

Ryedale Homelessness Strategy Review and Action Plan 2015-2020

Progress October 2016/17

**RYEDALE
DISTRICT
COUNCIL**



Ryedale District Council - Homelessness Strategy - Progress Update October 2017

Key

ASB: Anti Social Behaviour
ASC: Adult Social Care
CAB: Citizens Advice Bureau
CBL: Choice Based Lettings
CLG: Communities and Local Government
CMHT: Community Mental Health Team
CSC: Children's' Social Care
CYPS: Children and Young People Service - Children and Family Services?
EHO: Environmental Health Officer
IDAS: Independent 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
HO: Housing Options
HP Grant: Homeless Prevention Grant
HSSG: Housing Strategy Steering Group
LDG(H)T: Learning Disabilities (Housing) Task Group
MAPPA: Multi Agency Public Protection Arrangement
MARAC: Multi Agency Risk Assessment Conference
MAST: Multi-agency screening team
MSSG: Making Safe Steering Group
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 resources: Registered Provider's own resources
PS P: Principal Specialist (People)
PRS: Private Rented Sector
RACS: Resettlement and Community Safety Scheme
RCSP: Ryedale Community Safety Partnership
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
Sp P: Specialist (People)
S Sp P: Senior Specialist (People)
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

Ryedale Homelessness Action Plan 2015-21 - Update October 2017

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
	How	Performance indicator	Target Date	Partners	Resources	Update 2017
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	Housing Options budget	Welfare Reform (Universal Credit/Spare Room Subsidy/Benefits CAP) is already impacting significantly on staff time.
				Internal Groups	H'Less Prev. Grant	
					DHP fund	Funding needed to secure innovative prevention strategies
						Changes imposed under the Homelessness Reduction Act will come in during April 2018 This will add to workload as duty obligations expand to cover all people at risk of homelessness Explore the use of formal Prevention input from partners not already engaged in HOT performance monitoring.
						16 refugees have now been successfully

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
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						relocated to Ryedale using empty properties. They will be assisted to find long term permanent accommodation
Ensure that clients have access to North Yorkshire Home Choice as a preventative tool	Maintain membership of the NYHC Board, Operational Groups	Board continues to be operational	Annual review	NYHC Project board	Staff Time	Membership maintained, but changes likely due to partner concerns
	Offer advice and assistance to register for NYHC during Housing Options discussions.	Numbers provided with advice	Annual monitoring	In House Horton		Discuss as part of Housing Options interview but also to refer to Horton for assistance with application and bidding.
	Provide ongoing advice and actively assess applications, increasing priority if imminently homeless	Review of waiting list and banding	Annual Monitoring Ongoing		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	Adverts where HOT have had an input	Ongoing Weekly basis	Choice Based Lettings (CBL) Project Board Registered Providers	Staff time Staff time	Ongoing

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	Ensure that "New Build" properties are advertised accurately	Monitor accuracy	Annual monitoring	Registered Providers 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	Weekly display of information	Ongoing	In house	Folder In reception	
	Submit "bids" for properties for those with no Internet access	Number of assisted bids	Ongoing	Horton	Staff time Horton staff	Ongoing. Also distributed to partners.
	Maintain the availability of an "access point" in Reception, to enable clients access to the NYHC website if they wish to assist themselves	Internet access present for public use			Computer in reception	Very limited - if unable to access only. Horton staff can assist
	Review suitability of the scheme going forward – in line with the Homelessness Reduction Act	Business plan completed	Ongoing	North Yorkshire CBL Project Board	Staff time	Ongoing
	Put adverts for available properties each week in the Property shop window to advertise them	Weekly display	Ongoing	In house	Staff time	Scheme future has continued as previously with all partners remaining at this time.
Continue to explore the options	Continue to provide effective management of Wells Lane, Houses in	Continuation agreements	Ongoing	Broadacres Bulmers	Customer Services	Temporary contract for Lettings Officer ended

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
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in the private sector for Single Households	Multiple Occupation	with landlords			(People) Community Team / facilities	31.3.17. Now carried out by different staff
	Take over the lease of an existing HMO's to facilitate access to affordable suitable accommodation	Lease agreement signed	ended			Agreement ended
	Investigate the option of managing current HMO's to ensure they remain part of the available stock for our clients	Additional agreements agreed	April 2016		Customer Services (People) Community Team	5-year lease signed to secure accommodation managed by RDC
	Use of the Housing Solutions initiative and the PRS Landlord Offer Continuation of the Sharing Solutions scheme in Ryedale					Different staff now carrying out this work and the funding for the
	An additional 3 bed HMO has been developed alongside Broadacres for those 18-25 in education, training or employment. To ensure this is utilised and tenancy issues are managed	Agreement signed and property tenanted	Ongoing	Broadacres	RDC staff	Ready to let as of May 2017 and now fully tenanted
	Develop a protocol for dealing with clients with complex needs	Protocol agreed	January 2017/8		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

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						Still to be carried out.
Ensure the safeguarding and well-being of children and vulnerable adults brought to our attention by a housing issue	Appropriate training for all new staff	Training programme agreed and all RDC staff trained	Ongoing	NYCC CSC NYCC ASC S'Guarding Locality Group RDC Lead RDC S'guarding Group NY Police YPAP	Staff Time	Compulsory Safeguarding training and annual refresher for all staff completed. Ensure that safeguarding is on the agenda for all meetings
	Develop a comprehensive Training Plan		Ongoing			
	Update staff regularly with the RDC Safeguarding Policy	Number of referrals	Ongoing			Continuing.
	Appropriate referrals to NYCC for safeguarding and services, such as the prevention service		Ongoing			
	Information sharing and liaison with CSC/ASC	Updates at meetings	Ongoing			Continuing.
Publicise all services using a newly developed Communication Strategy	Promotion of Housing Options by development of a Communication Strategy	Strategy completed	April 2016	In-house arrangements	Staff Time	Produced in September 2016.
	Ensure materials are available in schools	Dissemination to local schools	July 2018	NYCC	Staff time	The pathway Co-ordinator for NY from the YP partnership has met with the Ryedale schools conglomerate who have agreed for a learning

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	Programme of publicity and service profile raising	Numbers of events	Ongoing	Housing Forum partners	Advertising budget Staff time	programme to be delivered in secondary school and sixth forms by the homelessness prevention workers. Updated regularly. Corporate plans to re-develop the website
	Improve information available on the Website	Annual review of content	Ongoing	In house	Staff time	Continue to provide more application forms and self help through the internet
Increase use of the Ryedale Lettings Scheme to improve access to the PRS, giving clients more choice and to discharge the Homelessness Duty	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	3 currently on scheme as of March 16. Less achieved due to buoyant local rental market and lack of available properties.
	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 2016/17 Achieved This may increase following the homelessness reduction Act implementation
Improve access to	Promote the landlords offer to those with	Number of	HO Team	Housing	Crisis Funding	Funding Ended

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the PRS for single people, often with complex needs	suitable accommodation	places secured	Mtgs P1E	Solutions Private landlords	Revenue Funding	31/12/2016. Lettings Officer no longer funded. We are no longer promoting this service
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 Foundation	Homeless Prevention grant	6 homelessness preventions independently completed by the CAB in 16/17 Legal Advice at court now available from Foundation.
Increase the use of the Arrears Case referral scheme with all RPs operating in the District.	Arrears Case Referral Scheme	Number of referrals	Ongoing	Partner Registered Providers in Ryedale	Officer Time Housing Options Toolkit	All schemes and interventions to continue.
	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. But only available for those in receipt of housing costs from Housing Benefit or Universal Credit. At Housing Forum Meetings.
	Promote the funds with all Registered Providers	Additional agreements with RPs	December 2017	All RPs	Officer Time	
	Referral to Homelessness Prevention	Numbers	Ongoing	Horton		

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	Service for support	referred		Ryedale Stay	Officer Time	Referrals as required
Ensure the continued flexible use of Discretionary Housing Payments for clients at risk due to Welfare Reform	DHP Panel to include Sp P	Joint meetings completed	Ongoing	Revenues & Benefits dept. Horton	£175,000 government funding	Joint allocation with HOT Continues.
	At-risk clients prioritised and also offered a Housing Options interview	Numbers receiving an interview	Ongoing			Ongoing. Priority for those threatened with homelessness
	Publicise the availability of DHPs	Publicity materials developed	Ongoing			Forms & information on Website, plus publicity via Housing & Landlord Forums
	Ensure flexible use of DHP funds	Annual report on usage	Ongoing			Ongoing
	Advise and assist clients for longer term solutions	Number of referrals to Horton	Ongoing			Ongoing - to Ryedale Stay if required
Maintain efforts to prevent homelessness within the “owned” sector by continuing to offer all mortgage repossession options	Timely response to lenders' Mortgage Repossession notifications	Number of responses	Ongoing	Breathing Space	H'lessness Prevention Fund RDC Mortgage Repossession Fund	All letters acted upon. No take-up in 2016/17 and a reduction in letters received
	Continue to consider all home owners at risk of repossession for assistance via Mortgage Repossession Loans	Number of Mortgage Repossession	Ongoing	CAB		As above.

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
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		Loans				As above
	Refer all suitable clients to the Breathing Space Loan Project Group	Number of referrals	Annual Review of scheme	Wakefield Council	Breathing Space Loans	Appropriate referrals made by officers as required
	Refer to NHAS for specialist advice	Number of Referrals	Ongoing	NHAS	National Housing Advisory Service	Referrals made as required
Provide training and dissemination of information for all agencies re. early and flexible homelessness prevention interventions	Multi agency training and information sharing, 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.
	Encourage active agency engagement with Housing Services	Homeless Strategy	Annual review	HSSG		Specialist training commissioned via North Yorkshire Training Group offered to partners Training provided to all relevant internal staff in relation to housing, homelessness and prevention. Similar training to be given to partner support agencies
Develop a forum/library of knowledge, good	Develop a library/directory of legislative changes and shared good practice	Directory operational	April 2016 then Ongoing	All Sub-Regional authorities and	Staff Time	Internal shared training library for all staff to access if required. All

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practice and excellence	Share knowledge through partner forums	Information exchange at the Housing Forum and Community Forum	Ongoing	Registered providers Partners	Staff Time	Forums and meetings to be used to share good practice
	All Officers to have access to all training resources	Annual training programme	Ongoing			Needs assessed through workpal IT appraisal system.
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. Continue to share good practice and review procedures	Council committed to Gold Standard	April 2017	NY Housing Authorities	Officer Time	Gold Standard achieved July 2017
	Work towards the goals of the accreditation and submit to a Peer Review of the service.	Peer Review taking place April 2015				Undertaken
	Achieve Bronze Standard	Assessment	Achieved May 2015	NHAS	Officer Time	Bronze awarded November 2015
	Achieve Silver Standard	Assessment	October 2016		Officer Time	Silver awarded September 2016

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	Achieve Gold Standard	Assessment	Apr 2017		Officer Time	Final goal submitted March 2016 Gold awarded July 2017
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	Staff Appraisals	Ongoing	NYHTG	HS Training Budget	All suitable training accessed & budget fully utilised. Attendance at NPSS annual conference
	Continue to be an active member of the North Yorkshire Housing Training Group to ensure staff needs are met.	Meetings attended	Ongoing	Shelter Welfare Benefits Units/ DWP	Homeless Prevention Grant	Continued active membership to ensure that staff training needs are met
	Identify needs & gaps in knowledge at staff appraisals	Workpal	Ongoing			Ongoing needs assessment.
	Encourage shadowing opportunities inside and outside RDC	Time spent at other LAs	Ongoing	Internal and other NY local authorities		Assessment of other authorities through Gold Standard, identify good practice.
	Ensure Specialist staff train and share knowledge with the customer services team				Officer time	Ongoing training given to customer services staff when new staff are in post or legislative changes.
Provide emergency winter	If NSNO is not an option, or very short-term accommodation is required, refer to	Number of referrals for	Annual review	Horton	Staff Time	Local agreement to use Scarborough BC funded

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
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accommodation to rough sleepers	Winterwatch for B&B	the scheme		NY Police		Winterwatch scheme. Referral via Ryedale Stay Maintain annual Rough Sleeper Count and take community referrals made via Streetlink
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	Number of accommodation offers given	Annual review	Foundation Town & Parish Councils Salvation Army	Single Homeless Agreement Funding Staff time	Ryedale NSNO Policy reviewed and updated September 2016
	Promote the service in the community using available options in the Housing Options Communication Policy.	Completion of policy	March 2017	Faith Groups		Raised at Housing Forum – June 16
	Encourage the Ryedale community to alert via StreetLink or directly.	Presentation at Parish Liaison	Ongoing			Streetlink direct reporting mechanism re-publicised November 2016 and throughout Winter 16/17
	Consider all options for rough sleepers wanting short-term intervention only using the Rural Spot Purchase Scheme	Number of referrals	Annual Review			Funding remains available through Homelessness prevention monies
Reduce the	Refer clients stating disrepair issues in	Number of	Annual	Environmental	Staff time	Referrals and complaints

Objective 1	REDUCE HOMELESSNESS THROUGH PREVENTION					
	How	Performance indicator	Target Date	Partners	Resources	Update 2017
incidence of homelessness due to disrepair or unfitness of property by prompt referral to Private Sector Housing for advice and assistance	their property	cases of disrepair	review	health (EH) S SP P		minimal due to overall good stock quality in Ryedale.
	Maintain contact with client and refer to Homelessness Prevention Scheme for support	Referral for support	Ongoing	Horton	Staff Time	Now Ryedale Stay Horton
	Communicate with landlord if retaliatory Notice is given explaining legal changes	Review of Housing Advice cases	Ongoing	SP	Staff Time	If required due to Deregulation Act 2015.
Reduce the negative impact of welfare reform on residents which may lead to homelessness	Ensure that 18-21 year olds are aware of the restrictions to receiving housing related benefits	Referrals made to the yp prevention officers	Ongoing	Ryedale Job Centre YPHPO	Staff time	Regular communication between YPHPO and job centre staff if there are case enquiries
	RDC to provide the additional support to claim universal credit	Number of referrals received	Ongoing	DWP	Staff time Computer in reception	RDC continues to offer support to claimants to apply and provides budgeting advice if required
	Ensure that Stay Well is promoted within the community and through the job centre to assist people in difficulty	Number of referrals received	Ongoing	Horton	Staff time Promotional media	Horton continue to be active members of the housing forum and work with other agencies
Implement the Homelessness Reduction Act 2017	Review paperwork and procedures to ensure that RDC meet the legal requirements of the new act		April 2018			Meet with other LA partners in NY to develop common

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	Update the computer and reporting systems to ensure it is compatible with the new ways of working		April 2018		Free trials of new systems	paperwork and processes
	Update procedures to ensure we have policies in place for all vulnerable groups at risk of homelessness		April 2018			Trial Housing jigsaw and new Peter Lally system
	Additional staff training and awareness raising for agencies and partners		April 2018		Staff times	Many already in place but will need reviewing

OBJECTIVE 2	REDUCE THE USE & MAINTAIN THE STANDARD OF TEMPORARY ACCOMMODATION					
	How	Performance Indicator	Target Date	Partners	Resources	Update 2017
Maintain the high standard of accommodation at Old Railway Court	Prompt reporting of maintenance issues and regular flat inspections	Response & Planned maintenance programmes	Monthly Property check	Yorkshire Housing	Funding via service charge paid by client	<p>Ryedale District Council have taken over management of this building from 01/04/2017. This was necessary in order to safeguard its continued use.</p> <p>Maintenance and refurbishment is the sole responsibility of RDC, as well as the loss of income due to void times and missed rent payments. Yorkshire Housing will retain the responsibility of repairs to the building and fittings.</p> <p>The heating system in each of the flats was upgraded in 2017 and the communal areas and kitchens were refurbished in 2016 by Yorkshire Housing.</p>
Maintain the low numbers of households living in temporary accommodation	Early intervention and improved alternative housing solutions	Numbers housed in the shared housing	Annual review	Registered Providers Debt Advice Services CAB Private Rented	Housing Options Toolkit	The Homelessness Reduction Act will likely to increase demand for suitable temporary accommodation solutions.
	Innovative and flexible use of the	Annual review			Homeless	All existing prevention

	Homeless Prevention Fund and DHPs	of spend		Sector Horton	Prevention Grant	measures will continue to be employed, but innovation is required to meet the anticipated demand.
	Effective use of Housing Options Toolkit measures	Annual review of initiatives	March 2018		Homelessness Prevention Grant	Ongoing but will need to look into new initiatives, especially around landlord initiatives
	Use of the Ryedale Lettings Scheme	Numbers on the scheme	March 2018	Bulmers		Expansion of the scheme will assist more families but difficult in current private rental market There is currently no capacity to develop more private rented solutions -seek to explore future funding options.
Provide safe emergency housing for those suffering Domestic abuse & unable to remain safely at home	Seek alternatives to temporary accommodation for these vulnerable households	Numbers assisted	Annual review	Making Safe NY Police Safer Ryedale Horton Domestic Abuse Services	Revenue Funding	Use priority with NYHC to expedite the allocation of permanent accommodation
	Use the Ryedale Lettings Service	Numbers on the scheme			H'less Prevention Fund	Continue, if the risk assessment allows
	Liaise with women's refuges	Ongoing arrangements			Staff Time	Via referral to Independent Domestic Abuse Services

	Ensure referral for specialist support to Foundation – Independent Domestic Abuse Services	Numbers receiving support	Ongoing		Staff time	Customers always referred to IDAS when required for support and safety planning
Reduce numbers of clients having to leave their home because of domestic abuse	Home Safety measures and support to be offered Ensure all perpetrators referred to the Making Safe scheme Ensure all victims referred to IDAS	Safety measures offered	Continue offer to 100% of eligible clients	Making Safe NY Police IDAS Foundation WRHIA Ryecare	Revenue Funding	Continue to use Target Hardening budget for safety measures and Lifelines Liaise with Foundation Referrals to IDAS to continue
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 Increase the “pool” of approved private landlords and agents Offer tenancy support for initial set-up Use PRS to discharge Duty and reduce the average length of stay	Lettings scheme use Bonds and Advance Rent given Length of stay	All Officers to use as Prevention tool Ongoing Ongoing	Private rented sector Horton Landlords	Housing Options Toolkit Homeless Grant Funding Officer Time	Scheme currently limited to 12 properties - high demand in PRS and welfare benefit changes have made this difficult to achieve in current financial climate Explore possibility of using and new funding to work towards this goal through employment of new prs post and improved landlord offer Ongoing work via Landlords' Forum and via Housing Options contacts. Wider Publicity needed Via Ryedale Stay Where property meets the

						legal requirement. Use to be expanded from one household in 2016/17
Ensure that Derwent Lodge residents have access to education, training and employment to enable positive move-on	<p>Ensure safe, secure accommodation</p> <p>Offer weekly Support meetings.</p> <p>Plan “life-skills” learning activities</p> <p>Engage with staff and other residents</p> <p>Develop partner working with training providers and Benefits Agency</p>	Annual review of services offered	Ongoing	Young persons Partnership Foundation Adult Education Ryedale Jobcentre Richmond Fellowship	SP Funding NYCC	<p>All of these measures are continuing, for all age groups</p> <p>Richmond Fellowship attend Derwent Lodge 1 afternoon per week to provide assistance to training and employment opportunities for those under 26.</p> <p>Very positive partner working with the job centre to ensure that clients are able to access all available opportunities</p>
Use the North Yorkshire Home Choice Resettlement provisions to ensure positive move-on to independent living	<p>Enhance eligibility and skills by progression through the scheme, proving “positive change”</p> <p>Ensure that all support needs are met and residents are equipped to successfully manage independent living</p>	Positive move-ons from supported and temporary acc.	Annual review	North Yorkshire Home Choice	<p>Staff time</p> <p>Housing Options Toolkit</p> <p>Supporting people</p>	<p>As above.</p> <p>Residents assisted, where possible, to access permanent accommodation in the socially rented sector by the positive use of Resettlement and NYHC</p>
Regularly consult with clients in all	6 monthly interviews/surveys with all residents in Derwent Lodge and ORC.	Yearly review of surveys and	Annual review	Derwent Lodge	Supporting people	Ongoing

supported & temporary accomm. to ensure continued good service	Exit interviews when leaving Derwent Lodge	exit questionnaires		Foundation YMCA	Funding	Ongoing
	Follow-up after leaving ORC and B&B			Horton	Staff time	Ongoing
	Looking into the option of obtaining more temporary accommodation should this be needed following the introduction of the Homelessness Reduction Act	Temp accom figures	Annual review	YH, other social landlords, private landlords, B&B owners	Staff time	Information given informs service provision This can be looked at following any mapping of the clients who come in and potential accommodation needs

OBJECTIVE 3	REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS					
	How	Performance indicator	Target	Partners	Resources	Update 2017
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	NYCC Foundation	NYCC 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		NYCC	Staff time	Ongoing Co-ordination via S SP P.
	Provide a first point of contact for young people at risk	Contact figures		NYCC SASH		Currently have 2 x 0.5 FTE prevention worker posts
	Liaise with family and signpost to other agencies where possible, to prevent homelessness	Prevention figures				Ongoing
	Liaise fully with, and share information with, partner agencies					
	Liaise with pathway 2 accommodation providers to prevent evictions	Homelessness prevention figures		Foundation YMCA Derwent Lodge NYCC		Meet with providers and receive referrals to prevent any evictions from the partnership. Figures remain low as STEP's process must be followed
	Refer to specialist services to help	Referral figures		MST Time2 NYCC		

OBJECTIVE 3	REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS					
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	<p>prevent homelessness - eg multisystemic therapy (MST), time2, no wrong door</p> <p>Joint working with prevention services to ensure reconnection and mediation at home remains successful</p>			NYCC		<p>Regular referrals made as required</p> <p>Regular referrals to NYCC prevention service for joint working, or if homelessness is prevented but ongoing support is needed within the family</p>
Provide Young People with access to safe & secure accommodation whilst a return home is negotiated	<p>Use SASH services to offer a "breathing space"</p> <p>Negotiate possible return home with parents or carers</p>	Homeless preventions	Annual review	<p>NYCC</p> <p>SASH</p>	NYCC revenue	This short-term service remains available under the same contract, They have recruited more within Ryedale, to prevent young people having to travel out of District.
Ensure that a full C&FS assessment is carried out for all 16/17yr olds at risk of homelessness	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 families service	NYCC CYPS staffing contribution	<p>Ongoing</p> <p>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 – SASH placed 1 in summer 2017</p>
Provide safe	Offer accommodation via Service	Utilisation of	Quarterly	YMCA	Supporting	As above - continuation of

OBJECTIVE 3	REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS					
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accommodation for young people unable to remain at home, with access to full support	<p>Package 2 through the YPAP: Derwent Lodge, YMCA or SASH</p> <p>Ensure clients are provided with a support worker and Support Plan</p> <p>Work with Hubs across North Yorkshire to assist young people in need</p> <p>Ensure that “crisis” support is available</p>	units available	monitoring	Foundation SASH	People Funding	<p>Young People's Partnership, with 15 bed spaces, Cross boundary accommodation offered where appropriate, or requested</p> <p>All other support still in place</p>
OBJECTIVE 3 REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS	How	Performance indicator	Target	Partners	Resources	Update 2017
Ensure that all young people leaving Care are offered suitable accommodation, to avoid homelessness	<p>Ensure that Care leavers are assisted before becoming homeless If not possible, assist by means other than the Homeless route Work with Leaving Care Services</p> <p>Refer to Springboard Project for additional support</p>	Review of effectiveness of partnership	Annual review	Leaving Care services Springboard Project	NYCC Lottery funded	<p>Ensure that referrals for accommodation are timely to avoid a crisis move. Early referral and full disclosure needed from the Leaving Care Team.</p> <p>Springboard and No Wrong Door (therapeutic intervention) projects to be utilised to provide additional, targeted support to young people and accommodation providers</p>

OBJECTIVE 3	REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS					
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Maintain close partner arrangements with Services offering education, training and employment opportunities for those young people within the pathway	<p>Ensure all residents in Derwent Lodge and Ryedale YMCA are referred to Richmond Fellowship if not engaged in Employment, education or training</p> <p>Multi agency meetings: Pathway meeting hosted and Operational Group attended to ensure that the services are operating as required</p>	Number of referrals	Ongoing	NYCC Richmond Fellowship	Staff time	Changes to YP services places more obligation on the authority to provide interventions and solutions. Richmond Fellowship attend Derwent Lodge weekly to meet with young people.
Identify young people at risk of disengaging from society and in need of Homelessness Services	<p>MAPs meetings with Police and Education Services</p> <p>Liaison with Community Safety and YP specialist agencies</p> <p>Attendance at ASB Tasking Group</p>	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
Ensure that appropriate MAST referrals are made for young people, ensuring that support needs are met via this multi-agency approach	<p>Ensure that all staff are fully aware of the RDC Safeguarding Policy</p> <p>Ensure Specialist Officers and Partnership staff are trained and competent to undertake re</p> <p>Continue to advise and work with related agencies</p>	<p>Policy part of New Staff Induction</p> <p>Training Plan</p>	<p>Ongoing</p> <p>Refresh training bi-annually</p>	<p>NYCC</p> <p>S'Guarding Children's Board</p>	<p>Staff time</p> <p>Revenue funding</p> <p>Time 2</p>	<p>All staff fully Safeguarding trained</p> <p>All working with young people are conversant with referral pathways when concerned about a young person Key Staff to undertake comprehensive child protection pathway training</p> <p>Child Sexual Exploitation training undertaken and</p>

OBJECTIVE 3	REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS					
	How	Performance indicator	Target	Partners	Resources	Update 2017
						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 HUB consultation / feedback	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 2017
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	Horton	SP Funding	Continue co-location arrangements with 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 are now co-located at Ryedale House. All services part of Horton Housing. Services under threat due to loss of funding from September 18
Increase the number of clients remaining safely at home through the 'Making Safe' scheme	Making Safe to recommend home safety measures where appropriate	Number of clients supported	Annual review	Multi agency Making Safe Scheme	SP Funding	Flexibility in Target Hardening to fit needs of the client
	WRHIA Handyman Service to carry out minor safety and security works Support and/or accommodation provided, if required			NY Police Ryedale Community Safety P'ship	Revenue Funding	Continue to use for minor works Install Lifeline or use TECSOS (GPS) phone where appropriate. Assistance via NYHC or temporary accommodation

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
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 IDAS NY Police RCSP	SP Funding Staff Time	Ongoing Ongoing progress meetings with Specialists
Provide access to support & accommodation for high risk ex-offenders	Referral to Foundation's RACS scheme of eligible offenders, in line with the North Yorkshire Offender Protocol Offer Housing Solutions assistance to suitable clients, with Foundation support Ensure full disclosure from Probation Services	Number supported through RACS Number of clients accepted	Annual review	Foundation (RACS) Probation Service	Supporting people Funding	Referral via Probation Service so minimal Specialist involvement required. 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	Horizons ASB Tasking Group	Staff time	Ongoing referrals to Horizons as required, 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.

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
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	CAB	RDC Core Funding	Ongoing
Maintain low number of applications from those suffering domestic abuse by offering home safety options	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)	There has been an increase in 16/17 but small numbers and half had already left the property before approaching.
	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, to advise on housing issues or provide accommodation Via WRHIA
	Offer minor safety solutions at property Install Lifelines for additional security.	Installations Number installed	Ongoing		Ryecare Budget	Housing Options Target Hardening Budget
Provide victims of Domestic Abuse with specialised support	Referrals to IDAS	Referrals	IDAS referrals MARACs	IDAS	£44,000 SP funding	NYCC Funding IDAS continue to support victims in the community
Ensure comprehensive age-appropriate	Work with referral agencies to identify need and accommodation requirements	Meetings with support Officers	Ongoing	Foundation	Staff time	Support and/or accommodation offered via YP Partnership

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
support and accommodation for 16-17 year old parents	Ensure that full Support plans are in place			Young peoples 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 Specialists 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 probation so minimal HOT involvement, except when move-on needed or homelessness threatened. Can provide floating support for those in other accommodation
Ensure access to services for all minority groups in the Ryedale Community	Facilitate Ryedale Prevent and Equalities Forum	Provision of meetings	Ongoing	Forum Members	Staff Time	Ongoing.
	Work to Gypsy Traveller Roma & Showmen Strategy Outcomes	Reviewed with Gypsy and Traveller group		NYCC Horton Housing	Horton	Horton's support worker co-located at Ryedale House and at Tara Park to integrate services.
	Attend the Gypsy & Traveller drop-in if	cases referred		Horton		Work with Horton to provide

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
	<p>required and liaise with the specialist support service</p> <p>Use of Language Line translation service</p> <p>Report incidents of Hate Crime to Ryedale Prevent and Equalities Forum</p> <p>Adhere to the aims and requirements of the national Prevent strategy</p> <p>Provide a specialist “signer” for those with impaired hearing, with advance notice</p> <p>Information may be provided in Braille or other formats for blind or partially sighted people</p>	<p>by staff</p> <p>Numbers</p> <p>Number of reports</p> <p>Number referred</p> <p>As above</p>	Ongoing			<p>efficient management of the Ryedale travellers' site and they are aware of housing options services if required</p> <p>Corporate contract</p> <p>To continue. 0 reports 2016/17 to HOT. RDC remains a Hate Crime Reporting Centre</p> <p>All housing staff complete online & classroom training</p> <p>BSL signers available</p> <p>If requested</p>
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	<p>Housing Solutions</p> <p>Derwent Lodge</p>	Staff time	<p>Ongoing for residents of Derwent Lodge</p> <p>Roll-out to residents in HOT managed HMOs planned for 2017/18 not completed due to lack of resources</p>
Improve access to advice and	Promote Ryecare, Disabled Facilities Grants, HIA Grants, Winterwarmth etc.	Annual reviews	Ongoing	White Rose Home	SP funding	Promotional events held annually. Press release each

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
assistance to older people, allowing them to remain safely at home or explore alternatives	<p>Raise awareness of issues and options within the Ryedale community</p> <p>Provide a home visiting service for those unable to access Ryedale House</p> <p>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</p> <p>Continue to work in partnership with the White Rose Home Improvement Agency Promote the wellbeing service and the Handypersons service across Ryedale</p> <p>Ensure referrals are made to specialist support services (ie Age UK and Living Well)</p>			Improvement Agency	Service User Funding	<p>Autumn and Winter</p> <p>Community forums attended. Promotional materials distributed</p> <p>Ongoing. Referrals also to Revenues & Benefits Service Visiting Officer</p> <p>Specialist visiting officer to be sought if funding becomes available</p> <p>Ongoing attendance at Housing and Landlords' Forums</p> <p>Several referrals made for customers to support services</p>
Improve access to support for learning disabled adults and young people	<p>Referral for specialist support where requested or identified at Housing Options interviews</p> <p>Maintain Attendance at the Learning Disabilities Housing Task Group</p>	Monitored through Housing task group	Ongoing	<p>NYCC Adult Social care</p> <p>S'Borough, Whitby,</p>	Staff time	<p>Continuing, in partnership with the LDTG</p> <p>Attendance where appropriate and in receipt of</p>

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
				Ryedale LDTG		agenda and minutes
Work with Community Mental Health Services to support mutual clients	Provide positive outcomes for service users referred by specialist agencies	Joint Hospital D'charge Protocol in place	Jan 2018	Community Mental health Team	Staff Time	To be reviewed CMHT now attend fortnightly tasking meetings at RDC and liaise regarding clients with complex needs
	Ensure timely referral to the emergency Crisis Intervention Team					Ongoing
	Develop an information sharing protocol with the Ryedale CMHT					
	Maintain good links with Ryedale Stay Well	6 weekly meetings with scheme manager		Horton		Ryedale Stay Well (Horton) now co-located at RDC. Regular referrals for customers at risk of homelessness
	Form stronger links with Next Steps mental health resource centre who support customers with mental health and well-being issues	Meet staff to promote and discuss services	January 2018			Many customers engage positively with this service
Ensure that carers/applicants with caring responsibilities	Review referral arrangements with Ryedale Carers' Resource	Review of referral arrangement	April 2018	Ryedale Carers' Resource	Staff Time	Formal referral pathway to be agreed

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
can access housing support	Review referral arrangements for Ryedale Special Families			Ryedale Young Carers Ryedale. Special Families		To be agreed 17/18
Widen access to specialist support for parents of young children, to alleviate some of the pressure of housing difficulties	Make appropriate referrals to the Family Intervention Team	Referrals to MAST team for a service	ongoing	NYCC Family Intervention Team York & North Yorkshire NHS	Staff Time	FIT No longer operating. Referrals via MAST at NYCC if appropriate for prevention services
	Develop referral arrangements with Children's Centres			NYCC		As above, through the MAST team
	Attend all appropriate multiagency Mtgs	Continuation of attendance	ongoing	NYCC	Staff time	Ongoing
	Develop referral arrangements with Ryedale Home Start			Home Start Ryedale		Home Start has ceased to operate
Continue to be an active member of the NYSP Commissioning Body to ensure	Attendance at Commissioning Board meetings	Attendance at meetings and retention of services	Ongoing	North Yorkshire Housing Authorities	Staff time NYCC Funding	This has now disbanded

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
support services are procured effectively for Ryedale				Probation NYCC		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 and operational group	Continuation of attendance	Ongoing	North Yorkshire Housing Authorities and Registered providers	Staff time	NYHC currently under review. Partnership arrangements and policy to be reviewed will change by 2018.
Continue to provide support to RyedaleStay to ensure support is allocated where most needed across the district	Timely referrals made for housing related support	Monthly meetings with Horton	Annual review	Horton RyedaleStay Supporting people	Staff time Supporting people funding	Now Ryedale Stay, under new contract with NYCC. Continuation of co-location at Ryedale House, 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	Review the strategy in partnership with Sub region	Review completed	March 2016	North Yorkshire	Staff time	Ongoing

OBJECTIVE 4	IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS					
	How	Performance Indicator	Target	Partners	Resources	Update 2017
Yorkshire Tenancy Strategy				Partners		
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	Horton	Management Now carried out by Horton 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	Ryedale FoodBank	Staff time £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 clients.
Continue to provide financial support to Ryedale CAB to facilitate access to Money Advice for housing clients	Review with the Citizens advice Bureau the continuation of funding through the development of a business plan Provide funding support for the Money Advice Service	Review ongoing Number of referrals		Ryedale Citizens advice bureau	Revenue funding £12K Homeless prevention grant	Corporate funding in place Grant to ensure priority access to the specialist Debt Advisor for 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	Ongoing review	75 annually	Corporate Housing Group	HCA Grant	Ongoing. 52 completed 2016/17.
	Work with partners to take advantage of the HCA Affordable Housing Programme 2015/20			Registered providers Homes and Communities Agency (HCA)	RP resources	Ongoing. Meet regularly with RP's. Currently have 2 schemes on site in Sheriff Hutton and Norton
	Ensure support and advice is given to developers to maximise affordable housing on Section 106 sites			Private Developers	Private Developers	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	Ongoing review	75 annually	Parish Councils & Communities	HCA Grant RP resources	Ongoing with RHE
	Encourage owners of land to consider selling for development by Registered Providers			Private Developers Land owners	Private Developers	Ongoing with RHE & HDO where possible.
	Housing Development Officer and Rural Housing Enabler to work collaboratively to generate new schemes.			Registered providers		Ongoing. Review HDO position in February 2017.
Regularly update	Continue to undertake rural Housing Needs	Completion of	Ongoing	Consultant	Staff time	Ongoing

Objective 5	Increase the supply of Affordable Housing					
	How	Performance Indicator	Targets	Partners	Resources	Update 2016
Ryedale Housing needs data to inform development of future affordable housing policy and strategy	surveys	surveys		services		
	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	Agreement for next three years	N Yorkshire Districts And Rural network partners	£6,500 revenue support/com muted sums	Ongoing
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	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

Objective 5	Increase the supply of Affordable Housing					
	How	Performance Indicator	Targets	Partners	Resources	Update 2016
homelessness						
Review RDCs Empty Property Strategy & ensure best use of nomination rights to grant- aided properties	<p>Review the Empty property strategy</p> <p>Work closely with Private Sector Housing to identify properties</p> <p>Prevent homelessness by nomination of clients</p>	New strategy in place	April 2017	In House arrangement	Staff Time	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing.</p>
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 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 Specialists (People). 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 Principle Specialist (People)

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 challenging welfare reforms, it is more important than ever to ensure that homeless prevention remains at the top of the agenda and that through close partnership working, 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	Principle Specialist (People)	01653 600666 Ext 383	kim.robertshaw@ryedale.gov.uk
Sarah Wintringham	Senior Specialist (People)	01653 600 666 ext 266	sarah.wintringham@ryedale.gov.uk
Joanne Marriott	Senior Specialist (People)	01653 600 666 ext 233	joanne.marriott@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.