Ryedale Homelessness
Strategy Review and Action Plan
2015-2020
Progress October 2015/16



Ryedale Homelessness Action Plan 2015-21 - Update October 2016

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Continue to ensure that preventions stay consistently high and homeless applications low	Develop and instigate all agreed homeless prevention tools	Homeless strategy annual review	Ongoing	Housing Forum Internal Groups	Housing Options budget H'Less Prev. Grant	Welfare Reform (Universal Credit/Spare Room Subsidy/Benefits CAP) is already impacting significantly on staff time. Funding needed to secure innovative prevention strategies Likely legislative changes will add to this as duty obligations expand to cover all people at risk of homelessness (the Welsh model). Explore the use of formal Prevention input from partners not already engaged in HOT performance monitoring.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Ensure that clients have access to North Yorkshire Home Choice as a	Maintain membership of the NYHC Board, Operational and Equalities Groups	Board continues to be operational	Annual	NYHC Project board	Staff Time	Ryedale commitment to accept 16 Syrian Refugees in 2017/18. Agreement in principal for Yorkshire Housing to provide the homes. Alternative accommodation sources being investigated. Full support package needed. Assistance from Migration Yorkshire. Membership maintained, but changes likely due to partner concerns
preventative tool	Offer advice and assistance to register for NYHC during Housing Options discussions. Provide 2 additional staff members (via the RDC Hub) specifically to register applications where client is unable	Numbers provided with advice	Annual monitoring	In House		Continue, but decrease dependency on HOT by promoting other means of access. No longer available.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
	Provide ongoing advice and actively assess applications, increasing priority if imminently homeless	Review of waiting list and banding Adverts where HOT have had an input	Annual Monitoring Ongoing	Choice Based Lettings (CBL) Project Board Registered Providers	NY and York CBL Coordinator Staff time	Continue to use timely case management as a prevention tool.
	Offer practical, operational, assistance to social landlords with properties to let	Monitor accuracy Weekly display of information	Ongoing Weekly basis	Registered Providers In house	Staff time Staff time	Ongoing
	Ensure that "New Build" properties are advertised accurately	Number of assisted bids	Annual monitoring	In house	Staff time	Work with NYHC Project Board to improve adverts.
	Allow access to current property information by having property lists available in Reception	Internet access present for public use	Ongoing	Access to Services	Laptop	Ongoing. Also distributed to partners.
	Submit "bids" for properties for those with no Internet access	Business plan completed	Ongoing	North Yorkshire CBL Project Board	Staff time	Very limited - if unable to access only.
	Maintain the availability of an "access point" in Reception, to enable clients access to the NYHC website if they wish			-		Ongoing

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
	to assist themselves Review suitability of the scheme going forward					Scheme future & proposals for future partnerships under discussion from Oct. 2016.
Continue to explore the options in the private sector for Single Households	Continue to provide effective management of Wells Lane, Houses in Multiple Occupation Take over the lease of an existing House in Multiple Occupation to facilitate access to affordable suitable accommodation	Continuation agreements with landlords Lease agreement signed	Ongoing September 2015	Yorkshire Housing Private Landlord	Lettings Officer Lettings Officer	Continuing, with additional support for clients. 5-year lease signed. Secure accommodation managed by Housing Solutions
	Investigate the option of managing current Houses in Multiple to ensure they remain part of the available stock for our clients Use of the Housing Solutions initiative and the PRS Landlord Offer Continuation of the Sharing Solutions scheme in Ryedale	Additional agreements agreed	April 2016	Private landlords	Housing Solutions	Exploration of options continuing following loss of Crisis funding.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
	Develop a protocol for dealing with clients with complex needs	Protocol agreed	January 2017	Members of the Ryedale Housing Forum	Staff time	Explore the availability of funding for the "Housing First" model of accommodation for those with complex needs. A roof first then comprehensive, specialised support.
Ensure the safeguarding and well-being of children and vulnerable adults brought to our attention by a	Appropriate training for all new staff Develop a comprehensive Training Plan Update staff annually with the RDC Safeguarding Policy	Training programme agreed and all RDC staff trained	September 2015 Ongoing	NYCC CSC NYCC ASC NYCC DSF S'Guarding Locality Group RDC Lead RDC	Staff Time	Compulsory Safeguarding training and annual refresher for all staff completed.
housing issue	Appropriate referrals to NYCC Number of referrals Ongoing S'guarding Group NY Police	Group		Continuing.		
	Information sharing and liaison with CSC/ASC	Updates at meetings	Ongoing	IFAF		Continuing.
	Referral to Developing Stronger Families Team where families meet the criteria	Attendance at meetings	Ongoing	DSF Group		DSF has ceased. Replaced by Family Intervention Service.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Publicise all services using a newly developed Communication Strategy	Promotion of Housing Options by development of a Communication Strategy Ensure materials are available in schools	Strategy completed Dissemination to local schools	April 2016 April 2017	In-house arrangements NYCC	Staff Time Staff time	Produced in September 2016. Achieved via the Young People's Partnership
	Programme of publicity and service profile raising	Numbers of events	Ongoing	Housing Forum partners	Advertising budget Staff time	Programme on hold pending outcome of RDC restructure.
	Improve information available on the Website	Annual review of content	Ongoing	In house	Staff time	Updated regularly.
Increase use of the Ryedale Lettings Scheme to improve access to the PRS, giving clients more	In partnership with a local Letting Agent, provide a full management service throughout the tenancy	Increase numbers on scheme	SLA	Private Sector Letting Agent	Housing Options Toolkit	Scheme capacity needs to increase in the light of coming changes. 15 properties by April 2017.
choice and to discharge the Homelessness Duty	Use the PRS to discharge RDC's Homeless duty.	Numbers discharged into the private sector	Annual review	Private Landlords	Homelessness Grant	Where appropriate - One household in 2015/16.
Improve access to the PRS for single people, often with complex needs	Promote the landlords offer to those with suitable accommodation	Number of places secured	HO Team Mtgs P1E	Housing Solutions Private landlords	Crisis Funding Revenue Funding	Funding until 31/12/2016. Lettings Officer to widen remit.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Sustain the level of preventions by improving access to a defence advocate via referral to CAB	Partnership and referral arrangements with CAB	Number of clients supported	Ongoing	CAB Key House	Homeless Prevention grant	Legal Advice at court now available from Foundation.
Increase the use of the Arrears Case referral scheme with all RPs operating in the	Arrears Case Referral Scheme	Number of referrals	Ongoing	Partner Registered Providers in Ryedale	Officer Time Housing Options Toolkit	All schemes and interventions to continue.
District.	Use of Discretionary Housing Payments to cover arrears	Number of cases	Annual Review	DHP Payment Panel	Officer Time plus DHP Fund	Priority for arrears where homelessness threatened.
	Promote the funds with all Registered Providers	Additional agreements with RPs	October 2016	All RPs	Officer Time	At Housing Forum Meetings.
	Referral to Stonham for support	Numbers referred	Ongoing	Stonham Homestay	Officer Time	Now Ryedale Stay (Horton Housing) as of 01/10/2016.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Ensure the continued flexible use of	DHP Panel to include HOO	Joint meetings completed	Ongoing	Revenues & Benefits dept. Stonham	£175,000 government funding	Joint allocation with HOT Continues.
Discretionary Housing Payments for clients at risk due to Welfare Reform	At-risk clients prioritised and also offered a Housing Options interview Publicise the availability of DHPs	Numbers receiving an interview Publicity materials developed	Ongoing			Ongoing. Priority for those threatened with homelessness Forms & information on Website, plus publicity via Housing & Landlord Forums
	Ensure flexible use of DHP funds Advise and assist clients for longer term solutions	Annual report on usage Number of referrals to Stonham	Ongoing Ongoing			Ongoing Ongoing - to Ryedale Stay
Maintain efforts to prevent homelessness within the "owned" sector by continuing to offer all mortgage repossession options	Timely response to lenders' Mortgage Repossession notifications Continue to consider all home owners at risk of repossession for assistance via Mortgage Repossession Loans	Number of responses Number of Mortgage Repossession Loans	Ongoing	Breathing Space CAB	H'lessness Prevention Fund RDC Mortgage Repossession Fund	All letters acted upon. No take-up in 2015/16. As above.

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
	Refer all suitable clients to the Breathing Space Loan Project Group	Number of referrals	Annual Review of scheme	Wakefield Council	Breathing Space Loans	As above
	Refer to NHAS for specialist advice	Number of Referrals	Ongoing	NHAS	National Housing Advisory Service	As above Remarketing to be undertaken by April 2017
Provide training and dissemination of information for all agencies re.	Multi agency training, to include CAB, RPs, support providers, CSC, ASC	Joint training delivered	Annual review	Stakeholders Housing Forum	Staff Time	Ongoing training and advice via Housing Forum.
early and flexible homelessness prevention interventions	Encourage active agency engagement with Housing Services	Homeless Strategy	Annual review	HSSG		Specialist training commissioned via North Yorkshire Training Group offered to partners
Develop a forum/library of knowledge, good practice and excellence	Develop a library/directory of legislative changes and shared good practice	Directory operational	April 2016 then Ongoing	All Sub- Regional authorities and Registered providers Partners	Staff Time	Resources now available
	Share knowledge through partner forums	Information exchange at the Housing	Ongoing		Staff Time	All Forums and meetings to be used to share good practice

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
	All Officers to have access to all training resources	Forum Annual training programme	Ongoing			Needs assessed at 1-1 meetings & appraisals. Continuing Personal Development offered.
Join other North Yorkshire authorities in working towards Housing Gold Standard accreditation	Work to the standards set out by the NHAS, available on their Gold Standard website.	Council committed to Gold Standard	April 2017	NY Housing Authorities	Officer Time	Housing Options continues to work towards Gold Standard, but delays with assessment have delayed expected award dates.
	Work towards the goals of the accreditation and submit to a Peer Review of the service.	Peer Review taking place April 2015	Achieved May 2015	NHAS	Officer Time	Ongoing
	Achieve Bronze Standard	Submission for assessment	October 2015		Officer Time	Bronze awarded November 2015
	Achieve Silver Standard	Submission	Sept 2016		Officer Time	Silver awarded September 2016
	Achieve Gold Standard		Apr 2017		Officer Time	Submission in January 2017

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Provide relevant, ongoing training to housing staff to ensure efficiency, maintain professionalism and contribute to staff development	Ensure full use of the Housing Services training budget Continue to be an active member of the North Yorkshire Housing Training Group to ensure staff needs are met. Identify needs & gaps in knowledge at staff appraisals and through monthly 1-1 meetings Encourage shadowing opportunities inside and outside RDC	Staff Appraisals Meetings attended Training plans Time spent at other LAs	Ongoing	NYHTG Shelter Welfare Benefits Units/ DWP NYCC S'Guarding Board	HS Training Budget Homeless Prevention Grant	All suitable training accessed & budget fully utilised Continued active membership to ensure that staff training needs are met Ongoing needs assessment. Initial approach to be made to a similar rural
Provide emergency winter accommodation to rough sleepers	If NSNO is not an option, or very short- term accommodation is required, refer to Winterwatch for B&B	Number of referrals for the scheme	Annual review	Stonham NY Police	Staff Time	authority in NY Local agreement to use Scarborough BC funded Winterwatch scheme. Referral via Ryedale Stay Maintain annual Rough Sleeper Count and take community referrals made via Streetlink

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Offer emergency housing and Resettlement to Rough Sleepers wishing to relocate or settle	No Second Night Out policy – temporary accommodation, relocation and resettlement choices to rough sleepers seeking a lifestyle change Promote the service in the community using available options in the Housing Options Communication Policy.	Number of accommodation offers given Completion of policy	Annual review March 2017	Foundation Town & Parish Councils Salvation Army Faith Groups	Single Homeless Agreement Funding Staff time	Ryedale NSNO Policy reviewed and updated September 2016 Streetlink direct reporting mechanism to be republicised for Winter 2016/17. Approach to Faith Groups needed for help with promotion etc. As Above
	Encourage the Ryedale community to alert via StreetLink or directly. Consider all options for rough sleepers wanting short-term intervention only using the Rural Spot Purchase Scheme	Presentation at Parish Liaison Number of referrals	Ongoing Annual Review			Funding remains available. Zero spend 2015/16. Ongoing

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resources	Update 2016
Reduce the incidence of homelessness due to disrepair or unfitness of	Refer clients stating disrepair issues in their property	Number of cases of disrepair	Annual review	Environmental health (EH)	Staff time	Referrals and complaints minimal due to overall good stock quality in Ryedale.
property by prompt referral to Private Sector Housing for	Maintain contact with client and refer to Stonham for support	Referral for support	Ongoing	Stonham Homestay	Staff Time	Now Ryedale Stay
advice and assistance	Communicate with landlord if retaliatory Notice is given explaining legal changes	Review of Housing Advice cases	Ongoing	Housing Options	Staff Time	If required due to Deregulation Act 2015.

REDU HOMI THRO	ctive 1 UCE ELESSNESS DUGH /ENTION	How	Performance indicator	Target Date	Partners	Resource	Update 2016
REDU MAIN STAN TEMF	JECTIVE 2 UCE THE USE & ITAIN THE NDARD OF PORARY OMMODATION	How	Performance Indicator	Target Date	Partners	Resources	Update 2016
numb house tempe	tain the low bers of eholds living in orary mmodation	Early intervention and improved alternative housing solutions Innovative and flexible use of the	Housing Solutions	Annual review	Registered Providers Debt Advice Services CAB Private Rented	Housing Options Toolkit Homeless Prevention Grant	The Homelessness Reduction Bill (Act expected 2017) islikely tol increase demand for suitable temporary accommodation solutions.
		Homeless Prevention Fund and DHPs Effective use of Housing Options Toolkit measures	of spend		Sector Stonham		All existing prevention measures will continue to be employed, but innovation is required to meet the anticipated demand.
		Use of the Ryedale Lettings Scheme	Numbers on the scheme				Ongoing Expansion of the scheme will assist more families

Objective 1 REDUCE HOMELESSNESS THROUGH PREVENTION	How	Performance indicator	Target Date	Partners	Resource	2016
						Housing Solutions will continue to manage 3 HMOs plus offer lodging solutions to single people, but this scheme may need to expand.
OBJECTIVE 2 REDUCE THE USE & MAINTAIN THE STANDARD OF TEMPORARY ACCOMMODATION	How	Performance Indicator	Target Date	Partners	Resources	Update 2016
Maintain the high standard of accommodation at Old Railway Court	Prompt reporting of maintenance issues	Response & Planned maintenance programmes	Monthly Property check	Yorkshire Housing	Funding via service charge paid by client	Ryedale District Council will take over management of this building from 01/04/2017. This was necessary in order to safeguard its continued use.
	Regular review of Yorkshire Housing's Improvement Programme Regular Flat inspection Customer satisfaction surveys		Two weekly check			Maintenance and refurbishment will be the sole responsibility of RDC, as will any loss of income due to void times or missed payments.

Manage Old Railway Court to meet clients' needs	A dedicated Officer providing advice and assistance, report repairs, carry out fire safety checks, monitor CCTV Housing Options Officers to maintain contact with clients	100% of residents seen fortnightly	Maintain 100% contact fortnightl	YH Stonham	Staff time	To continue, with increased presence from HOT and Ryedale Stay, to ensure that responsibilities are fully met. Ongoing, to ensure move-on
OBJECTIVE 2 REDUCE THE USE & MAINTAIN THE STANDARD OF TEMPORARY ACCOMMODATION	How	Performance Indicator	Target Date	Partners	Resources	Update 2016
Provide safe emergency housing for those suffering Domestic abuse & unable to remain safely at home	Seek alternatives to temporary accommodation for these vulnerable households Use the Ryedale Lettings Service	Numbers assisted Numbers on the scheme	Annual review	Making Safe NY Police Safer Ryedale Stonham Domestic Abuse Services	SP Funding Revenue Funding H'less Prevention Fund	Use priority with NYHC to expedite the allocation of permanent accommodation Continue, if the risk assessment allows
	Liaise with women's refuges	Ongoing arrangements			Staff Time	Via referral to Independent Domestic Abuse Services

Reduce numbers of clients having to leave their home because of domestic abuse	Ensure referral for specialist support to Foundation – Domestic Abuse Services Home Safety measures and support to be offered Ensure all perpetrators referred to the Making Safe scheme Ensure all victims referred to Domestic Abuse Services	Numbers receiving support Safety measures offered	Continue offer to 100% of eligible clients	Making Safe NY Police DAS Foundation WRHIA Ryecare	Revenue Funding	Continue to use Target Hardening budget for safety measures and Lifelines Liaise with Safer Ryedale if joint funding available Referrals to IDAS to continue
OBJECTIVE 2 REDUCE THE USE & MAINTAIN THE STANDARD OF TEMPORARY ACCOMMODATION	How	Performance Indicator	Target Date	Partners	Resources	Update 2016
Increase the number of applicants offered Private Sector homes to avoid use of or reduce length of time in temp. Accom.	Use of the Ryedale Lettings Scheme	Lettings scheme use	All Officers to use as Preventi on tool	Private rented sector Stonham	Housing Options Toolkit	Scheme to increase from 12 to 15 properties
	Increase the "pool" of approved private landlords and agents Offer tenancy support for initial set-up	Bonds and Advance Rent given			Homeless Grant Funding Officer Time	Ongoing work via Landlords' Forum and via Housing Options contacts. Wider Publicity needed Via Ryedale Stay

Ensure that Derwent Lodge residents have access to education, training and employment to enable positive move-on OBJECTIVE 2 REDUCE THE USE &	Use PRS to discharge Duty Reduce the average length of stay Ensure safe, secure accommodation Offer weekly Support meetings Plan "life-skills" learning activities Engage with staff and other residents Develop partner working with training providers and Benefits Agency How	Annual review of services offered Performance Indicator	Ongoing Target Date	Young persons Partnership Foundation Adult Education Ryedale Jobcentre	SP Funding NYCC Resources	Where property meets the legal requirement. Use to be expanded from one household in 2015/16 All of these measures are continuing, for all age groups Very positive partner working to ensure that clients are able to access all available opportunities Update 2016
MAINTAIN THE STANDARD OF TEMPORARY ACCOMMODATION Use the North Yorkshire Home Choice Resettlement provisions to ensure positive move-on to independent living	Enhance eligibility and skills by progression through the scheme, proving "positive change" Ensure that all support needs are met	Positive move- ons from supported and temporary acc.	Annual review March	North Yorkshire Home Choice	Staff time Housing Options Toolkit Supporting	As above. Residents assisted, where possible, to access permanent accommodation in the socially rented sector by the positive use of
Regularly consult	Ensure that residents are equipped to successfully manage independent living 6 monthly interviews/surveys with all	Yearly review	2015 Annual	Derwent	people Supporting	Resettlement and NYHC Ongoing

with clients in all supported & temporary accomm. to ensure continued good service	residents. Exit interviews when leaving Derwent Lodge Follow-up after leaving ORC	of surveys and exit questionnaires	review	Foundation YMCA Stonham	people Funding Staff time	Ongoing Ongoing Information given informs service provision
OBJECTIVE 3 REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS	How	Performance indicator	Target	Partners	Resources	Update 2016
Continue to provide a specialised mediation and advice service to all 16-25 year olds at risk of exclusion from the family home or elsewhere	Regular review of Young Peoples Partnership effectiveness	Reviewed at Sub regional meetings	Ongoing	Children and Young People's service	Supporting people Funding	SP no longer-NYCC Funding. Re-commissioned services as of 01/10/2016, but contract re-awarded to Foundation so continuation of service
	Comply with the aims & objectives of the Young Persons Partnership	Annual report produced		Targeted Youth Support	Staff time	Ongoing Co-ordination via HOT.
	Provide a first point of contact for young			Supporting People		0.5 FTE NYCC funded

	people at risk Liaise with family and signpost to other agencies where possible Liaise fully with, and share information with, partner agencies			SASH		prevention worker still based in HOT Ongoing
Provide Young People with access to safe & secure accommodation whilst a return home is negotiated	Use SASH services to offer a "breathing space" Negotiate possible return home with parents or carers	Homeless preventions	Annual review	CYPS	NYCC revenue Supporting People	This short-term service remains available under the same contract, but young people often accommodated out of District due to lack of suitable hosts
OBJECTIVE 3	How	Performance	Target	Partners	Resources	Update 2016
REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS		indicator				·
INCIDENCE OF YOUTH	100% of all 16/17 year old clients to receive an Initial Assessment when accommodation is needed.	Number of referrals against assessments	Ongoing with annual review	Children and Young peoples service	Supporting People Funding CYPS staffing contribution	Ongoing NYCC has committed to accepting 96 unaccompanied refugee children over 5 years. Those 16/17 year olds coming to Ryedale will be accommodated, with a full CYPS support package. No agreement in place

young people unable to remain at home, with access to full support	Lodge, YMCA, SASH or Foundation Ensure clients are provided with a support worker and Support Plan Work with Hubs across North Yorkshire to assist young people in need Ensure that "crisis" support is available		g	SASH	Funding	but now 15 bed spaces, reduced from 23 Funding cut for YMCA so Now 6 rooms available (was 14) so impact likely to be significant. Assisting with the restructure Cross boundary accommodation offered where appropriate, or requested All other support still in place
OBJECTIVE 3 REDUCE THE INCIDENCE OF YOUTH	How	Performance indicator	Target	Partners	Resources	Update 2016
HOMELESSNESS						

						people and accommodation providers
Maintain close partner arrangements with Youth Support Services offering education, training and employment opportunities for those young people within the pathway	Referrals to Children's Services & Youth Support Services Multi agency meetings: Pathway, Practitioners' and Implementation Groups all attended to ensure	Number of referrals	Ongoing	NYCC	Staff time	Changes to YP services places more obligation on the authority to provide interventions and solutions. Expected reconfiguration of meetings structure under the new contract
Identify young people at risk of disengaging from society and in need of Homelessness Services	MAPs meetings with Police and Education Services Liaison with Community Safety and YP specialist agencies Attendance at ASB Tasking Group	Homeless preventions	ongoing	NYCC Safer Ryedale Community Safety P'ship	Staff Time	Continuation of all prevention and engagement measures where homelessness threatened Ensure multi-agency work continues to provide a holistic service
	1					OCIVIOC
OBJECTIVE 3 REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS	How	Performance indicator	Targets	Partners	Resources	Update 2016
REDUCE THE INCIDENCE OF YOUTH	How Ensure that all staff are fully aware of the RDC Safeguarding Policy		Re-train by April 2015	Partners NYCC	Resources Staff time Revenue funding	

	Continue to advise and work with related agencies		Refresh training bi- annually			Child Sexual Exploitation training undertaken and clients referred to CYPS. Ongoing attendance at meetings to co-ordinate efforts to assist those at risk of VEMT (Vulnerable, Exploited, Missing or Trafficked)
Ensure that young people can voice their opinions on housing and support services which affect them	Develop and maintain appropriate feedback mechanisms and consultation. Consultation with clients at Derwent Lodge	Completion of Exit Interviews Residents meetings	Ongoing	Derwent Lodge	Staff time	Consultation undertaken 6 monthly, and upon exit from the service. Weekly discussions with support worker

OBJECTIVE 4 IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS	How	Performance Indicator	Target	Partners	Resources	Update 2016
Early referral to support services aimed at Homelessness Prevention	Ensure clients are referred promptly to the most appropriate service for their needs	Referrals made	Annual review	Stonham	SP Funding	Continue co-location arrangements with newly-commissioned Ryedale Stay to ensure a proactive, efficient approach
	Encourage close working and information sharing protocols with all support agencies			Foundation (YP support) Horton Housing	Staff Time	Continue via Housing Forum and multi-agency meetings Ryedale Stay Well and Gypsy, Traveller, Showpeople and Roma support also to be co-located. All services part of Horton Housing.
Increase the number of clients remaining safely at home through the 'Making Safe' scheme	Making Safe to recommend home safety measures where appropriate WRHIA Handyman Service to carry out minor safety and security works	Number of clients supported	Annual review	Multi agency Making Safe Scheme NY Police Ryedale Community Safety P'ship	SP Funding Revenue Funding	Flexibility in Target Hardening to fit needs of the client Continue to use for minor works Assistance via NYHC or temporary accommodation

	Support and/or accommodation provided, if required					Install Lifeline or use TECSOS (GPS) phone where appropriate
Refer all perpetrators of domestic abuse for support from Making Safe	Refer clients identified at Housing Options interviews or referred by any other means Assist with accommodation for the client where this keeps a victim/.family safe	Number of clients supported through Making safe	Annual review	Making Safe Foundation DAS NY Police RCSP	SP Funding Staff Time	Ongoing progress meetings with HOT
Provide access to support & accommodation for high risk exoffenders	Referral to Foundation's RACS scheme of eligible offenders, in line with the North Yorkshire Offender Protocol	Number supported through RACS	Annual review	Foundation (RACS)	Supporting people Funding	Referral via Probation Service so minimal HOT involvement required.
	Offer Housing Solutions assistance to suitable clients, with Foundation support Ensure full disclosure from Probation Services	Number of clients accepted		Probation Service		Assist with move-on from RACS accommodation (5 units) Ensure full risk assessment undertaken and compliance with Licence conditions met

Refer clients for specialised drug and alcohol support to help to maintain accommodation	Referral where problem raised at Housing Options interview and consent given Ensure consent-driven information sharing to identify problems which may have housing implications	Number of referrals	Annual review	New Horizons ASB Tasking Group	Staff time	Ongoing, plus Housing First model of accommodation to be considered if funding available. For those with complex issues and no desire to reduce drug/alcohol use. Property is provided first, followed by support services.
Provide specialist debt advice aimed at prevention via CAB's money advice service	Ensure thorough client interviews and information gathering to ensure suitable referrals are made	Numbers directly referred	P1E	САВ	RDC Core Funding	Ongoing
Maintain low number of applications from those suffering domestic abuse by offering home	Work with Making Safe, White Rose Home Improvement Agency and Police	Review Numbers annually	MSSG MARACs	MSSG DAS Foundation WRHIA Ryecare	£1500 Target Hardening Budget (CLG)	Ongoing
safety options	Refer clients at risk to MARAC where appropriate and provide Officer at meetings	Referrals made and MARACs attended	Ongoing		Staff Time	Referrals made where required MARACs attended by SHOO, to advise on housing issues or provide accommodation

	Offer minor safety solutions at property Install Lifelines for additional security.	Installations Number installed	Ongoing		Ryecare Budget	Via WRHIA Housing Options Target Hardening Budget
Provide victims of Domestic Abuse with specialised support	Referrals to Making Safe	Referrals	MSSG MARACs	Making Safe DAS Foundation	£44,000 SP funding	NYCC Funding Via IDAS, newly commissioned in 2016
Ensure comprehensive age-appropriate support and accommodation for 16-17 year old parents	Work with referral agencies to identify need and accommodation requirements Ensure that full Support plans are in place	Meetings with support Officers	Ongoing	Stonham Young peoples Partnership	Staff time	Support and/or accommodation offered via YP Partnership New specialist service attached to Health Visitors available October 2016. Referral via midwife
Provide support & housing for perpetrators of domestic abuse	Referrals to the Making Safe scheme	Numbers being supported	MSSG MARAC	MSSG Foundation registered providers NY Police	SP funding	NYCC Funding Housing by HOT dependent on risk assessment

Provide support & housing to offenders through the RACS scheme	Ensure timely referrals from National Probation Service, where appropriate Direct referrals from housing	Number of referrals on an annual basis Agreement put in place	RACS NPS	Foundation	HP Grant HB Funding	Referral from NPS so minimal HOT involvement, except when move-on needed or homelessness threatened
Ensure access to services for all minority groups in the Ryedale Community	Maintain membership of Ryedale Together Equalities Group Work to Gypsy Traveller Roma & Showmen Strategy Outcomes	Attendance at meetings Reviewed with Gypsy and Traveller group	Ongoing	Ryedale Together NYCC Horton Housing	SP Funding Staff Time	Co-location offered to Horton's support worker to integrate services.
	Attend the Gypsy & Traveller drop-in and liaise with the specialist support service Use of Language Line translation service Report incidents of Hate Crime to Ryedale Equalities Group	Attendance at Drop ins Numbers Number of reports	Ongoing			Work with Horton to provide efficient management of the Ryedale travellers' site Corporate contract To continue. Nil reports
						2015/16 to HOT. RDC remains a Hate Crime Reporting Centre

	Adhere to the aims and requirements of the national Prevent strategy Provide a specialist "signer" for those with impaired hearing, with advance notice Information may be provided in Braille or other formats for blind or partially sighted	Number referred As above				All housing staff complete online & classroom training BSL signers available If requested
Offer over 25s in supported housing access to the Persons' "Moving Forward" tenancy training scheme	All Over 25s in supported housing to have access to Moving Forward	Number of clients trained	Annual review	Housing Solutions Derwent Lodge	Staff time	Ongoing for residents of Derwent Lodge Roll-out to residents in HOT managed HMOs planned for 2017/18
Improve access to advice and assistance to older people, allowing them to remain safely at home or explore alternatives	Promote Ryecare, Disabled Facilities Grants, HIA Grants, Winterwarmth etc. Raise awareness of issues and options within the Ryedale community	Annual reviews	Ongoing	White Rose Home Improvement Agency	SP funding Service User Funding	Promotional events held annually. Press release each Autumn and Winter Community forums attended. Promotional materials distributed

	Provide a home visiting service for those unable to access Ryedale House					Ongoing. Referrals also to Revenues & Benefits Service Visiting Officer
	Explore funding sources for the provision of a specialist Older People's Housing Options Officer, to ensure access to services for those who may be more difficult to reach					Specialist visiting officer to be sought if funding becomes available
	Continue to work in partnership with the White Rose Home Improvement Agency Promote the wellbeing service and the Handypersons service across Ryedale					Ongoing attendance at Housing and Landlords' Forums
Improve access to support for learning disabled adults and young people	Referral for specialist support where requested or identified at Housing Options interviews	Monitored through Housing task group	Ongoing	NYCC Adult Social care	Staff time	Continuing, in partnership with the LDTG
	Maintain Attendance at the Learning Disabilities Housing Task Group			S'Borough, Whitby, Ryedale LDTG		Attendance where appropriate

Work with Community Mental Health Services to support mutual	Provide positive outcomes for service users referred by specialist agencies	Joint Hospital D'charge Protocol in place	Jan 2016	Community Mental health Team	Staff Time	Partnership working when homelessness threatened or upon hospital discharge
clients	Ensure timely referral to the emergency Crisis Intervention Team Develop an information sharing protocol					Ongoing Ryedale Stay Well (Horton
	with the Ryedale CMHT					MH Support) now co-located at RDC. Referral pathways & joint working protocols to be agreed 2016/17
Ensure that carers/applicants with caring responsibilities	Review referral arrangements with Ryedale Carers' Resource	Review of referral arrangement	April 2016	Ryedale Carers' Resource	Staff Time	Formal referral pathway to be agreed
can access housing support	Review referral arrangements for Ryedale Special Families			Ryedale Young Carers		To be agreed 2016/17
				Ryedale. Special Families		

Widen access to specialist support for parents of young children, to alleviate some of the pressure of housing difficulties	Make appropriate referrals to the Developing Stronger Families Team Develop referral arrangements with Children's Centres Develop referral arrangements with Ryedale Home Start Attend all appropriate CAF & TAC Mtgs	Informal referral systems in place	March 2016	NYCC Developing Stronger families York & North Yorkshire NHS NYCC Home Start Ryedale	Staff Time	No longer operating. Referrals to Social Care if appropriate for Family Intervention Team. Formalise 2017/18 Home Start has ceased to operate Ongoing
Continue to be an active member of the NYSP Commissioning Body to ensure support services are procured effectively for Ryedale	Attendance at Commissioning Board meetings	Attendance at meetings and retention of services	Ongoing	North Yorkshire Housing Authorities Probation NYCC	Staff time Supporting people Funding	Active membership of NYCC Commissioning Board continuing Now National Probation Service

Continue to remain a partner in North Yorkshire Home Choice assessing its effectiveness in the allocation of properties across Ryedale	Attendance at North Yorkshire home Choice project Board Attendance at the North Yorkshire Home Choice Equalities Meeting	Continuation of attendance	3 0	North Yorkshire Housing Authorities and Registered providers	Staff time	NYHC currently under review. Partnership arrangements for applications etc. will change by 2018, requiring a restructure of the allocations system. RDC to review its involvement
Continue to provide support to Stonham Homestay to ensure support is allocated where most needed across the district	Timely referrals made for housing related support	Monthly meetings with Stonham	Annual review	Stonham Homestay Supporting people	Staff time Supporting people funding	Now Ryedale Stay, under new contract with NYCC. Continuation of co-location with positive joint working arrangements. Referral pathways in place. Staffing & capacity the same as previous provider Attend Operational Implementation meetings
Continue to support the North Yorkshire	Review the strategy in partnership with Sub region	Review completed	March 2016	North Yorkshire Partners	Staff time	Ongoing

Tenancy Strategy						
Ensure that Ryedale's Travellers site is managed effectively and access to the accommodation is facilitated through the Council	Regular weekly inspections Regular meetings with Site managers Waiting list maintained by Housing Services	Annual report on progress	Ongoing	Facilities	Staff time	Management of the site came back to RDC in October 2016. Seeking future management arrangements. Additional inspections to ensure the security of the site All allocations will remain with RDC
Continue to support the expansion of the Ryedale FoodBank and its accessibility for Housing clients	Regular meetings to ensure successful referrals to the scheme. Grant funding agreed for 2015/16	Number of referrals	Ongoing April 2015	Ryedale FoodBank	£5,000 Homeless prevention grant	Continue to be a trusted Food Voucher issuer Respond positively to any funding assistance requests to ensure the continuation of this vital resource for many HOT clients .

Continue to provide financial support to Ryedale CAB to facilitate access	Review with the Citizens advice Bureau the continuation of funding through the development of a business plan		May 2015	Ryedale Citizens advice bureau	Revenue funding	RDC funding agreement in place
to Money Advice for housing clients	Provide funding support for the Money Advice Service	Number or referrals	April 2015		£12K Homeless prevention grant	Grant to ensure priority access to the specialist Debt Advisor for HOT clients

OBJECTIVE 5 INCREASE THE SUPPLY OF AFFORDABLE HOUSING	How	Performance Indicator	Targets	Partners	Resources	Update 2016
Deliver 75 new affordable homes annually to address identified need in Ryedale	Completion of affordable Housing schemes Work with partners to take advantage of the HCA Affordable Housing Programme 2015/20 Ensure support and advice is given to developers to maximise affordable housing on Section 106 sites	Ongoing review	75 annually	Corporate Housing Group Registered providers Homes and Communities Agency (HCA) Private Developers	HCA Grant RP Reserve Private Developers	Ongoing. 30 delivered 2015/16. 45-50 expected 2016/17. Ongoing. Meet regularly with RP's. Currently looking at delivery of 2 schemes with RP's and HCA grant. Ongoing with RHE & HDO through consultation with developers and planners
Secure opportunities for developing future affordable housing	Work with Parish Councils and communities to Identify opportunities for new development, refurbishment and reinstatement Encourage owners of land to consider selling for development by Registered Providers Housing Development Officer and Rural Housing Enabler to work collaboratively to generate new schemes.	Ongoing review	75 annually	Parish Councils & Communities Private Developers Land owners Registered providers	HCA Grant PRP Reserve Private Developers	Ongoing with RHE Ongoing with RHE & HDO where possible. Ongoing. Review HDO position in February 2017.

Objective 5 Increase the supply of Affordable Housing	How	Performance Indicator	Targets	Partners	Resources	Update 2016
Increase access to a range of intermediate tenure housing options	Develop intermediate housing e.g. discount for sale, shared ownership, intermediate rent to widen access to more households in Ryedale	Development of Supplementary planning guidance	April 2017	Parish Councils & Communities	HCA Grant PRP Reserve	Ongoing. Investigating options for direct provision
	Develop Ryedale's Supplementary Planning Guidance in partnership with Forward Planning			Private Developers Land owners Registered providers	Private Developer funding	Draft SPD produced and now with Forward Planning
Regularly update Ryedale Housing needs data to	Continue to undertake rural Housing Needs surveys	Completion of surveys	Ongoing	Consultant services	Staff time	Ongoing
inform development of future affordable housing policy and strategy	Commission new Strategic Housing Market Assessment	Up to date housing needs info	April 2016		£40K funding allocation	Completed and published in April 2016
Ensure the continuation of the Rural Housing Enabler post	Continue to be a member of the Rural Housing Network	Continuity of RHE post	Agreeme nt for next three years	N Yorkshire Districts And Rural network partners	£6,500 revenue support/com muted sums	Ongoing

OBJECTIVE 5 INCREASE THE SUPPLY OF AFFORDABLE HOUSING	How	Performance Indicator	Targets	Partners	Resources	Update 2016
Complete a standard Section 106 check list in relation to affordable housing to provide timely information for developers	Completion of checklist for inclusion into future section 106s	Checklist completed	April 2015	Corporate Housing Group	Staff time	Completed
Review S106 and "nomination" arrangements with Registered Providers, using these to prevent homelessness	Review numbers & outcome of referrals made through nominations	Review nomination agreements	April 2016	Registered providers	Staff time	Ongoing. Nomination Agreements to be incorporated within S106's where appropriate
Review RDCs Empty Property Strategy & ensure best use of	Review the Empty property strategy	New strategy in place	April 2017	In House arrangement	Staff Time	Ongoing
nomination rights to grant- aided properties	Work closely with Private Sector Housing to identify properties					Ongoing
	Prevent homelessness by nomination of clients					Ongoing.

OBJECTIVE 5 INCREASE THE SUPPLY OF AFFORDABLE HOUSING	How	Performance Indicator	Targets	Partners	Resources	Update 2016
Continue to work with Wakefield on breathing space	Remain a active partner of the breathing space partnership group	Continuation of the scheme	ongoing	Wakefield Council	Staff time	Ongoing. Continued working with Wakefield Council on the Breathing Space Partnership Group and Home Safe Initiative.
Develop a strategy to address changes to availability of existing affordable housing due to Government policy	Complete a "Mapping Exercise" to estimate potential availability issues	Strategy Developed	April 2016	Registered Providers	Staff time	Ongoing exercise along with policy changes

Delivering the Homeless Strategy

Whilst the provision of a housing options service is a statutory duty of the Council the actual delivery of the service relies on the support of many formal and informal partners. Moving forward we will need to work closely with these partners if we are to realise the ambitions of the strategy. Partnership working will become increasingly critical in the light of government funding cuts and as we increasingly need to demonstrate value for money

Monitoring

This action plan will be a tool for monitoring progress against milestones and targets. It will be monitored and reviewed by the Council annually.

The Homelessness Strategy Steering Group will continue to monitor the Strategy and Action Plan. The group will consider the progress made during the year and will be actively contributing to setting new priorities and targets for the future.

The responsibility for reporting progress will rest with the Senior Housing Options Officer (SHOO). There will be formal monitoring of all elements of the Housing Strategy Action plan including the Homelessness Strategy. Responsibility for this will rest with the Housing Services Manager (HSM)

Annual review

An annual review of the Homelessness Strategy and Delivery Plan will continue to take into consideration the following:-

- What actions have been completed and what actions are still to do?
- Are the actions still current, relevant and Achievable?
- Resource implications and ownership of the tasks
- Registered Provider monitoring and any impact on homelessness
- Monitoring of the effects of Welfare Reform and the subsequent impact on homelessness and advice services
- Forthcoming legislation and potential impact on the Homelessness Strategy 2015-21

In these times of reducing public funding and welfare reforms, it is more important than ever to ensure that the homelessness service provided by the Council, is effective and provides a high quality service in order to improve the lives of those people faced with homelessness.

For further information on any aspects relating to the Ryedale's Homelessness Action Plan 2012-2017 contact:

Kim Robertshaw Housing Services Manager 01653 600666 Ext 383 kim.robertshaw@ryedale.gov.uk

Lorraine Gould Senior Housing Options Officer 01653 600666 Ext 265 lorraine.gould@ryedale.gov.uk

A large print version of this strategy as well as Braille and audio versions can be made available on request. If English is not your first language we will arrange for a translated version of the Strategy to be made available to you. We can also arrange for a translator to explain the contents of the strategy.

Ryedale District Council - Homelessness Strategy - Progress Update October 2016

<u>Key</u>

ASB: Anti Social Behaviour **ASC:** Adult Social Care

CAB: Citizens Advice Bureau

CAF: Common Assessment Framework

CBL: Choice Based Lettings **CCG:** Community Care Grants

CLG: Communities and Local Government **CMHT:** Community Mental Health Team

CSC: Children's' Social Care

CYPS: Children and Young People Service

EHO: Environmental Health Officer **IDAS:** Domestic Abuse Services **DFG:** Disabled Facilities Grant

DHP: Discretionary Housing Payment

DL: Derwent Lodge

DWP: Department for Work and Pensions

HB: Housing Benefit

HCA: Homes and Communities Agency **HMO:** House of Multiple Occupation

HMO Officer: Housing of Multiple Occupation Officer

HO: Housing Options

HOO: Housing Options Officer HOT: Housing Options Team HP Grant: Homeless Prevention HSM: Housing Services Manager HSO: Housing Services Officer

HSSG: Housing Strategy Steering Group

LO: Lettings Officer

LDG(H)T: Learning Disabilities (Housing) Task Group **MAPPA:** Multi Agency Public Protection Arrangement **MARAC:** Multi Agency Risk Assessment Conference

NSNO: No Second Night Out

NY and Y: North Yorkshire and York **NYHC:** North Yorkshire Home Choice

NYLAF: North Yorkshire Local Assistance Fund

ORC: Old Railway Court

RP Reserve: Registered Provider

PRS: Private Rented Sector

RACS: Resettlement and Community Safety Scheme

RDC: Ryedale District Council **RSL:** Registered Social Landlord

S and PO: Safeguarding and Projects Officer

SASH: Safe and Sound Homes

SHOO: Senior Housing Options Officer

SSAFA: Soldiers, Sailors, Airmen and Families Association

SP: Supporting People

TAC meetings: Team around the Child

WRHIA: White Rose Home Improvement Agency **YPAP:** Young Person's Accommodation Partnership

YPHPO: Young Person's Homelessness Prevention Officer

YPHO: Young Person's Hub Officer