness advice at EDT and YES	Report to Homelessness Strategy Implementation Group
	d) Judgement made about effectiveness of Connexions peer education pilot project	Evaluation report	Report to Connexions Local Management Committee
D Rough sleeping in York is minimised	a) Prevention and Resettlement team is operational and effective	Common Assessment tool operational and universal Targets in contracts with partners are met – monitoring through Strategy for Prevention of Rough Sleeping	Quarterly to Resettlement Strategy Group
	b) The level of rough sleeping in York is kept as close to zero as possible and no more than 4.	Half yearly Street Counts and spot checks as indicated	Half yearly to Rough Sleepers Unit with spot check counts to Resettlement Strategy Group
	c) Cornerstone Project is accredited and delivers appropriate range of skills development programme for all customer group	Customer feedback survey work Monitoring of interaction levels	Cornerstone Management Group

Performance Monitoring & Evaluation Plan			
Stage 1 - Prevention & Early Intervention			
Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
D	d) All customers have opportunities to engage in day time activities appropriate to their ability to participate	Range of opportunities against participation levels is monitored and gaps identified and filled	Quarterly through Street Directory
	e) Peasholme and Arc light Hostels are available to customers Both hostels are open 24 hours	Peasholme and Arc light hostels are open Progress towards 24 hour opening is monitored	Resettlement Strategy Group
Monitoring & Evaluation			
Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation			
Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
A By March 2004 no homeless family with children is living in a bed and breakfast hotel except for a maximum of 6 weeks in an emergency	a) Net expenditure on Bed and Breakfast is reduced by 34%	Financial management systems	Quarterly to Executive for Housing
	b) No family with children spends more than 6 weeks in a bed and breakfast hotel	P1E and BVPP	Quarterly to Council Management Team and ODPM

Performance Monitoring & Evaluation Plan

Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
B Temporary accommodation used for homeless households is appropriate	a) Hostel provision is expanded by 13 units	New hostel places available for occupation	Report to Executive member for Housing
	b) Private sector leased property stock is doubled	8 additional PSL properties are available for occupation	
	c) Women's refuge is housed in suitable building	Replacement Women's Refuge available for occupation	
	d) High support hostel is available for chaotic young people	Safer Communities hostel available for occupation	

Performance Monitoring & Evaluation Plan

Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
C Accepted homeless households spend a minimum length of time in temporary accommodation and subsequently retain their permanent home	a) Support services to homeless customers are effective	Effectiveness monitored through measuring: rent arrears & neighbour nuisance amongst temp accomm customers and by customer feedback Independent evaluation of temporary accommodation support services Customers' success in retaining their permanent home is monitored over 2 years post tenancy	Reports to Homelessness Strategy Implementation Group
	b) Housing Benefit arrears do not impede offers of permanent homes	Customers deferred for offers because of arrears are checked for HB payments	Two weekly by Temporary Accommodation Manager; issues to Comm. Serv. Management Team

Performance Monitoring & Evaluation Plan

Stage 2: Processing Applications & Acceptances and the usage of Temporary Accommodation

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
C	c) All babies and young children in all forms of temporary accommodation receive health and developmental checks	PCT records of checks delivered against notifications made	Annual to Homelessness Strategy Implementation Group
	d) Children are not obliged to move school because of placement in temp accom	Education Policies exist to enable children to attend their own schools even if living temporarily out of the area	Children's Joint Management Group
	e) Customers in Temp accomm have equal access to health, education and welfare services	By customer survey and exception reports	Report to Homelessness Strategy Implementation Group

Performance Monitoring & Evaluation Plan

Stage 3: Accommodation Supply, Maintenance & Support

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
<p>A</p> <p>The supply of affordable housing is increased</p>	a) The Housing Strategy 2002-2005 and the Local Plan reflect the needs for additional affordable homes	Both the Housing Strategy and the Local Plan target affordable home development	Housing Strategy and Local Plan to Executive
	b) Bond Guarantee Scheme for over-25 year olds and families is operational and effective	<p>Service is commissioned and delivered</p> <p>Provider monitors referrals vs. take-up, number of landlords participating & no. properties in landlords' management</p>	Quarterly to Homelessness Strategy Implementation Group
	c) Rent Officer rent determinations reflect market reality	Housing Benefit system of RO determinations against payable rent	Annual to Executive Member for Housing
	d) Private Landlord Forum is active and participative	<p>At least two meetings held during 2002/3</p> <p>Attendance and participant feedback</p>	Annual to Homelessness Strategy Implementation Group and Env. Health
	e) HB-dependent customers can gain access to the private rented sector	Number of HB claimants with a private sector landlord	Annual to Executive Member for Housing

Performance Monitoring & Evaluation Plan

Stage 3: Accommodation Supply, Maintenance & Support

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
A	f) Accommodation lists and Private Landlord pack are current	Weekly checks of lists by Advice and Information staff Annual update of Pack	Advice Team Leader
	g) Citizens who may be interested in taking lodgers are informed about the potential and assisted by good quality information	Advertising campaign with level of interest monitored and uptake followed-up.	Report to Homelessness Forum
	h) Customers who express and interest in moving to another area of the country are assisted to do so	HOMES monitoring information plus individual case recording.	Annual to Executive for Housing (Allocations annual report)
	i) Customers who are under-occupying are enabled to move to smaller homes	Allocations annual report on lettings to under-occupiers	Annual to Executive for Housing
	j) CYC and RSL Void levels are minimised	CYC - Monthly average void levels RSL – quarterly (by agreement) average void levels	Annual to Executive for Housing and Quarterly to Housing Liaison Group

Performance Monitoring & Evaluation Plan

Stage 3: Accommodation Supply, Maintenance & Support

Objective no.	Outcomes sought	How measured	Frequency of and responsibility for monitoring
<p style="text-align: center;">B</p> <p>Homeless customers spend a minimum amount of time in temp accomm</p>	a) Young people have an option of living in a supported lodging	Availability of supported lodgings compared to requests	<p>Half yearly to Homelessness Strategy Implementation Group</p>
	b) At least 50% all CYC lets are to homeless customers	Quarterly Allocations lettings report	
	c) RSLs offer at least 50% all lets for CYC nomination and accept the over-riding priority of homelessness	RSL Allocations policies Half yearly Nominations monitoring	
<p style="text-align: center;">C</p> <p>Appropriate support services are available to Customers to avoid homelessness or repeat homelessness</p>	a),b), c), d), e) Customers with more specific support needs are given appropriate support, enabling them to keep their homes	Demand against supply monitoring through Supporting People needs analysis Tenancy sustainment outcome monitoring for each scheme	<p>Annual to Supporting People team and three yearly BV reviews</p>
	f) Intensive support schemes provided specifically for customers with multiple and challenging needs	Schemes delivered and available to occupy	<p>Report to Executive for Housing</p>
		Sustainment outcomes monitored through Supporting People	<p>Annual to SP team and three yearly BV reviews</p>