



Ryedale Homelessness Strategy Review and Action Plan

2015 - 2020





Foreword

This is Ryedale Council's Homelessness Strategy and sets out our plans over the next five years. Despite the economic challenges over recent years Ryedale's innovative and dedicated approach in preventing homelessness has seen significant results.

However, with homelessness in the UK steadily rising and the challenges of the impact of welfare reform, the next few years may bring further challenges to the Council as it seeks to continue to help households faced with the threat of homelessness in Ryedale.

Whilst Ryedale residents enjoy the benefits of its beautiful location Ryedale's attractiveness means property prices to rent or buy are beyond the reach of many. This creates demand for more affordable housing which far outstrips the supply, even taking into account the recent reduction in the numbers on North Yorkshire Home Choice's waiting list for Ryedale following the review in 2013.

The lack of supply means households either have to find accommodation in less expensive areas outside of Ryedale or have to live in far from ideal circumstances in the homes of friends or relatives. Such situations inevitably trigger tensions in homes that in some cases can lead to homelessness. This can particularly be exacerbated for households with additional needs due to their vulnerability.

This strategy outlines both the successes in tackling homelessness over the last few years as well as the challenges ahead and proposed actions to meet these challenges.

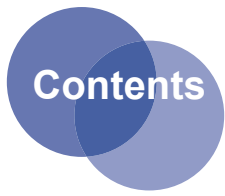
The Council's corporate commitment to Housing Options services will continue with the support of the necessary funding to achieve our aims. In Ryedale there is a commitment to early intervention and prevention and this will continue throughout the life of the strategy.

The Council is indebted to the many people and organisations that have assisted in producing this strategy and would like to thank them for contributing to its content and their commitment to achieving its aims.

I am pleased to commend this strategy and hope it will help the Council and those people seeking assistance with their housing issues.

A handwritten signature in blue ink that reads "Linda Cowling". The signature is written in a cursive, flowing style.

Cllr. Linda Cowling



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Introduction

Welcome to Ryedale District Council's Homelessness Strategy and Action Plan for 2015 – 2020

Ryedale's five year strategy sets out the Council's aim to tackle homelessness across the district and details how the Council will provide housing options services for the residents of Ryedale.

This strategy and action plan has been written to comply with the legal requirement to do so, and with regard to national policy, Sub regional policy, stakeholders, partners and Ryedale District Council's Review of the service in 2014. The latter was undertaken in consultation with:

- Partner agencies across Ryedale.
- Front-line staff in our own and all partner services
- Clients using the service

The strategy recognises the important role that other partners and stakeholders have to play in harnessing skills and delivering sensitive and tailored solutions to address some of the issues within our community.

In recognition of the fact that Homelessness can be devastating, and is seldom a problem in isolation, the provision of accommodation without considering all contributory factors and aiming to provide specialist support and assistance to address those problems is not a solution. A holistic approach ensures that health; employment, income, social isolation, relationships and other issues affecting individuals' ability to maintain their home are considered.

It has long been recognised too, that the prevention of homelessness is more cost-effective for authorities than dealing with its consequences. Resources deployed to prevent homelessness save on costs long-term and alleviate the crisis for the client. To achieve this in the current economic downturn the emphasis must be on partnership working, sharing resources and employing creative solutions

Local authorities and their partners have to increasingly work under ongoing financial constraints. Therefore working together, including early and positive intervention is the key to success. Prevention is indeed better than cure.

Service Review

The strategy has been informed by a Homelessness Service Review, undertaken in 2014. This aimed to highlight gaps in our service and identify resources available to meet the emerging needs.

The Ryedale Housing Forum, comprising local agencies, Members and services, was crucial to the process. Volunteer Forum members formed a Homelessness Strategy Steering Group and consulted with local organisations to discuss how to develop and maintain services, jointly seeking funding opportunities wherever possible. In addition a full Housing Review was undertaken in 2010/11 benchmarking information was used to compare

the services provided with other authorities. The Council continues to work closely with other North Yorkshire Authorities in ensuring value for money for services provided and consistency of approach. Benchmarking information will be collated on an annual basis to inform and compare service costs and examine efficiencies in the service.

Partners

Partners play a significant part in homelessness prevention by providing timely, specific and tailored intervention, support and assistance - reducing the impact of such issues on the sustainability of the home. Ryedale Council's efforts to tackle homelessness are part of a bigger picture, which includes tackling the causes of social exclusion and improving access to services for our clients across all of North Yorkshire.

As part of a small, largely rural authority, Ryedale's Housing Options Service has of necessity developed close working relationships with partner agencies over many years. This has been and will remain a vital tool in maintaining current levels of service. Changes for families and young people due to welfare reform make it vital that current services are protected and maintained, and that we are ready to help those who will need our support.

The writing of homelessness strategies has enabled the Council and partners to better understand the key homeless challenges facing the district and to develop creative and innovative options for tackling these challenges. The strategy is being developed within the context of a continual increase in demand for homeless services. The strategy will set out the Council and stakeholders' commitment to meeting these challenges through partnership, dialogue, creativity and innovation.

Existing Resources

Success to date and the majority of the priorities, actions and targets within the action plan are not dependent on securing additional government funding or increased Council revenue spend. Rather, the focus is on how positive outcomes can be achieved by making better use of existing resources especially through partnership and dialogue. Effective homeless services make an important contribution to reducing the resource burden on other statutory services such as health, social care, the police and the wider criminal justice system.

Spend to Save

The council has used "spend to save" initiatives in order to justify the moving of financial resources to facilitate Homeless prevention. This has been evident in the allocation of £10k to form the Housing Options Toolkit a few years ago. This was provided following significant "spend to save" arguments in the consequential reduction in spend on temporary accommodation. In addition the council continues to receive the full Homeless prevention grant as the Council understands that the implications of a reduction in this would result in increased spend across other budget areas.

Five Year Strategy

The strategy will cover the period between 2015 and 2021 and will be framed around five objectives. There will be actions and targets linked to each objective. The strategy action plan will be monitored on an ongoing basis through the multi-agency Homelessness Strategy Steering Group and will be updated and reviewed. This will incorporate any policy changes, resource issues and feedback from client and stakeholder consultation, being done on an annual basis.

Ryedale Homelessness Strategy – A Summary

The aim of this strategy is to increase homelessness prevention across Ryedale with early intervention as key. The Council will strive to ensure that it provides and maintains current services to meet the housing and support needs of people facing the potential loss of their home.

Homelessness levels have been reducing over recent years as prevention initiatives continue to be employed at an early stage. However, households continue to be adversely affected by the economic downturn and the impact of Welfare Reform. Ryedale will continue to prevent homelessness, ensuring that all clients have access to the right support and advice. The Council will also increase the provision of accommodation across all tenures to ensure that this trend continues.

Partnership Approach

This Strategy builds on the strengths of the previous strategies moving towards enhanced partnership working that will deliver joint priorities, more preventative activities and a focus on addressing causes as opposed to symptoms of homelessness. Such an approach will assist the Council in attaining the Government's "Gold Standard" set out in its report 'Making Every Contact Count: A Joint Approach to Preventing Homelessness "Local Authority Challenges"'. The Strategy development process has been a partnership process with Ryedale's Homelessness Strategy Group, a multi agency steering group that has shaped the priorities and key actions that will be delivered during the life of this Strategy. Therefore, the priorities represent the collective view of the statutory and voluntary agencies of what this strategy needs to achieve within its lifespan. Many actions contained within the Action Plan will only be achievable through this joint working to fulfil our vision.

Aims

This plan fits into the overall aims and visions of Ryedale District Council's Housing Strategy Action Plan. This strategy and action plan detail the services and initiatives in place to achieve these goals and will highlight any gaps in service and future development needs.

In developing the strategy the Council has taken into account the North Yorkshire Home Choice Allocations Policy and the North Yorkshire Tenancy Strategy,

Working with our partners across Ryedale the Council aims to achieve the following:

- encourage people to seek assistance before they reach a homelessness crisis
- enable people to stay in their own homes whenever possible through appropriate advice, support, information and assistance
- work together to ensure an holistic approach to clients' difficulties
- identify suitable housing options for those who cannot remain in their current situation
- increase the availability of new affordable homes
- ensure that the Private Rental Sector plays a larger role in homelessness prevention

THIS WILL BE ACHIEVED BY MEETING 5 KEY OBJECTIVES

- Reduce homelessness through prevention
- Reduce the use of , and improve the quality of, temporary Accommodation
- Reduce the incidence of Youth homelessness
- Improve access to Support Services and advice to prevent homelessness and increase sustainability
- Increase the supply of Affordable Housing

The National Context

Following publication of the Government's first national housing policy in 2011, "Laying the Foundations: A Housing Strategy for England", the emphasis on homelessness prevention was very clear. The needs of vulnerable people were highlighted, with particular "client groups" being identified as needing additional priority for housing.

In August 2012 the Ministerial Working Group on Homelessness published its national homelessness Strategy "Making Every Contact Count". This advocated a joint approach to the prevention of homelessness and included some challenges for local authorities, in the light of the Localism Act 2011 and Welfare Reform changes in 2012:

During this time we saw the introduction of;

- Fixed term tenancies to be offered by social housing providers
- Greater flexibility could be employed when allocating properties and operating waiting lists
- Changes to affordable housing contribution

- Legislation changes around retaliatory evictions
- The Homelessness duty could be discharged by an offer of private sector accommodation
- The introduction of Universal Credit
- Housing Benefit changes
- Local Housing Allowance
- Council Tax Benefit changes
- Disability benefits reforms
- Community Care Grants and Crisis Loans replaced with Locally administered schemes

In addition, the Government plans to further reduce public spending. Already ended is the ring fenced "Supporting People" funding within its grant to local government. Throughout North Yorkshire the "supporting people" fund has, however, remained ring fenced at present and has not been used by North Yorkshire County Council to fund other services. National Policies will continue to be reviewed

Ryedale's Homelessness Strategy links to the aims and objectives of the North Yorkshire Housing and Homelessness Strategy

www.northyorkshirestrategichousingpartnership.co.uk/index.php/north-yorkshire-housing-strategy

Approved in October 2012, but expiring in 2015, to be replaced by Ryedale's own strategies.

This is further underpinned by the York, North Yorkshire and East Riding Housing Strategy 2015 – 21 this highlights eight key areas of consideration;

- **Work with partners to increase the supply of good quality new housing across all tenures and locations(in line with Local Plans/site allocations)**

Ryedale has developed 229 affordable homes over the past three years. It is becoming increasingly difficult to maintain high levels of delivery, the reasons being the economic downturn and large developers consolidating, therefore declining to develop substantially. Ryedale has exceeded its target of 75 affordable homes per year. Ryedale's track record of the Housing and Planning departments working in partnership goes a long way to achieving the target of providing 75 new affordable homes annually. This joint working will continue in order to meet the new Housing Strategy's projected target of 3,000 new homes needed in Ryedale by 2027.

- **Ensure that our housing stock reflects the needs of urban, rural and coastal communities**

Ryedale District Council will be looking to update its Strategic Housing Market Assessment over the next 12 months as current data dates back to 2011. The Ryedale Local Plan (2013) further details the strategic policies which aim to meet the objective of delivering sustainable development to a diverse range of communities across the district, particularly to those in more isolated locations.

- **Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives and promotes social cohesion**

Foresight in design will ensure that properties can be easily adapted to meet the changing needs of residents, negating the need to move as has often been the case previously, allowing communities the stability which promotes cohesion. Housing developments will include a range of property types and tenures, providing a mix to suit the needs of Ryedale residents.

- **Via Policy guidance and negotiation, ensure new homes are of high design and environmental quality**

Ryedale's Local Plan details how this aim will be achieved.

- **Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities**

Stock condition surveys have long shown that Ryedale's housing stock is of a good standard. The Housing Health & Safety Rating System is applied to all properties coming to

the attention of the authority, ensuring that fitness standards are maintained and that the housing stock continues to meet residents' needs.

- **Ensure that all homes have a positive impact on health and wellbeing and are affordable to run**

Sustainable building, as detailed in the Ryedale Local Plan, ensures that new homes will use less energy; use energy efficiently; and will use renewable and/or low carbon sources, meaning less impact on the environment. They will be more affordable to run. Energy Efficiency measures continue to be offered to residents of existing stock, along with schemes offering effective heating systems, insulation, collective switching (cheaper energy) and Property Improvement Loans.

- **Continue to reduce homelessness**

This is the stated aim of this Homelessness Strategy and Action Plan.

- **Ensure that affordable housing is allocated fairly and on the basis of need**

Ryedale District Council maintains an active presence on the North Yorkshire Home Choice Board, ensuring adherence to the aims of this equality-based allocations policy.

- **Provide appropriate Housing and support for those with specific needs**

Working in collaboration with NYCC's Supporting People, support services and accommodation for vulnerable people has been assured. Those assisted through specific and targeted support include: Young People; those with Learning Disabilities; those with physical or mental disabilities; people struggling with addictions; those at risk of domestic abuse; Gypsies and Travellers; people leaving prison and people leaving the armed forces.

Consideration and added focus will be given in the new strategy to the provision of specialised housing and support for older people. Homelessness resulting from the unsuitability of clients' homes as people become less physically able. Consideration and support, grants and move-on. Extra-Care housing provision will continue to be built into Local Plans.

- **Support the needs of Gypsy, Roma, Travellers and Showmen**

Ryedale District Council is an active member of the North Yorkshire Gypsy, Roma, Travellers & Showmen Strategy Steering Group. Deficit in site provision has been addressed, resulting in the provision, in 2013, of additional pitches and facilities. Horton Housing provides ongoing specialised support to residents of the site and non-residents living in the community.

The above priorities are reflected within Ryedale's Housing Strategy Action Plan reviewed in 2015. The Council's Homelessness Strategy further provides relevant details of how these priorities will be met.

North Yorkshire Health and Wellbeing Board,

From April 2014, new arrangements have taken effect to deliver public health priorities across North Yorkshire. North Yorkshire's Health and Wellbeing Board is a formal committee of North Yorkshire County Council. Work in partnership to develop robust joint health and wellbeing strategies. These in turn set the North Yorkshire framework for commissioning of health care, social care and public health.

A new Health and wellbeing strategy has been developed, a number of strategic priorities being set within it which will assist many of the health and wellbeing problems that can lead to homelessness or arise from it.

North Yorkshire Care and Support "Where I Live Strategy" 2020

North Yorkshire County Council is consulting on a strategy that will transform services to ensure that people can remain safe and independent in their homes and improve the amount and quality of accommodation with care and support across the county by 2020.

Partnership working across the Sub Region and Local Enterprise Partnership (LEP) area

Ryedale is a member of the North Yorkshire Strategic partnership which is led by the Local Government North Yorkshire, York and East Riding (NYCYER) Housing board, further partnership working is enhanced through the following joint working arrangements;

- **Chief Housing Officers Group**
- **Supporting People Commissioning Body**
- **County Homelessness Group**
- **Gold Standard Working Group**
- **Domestic Abuse Joint Commissioning Group**
- **Multi Agency Public Protection arrangements (MAPPA)**
- **Multi Agency Risk Assessment Conference (MARAC)**
- **Young's Peoples Partnership**
- **Safeguarding Lead Officers Group**
- **North Yorkshire Home choice Board**
- **Making Safe County Group**
- **Private Sector Housing Group**
- **Empty Property Forum**
- **Northern Affordable Housing Group**
- **North Yorkshire Housing Forum**
- **Children in Need Meeting and Child Protection Case Conferences**
- **North Yorkshire Substance Misuse Partnership**
- **North Yorkshire Rural Housing Network**
- **North Yorkshire Gypsy, Traveller, Roma of Showpeople Steering Group**
- **Sounding Board**
- **Regional Housing Board**
- **"Young in Yorkshire" Strategy**

In addition there are close working arrangements internally between the Revenues and Benefits department, Planning, Environmental health, legal and the Safer Ryedale Partnership.

This strategy links directly to one of the corporate aims of Ryedale District Council's Corporate Plan 2013/17, which is committed to achieving its aims by working with Local Strategic Partnership members:

Corporate Aim: To meet housing needs in the Ryedale district area

In addition to this, other plans and strategies which link to this strategy action plan are:

- **RDC Housing Strategy Action Plan**
- **North Yorkshire Housing and Homelessness Strategy**
- **North Yorkshire Domestic Abuse Strategy**
- **North Yorkshire Gypsy, Roma, Traveller and Show People Strategy**
- **Ryedale Safer Communities Strategy**
- **York, North Yorkshire and East Riding Housing Strategy 2015-21**
- **Ryedale Local Plan**
- **Ryedale District Council's Empty Property Strategy**
- **North Yorkshire Empty Property Strategy**
- **NYCC's Young People's Accommodation Partnership**
- **North Yorkshire and York Single Homelessness Plan.**
- **Ryedale Private Sector Renewal Strategy**

Homelessness in Ryedale

The population of Ryedale is 51,700 (2011 census). Populations are dispersed across a huge, mostly rural area with five market towns (Malton, Norton, Pickering, Helmsley and Kirkbymoorside), which in this context constitute "urban" areas. Analysis of Homelessness across the District would tend to show that it is Malton and Norton where most of the problems exist. However, the dispersal of the population is wide and it is a fact that both our services and our temporary accommodation are based in the two towns, making accessibility of services difficult. Outreach services in the northern market towns have been made available in the past, with little take-up. This will continue to be reviewed on a regular basis.

The need for a proactive and flexible Housing Options service is underpinned by the following: statistics

Statistic	12/13	13/14
New clients contacting Housing Options	709 in 12/13	747 in 13/14
Homelessness Preventions	301 in 12/13	346 in 13/14
Homeless applications made	39 in 12/13	35 in 13/14
Homeless applications accepted, a full housing duty being owed	18 in 12/13	15 in 13/14
Households fleeing violence	10 in 12/13	21 in 13/14
Young people able to remain at home via the Young People's Accommodation Partnership	N/A	156 in 13/14
Young people prevented from homelessness through YPAP accommodation	N/A	44 in 13/14
16/17 year olds accommodated by YPAP	N/A	15 in 13/14
Affordable Homes completed in Ryedale	94 in 12/13	40 in 13/14
Rural affordable homes completed	N/A	5 in 13/14
Numbers accommodated in temporary accommodation	31 March 2013	31 March 2014
Units of supported accommodation for young people	26 in 12/13	22 in 13/14
Average length of stay in B&B accommodation	4 weeks in 12/13	3 weeks in 13/14
Average length of stay in temporary accommodation	19 weeks in 12/13	19 weeks in 13/14

Reasons for Enquiry to the Housing Options Service

Advice Cases

Statistic	12/13	13/14
Protection from Eviction info	5	4
Bond Guarantee Application	8	7
Information only-no action	18	21
Invite to make a HA appointment	25	22
Housing Advice appointment made	18	23
Referral to Housing Benefit	17	26
Home visit made	37	29
Tenancy support referral	20	31
HO Private sector referral	21	38
North Yorkshire HC Advice	31	106
Housing Advice interview	178	200

In 2013/14 there was a huge increase in advice on North Yorkshire Home Choice, alongside an increase in Housing Advice interviews. There was also a significant increase in the number of private sector, tenancy support and housing benefit referrals.

North Yorkshire Home Choice

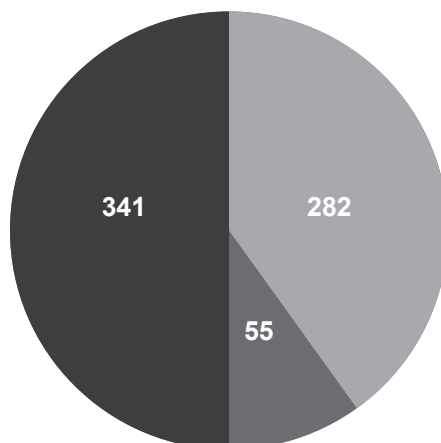
Social Housing is allocated in Ryedale through North Yorkshire Home Choice; this is a partnership between the Housing Authorities across North Yorkshire, excluding Harrogate BC and York, and the main Social Housing providers Yorkshire Housing and Broadacres in Ryedale. It comprises a Joint allocations policy and became operational in 2011.

Housing Register

As at 31 Dec 2014 there were 678 households on the register for Ryedale. This represents 10% of the overall numbers for the sub region. There has been a massive reduction in numbers compared to previous years. As at March 2012 there were 1455 on the list, this reduced to 896 in March 2014. The main reason for the reduction was the move to Choice Based Lettings and a further review that took place in 2013. It is expected that numbers will start to gradual increase and this will continue to be monitored through the North Yorkshire and York Choice Based Letting Project Board. Households who have made no bids within a 12 month period will have their application cancelled.

North Yorkshire Home Choice assesses need and applicants are placed in one of three bands, as at 31 Dec 2014 there were;

North Yorkshire Home Choice as at 31st December 2014



- Of the 678 on the housing register, 642 stated they were a UK national.
- 5 applicants on the list for Ryedale were classed as statutory homeless.
- 15 applicants were at risk of homelessness and in priority need.

Application by age

	0-16	16-17	18-24	25-31	32-38	39-45	46-52	53-59	60-64	65-69	70-74	75-79	80+	Total
Ryedale	0	0	74	118	77	86	77	81	42	37	36	21	29	678

Applicants needing assistance to Bid

Register by LA Applicants and Age who need help to bid

18-24	25-31	32-38	39-45	46-52	53-59	60-64	65-69	70-74	75-79	80+	Total
13	5	5	8	10	9	4	5	6	10	17	92

Applicant's with Disabilities

Applicants Stating Disability	Autistic	Does not wish to disclose	Hearing Impairment	Learning Disability	Mental Health	Mobility	Other	Progressive Disability/ Chronic Illness	Visual Impairment
Ryedale	1	15	4	6	46	63	21	43	4

New Tenancies commenced during 2013/14 across Ryedale

Yorkshire Housing new tenancies

10/11-299

11/12-312

12/13-308

Other housing providers tenancies commenced in 2013/14

Home Housing Group – 12

Broadacres Housing Association – 22

Consultation

A Review of Homelessness Services in Ryedale was undertaken in 2014.

All partners and agencies were invited to take part in a consultation event and their feedback informed this strategy. The consultation was based on the five objectives embedded in the then sub-regional plan for North Yorkshire.

Ryedale Homelessness Strategy Steering Group (HSSG)

This Group was formed through consultation with the Housing Forum, with volunteer members coming together to help to develop the Homelessness Action Plan. The group had representation from the Council, Ryedale Voluntary Action, Foundation, Stonham Homestay, Yorkshire Housing and Ryedale Community Safety and were tasked with informing the Action Plan for homeless people in Ryedale by consulting their clients and stakeholders.

The HSSG began the Review process by consulting the Housing Forum in order to identify gaps in service, areas of concern and a “wish list” for future development.

A Homelessness “event” in Ryedale was attended by a wide range of partner agencies, their feedback being incorporated into this action plan. A more recent 2014 survey of the Housing Forum and Homelessness Steering Group has informed the latest review of this strategy and action plan.

The Action Plan provides the detail of all homelessness prevention initiatives used in Ryedale by the Housing Services department and its partners, in order to achieve the stated objectives. It states how the Council will strive to maintain services at their current high standard and consider new initiatives and partnering opportunities to increase effectiveness. The Action Plan further develops the need for such working arrangements in light of the changes brought about by Welfare Reform, likely to have financial and provision implications for many Ryedale residents and services alike.

The following page shows the Housing Forum & Event Consultation Results

What would you say was missing from homelessness services in Ryedale?	What are your top 3 concerns for homelessness services?	What would be the top 3 in your “wishlist” for homelessness Services in Ryedale?
Older people’s Services Drug & Alcohol Services Mental Health (Specialist Housing) Focussed support to start a tenancy Money and debt advice Insufficient affordable accommodation Lack of knowledge of available services Difficulties with rurality All temporary accommodation is in Norton Communications strand to strategy Wider private sector rental options Improve relationships with landlords Raise awareness of options, to avoid crises	Welfare Benefit Reform Universal credit leading to rent arrears Lack of affordable/suitable housing Probability of increased debt due to WR Staffing CBL & access to Yorkshire Housing Lack of 1 bedroom accommodation Housing stock going to people from outside Ryedale High private rents Increase in homelessness & enquiries Funding cuts/freezes /reduced resources Loss of working relationships – within authorities	Open the PRS to more vulnerable clients More staff More accommodation & affordable homes Continuation of ongoing tenancy support Welfare Officers (visiting) Debt Counsellors Building Programme of suitable housing Access to services/outreach work/drop-ins Agencies using resources flexibly “Invest to Save” in service commissioning Increase positive move on into the PRS Increase in funding for debt advice Work clubs to address worklessness

Suggestions for developments from the event focussed on the following areas:

- Extending early intervention and prevention work with young people and their Families, as well as the wider community
- Welfare Reform concerns and awareness raising regarding the implications for many Ryedale residents
- Providing accommodation & support to people with lower needs – frequently (often “overlooked” in terms of service provision)
- Agencies and Services Working more closely together to develop creative and innovative approaches, particularly at a time of budget constraints

been included in the current work & future aims of this strategy & action plan.

Ryedale Housing Forum

All public and voluntary agencies in Ryedale acknowledge the need for closer working to improve outcomes for those in need. Ryedale’s Housing Services department works with many local agencies, some through formal partnership working protocols. Facilitated by the Council, Ryedale Housing Forum meets quarterly and ensures that all agencies, voluntary, community and statutory, are invited and updated on housing related issues, many of which affect their clients. The forum also includes Council member who have the knowledge and interest in housing issues. The forum shares information, good practice, developments and strategies affecting housing in Ryedale - including the Homelessness Strategy and Action Plan. Partners are consulted for feedback on services and issues.

These views and concerns have, as far as is practical,

Mapping of Schemes of Initiatives available to Homeless People

Initiatives

- Bond Guarantee
- Advance Rent scheme
- Prevention Fund
- Lettings Officer
- CAB Debt Advice
- Repossession Loan Fund
- Breathing Space Loan
- Rural Housing Enabler
- Home Improvement Grants/Loans
- Disabled Facility Grants
- Discretionary Housing Payments
- North Yorkshire Local Assistance Fund
- Personalisation Fund
- Ryedale Landlord Forum
- SP Commissioning Body

Health & Wellbeing

- Making Safe
- Housing Support Workers - young people
- Homelessness Support
- Childrens Centre referrals
- No Second Night Out
- Adaptations
- Ryecare Lifeline
- Next Steps
- Child and Adolescent Mental Health Service
- Community Mental Health Team
- Ryedale Food Bank
- Alcohol Harm Reduction Group
- Adult Safeguarding Group
- Older Persons' Forum
- Gypsy, Traveller, Roma and Showpeople Strategy Steering Group

Young People

- Homelessness Prevention Worker
- Safe and Sound Homes
- Young Persons Accommodation Partnership
- Springboard Project Worker
- Safeguarding and Projects Officer
- Social Inclusion Officer
- Children's Safeguarding & Strategy Group

Partners

- Yorkshire Housing
- NYYPAP (see "Young People")
- YMCA
- Foundation
- CAB
- Key House
- Stonham Homestay
- Safe and Sound Homes
- Adult Social Care/Health Services
- Children & Families' Service
- National Probation Service
- Health Services
- All Private Registered Providers
- Horton Housing
- DWP
- Job Centre Plus

Support

- Housing Options
- Foundation RACS
- Stonham Homestay
- Gypsy and Traveller drop-in & support
- British Legion
- Key House Court Advice Service
- Ryedale Lettings Scheme
- Private Rented Sector Project
- Single Homelessness Strategy
- Housing Solutions
- Making Safe
- Provider arrears case referral
- Developing Stronger Families
- SSAFA
- Scarborough, Whitby, Ryedale and Filey Domestic and Sexual Abuse Forum

Customer Consultation 2014

It is important that we try and consult with clients whenever possible in order to make improvements to the services we offer.

Consultation with those in Temporary accommodation

In general the feedback has been that the majority of clients enjoy residing in the accommodation; however there are still improvements to be made. These include:

- More residents need access to training/education options
- Many residents are not registered with a Dentist
- More engagement to take place with residents over and above Support meetings

Ongoing Consultations

- To be undertaken every 6 months at Old Railway court and Derwent Lodge.
- Exit Forms to be completed at both establishments.
- Ongoing via Ryedale Housing Forum and Homelessness Strategy Steering Group, with all partner agencies.

In addition there are regular residents meetings at Derwent Lodge in order for feedback to improve service delivery where possible. This has resulted in changes to how we operate and the services on offer to the residents.

Feedback from Housing Options Interviews

Clients approached the Council for a variety of reasons and the majority found attending the Council an easy process, the advisors were found to be helpful and 100% claimed they had received adequate advice. 100% were also satisfied with the interview process and said they would contact the Council again.

This will be renewed every 6 months using SNAP software.

This Ryedale Strategy Review aims to measure progress against previous Action Plans.

Each objective will be considered and the Ryedale picture, past present and future will be detailed.

OBJECTIVE 1: PREVENTING HOMELESSNESS

The Council has had a proactive approach towards homelessness prevention since 2011, by offering free advice to everyone seeking our services and focussing more on prevention services. This can be seen by the 346 homeless preventions in 2013/14.

All clients receive a comprehensive needs analysis as part of the Housing Options interview process. This provision is for all clients irrespective of the Council's formal homeless duties.

Homeless Prevention Grant

The Council continues with the corporate commitment to preventing homelessness through the allocation of £85K of homelessness grant. This was agreed following the grant no longer being ring fenced. This decision by the Council is a vital tool for investing in the prevention of homelessness.

Without this grant many services, both internally and externally that the grant supports to prevent homelessness would cease. Some examples of what this funds include: The Making Safe Scheme; Ryedale Foodbank; Money Advice Service; Ryedale Lettings Scheme. In addition it provides funding towards staffing, North Yorkshire Home Choice, Positive activities for excluded clients and vital staff training.

Revenue Funding

The Council also continues to support Homeless Prevention through a £10K revenue budget to provide a Housing Options ToolKit, covering such things as Bonds, Rent in advance and Rent Guarantees.

Homelessness Applications

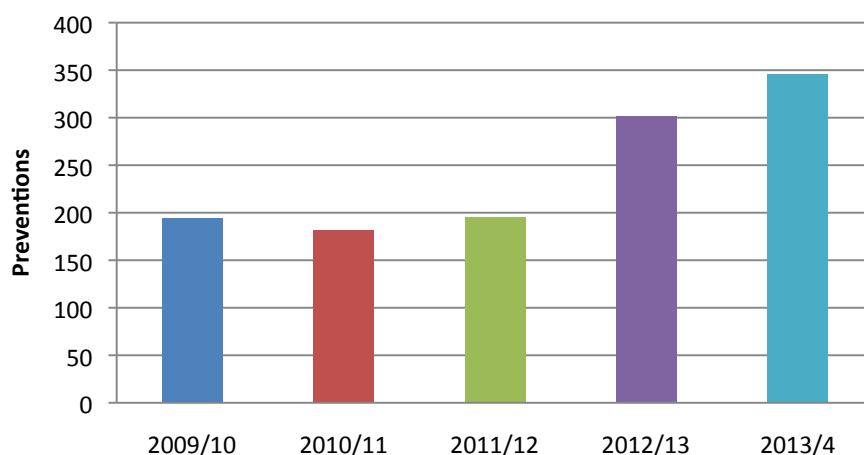
Ten years ago the council was dealing with 175 homeless applications on an annual basis. This has been reducing year on year in line with the increase in preventions. In the same ten years we have seen a 100% increase in those approaching the council for advice and assistance. In 2013/14 35, applications made were a slight decrease on 39 in 2012/13.

Main Reasons For Homelessness

For several years the main 3 reasons for homelessness have remained the same in Ryedale:

- Parents or relatives no longer willing to accommodate
- Relationship Breakdown, and
- Loss of Assured Shorthold Tenancy

Homeless Preventions



Parents/relatives no longer willing to accommodate, this still continues to be a main reason for homelessness in Ryedale. However the young people's partnership is having a real effect on the number of younger people having to leave the family home. Households are staying together much longer than they used to with different generations sharing accommodation. It is difficult for people to leave home at an early age to form new households; it is up to the Council to assist by providing a real affordable alternative for our clients.

Relationship breakdown remains an issue in Ryedale. All efforts are made to protect the rights to the family home of the person with caring responsibilities for children, whether or not the breakdown is due to domestic abuse. Where domestic abuse is the problem there are further interventions and support in place to ensure the safe retention of the home. Foundation's Domestic Abuse Service and Making Safe schemes have proven to be very successful as prevention tools.

The consequence of these relationship breakdowns is the need for additional accommodation. Local figures of single people approaching the service at risk of becoming homeless for this reason have continued to increase.

Loss of Assured Shorthold Tenancy, Ryedale works closely with landlords to try and reduce this occurring, however with the market recovering many single property landlords are now looking to sell their properties. The Council tries to make letting properties as easy as possible to encourage an increase across Ryedale. All Housing Options staff are fully trained in Landlord and Tenant Law to ensure support and good legal advice is given to both the tenants and the landlords.

Complex Cases

Approaches to Housing Options remains high, those seeking advice include cases of a complex nature where clients are approaching with two or more identified areas of need requiring advice and assistance.

For some people, homelessness is not just a housing issue but something that is inextricably linked with complex and chaotic life experiences. Mental health problems, drug and alcohol dependencies, street culture activities and institutional experiences (such as prison and the care system) are often closely linked with the more extreme experiences of homelessness.

A better understanding of how multiply disadvantaged people become homeless is necessary to inform the design and delivery of effective services.

Service provision

Providing effective services for people with such complex needs is a huge challenge. There is a plethora of programmes, strategies and advice to providers of services on issues central to people with high-level needs. Work will be undertaken with partners to provide protocols and referrals systems to aid the transition of these clients into suitable accommodation and support. In addition, officers will continue to receive specialist training to enable them to provide effective services. The Council is aware of the need to involve its partners in the solution to client problems. Protocols need to be developed with partners to ensure that where possible the needs of clients can be met.

The Private Sector

Single Households

The authority was approached for assistance by increasing numbers of single people; 301 in 2012/13 and 551 in 2013/14. Not ordinarily given any priority in terms of housing and accommodation, single people have struggled to find suitable accommodation in a reasonably affluent area where the rental market provides mostly family size accommodation. Housing Options has always aimed to assist such clients with advice and the offer of prevention remedies such as Bond & Advanced Rent and flexible Discretionary Housing Benefit payments where possible. This Discretionary fund has proved vital, given the increasing pressures on the service.

North Yorkshire and York Single Homelessness Agreement

Single Homelessness has clearly been a national trend as Government funding of £316,716 in 2012/13 was made available to North Yorkshire to use for what has been called the Single Homelessness Agreement.

The Funding was used to:

- provide an officer dedicated to identifying Houses in Multiple Occupation in the District, this type of accommodation being the means by which the majority of single people would be housed. Once identified, a reciprocal offer was made to landlords; light-touch management of the property in return for nomination rights. This was then formalised, with Management Agreements being put in place for 3 private HMOs and one provided by Yorkshire Housing. By this means we have access to 17 units.
- Ryedale further secured access to funding to eradicate rough sleeping. The Council signed up to the county-wide No Second Night out Agreement by which the District committed to prevent rough sleeping by offering a reconnection, accommodation and support service to any rough sleeper approaching for assistance. Personalisation funding was made available to pay for accommodation and/or support to assist with independent living. For clients not wishing to reconnect with their original home area, just wanting a bed when temperatures drop, a referral to Winterwatch in Scarborough can be made. Ryedale has very few rough sleepers approaching the authority for assistance. The occasional client is usually on their way through the District, not wishing to stay. The Rough Sleeper Count undertaken annually has been a NIL return for the last 15 years, with the exception of 2011/12 when 2 clients were found and one of these accepted the offer of assistance.
- Further assistance to rough sleepers may be given through the Rural Spot Purchase Scheme, allowing the funding of targeted support from Foundation and the Salvation Army.
- Through the Gate was funded in order to provide immediate support and housing assistance to those leaving prison. However, funding ceased as of 14/15 as the scheme was of most benefit to the Scarborough and York authorities.
- Moving Forward Training this is pre tenancy training for single households. Initially this was provided in a class room scenario, however in Ryedale this training is now provided to all residents over 25 residing in Derwent Lodge. In 2012/13 this was delivered by Housing staff to 35 clients. This reduced in 2013/14 to 24.

Housing Solutions

During 2014 the Council set up a Housing Solutions team, this consisted of a lettings Officer employed by the Council and an officer funded through Crisis and employed in partnership with Foundation.

Private Sector Landlord Offer

This service is now offered to private landlords and aimed predominately around the housing of single people. The offer includes

- Advice on letting Property
- Advertising property
- Finding prospective tenants
- Ongoing support for tenants
- Rent guarantees for high risk tenants
- Advice on ending tenancies

Sharing Solutions

A successful bid to Crisis, the Homeless charity, provided Ryedale with a Private Sector Link Worker employed by Foundation but based in Housing Options in 2012. The scheme ran for two years and successfully rehoused and supported a total of 75 clients. This scheme ended in April 2014 Foundation was supported in a further bid to provide 25 clients with accommodation under the "Sharing Solutions" Scheme, operational from December 2013. The remit of the two Foundation workers (again based within Housing Options) was to offer a potential solution to tenants affected by the Single Room Supplement, in the form of a lodger. This scheme has met its target of rehousing 25 clients. This scheme will continue for a further 12 months and replacement funding options will be sought during 2015/16.

Ryedale Homeshare

Ryedale Homeshare aims to prevent homelessness by matching potential lodgers to hosts, providing accommodation in people's homes. The service can help to manage the entire process for both the hosts and the lodger to match the right people for a successful outcome.

Houses In Multiple Occupation (Shared Housing)

In the last 18 months the council worked in partnership with Yorkshire Housing and took over the management of 2 properties in Ryedale, this provided 6 letting rooms for local working people. This has been a success and the concept of shared housing is being promoted by the Government at the moment. Ryedale will look at further opportunities in the private sector.

In addition Ryedale will explore possibilities for applying for funding from Platform for Life, government funding stream. This fund provides for shared housing for young people.

It has shown over the past 12 months that there is a proven need for these schemes within the private sector to single members of the community who would otherwise face significant difficulties accessing accommodation themselves.

Ryedale Lettings Service

The Council has been in partnership with a Local letting agent for the past seven years. The Lettings service provides 12 properties for families facing homelessness that would not normally be accepted into the private rented sector. Suitable candidates for the scheme are assessed by Housing Options. The letting agent works with landlords to ensure properties are available for our clients. In return the council will fund the management of the properties for up to 6 months for the landlord. Landlords must accept a Bond and Rent in Advance from the Council.

Potential tenants for the scheme are those who:-

- Have insufficient funds to pay for rent in advance
- Have insufficient funds for a bond
- Lack suitable references
- Will fail a credit check
- Lack a guarantor
- Need tenancy support

The scheme has been very successful and during the next five year the Council aims to increase the capacity of the scheme.

Homeless due to Disrepair

Prompt referrals need to be made to Private sector housing to ensure that an inspection can be made to assess the condition of the property and take the appropriate action. Private sector housing will always work with landlords to ensure that repairs are affected and the tenant can remain in their homes.

Housing Options Toolkit

With revenue funding of £10K per year the council provides a Housing Options Toolkit which can be used in many ways to prevent homelessness. This can be creative and innovative and examples of what has been provided includes:

- Bond Guarantee Scheme
- Bond Payment Payments
- Advance Rent Payments
- Funding fuel costs
- Removal costs
- Purchase of Furniture and white goods
- Travel expenses for re connection to other areas

Housing Options has reduced the use of the Bond payment scheme and Rent in Advance as Discretionary Housing Payments can be used in certain circumstances.

In 2013/14 Housing services issued

- 8 Bond Guarantees (Paper Bonds)
- 4 Bond payments
- 10 Rent in Advance payments

Mortgage Rescue Schemes

The Council continues to deal with clients facing mortgage arrears, though in 2013/14 it made up only 26 cases, which was 3.5% of total new enquiries.

- Lenders Notifications

In the same period the Council received and actioned 26 letters from lenders informing us of possible repossession. All these households received a letter from Housing Options inviting them in for an interview for all options to be discussed.

- Repossession Loan Fund

The Council continues to be able to offer small repossession loans to clients in mortgage difficulties. The remaining allocation granted to the Council in 2011/12 continues to be rolled over each year in order to continue providing assistance where needed.

The fund provides an additional option for Ryedale to tackle repossessions in our area. This can be achieved by offering small, short term interest free loans, or grants, to households who are at risk of repossession (for example where their lender has confirmed they are taking possession action). Lenders can sometimes commence possession action on very small amounts of arrears where they cannot see evidence that the borrower will be able to address their financial situation. In many cases it is secondary borrowing that is the barrier to this.

Small loans can be used to reduce mortgage arrears or reduce second charge loans to help address immediate short term financial difficulties. In return, the lender would halt possession action. This can allow the homeowner some 'breathing space' which can be used to seek independent debt advice to help get their finances back on track. Ultimately, the fund is designed to avoid repossession and subsequent homelessness.

- Breathing Space

Ryedale has been part of the Regional Mortgage Assistance Loan Scheme called Breathing Space since 2009/10. The Breathing Space Loan is an interest free secured loan to assist homeowners in difficulty with their mortgage or secured loan repayments. Funding was originally provided by the Regional Housing Board for a scheme based on the Mortgage Assistance Loan Scheme operated by Wakefield Metropolitan District Council within their area. Wakefield Metropolitan District Council has been nominated to act as administrative body and banker for the scheme. This scheme continues to be in operation and is available should any of our clients be in need of it.

Engagement with Landlords

It is important that we engage with landlords where mortgage repossession could be imminent due to a Buy to Let mortgage. Landlords need to be aware of the advice available to them as well as the tenants.

Social Sector Arrears referral scheme

Officers from Housing Options meet regularly with the main provider of social housing in the area. Information is shared regarding those tenants at risk of losing their accommodation. All tenants with £500 arrears or more are referred to Housing Options. Contact via letter is then made with the tenant where all options available to them from the Council are detailed. The Council believes the earlier we are aware of potential homeless cases the more can be done. It is the Council's intention to make sure all Registered Social landlords operating within Ryedale will take part in the scheme.

Safeguarding

Safeguarding Children and Vulnerable adults

North Yorkshire County Council is the lead authority with responsibility to safeguard children and vulnerable adults but District Councils have a statutory duty, (under Section 11 of the Children's Act 2004), to make arrangements to ensure its functions safeguard and promote the welfare of children.

District Councils also have a responsibility to work with partners to ensure that vulnerable adults at risk of abuse receive protection and support. Throughout its work Housing Options ensure the safeguarding of its clients. The Housing Services Manager is the Designated Safeguarding Officer (DSO) for the Council and all referrals made Social Care are recorded and monitored through the Corporate Safeguarding Panel.

Welfare Reform - The Ryedale Approach To Assist Homeless Prevention

The Welfare Reform Act 2012 introduced several changes to the benefits system, many of which have had a real and problematic impact on Ryedale residents. In order to address the issues, Housing Options has put in place some actions, some in conjunction with other Ryedale District Council departments, to lessen this impact and offer long-term solutions.

All potentially affected households were informed individually about Welfare reform changes and implications. Awareness has been raised continually with professionals at the Ryedale Housing Forum, and an open event was held by Ryedale Voluntary Action. Housing Options and Revenues and Benefits have provided dedicated staff to ensure that Discretionary Housing Payments are assessed and allocated effectively to assist local households, with prevention of homelessness a priority.

The Benefits Cap – combined income from out-of-work benefits (including Housing Benefits, Child Benefits and Tax Credits) was capped at £500 per week for couples and lone parents and £350 per week for single adults. The number of household in Ryedale was small at 10, these being larger families occupying more expensive properties. These families were initially granted Discretionary Housing Payments which ensured that rent arrears would not arise, then prioritised for housing in the social rented sector and assisted to relocate.

Council Tax Benefit - was abolished, being replaced by Localised Council Tax Support Schemes, administered locally – Ryedale residents became liable for 8% of the total liability (when otherwise in receipt of full benefits).

Social Sector Size Criteria Subsidy (or Bedroom Tax) - means that in social housing, children of different sexes are expected to share a bedroom until the age of ten. Children of the same sex must share until they reach 16 years old. Housing Benefit is calculated on these rules and where there is a “spare” room the tenant is deemed to be under-occupying and is responsible for paying the shortfall in rent. Such households were initially granted a Discretionary Housing Payment (where they showed a commitment to downsize) then, again, prioritised for a move via North Yorkshire Home Choice.

Housing Benefit for single people below 35 years of age is based on the rate for a room in a shared house House of Multiple Occupation. Therefore, anyone in a one-bedroom flat claiming Housing Benefit must make up the shortfall in rent. Housing Services is ensuring the wider availability of House of Multiple Occupation rooms by employing an officer to both identify and offer a management service to the owners of such properties in the District. By providing this service the council can more adequately meet the needs of this growing section of the community.

There were 350 households in Ryedale affected by this change.

Community Care Grants & Crisis Loans - were abolished and replaced with locally administered schemes, ours becoming the North Yorkshire Local Assistance Fund.

Housing Options and partners have been pro-active in referrals for clients needing assistance. We have ensured, however, that alternative assistance is available via partner organisations as the North Yorkshire Local Assistance Fund is limited and may not be available for the whole life of this strategy. For 2012/13 the North Yorkshire Local Assistance Fund wasn't in place. It was still Department for Work and Pensions Crisis Loans and Community Care Grants until March 31st 2013.

For 2013/14 there were 257 awards to the Ryedale District. For 2014/15 (to Feb 28th) there were 309 awards to the Ryedale District.

Families under exceptional pressure represent the vulnerability category with the highest number of awards, followed by homelessness/risk of homelessness, and mental health.

Personal Independence Payments - replaced Disability Living Allowance for 16 – 64 year olds. The grant of this benefit is now based on the effect of a condition on a person's ability to manage, not only the diagnosis. Changing the eligibility criteria and making qualification for PIP much more stringent has led to difficulties for some people whose benefits have been drastically cut as they are considered to be capable of working. Again, these clients are prioritised for Discretionary Housing Payment funds and, where needed, offered advice and assistance to help them to move to a cheaper property, if they so wish.

Universal Credit - combines and replaces several existing benefits for people out of work, and tax credits for people who work. All benefits will be combined, making the individual responsible for all their outgoings, including rent. For some, this will be the first time they have had this responsibility and it is therefore likely that rent arrears will increase. This will threaten tenancies and potentially lead to an increase in homelessness.

This change affects Ryedale's single-claimant population as of February 2015. Housing Options will identify clients likely to be affected and ensure that support is available as they learn to budget. Rent arrears may increase initially, but all partner agencies are aware of this and will refer to Housing Options any clients needing assistance. The transition to Universal Credit has not been as problematic as anticipated in other Districts (including Harrogate in North Yorkshire) but Housing Options will work with our own Revenues and Benefits department and the Department for Work and Pensions via Ryedale Job Centre to ensure the availability of advice and assistance.

Discretionary Housing Payments

Ryedale Council's successful bid for Discretionary Housing Payment funding for people in such circumstances has ensured that the impact of these reforms has been greatly alleviated. Providing a dedicated Housing Options Officer to work with the Revenues and Benefits Manager, sharing knowledge and offering a variety of options and solutions ensures that the allocation of these funds is directed at preventing homelessness, in line with the local.

Funding in the future

Government funding made available for these payments increased significantly in 2014/15 to £175,000, previously this had been only been £16,939 in 12/13.

The Council is aware that this funding may in future years be reduced, therefore during the past 12 months and throughout 2015/16 Housing Options will be working with those households affected to provide the advice and assistance needed to access alternative accommodation to reduce the dependency on this fund in future years.

Increase in Applications

2011/12- 45
2012/13 -75
2013/14- 407

The fund can now be used to assist those to move to affordable alternative accommodation by funding

- Rent in advance
- Bond payments
- Clearing of rent arrears
- Removals cost

The Council is aware, as are all housing colleagues in the sub-region, of the importance at this crucial time of working in partnership to minimise the impact on families and vulnerable people, especially where the threat of homelessness exists. The Council is working with all partners to continue to monitor the overall impact and ensure that housing needs are addressed as far as possible throughout the period of reform implementation.

During the Next Five Years the Council and its partners will:

- Continue to raise awareness of changes of Welfare Reforms through the Housing Forum partners
- Achieve Gold Standard for the Housing Options Service
- Use local media to raise awareness and outline services which can help by developing a communications strategy for the Housing Options Service
- Increase the capacity of the Ryedale Lettings service
- Improve access to the private rented sector in order to discharge the duty owed to homeless households
- Continue to operate Sharing solutions and seek alternative funding from 2016
- Ensure that the Safeguarding of Children and Adults is paramount in all services provided
- Promote the Private Sector Offer to landlords
- Expand the Arrears case referral scheme to all Registered providers operating across Ryedale
- Continue to offer Mortgage repossessions schemes
- Continue to provide a Money Advice Service through the Citizens Advice Bureau
- Target resources on prevention for single people
- Increase amount of accommodation suitable for single people
- Continue Joint working internally on Discretionary Housing payments
- Work with Homes and Communities Agency on available funding
- Continue to provide the No second night out protocol and winter warmth
- Ensure all Housing Options Staff are fully trained
- Ensure the Moving Forward tenancy training is provided in all supported housing
- Ensure disrepair issues in the private sector are dealt with quickly to reduce homelessness

OBJECTIVE 2: REDUCE THE USE OF, AND MAINTAIN THE QUALITY OF, TEMPORARY ACCOMMODATION

Legal Duties

The Housing (Homeless Persons) Act 1977 placed a duty on local housing authorities to secure permanent accommodation for unintentionally homeless people in priority need. Authorities' duties towards homeless people are now contained in Part 7 of the 1996 Housing Act (as amended). Authorities do not have a duty to secure accommodation for all homeless people.

If an applicant has become homeless unintentionally the authority must assess whether they, or a member of their household, falls into a 'priority need' category. These categories are set out in section 189 of the 1996 Act and were added by The Homelessness (Priority Need for Accommodation) (England) Order 2002 which came into force on 31 July 2002.

Temporary accommodation is typically not secure or suitable long term for homeless people. For families, living in temporary accommodation means constant insecurity and disruption. Homeless children living in temporary accommodation are some of the most deprived children in this country, missing out on schooling, on play, and opportunities to develop and grow in a healthy living environment. Due to these and many other factors it has always been Ryedale's priority to reduce the need for temporary accommodation where possible. Enabling access to affordable housing for those finding themselves in housing difficulties is key.

However, it is recognised that people often ask for help quite late. Some have specific identified needs and require more intensive work. For these people, where there is a duty to accommodate, temporary accommodation will be needed. This accommodation must be of good quality, with access to relevant support. This ensures a smooth transition into permanent accommodation.

Where possible clients will be offered temporary accommodation within Ryedale. Placements out of area can happen in an emergency and this normally involves single people and will be in Scarborough. As soon as accommodation is located within Ryedale then the household would be offered a move. This may happen no more than a couple of times in a year.

Temporary accommodation occupancy

Due to the development of a new supported housing scheme, the number of households in temporary accommodation has reduced significantly from 15 as at 31 March 2013 to 6 as at 31 March 2014

Units of Accommodation

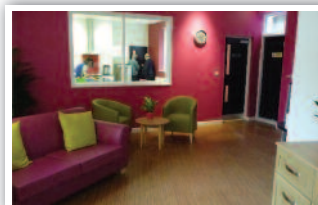
Accommodation units have been reduced year on year, from 22 in 2011/12 to now only 9 dedicated units for homeless households. A main contributor in this was the development of Supported Accommodation for up to 14 households in November 2013. The units we do provide are of a very high standard, and remain so due to the diligence of the staff in place to manage them.

The Council also has provision for disabled access should it be needed, at Old Railway Court.

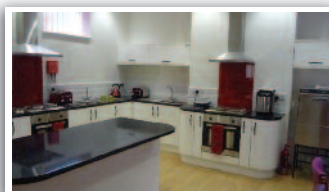
Old Railway Court was purpose-built as temporary accommodation in 2002. Owned and maintained by Yorkshire Housing, it is managed by the Housing Options Team, with a dedicated Officer providing effective management to the resident families, offering access to good quality housing support and advice. A scheduled programme of refurbishment ensures that the property is redecorated and updated every 5 years. Individual flats are redecorated as required, between periods of occupation.

One unit of self contained accommodation, owned by Yorkshire Housing, is managed by Ryedale District Council. Used as temporary accommodation, this flat offers two bedroom family accommodation. However, it is likely that this flat will no longer be required when the current occupant is re-housed.

Derwent Lodge is Ryedale's flagship single-person accommodation in Norton. The building was opened in 2013 refurbished to a very high standard, this was funded in partnership with the Homes and Communities Agency Homes and Communities Agency. The council achieved Investment status with the Homes and Communities Agency and developed the scheme direct. Derwent Lodge provides accommodation, facilities, training and support for 14 single people with identified support needs.



Although not temporary accommodation for use exclusively by homeless households, Derwent Lodge provides safe, supported accommodation for single people (7 for under 25s and 7 for over 25s) with the aim of moving them on positively to live independently once they no longer need full support. The scheme was developed in order to reduce the need for single people to apply as homeless.



Under 25s

Young people (16-25) are assessed with regard to their risk and needs and accommodated under the aegis of the Young People's Accommodation Partnership. Support Workers offer full support through a Pathway Plan which will lead, in time, to a positive outcome and independent accommodation.

Since the opening of Derwent Lodge in November 2013 there have been 31 new residents who were Under 25 and 29 positive moves to suitable accommodation.

Over 25s

Older individuals must have a support need and are given a dedicated support worker whose aim is also to offer advice and guidance to prepare them to move on successfully. These residents will also have the opportunity to take advantage of Pre-Tenancy training to equip them to return to independent living.

Since the opening of Derwent Lodge in November 2013 there have been 16 new residents who were over 25 and 10 positive moves to suitable accommodation.

Support within Temporary Accommodation

It is not just the physical conditions in temporary accommodation that are important. The support services need to engage with and motivate people to address their needs to try and alleviate the cycle of homelessness. The Council aims for support services for homeless people to provide positive opportunities that help people to move forward into work and a settled home.

All those in Temporary Accommodation will be assigned a Support Officer who will work with residents providing a range of support covering financial matters, including rent and Housing Benefit, emotional and social issues. They will also refer resident direct to other agencies that provide additional services. A support plan will be completed. The Council aims for all residents' stay to be a positive one.

Support providers

The main support provider in Old Railway Court is Stonham Homestay, who are funded for 60 places in Ryedale through Supporting people Funding, with priority given to those in temporary accommodation.

For the Ryedale area throughout 2013/14 there were 225 referrals and 107 clients were signed up for full support over that period.

Reasons for Referrals;

From the 225 referrals

- 82 – At risk of homelessness due to debts/arrears
- 76 – Living in temp or had an eviction notice
- 12 – Moving to a new tenancy
- 55 – miscellaneous/ Needs too low

The support at Derwent Lodge is provided directly by the Council and Foundation.

Resettlement

Where an individual can verifiably prove through their support worker that they have completed a programme of specialised re-settlement, then Housing Options can 'fast-track' the individual by providing them with Gold Banning status under North Yorkshire Home Choice; the purpose of this is to incentivise uptake of re-settlement services over statutory homelessness.

Rough Sleepers

Rough sleepers are not a major issue in Ryedale; the rough sleeper count return has been Nil for the past few years. If the Council has rough sleepers the Housing Options service provides advice and assistance to assist clients off the street. This is highlighted in the No Second Night Out protocol.

Severe weather provisions

Bed and Breakfast accommodation will be provided in an emergency for a maximum of three nights if the temperature remains below freezing, to allow the chance for officers to assist to locate alternative accommodation.

Bed and Breakfast

On the 13 March 2002 the then Government gave a commitment to ensure that, by March 2004, no family with children would have to live in a B&B except in an emergency and for no more than six weeks. Also the homelessness charity, Centrepoint, has supported a ban on using B&B hotels for homeless 16 and 17 year-olds for some time.

A report by Homelessness Link (June 2013) explored the causes of homelessness among 16 and 17 year olds, its long term impact and whether they are being safeguarded by local authorities: The Select Committee on Education, in its second report of 2014-15, "Into independence, not out of care: 16 plus Care Options" (July 2014), recommended an "outright ban" on the use of B&B accommodation for young homeless people

It is therefore Ryedale's priority not to use Bed and Breakfast in any instance for a homeless 16/17 year old and will only use it in an emergency for Families.

In 2013/14 2 households left bed and breakfast accommodation with an average length of stay of 3 weeks

Consult on quality

The Council will continue to seek the opinions of those in temporary accommodation about the quality of the service the Council provides to ensure service improvements wherever we can.

During the next five years the Council and its partners will:

- Continue to keep bed and breakfast usage to a minimum
- Maintain low numbers of households in temporary accommodation
- Ensure Resettlement is used to its full potential
- Maintain the standard of accommodation
- Ensure residents have access to support and education and training opportunities
- Review the management agreement with Yorkshire Housing
- Provide safe accommodation for those affected by Domestic Abuse
- Increase access to the private rented sector to facilitate move on
- Ensure all residents of temporary have support plans to enable them to move forward in life
- Regularly consult with clients in temporary accommodation to improve the quality of the service.

OBJECTIVE 3: REDUCE THE INCIDENCE OF YOUTH HOMELESSNESS

Young People can struggle to access secure affordable housing and because of their age can be vulnerable and in need of extra support. The council does everything it can to keep young people at home with their families. In cases where this is not possible everything needs to be done to ensure that good quality accommodation is available for them and that adequate support is in place.

Ryedale has been fortunate to have benefited from the efforts of a Homelessness Prevention Officer seconded to Housing Options who has successfully provided interventions for young people at risk of exclusion from home for many years. This officer is complemented by a similar role, provided by NYCC Children and Young People's Service, specifically to prevent homelessness in 16/17 year olds. The officers provided advice to 215 young people in 2013/14

As previously stated Ryedale District Council fully complies with government guidance that 16/17 year olds should not be placed in B&B accommodation, except in an emergency. On occasion due to the pressures on services, 18 to 25s year olds have had to be placed in this accommodation, so Housing Options has cultivated a relationship with local establishments where the safety of young people can be assured.

As with all homelessness situations, early intervention is vital. Ryedale's Homelessness Prevention Officer will quickly become involved with a family, offering mediation, advice and access to further support and resources in order to keep a young person in the best place, at home (assessments ensure that this is done only when safe for the young person).

Ryedale Young People's Accommodation Partnership

The North Yorkshire County Council, Children and Young People's Plan contains a target that all children and young people are living in decent, secure affordable homes and receive appropriate support. This support element, funded by Supporting People, has been protected and will therefore remain in place.

Budgetary constraints for all services led, in 2010/11, to a review of young people's services across the sub-region led by NYCC Supporting People, with the co-operation of the Children's and Young People's Service and District Councils. This developed the criteria for a Young Peoples Pathway to ensure that young people threatened with homelessness had access to accommodation and support. This funding has been protected until September 2016.

Originally a "pilot" trialled in Ryedale in 2011, Young Peoples Accommodation Partnership was adopted by the whole of North Yorkshire in 2012. Partnership arrangements between Ryedale District Council, YMCA, Foundation, Safe and Sound Homes (SASH) and

Barnardo's have ensured that young people have a single point of contact and access to both safe and secure accommodation and support if they are unable to remain safely at home.

Where families need "breathing space" to consider their options, Ryedale District Council uses short-term emergency accommodation for the young person whilst mediation takes place. This is provided by Safe and Sound Homes who provide safe accommodation in approved hosts' homes.

Homelessness awareness training starts early, with the Young Persons' Homelessness Prevention Officer going into schools, offering early intervention and advice, discussing the reality of independent living, parenting, health and family support.

Where young people have already moved to independent living and this is at risk, the Young Persons' Homelessness Prevention Officer will work with landlords to prevent evictions and to ensure that tenancies are sustained. The work undertaken has been done in partnership with a number of organisations which continue to work with Ryedale to improve and build upon existing provision.

Within the partnership all Homeless 16/17 year olds will receive an initial assessment from Children's Social Care.

Services already in place include;

- Joint protocols for young people facing homelessness
- Family mediation
- Safe and Sound Homes (emergency accommodation)
- Supported lodgings scheme for vulnerable young people (through Safe and Sound Homes)
- Flexibility with accommodation to find a "best fit" for the young person
- Flexibility of approach

The Young People's Pathway is split into two packages

Service Package 1: assesses the needs of the young person in order to provide a specialised mediation/prevention service, offering support, mediation or temporary accommodation to give a "breathing space" to plan for the future. Should this be unsuccessful then:

Service Package 2: provides the young person with the most appropriate accommodation and support.

Recognition of the barriers which hamper some clients from successfully sustaining accommodation and moving on, has led the partnership to adopt a flexible approach with regard to accommodation, location and ongoing support. These factors are considered by a Young Persons Accommodation Panel when allocating both accommodation and support workers. Clients' needs are monitored and reviewed and future plans updated, as

required.

20 units are available across Ryedale for young people. They are Derwent Lodge, Ryedale YMCA and Foundation, including high, medium and low support needs.



Ryedale YMCA works in close partnership with Ryedale District Council providing fourteen units of good quality self-contained accommodation in Norton for

young people (18-25). Eleven of these flats form part of the YPAP, offering less intensive support for people with medium support needs. Three units can be accessed directly by the community. Again, not strictly temporary accommodation, but used to prepare young people for independent living.

Safe and Sound Homes aims to provide host families offering longer term supported lodgings to vulnerable young people (16/17) who need support in a family environment. This service has previously been provided by Barnardos.

Focussing on the support needs of the young person, before they leave the family home, has been very successful, ensuring that 44 young people were able to remain at home in 2013/14.

For those who cannot remain, Ryedale District Council is confident that the accommodation and support provided gives them every opportunity to succeed, should they accept the services on offer.

Identifying Young People at risk of homelessness

The Council needs to improve the links with education establishments. There is currently an officer that attends Multi Agency Problem Solving meetings and the Council needs to improve these links to ensure the right advice to getting to those who need it as soon as possible.

Child in need referrals

All homeless 16/17 are referred to Children's Social Care, these referrals are monitored through the Young People's Pathway group in partnership with Children's Social Care and providers in Ryedale.

Over the next five years the Council and its partners will:

- Continue to provide a specialised mediation and advice service to 16 to 25 years in partnership
- Provide emergency Safe and Sound accommodation for young people
- Continue to provide accommodation for those who cannot return home through the Young People's Partnership
- Support the continuation of the partnership post 2016
- Identify young people at risk of disengaging with society
- Refer appropriately to ensure that needs are met through a Multi-Agency approach
- Offer education and training opportunities for all residents of the pathway
- Ensure that young people have a voice in the services provided.
- Look at any available funding to improve accommodation options for young people



Connecting rough sleepers to local services

**Street
Link**

0300 500 0914

www.streetlink.org.uk

OBJECTIVE 4: IMPROVE ACCESS TO SUPPORT SERVICES AND ADVICE TO PREVENT HOMELESSNESS AND INCREASE SUSTAINABILITY

Ryedale Council is always striving to plug any gaps in services and partner organisations help both with this and with developing effective services to meet increasing needs. NYCC Supporting People, in particular, has helped to fund and develop services in order to allow our clients to access support to prevent homelessness and enable them to remain in their own homes. These services work alongside, and are mostly based within, the Housing Options Team.

These comprise:

- Young Persons' Homelessness Prevention Officer – working with 18-25 year olds.
- Young Persons' Homelessness Prevention Officer – working with 16/17 year olds.
- Housing Support Officers – Derwent Lodge.
- Housing Services Officer - assisting families to access private sector accommodation.
- Assistant Support Officers – Derwent Lodge.
- Ryedale Lettings Officer – enabling access to private sector housing for single people.
- Shared Solutions Support Worker – helping tenants affected by bedroom tax to take a lodger and assisting access to the Private Rented sector for single households - Funded through "Crisis", Foundation and the Council until April 2016.
- Springboard Project Worker – supporting young "care leavers" into education/employment/training - funded through the Big Lottery.
- Ryedale YMCA – providing accommodation and support to under 25's.
- Making Safe - support for victims and perpetrators of domestic abuse.
- Resettlement And Community Safety Scheme - supporting the resettlement of offenders.
- Making Safe – Support for victims of Domestic Abuse.
- Making Safe – Support for perpetrators of Domestic Abuse.
- Stonham Homestay – prevention of homelessness and new tenancy support.
- Citizens Advice Bureau – providing housing and debt advice to those at risk of losing their home.
- Gypsy Traveller support provided by Horton Gateway.

The Council is a member of the North Yorkshire Supporting People Commissioning Group where the majority of funding for the above services is allocated. It is imperative that we remain a key member in allocation of resources that affect our district.

Older People

The Council provides Ryecare services to assist older people in preventing homelessness and providing support to sustain existing accommodation.



The White Rose Home Improvement Agency

The above is a partnership between the Council and Scarborough Borough Council, the agency provides Disabled facilities grants for both districts and wellbeing and Handypersons of gardening service.

Disabled Facilities Grants

The number of Disabled Facilities Grants continue to improve year on year, in 2013/14 99 grants were allocated to households in Ryedale at a capital cost of £436,123.90

Wellbeing Service

The service provides advice to help residents stay safe and well and maintain independence in their own homes. Advice and assistance is provided on

- Home Adaptations
- Identifying potential hazards
- Fire Safety
- Crime Prevention
- Energy efficiency and reducing fuel bills
- Potential grants and financial benefits

92 Wellbeing visits were made in Ryedale throughout 2013/14. The Home improvement Agency also worked with North Yorkshire County Council to deliver Winter Planning assistance and has provided the following support across Ryedale

- Keep Warm Packs
- Ice Grippers
- Heating Repairs

Handypersons Service

This service contract was successfully bid for and won in 2014. Throughout the past 6 months there has been a marketing campaign to ensure the community is aware of the services on offer.



Ryecare Lifeline Services

Provides an emergency response service to elderly, disabled and vulnerable by installing a lifeline unit linked to a 24 hour call centre.

Older Persons Housing Options Officer

For older people, moving may be traumatic. Ryedale District Council recognises that it needs to look at barriers and provide a service to alleviate this. In addition the Council has identified a gap in services for older people and will be seeking external funding for a role which will focus on ensuring that specialist support is provided. This will raise awareness and improve access to advice and assistance for older people with housing-related problems.

The Council works with a variety of vulnerable groups needing support who may find themselves homeless through lifestyle choice, mental illness, offending behaviour or domestic abuse. The council needs to further develop and improve the way in which we involve this client group in service planning and service improvements.

Multi Agency Public Protection Arrangements (MAPPA)

The council is currently the County Housing rep for Multi Agency Public Protection Arrangement across the sub region, it is imperative that we work in partnership to meet the housing needs of those clients posing the most risk to the community.

Multi Agency Risk Assessment Conference (MARAC)

Officers attend Multi Agency Risk Assessment Conferences on a regular basis to ensure that everything is being done to jointly support those clients suffering abusive relationships.

Learning disabilities

North Yorkshire County Council's Learning Disabilities Partnership Board exists to ensure that services specifically designed to assist people with learning disabilities remain effective, and that the needs of these clients are considered within other mainstream services.

Ryedale Council maintains contact with the Local Area Group for Scarborough, Whitby and Ryedale, ensuring that the housing needs of local clients are met. Specialised supported accommodation in Ryedale is managed by the charitable organisations and the LAG has links directly with these. Ryedale District Council will assist directly when the clients' requirement is for accommodation outside of this.

Mental health

Specialised services for clients with mental health problems are delivered locally by the Community Mental Health Team (funded jointly by NHS and NYCC) based in Malton. Ryedale Council's positive working relationship with the service for clients experiencing housing difficulties ensures that clients' housing is safeguarded wherever possible and that they do not suffer detriment due to their condition.

Clients living in supported housing or hospital who are ready to move into independent accommodation will be recommended to Housing Options through regular liaison with and attendance at the mental health team's monthly housing meetings. Housing Options will aim to meet the accommodation needs of the client, with ongoing support from the Community Mental Health Team

Ex Offenders

Strategically we have recently worked with the National Probation Service and other NY authorities to review the process for housing ex offenders and a North Yorkshire Ex offenders Strategy has been developed.

Resettlement and Community safety Scheme (RACSS)

There are currently 3 units of accommodation in Ryedale designated for high risk offenders, this is managed directly by Foundation. In 2013/14 the scheme provided support across Ryedale to 16 new clients, figures for the 12 months previous were 9 clients.

Making Safe

As part of this scheme to reduce the number of victims of Domestic Violence having to leave their homes, Foundation supported 15 perpetrators in accessing alternative accommodation in 2013/14, compared to 12 the previous year.

Domestic Abuse Services

Ryedale District Council recognises the negative impact that Domestic Abuse has on families, children and communities, and is committed to providing effective and consistent support and early interventions to meet the needs of those affected. Services locally (Scarborough, Whitby, Ryedale, Filey) are provided by Supporting People funding, under the umbrella of Making Safe, with Ryedale retaining a seat on the Steering Group.

Victim services, in the form of advice, safety planning, safety measures to property, support and accommodation are delivered by Domestic Abuse Services. Perpetrators are offered advice, support and accommodation in addition to this victim support, to ensure that wherever possible, families are able to remain safely at home. Housing Options is a partner in services to both victims and perpetrators and is a referring partner for Multi Agency Risk Assessment Conferences, actively assisting with safety planning measures and homelessness prevention.

Gypsies and Travellers

The Council completed an extension to its Traveller site in November 2013, the Council now has 20 pitches available to the community. This is managed through a local agreement and is extremely well maintained and is promoted as a good example of provision across the sub region.



Drug and Alcohol Services

In the last 12 months Ryedale has seen a change to Local Drug and Alcohol services for adults. This was replaced in October 2014 with Horizons, commissioned by North Yorkshire County Council Supporting People to deliver specialist drug and alcohol services. Local community venues will be used to provide services for Ryedale. Once in place, Housing options will improve links between the two organisations. Services for Young people will continue to be provided by Compass.

North Yorkshire Tenancy Strategy

In 2012 Ryedale signed up to a North Yorkshire tenancy strategy.

www.northyorkshirestrategichousingpartnership.co.uk/images/documents/NY_Tenancy_Strategy_Oct_2012.pdf

This framework includes a number of shared goals in respect of tenancy policy across North Yorkshire. It seeks to protect and provide for the interests of vulnerable groups, increased choice, advice and access for customers and address issues of equality, diversity and fairness and consistency across North Yorkshire.

Ryedale Foodbank

The services of the Foodbank have developed over the past two years. Recent figures show that since the scheme was opened 1235 households have benefited.

Since April 2014 718 food parcels have been distributed.

The majority were issued to residents of Malton and Norton and Pickering. 440 and 134 respectively.

New premises were recently opened in Norton with Ryedale District Council providing subsidised rent for an initial period. From April 2015 Housing Services will support the scheme with £5K funding.

Developing Stronger families

This 3-Year programme, developed by North Yorkshire County Council from the government's Troubled Families initiative, aims to deliver targeted support to families with persistent problems around crime, anti-social behaviour, school attendance and unemployment. It builds on strengths within the household to address the needs of the whole family. Housing Options is a member of the core Developing Stronger Families Group and, as such, plays a major role in ensuring that potential homelessness does not compound other problems and jeopardise the success of the intervention team.

Homestart

Home-Start Ryedale aims to provide support to socially excluded families struggling to cope within this largely rural district. The support aims to improve parents' motivation, skills and confidence enabling them to meet their children's needs. Trained volunteers provide flexible and responsive support and friendship to local families with children 0-5 years old. Partnering arrangements means that Housing Options is able to refer families for specific family orientated support to complement ongoing tenancy and homelessness prevention support, if that too is needed. Contact is maintained through the work of the Ryedale Community Agency Forum, at which Housing Options and local third-sector agencies share operational information.

Job Centre Plus

The Council works closely with the Job centre where possible to access education and training schemes for our clients. Support staff at Derwent Lodge meet weekly with the under 18's advisor. In addition support staff have agreed fortnightly appointments and should a client fail to attend a meeting, the job centre will contact Support staff. Meetings take place with the Assistant Manager approximately one a month to update them with any clients experiencing issues.

Adult Education

Adult educational services are provided directly at Derwent Lodge, these have included IT courses, basic Maths and English and cookery.

Equalities Forum

The Ryedale Equalities Forum operates as a multi agency group (who have contact with people from a variety of demographics) to address the needs of minority groups within Ryedale. It also discusses the risk of terrorism and any form of radicalisation or extreme behaviour that affects our community and acts as the Bronze Group for Ryedale for the Prevent agenda. Discussions are always varied and recently have included, education for minority groups, the travelling community, fracking, sexual exploitation, young people's services, gaps in provision for our community.

Fuel Poverty

The Council continues to provide Energy Efficiency grants with a £50K budget annually. Also in 2014 in partnership with Scarborough Borough Council the Council employed an Oil Co-Operative Officer who has managed to work with clients across Ryedale to reduce energy costs. In addition Ryedale is taking part in the national Collective Switching Scheme.

Over the next five years the Council and its partners will:

- Assist to plan moves for people leaving prison and High Risk offenders
- To continue to offer specialist housing support to vulnerable clients once they have been housed
- Continue to provide specialised support services to enable clients to sustain tenancies
- Improve referrals to new Drug and Alcohol services
- Continue to be involved in Supporting People Procurement of services for Vulnerable people
- Look at the options for housing support for Older People
- Remain a partner of North Yorkshire Home choice
- Continue to work with Stonham to provide floating support for clients needing this service
- Offer support and financial assistance for older people and people with disabilities to maintain and adapt their homes
- Continue to support the North Yorkshire Tenancy Strategy
- Continue to work with North Yorkshire County Council, Horton and the traveller community to address the housing and support needs of gypsies and travellers
- Ensure that the authority is aware of emerging needs in relation to LD, Learning Disabilities, mental health and carers
- Continue to support Ryedale Foodbank
- Ensure access to services for all minority groups in Ryedale

OBJECTIVE 5: INCREASE THE SUPPLY OF AFFORDABLE HOUSING

There is a shortage of affordable homes across Ryedale. Many houses are out of reach for local people. In response to this over the past three years Ryedale has developed 229 affordable homes.

Statistics in Ryedale for 2013

	Mean House Price	Mean Private Rents	Mean Annual Earnings	House Price to Income Ratio	Income needed for 80% mortgage	% Housing Benefit claimants in employment	Unemployment Rate	% 2nd Homes	Long Term Vacant Stock
2013									
Ryedale	£217,858	£562	£23,124	9.4	£49,796	20.9%	4.0%	3.2%	252

Additional Staff resources

To assist with the development of affordable homes, the Council has employed a dedicated Development Officer in 2014, their role being to assist the Authority in meeting its affordable housing targets. The officer is employed to work with planners, registered providers, private developers and other agencies. They assist to ensure that new housing opportunities are developed so that the Ryedale community are provided with homes suitable for their needs and at a cost that they can afford.

Corporate Affordable Housing Group

Service units across the Council meet on a bi monthly basis to discuss affordable housing issues and look at ways of improving service delivery. The group; includes representatives from Housing Services, Forward Planning, Development Management, Facilities and Legal services.



Strategic Housing Market Assessment (SHMA)

A Strategic Housing Market assessment in 2011 identified a shortfall of 256 homes per annum. To address these needs the Council uses Section 106 Agreements and Planning Regulations, and works closely with Registered Social Landlords to ensure a mixed balance of housing, sustainable communities and delivery of the Local Authority Agreement targets both in Ryedale and the sub-regional area. The council is planning to update this study in the next 12 months.

Development Programme

In addition we have a Development Programme which details all completions and tracks all developments which have started on site in that particular year. The programme also lists other sites which have planning consent as well as sites in the pipeline for future programmes.

Ryedale District Council's strategic housing role is to:

- Identify housing needs, demand and aspirations in the local housing market
- Create appropriate strategies and policies
- Work with partners to meet housing need through the identification of sites

The Council's aims to work towards the priorities contained within the North Yorkshire, York and East Riding Housing Strategy is ensuring more market homes are delivered to facilitate the improvement in the number of affordable homes available for our community.

Section 106 sites

New affordable homes delivered through planning gain have mainly been two or three bedroom properties. The Council will ensure that there is now a mix of properties, including the provision of smaller units. It is imperative that market sites are developed in order to achieve the levels of affordable housing needed in Ryedale.

Rural Housing Enabler

The Council continues to support the North Yorkshire Rural Housing Enabler Programme, providing affordable homes in rural villages of Ryedale. Rural Housing Needs surveys are, and will continue to be, undertaken to ascertain the level of need throughout the district. Funding for the Rural Housing Network has been agreed for a further three years.



Commuted Sums Policy

The Council also has a Commuted Sums Policy which explains how the Council works out commuted sum contributions as well as how any money received will be spent. Over the past three years this has provided funding to assist the development of Derwent Lodge, provide an extension to the Travellers site and the work of the Rural Housing Enabler and Development Officer. In 2013/14 the Council received just over £100K in commuted sums.

Local Plan Strategy

This provides the planning strategy for the district to 2027. It outlines the aims and objectives of the Ryedale Plan and includes key policies to support the delivery of new development in the district. Significantly the Local Plan Strategy establishes the level of new housing and employment development for Ryedale. This strategy was adopted in September 2013.

Local Plan sites

This document will identify site specific land allocations to ensure supply of land for a range of land uses and site specific protection policies. The council intends to consult on the preferred sites allocation in the summer of 2015, with formal publication in Autumn 2015. Housing intends to play a key role in ensuring land owners who are unsuccessful with proposed sites will have the opportunity to look at the possibility of 100% affordable sites as an alternative.

Empty Properties

Ryedale Council's Empty Property Strategy has a target to bring 5 empty properties back into use on an annual basis. The council looks to direct resources where appropriate to try and bring such housing stock back into use and ensure it is available to those in housing need. This is done through the provision of Landlords' Improvement Grants and loans, for empty properties and Houses in Multiple Occupation. The North Yorkshire Empty property strategy ends in 2015, Ryedale will be an active member in ensuring that this is reviewed during the next 12 months. A Ryedale Action plan will then be developed in order to meet the objectives of the strategy

Council Loans and Grants

Our aim is to extend the range of housing options to enable homeless households to secure affordable permanent accommodation using the resources available to us. The existing private sector housing stock makes an important contribution to the provision of affordable housing, so it is essential to maintain this supply. The Council recognises that the elderly, vulnerable and those on fixed or low incomes will require assistance to maintain their properties in a good state of repair and improvement and therefore the available financial resources will be directed so as to assist this particular client group within the terms of the Private Sector Renewal Strategy.

- Property Improvement Loans

Ryedale continues to be the only North Yorkshire Council to provide discretionary Loans , In 2013/14 8 loans were approved to the value of £44,743.57. This will be a recycled fund to continue to support this scheme.

- Landlords Improvement Grants

These grants are given for landlords of empty properties and Houses in Multiple Occupation. In return the council receives nomination rights into the properties. 2 grants were approved in 2013/14 to the value of £27,500

- Landlords Improvement Loans

Again these are only available for owners of Empty properties and Houses in Multiple occupation. 3 were approved in 2013/14 to the value of £49K

Private Landlords Forum

Access to the private sector for clients in Ryedale is challenging in an area of high demand for housing and holiday lettings. The Council continues to promote various initiatives and schemes. The Landlords Forum provides an opportunity to engage landlords and develop further solutions to break down the barriers to access.

The Lettings Service and the Private Sector Project Worker has increased access to private sector accommodation for our clients.

Over the next five years the Council and its partners will:

- Deliver 375 affordable homes annually
- Look at Houses in Multiple Occupation/Shared Housing as means of developing affordable housing
- Look at options to review the 2011 Strategic market assessment
- Support the work of the rural housing enabler
- Work to complete Affordable Housing Supplementary Planning guidance
- Provide a Section 106 check list in the delivery of affordable housing

Ryedale Homelessness Action Plan 2015-20

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

**LEAD
OFFICER**

RESOURCES

PARTNERS

**TARGET
DATE**

**PERFORMANCE
INDICATOR**

HOW

Develop and instigate all agreed homelessness prevention tools	Homeless strategy annual review	June 2016	Housing Forum Internal Groups	Housing Options budget Homeless Prevention Grant	Housing Services Manager Senior Housing Options Officer
	Maintain membership of the North Yorkshire Home Choice Board, Operational and Equalities Groups	June 2016	North Yorkshire Homechoice Project board	Staff Time	Housing Options Staff
Offer advice and assistance to register for North Yorkshire Home Choice in Housing Options discussions.	Numbers provided with advice	Annual monitoring	In House	Staff Time	Housing Options Staff
Provide additional staff member time (via the Ryedale District Council Hub) to register applications	Numbers seen	Annual monitoring	In House	Staff Time	Housing Options Staff
Provide ongoing advice and actively assess applications, increasing priority if imminently homeless	Review of waiting list and banding	Annual monitoring	Choice Based Lettings Project	Staff Time	North Yorkshire and York Choice Based Lettings Coordinator
Offer practical, operational, assistance to social landlords with properties to let	Adverts where Housing Options have had an input	Ongoing	Board	Staff time	Senior Housing Options Officer
Ensure that "New Build" properties are advertised accurately	Monitor accuracy	Ongoing	Registered Providers	Staff Time	Housing Options Staff
Allow access to current property information by having property lists available in Reception	Weekly display of information	Weekly basis	Registered Providers	Staff time	Housing Options Staff

Continue to ensure that homeless preventions remained consistently high and homeless applications low

Ensure that clients have access to North Yorkshire Home Choice as a preventative tool

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Submit "bids" for properties for those with no Internet access	Annual monitoring	In house	Staff time	Housing Options Staff
Maintain the availability of an "access point" in Reception, to enable clients access to the North Yorkshire Home Choice website if they wish to assist themselves	Ongoing	In house	Staff time	Housing Options Staff
Review suitability of the scheme going forward	September 2015	Access to Services North Yorkshire CBL Project Board	Laptop Staff time	Housing Services Manager
Continue to provide effective management of Wells Lane, Houses in Multiple Occupation	Ongoing	Yorkshire Housing	Lettings Officer	Senior Housing Options Officer
Take over the lease of an existing House in Multiple Occupation to facilitate access to affordable suitable accommodation	June 2015	Private Landlord	Lettings Officer	Senior Housing Options Officer
Investigate the option of managing current Houses in Multiple to ensure they remain part of the available stock for our clients	April 2016	Private landlords	Housing Solutions	Senior Housing Options Officer
Use of the Housing Solutions initiative and the PRS Landlord Offer	Ongoing	Private landlords	Housing Solutions	Senior Housing Options Officer
Continuation of the Sharing Solutions scheme in Ryedale	Ongoing	Private landlords	Housing Solutions	Senior Housing Options Officer
Develop a protocol for dealing with clients with complex needs	January 2016	Members of the Ryedale Housing Forum	Staff time	Senior Housing Options Officer

Continue to explore the options in the private sector for Single Households

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

**Ensure the
safeguarding and
well-being of
children and
vulnerable adults
brought to our
attention by a
housing issue**

**Publicise all
services using a
newly developed
Communication
Strategy**

PERFORMANCE INDICATOR TARGET DATE HOW

PARTNERS

RESOURCES

LEAD OFFICER

Appropriate training for all new staff	September 2015	NYCC CSC	Staff Time	HSM-Housing Services Manager
Develop a comprehensive Training Plan	Ongoing	NYCC ASC		SHOO-Snr. Housing Options Officer
Update staff annually with the Ryedale District Council Safeguarding Policy	Ongoing	NYCC DSF		Housing Project Officer
Appropriate referrals to North Yorkshire County Council	Ongoing	S'Guarding Locality Group		
Information sharing and liaison with Children's Social Care/Adult Social Care	Ongoing	RDC Lead		
Referral to Developing Stronger Families Team where families meet the criteria	Ongoing	RDC		
		S'guarding Group		
		NY Police		
		YPAP		
		DSF Group		
Promotion of Housing Options by development of a Communication Strategy	April 2016	In-house arrangements	Staff Time	Senior Housing Options Officer
Ensure materials are available in schools	April 2017	North Yorkshire County Council	Staff time	Young People's Homelessness Prevention Officer
Programme of publicity and service profile raising	Ongoing	Housing Forum partners	Advertising budget Staff time	Housing Options Staff
Improve information available on the Website	April 2016	In house	Staff time	Housing Project Officer

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Increase use of the Ryedale Lettings Scheme to improve access to the PRS, giving clients more choice and to discharge the Homelessness Duty

Improve access to the PRS for single people, often with complex needs

Sustain the level of preventions by improving access to a defence advocate via referral to CAB

Increase the use of the Arrears case referral scheme with other Registered Socials landlords operating in the area

In partnership with a local Letting Agent, provide a full management service throughout the tenancy	SLA	Private Sector Letting Agent	Housing Options Toolkit	Housing options officers
Use the Private Rented Sector to discharge Ryedale District Council's Homeless duty.	Annual review		Homeless Grant	Housing Services Officer
Promote the Landlords Offer to those with suitable accommodation	HO Team Mtgs P1E	Housing Solutions Private landlords	Crisis Funding Revenue Funding Officer Time	Senior Housing Options Officer House of Multiple Occupation Officer
Partnership and referral arrangements with Citizens Advice Bureau	In house	Citizens Advice Bureau Key House	Homeless Prevention Grant	Senior Housing Options Officer Housing options officers
Arrears Case Referral Scheme	Ongoing	Partner Registered Providers Ryedale DC	Officer time	Senior Housing Options Officer
Use of Discretionary Housing Payments to cover arrears	Annual review	Discretionary Housing Payment Panel	Housing Options Toolkit	Housing Options Officers
Promote the funds with all Registered Providers	July 2015			
Referral to Stonham for support				

Increase numbers on scheme				
Numbers discharged into the private sector				
Number of places secured				
Number of clients supported				
Number of referrals				
Number of cases				
Additional agreements with RPS				
Number of referrals to Stonham				

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

Discretionary Housing Payment Panel to include Housing Options Officer	Ongoing	Revenues & Benefits dept. Stonham	£175,000 government funding	Revenues & Benefits Manager Housing Options Officer
At-risk clients prioritised and also offered a Housing Options interview	Ongoing			
Publicise the availability of Discretionary Housing Payments	March 2016			
Ensure flexible use of Discretionary Housing Payment funds	March 2016			
Advise and assist clients for longer term solutions	March 2016			
Timely response to lenders' Mortgage Repossession notifications	Ongoing	Breathing Space Citizens Advice Bureau	Homeless Prevention Funding RDC Mortgage Repossession Fund	Senior Housing Options Officer Housing Options Officer
Continue to consider all home owners at risk of repossession for assistance via Mortgage Repossession Loans	Ongoing			
Refer all suitable clients to the Breathing Space Loan Project Group	Annual review of scheme		Breathing Space Loans	
Refer to NHAS for specialist advice	Ongoing		National Housing Advisory Service	

Ensure the continued flexible use of Discretionary Housing Payments for clients at risk due to Welfare Reform

Maintain efforts to prevent homelessness within the "owned" sector by continuing to offer all mortgage repossession options

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

PERFORMANCE INDICATOR TARGET DATE PARTNERS RESOURCES LEAD OFFICER

HOW

Provide training and dissemination of information for all agencies re. early and flexible homelessness prevention intervention

Multi agency training, to include Citizens Advice Bureau, Registered Providers, support providers, Children's Social Care, Adult Social Care

Encourage active agency engagement with Housing Services

Joint training delivered

Homeless Strategy Steering group

Annual review

Annual review

Stakeholders Housing Forum
Housing Strategy Steering Group

Staff time

Senior Housing options officer

Housing Options officer

Develop a forum/library of knowledge, good practice and excellence

Develop a library/directory of legislative information and shared good practice

Share knowledge through partner forums

All officers to have access to all training resources

Directory operational

Information exchange at the Housing Forum

Annual training programme

April 2016 then ongoing

Ongoing

Ongoing

All Sub-Regional authorities and Registered Providers Partners

Staff time

Housing Options officer

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.

Work towards the goals of the accreditation and submit to a Peer Review of the service.

Achieve Bronze Standard

Council committed to Gold Standard

Peer Review taking place April 2015

Submission for assessment

April 2015

May 2015

August 2015

North Yorkshire Housing Authorities

North Yorkshire Housing Authorities

North Yorkshire Housing Authorities

Officer Time

Officer Time

Officer Time

Housing Services Manager

Projects Officer

Objective 1

REDUCE HOMELESSNESS THROUGH PREVENTION

PERFORMANCE INDICATOR TARGET DATE PARTNERS RESOURCES LEAD OFFICER

HOW	PERFORMANCE INDICATOR	TARGET DATE	PARTNERS	RESOURCES	LEAD OFFICER
Achieve Silver Standard	Submission for assessment	Dec 2015	NY Housing Authorities	Officer Time	Housing Services Manager
Achieve Gold Standard	Submission for assessment	March 2016	NY Housing Authorities	Officer Time	Safeguarding and Projects Officer
Ensure full use of the Housing Services training budget	Staff Appraisals	Six monthly	North Yorkshire Training Group	Housing Services Training Budget	Senior Housing Options officer
Continue to be an active member of the North Yorkshire Training Group to ensure staff needs are met.	Meetings attended	Ongoing	Shelter Welfare Benefits Units/ Dept Work and Pensions		Senior Housing Options officer
Identify needs & gaps in knowledge at staff appraisals and through monthly 1-1 meetings	Training plans	Annual update		Homeless Prevention Grant	Senior Housing Options officer
Encourage shadowing opportunities inside and outside Ryedale District Council.	Time spent at other LA Authorities	March 2017	North Yorkshire County Council S'Guarding Board		Senior Housing Options officer
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 and Parish Councils	Single Homeless Agreement Funding	Senior Housing Options Officer
Promote the service in the community using available options in the Housing Options Communication Policy.	Completion of policy	March 2017	Salvation Army	Staff time	Senior Housing Options officer
Encourage the Ryedale community to alert via StreetLink or directly to Ryedale District Council.	Presentation at Parish Liaison	March 2016	Faith Groups	Staff time	Senior Housing Options officer

Provide relevant, ongoing training to housing staff to ensure efficiency, maintain professionalism and contribute to staff development

Offer emergency housing and Resettlement to Rough Sleepers wishing to relocate or settle

**Objective 1
REDUCE
HOMELESSNESS
THROUGH
PREVENTION**

PERFORMANCE INDICATOR TARGET DATE PARTNERS RESOURCES LEAD OFFICER

<p>Consider all options for rough sleepers wanting short-term intervention only using the Rural Spot Purchase Scheme</p>	<p>Number of referrals for support</p>	<p>Annual Review</p>	<p>Foundation Salvation Army</p>	<p>Staff Time</p>	<p>Senior Housing Options officer</p>
<p>If No Second Night Out is not an option, or very short-term accommodation is required, refer to Winterwatch for B&B (October-March)</p>	<p>Number of referrals for the scheme</p>	<p>Annual review</p>	<p>Stonham North Yorkshire Police</p>	<p>Staff Time</p>	<p>Senior Housing Options Officer</p>
<p>Refer clients stating disrepair issues in their property Maintain contact with client and refer to Stonham for support Communicate with landlord if retaliatory Notice is given explaining legal changes</p>	<p>Number of cases of disrepair Referral for support Review of Housing Advice cases</p>	<p>Annual review Ongoing Ongoing</p>	<p>Environmental Health Officer Stonham Homestay Housing Options</p>	<p>Staff time Staff Time Staff Time</p>	<p>Environmental Health Officer Housing Options officers Housing Options officers</p>

Provide emergency winter accommodation to rough sleepers

Reduce the incidence of homelessness due to disrepair or unfitness of property by prompt referral to Private Sector Housing for advice and assistance

Ryedale Homelessness Action Plan 2015-20

OBJECTIVE 2
REDUCE THE USE &
MAINTAIN THE STANDARD
OF TEMPORARY
ACCOMMODATION

LEAD
OFFICER

RESOURCES

PARTNERS

TARGET
DATE

PERFORMANCE
INDICATOR

HOW

<p>Maintain the low numbers of households living in temporary accommodation</p>	<p>Early intervention and improved alternative housing solutions</p>	<p>Annual review</p>	<p>Registered Providers Debt Advice Services Citizens Advice Bureau Private Rented Sector Stonham</p>	<p>Housing Options Toolkit</p>	<p>Housing Options Officer</p>
	<p>Innovative and flexible use of the Homeless Prevention Fund and Discretionary Housing Payment</p>	<p>Annual review of spend</p>	<p>Yorkshire Housing</p>	<p>Homeless Prevention Grant</p>	<p>Housing Options Officer</p>
	<p>Effective use of Housing Options Toolkit measures</p> <p>Use of the Ryedale Lettings Scheme</p>	<p>Annual review of initiatives</p> <p>Numbers on the scheme</p>	<p>Fortnightly Flat inspection</p>	<p>Funding via service charge paid by client</p>	<p>Housing Options Officer</p> <p>Housing Services Officer</p>
<p>Maintain the high standard of accommodation at Old Railway Court</p>	<p>Prompt reporting of maintenance issues</p> <p>Regular review of Yorkshire Housing's Improvement Programme</p> <p>Regular Flat inspection</p> <p>Customer satisfaction surveys</p>	<p>Monthly Property check</p> <p>100% of residents seen fortnightly</p>	<p>YH Stonham</p>	<p>Staff time</p>	<p>Housing Options Officer</p>
<p>Manage Old Railway Court to meet clients' needs</p>	<p>A dedicated Officer providing advice and assistance, report repairs, carry out fire safety checks, monitor CCTV, and deal with breaches of licence.</p> <p>Housing Options officers to maintain contact with clients</p>	<p>Maintain 100% contact fortnightly</p>			

**OBJECTIVE 2
REDUCE THE USE &
MAINTAIN THE STANDARD
OF TEMPORARY
ACCOMMODATION**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

<p>Seek alternatives to temporary accommodation for these vulnerable households</p> <p>Use the Ryedale Lettings Service</p> <p>Liaise with women's refuges</p> <p>Ensure referral for specialist support to Independent Domestic Abuse Services</p>	<p>Numbers assisted</p> <p>Numbers onto the scheme</p> <p>Ongoing arrangements</p> <p>Numbers receiving support</p>	<p>Annual review of services</p>	<p>Making Safe NY Police Safer Ryedale Stonham IDAS</p>	<p>SP Funding Revenue Funding</p>	<p>Senior Housing Options officer</p>
<p>Home Safety measures and support to be offered</p> <p>Ensure all perpetrators referred to the Making Safe scheme</p> <p>Ensure all victims referred to Domestic Abuse Services</p>	<p>Safety measures offered</p>	<p>Continue offer to 100% of eligible clients</p>	<p>Making Safe NY Police IDAS Foundation WRHIA Ryecare</p>	<p>Revenue Funding</p>	<p>Senior Housing Options Officer</p>
<p>Use of the Ryedale Lettings Scheme</p> <p>Increase the "pool" of approved private landlords and agents</p> <p>Offer tenancy support for initial set-up</p> <p>Use PRS to discharge Duty</p> <p>Reduce the average length of stay</p>	<p>Lettings scheme use</p> <p>Bonds and Advance Rent given</p> <p>19 wks -12/13</p> <p>19 wks-13/14</p>	<p>All officers to use as Prevention tool</p>	<p>Private rented sector Stonham</p>	<p>Housing Options Toolkit</p> <p>Homeless Grant Funding</p>	<p>Senior Housing Options Officer</p> <p>Housing Options Officer</p> <p>Housing Services Officer</p>

Provide safe emergency housing for those suffering Domestic Abuse & unable to remain safely at home

Reduce numbers of clients having to leave their home because of domestic abuse

Increase the number of applicants offered Private Sector homes to avoid use of or reduce length of time in temporary accommodation

**OBJECTIVE 2
REDUCE THE USE &
MAINTAIN THE STANDARD
OF TEMPORARY
ACCOMMODATION**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

<p>Support Workers to have 1-1 meetings with client and support plan & Outcome Star completed (as per Quality Assessment Framework)</p> <p>Move-on barriers eliminated</p> <p>Deliver Pre-tenancy training</p>	<p>Ongoing</p> <p>Weekly meetings</p>	<p>Derwent Lodge Support Staff</p>	<p>SP Funding</p> <p>Revenue Funding</p>	<p>Housing Options Officer</p>
<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> <p>Network with all outside services.</p>	<p>Ongoing</p>	<p>Young persons Partnership</p> <p>Adult Education Ryedale Jobcentre</p>	<p>SP Funding</p> <p>NYCC</p>	<p>Derwent Lodge Staff</p>
<p>Enhance eligibility and skills by progression through the scheme, proving "positive change"</p> <p>Ensure that all support needs are met</p> <p>Ensure that residents are equipped to successfully manage independent living</p>	<p>Annual review</p> <p>March 2015</p>	<p>North Yorkshire Home Choice</p>	<p>Staff time</p> <p>Housing Options Toolkit</p> <p>Supporting people</p>	<p>Senior Housing Options officer</p>

Provide full support plans to all residents of Derwent Lodge, enabling positive move-on & reduction of repeat homelessness

Ensure that Derwent Lodge residents have access to education, training and employment to enable positive move-on

Use the North Yorkshire Home Choice Resettlement provisions to ensure positive move-on to independent living

**OBJECTIVE 2
REDUCE THE USE &
MAINTAIN THE STANDARD
OF TEMPORARY
ACCOMMODATION**

HOW

6 monthly interviews/surveys with all residents.
Exit interviews when leaving Derwent Lodge
Follow-up and exit interview after leaving ORC

PERFORMANCE INDICATOR

Yearly review of surveys and exit questionnaires

TARGET DATE

Annual review

PARTNERS

Derwent Lodge
YMCA
Stonham

RESOURCES

Supporting people Funding
Staff time

LEAD OFFICER

Senior Housing Options officer

Regularly consult with clients in all supported & temporary accomm. to ensure continued good service

Ryedale Homelessness Action Plan 2015-20

**OBJECTIVE 3
REDUCE THE
INCIDENCE OF
YOUTH
HOMELESSNESS**

HOW

**PERFORMANCE
INDICATOR**

**TARGET
DATE**

PARTNERS

RESOURCES

**LEAD
OFFICER**

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

Comply with the aims & objectives of the Young People's Partnership (The Hub)

Provide a first point of contact for young people at risk

Liaise with family and signpost to other agencies where possible

Liaise fully with, and share information with, partner agencies

Provide Young People with access to safe & secure accommodation whilst a return home is negotiated

Use Safe and Sound Homes services to offer a "breathing space"

Negotiate possible return home with parents or carers

Engage other support agencies

100% of all 16/17 year old clients to receive an Initial Assessment when accommodation is needed.

Reviewed at Sub regional meetings

Annual report produced

Ongoing

Children and Young People's Service

Targeted Youth Support

Supporting People

Safe and Sound Homes

Supporting people Funding

Staff time

Housing Services Manager

Hub Co-ordinator

Homeless preventions

Annual review

Children and Young Peoples Service

Safe and Sound Homes

North Yorkshire County Council revenue

Supporting People

Housing Services Manager

Hub Coordinator

Number of referrals against assessments

Ongoing with annual review

Children and Young peoples service

Supporting People Funding

Children and Young People Service staffing contribution

Children and Young people's Service

Hub Co coordinator

**OBJECTIVE 3
REDUCE THE
INCIDENCE OF
YOUTH
HOMELESSNESS**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Provide safe accommodation for young people unable to remain at home, with access to full support

Ensure that all young people leaving Care are offered suitable accommodation, to avoid homelessness

Maintain close partner arrangements with youth support & other services offering education, training and access to employment opportunities for those young people within the pathway

Offer accommodation via Service Package 2 through the Young Person's Accommodation Partnership: Derwent Lodge, YMCA, Safe and Sound Homes 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

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

Refer to Springboard Project for additional support

Referrals to Children's Services & Youth Support Services

Multi agency meetings: Pathway, Practitioners' and Implementation Groups all attended to ensure consistency of service.

Ensure continued access to Transport to work/FE Schemes.

Liaison with colleges and education providers to encourage engagement with services.

Utilisation of units available

Quarterly monitoring

YMCA
Safe and Sound Homes

Supporting People Funding

Hub Co-ordinator

Review of effectiveness of partnership

Annual review

Leaving Care services Springboard Project

NYCC

Lottery funded

Hub Co-ordinator

Number of referrals

Ongoing

North Yorkshire County Council

LEA

Staff Time

Staff Time

Senior Housing Options officer

Further Education

Wheels to Work

**OBJECTIVE 3
REDUCE THE
INCIDENCE OF
YOUTH
HOMELESSNESS**

PERFORMANCE INDICATOR TARGET DATE PARTNERS RESOURCES LEAD OFFICER

Identify young people at risk of disengaging from society and in need of Homelessness Services

Ensure that appropriate TAC referrals are made for young people, ensuring that support needs are met via this multi-agency approach

Ensure that young people can voice their opinions on housing and support services which affect them

<p>MAPs meetings with Police and Education Services</p> <p>Liaison with Community Safety and YP specialist agencies</p> <p>Attendance at Anti Social Behaviour Tasking Group</p>	<p>ongoing</p>	<p>North Yorkshire County Council</p> <p>Safer Ryedale Community Safety P'ship</p>	<p>Staff Time</p>	<p>Senior Housing Options Officer</p> <p>Young Person's Hub Officer</p>
<p>Ensure that all staff are fully aware of the Ryedale District Council Safeguarding Policy</p> <p>Ensure Housing Options officers and Partnership staff are trained and competent to undertake a Common Assessment Framework assessment and referral</p> <p>Continue to advise and work with related agencies</p>	<p>Re-train by April 2015</p> <p>Refresher training bi-annually</p>	<p>North Yorkshire County Council</p> <p>Scarborough Borough Council</p> <p>S'Guarding Children's Board</p>	<p>Staff time</p> <p>Revenue funding</p>	<p>Housing Services Manager</p>
<p>Develop and maintain appropriate feedback mechanisms and consultation.</p> <p>Consultation with clients at Derwent Lodge</p>	<p>Ongoing</p>	<p>Derwent Lodge</p>	<p>Staff time</p>	<p>Housing Options Officers</p>

HOW

PERFORMANCE INDICATOR

TARGET DATE

PARTNERS

RESOURCES

LEAD OFFICER

Ryedale Homelessness Action Plan 2015-20

**OBJECTIVE 4
IMPROVE ACCESS TO
SUPPORT AND ADVICES
SERVICES TO PREVENT
HOMELESSNESS**

HOW

**PERFORMANCE
INDICATOR**

**TARGET
DATE**

PARTNERS

RESOURCES

**LEAD
OFFICER**

<p>Early referral to support services aimed at Homelessness Prevention</p>	<p>Ensure clients are referred promptly to the most appropriate service for their needs Encourage close working and information sharing protocols with all support agencies</p>	<p>Referrals made</p>	<p>Annual review</p>	<p>Stonham Horton Housing</p>	<p>Supporting People Funding Staff Time</p>	<p>Senior Housing Options officer</p>
<p>Increase the number of clients remaining safely at home through the 'Making Safe' scheme</p>	<p>Making Safe to recommend home safety measures where appropriate White Rose Home Improvement Agency Handyman Service to carry out minor safety and security works Support and/or accommodation provided, if required</p>	<p>Number of clients supported through Making safe</p>	<p>Annual review</p>	<p>Multi agency Making Safe Scheme NY Police Ryedale Community Safety P'ship</p>	<p>Supporting People Funding Revenue Funding</p>	<p>Senior Housing Options officer</p>
<p>Refer all perpetrators of domestic abuse for support from Making Safe</p>	<p>Refer clients identified at Housing Options interviews or referred by any other means Assist with accommodation for the client where this keeps a victim or family safe</p>	<p>Number of clients supported through Making Safe</p>	<p>Annual review</p>	<p>Making Safe IDAS NY Police RCSP</p>	<p>Supporting People Funding Staff Time</p>	<p>Housing Options Officer</p>
<p>Provide access to support & accommodation for high risk ex-offenders</p>	<p>Referral to Foundation's Resettlement and Community Safety 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</p>	<p>Number supported through RACCS Number of clients accepted</p>	<p>Annual review</p>	<p>Foundation (RACS) Probation Service</p>	<p>Supporting people Funding</p>	<p>Senior Housing Options officer</p>

HOW

PERFORMANCE INDICATOR

TARGET DATE

PARTNERS

RESOURCES

LEAD OFFICER

Refer clients for specialised drug and alcohol support to help to maintain accommodation

Provide specialist debt advice aimed at prevention via CAB's Money Advice Service

Maintain low number of applications from those suffering domestic abuse by offering home safety options

Referral where problem raised at Housing Options interview and consent given
Ensure consent-driven information sharing to identify problems which may have housing implications

Ensure thorough client interviews and information gathering to ensure suitable referrals are made

Work with Making Safe, White Rose Home Improvement Agency and Police

Refer clients at risk to Multi Agency Risk Assessment Conference where appropriate and provide officer at meetings

Offer safety solutions (minor works) at the property

Install Lifelines for additional security.

Number of referrals

Numbers directly referred

Review Numbers annually

Referrals made and Multi Agency Risk Assessment Conferences attended

Security measures installed

Number of lifelines installed

Annual review

P1E

MSSG Multi Agency Risk Assessment Conference Ongoing

Ongoing

Ongoing

New Horizons
Anti Social Behaviour Tasking Group

Citizens Advice Bureau
Hope Central
Step Change

MSSG
DAS
Foundation
WRHIA
Ryecare

Staff time

Ryedale District Council Core Funding

£1500 Target
Hardening Budget
Communities and Local Government

Staff Time

Staff Time

Ryecare Budget

Housing Options Officers
Senior Housing Options Officer

Housing Services Manager
Senior Housing Options Office
Housing Options Officers

Senior Housing Options Office

Housing Options Officers

**OBJECTIVE 4
IMPROVE ACCESS TO
SUPPORT AND ADVICES
SERVICES TO PREVENT
HOMELESSNESS**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Referrals to Making Safe	MSSG Multi Agency Risk Assessment Conferences	Making Safe IDAS	£44,000 Supporting People funding	Housing Options Officers
Work with referral agencies to identify need and accommodation requirements Ensure that full Support plans are in place	Ongoing	Yorkshire Housing Stonham Young People's Partnership	Staff time Supporting People funding	Housing Options Officers Senior Housing Options Officer
Referrals to the Making Safe scheme Ensure timely referrals from probation where appropriate	MSSG Multi Agency Risk Assessment Conferences	MSSG Foundation Registered Providers NY Police	Homeless Prevention Grant	Housing Options Officers
Direct referrals from Housing Options	Resettlement and Community Safety Scheme Probation	Foundation	Housing Benefit Funding	Senior Housing Options Officer
Maintain membership of Ryedale Together Equalities Group Work to Gypsy Traveller Roma & Showmen Strategy Outcomes	Ongoing	Ryedale Together NYCC Horton Housing	Supporting People Funding Staff Time	Senior Housing Options Officer Housing Options officers

Provide victims of Domestic Abuse with specialised support

Ensure comprehensive age-appropriate support and accommodation for 16-17 year old parents

Provide support & housing for perpetrators of domestic abuse

Provide support & housing to offenders through the RAC scheme

Ensure access to services for all minority groups in the Ryedale Community

OBJECTIVE 4

IMPROVE ACCESS TO SUPPORT AND ADVICES SERVICES TO PREVENT HOMELESSNESS

PERFORMANCE INDICATOR TARGET DATE PARTNERS RESOURCES LEAD OFFICER

HOW

Use of Language Line translation service	Numbers requiring assistance	Ongoing	Language Line	HP Grant	Housing Options Officers
Report incidents of Hate Crime to ?	Number of reports	Ongoing	Ryedale Together	Staff Time	Housing Options Officers
Adhere to the aims and requirements of the national Prevent strategy	Referrals made	Ongoing	Ryedale Together	Staff Time	Housing Options Officers
Provide a specialist "signer" for those with impaired hearing, with advance notice	Number requiring assistance	Ongoing	Specialist Signer	HP Grant	Housing Options Officers
Information may be provided in Braille or other formats for blind or partially sighted people	As above	As Required	-	HP Grant	Housing Options Officers
All Over 25s in supported housing to have access to Moving Forward	Number of clients trained	Annual review	Housing Solutions Derwent Lodge	Staff time	Homelessness Support officer (Derwent Lodge) Senior Housing Options Officer
Promote Ryecare, Disabled Facilities Grants, HIA Grants, Winterwarmth etc. Raise awareness of issues and options within the Ryedale community Provide a home visiting service for those unable to access Ryedale House	Annual reviews	Ongoing	White Rose Home Improvement Agency	Supporting People funding Service User Funding	Housing Services Manager

Offer over 25s in supported housing access to the Persons' "Moving Forward" tenancy training scheme

Improve access to advice and assistance to older people, allowing them to remain safely at home or explore alternatives

**OBJECTIVE 4
IMPROVE ACCESS TO
SUPPORT AND ADVICES
SERVICES TO PREVENT
HOMELESSNESS**

HOW

**PERFORMANCE
INDICATOR**

**TARGET
DATE**

PARTNERS

RESOURCES

**LEAD
OFFICER**

<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</p> <p>Promote the wellbeing service and the Handypersons service across Ryedale</p>	<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>	<p>Provide positive outcomes for service users referred by specialist agencies</p> <p>Ensure timely referral to the emergency Crisis Intervention Team</p> <p>Develop an information sharing protocol with the Ryedale Community Mental Health Team</p>
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<p>Service Provided</p>	<p>Autumn 2015</p>	<p>Supporting People</p>	<p>SP Grant</p> <p>Homeless Prevention Grant</p>	<p>Senior Housing Options Officer</p> <p>Housing Options Officers</p>
<p>Monitored through Housing Task Group</p>	<p>Ongoing</p>	<p>NYCC Adult Social care S'Borough, Whitby, Ryedale Learning Disabilities Task Group</p> <p>Community Mental Health Team</p>	<p>Staff time</p>	<p>Senior Housing Options Officer</p> <p>Housing Options Officers</p>
<p>Joint Hospital D'charge Protocol in place</p>	<p>Jan 2016</p>	<p>Community Mental Health Team</p>	<p>Staff Time</p>	<p>Senior Housing Options officer</p>

**OBJECTIVE 4
IMPROVE ACCESS TO
SUPPORT AND ADVICES
SERVICES TO PREVENT
HOMELESSNESS**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

<p>Review referral arrangements with Ryedale Carers' Resource</p> <p>Review referral arrangements for Ryedale Special Families</p>	<p>2016</p>	<p>Carers' Resource</p> <p>Ryedale Young Carers</p> <p>Ryedale Special Families</p>	<p>Housing Options Officers Time</p>	<p>Housing Options Officer</p>
<p>Make appropriate referrals to the Developing Stronger Families Team</p> <p>Develop referral arrangements with Children's Centres</p> <p>Develop referral arrangements with Ryedale Home Start</p> <p>Attend all appropriate Team around the child meetings</p>	<p>March 2016</p>	<p>NYCC</p> <p>Developing Stronger Families York & North Yorkshire NHS</p> <p>NYCC</p> <p>Children's Centres</p> <p>Home Start Ryedale</p>	<p>Staff Time</p>	<p>Senior Housing Options Officer</p>
<p>Attendance at Commissioning Board meetings</p>	<p>Ongoing</p>	<p>North Yorkshire Housing Authorities</p> <p>Probation</p> <p>North Yorkshire County Council</p>	<p>Staff time</p> <p>Supporting people</p> <p>Funding</p>	<p>Housing Services Manager</p>

Ensure that carers/applicants with caring responsibilities can access housing support

Widen access to specialist support for parents of young children, to alleviate some of the pressure of housing difficulties

Continue to be an active member of the NY Supporting People Commissioning Body to ensure support services are procured effectively for Ryedale

**OBJECTIVE 4
IMPROVE ACCESS TO
SUPPORT AND ADVICES
SERVICES TO PREVENT
HOMELESSNESS**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Attendance at North Yorkshire home Choice Project Board Attendance at the North Yorkshire Home Choice Equalities Meeting and operational group	Ongoing	North Yorkshire Housing Authorities and Registered Providers	Staff time	Housing Services Manager Housing Options Senior Housing Options Officer
Timely referrals made for housing related support	Annual review	Stonham Homestay Supporting People	Staff time Supporting People funding	Housing Options Officers
Review the strategy in partnership with Sub region	March 2016	North Yorkshire Partners	Staff time	Housing Services Manager
Regular weekly inspections Regular meetings with Site managers Waiting list maintained by Housing Services	Ongoing	Facilities	Staff time	Environmental Health Officer

Continue to remain a partner in North Yorkshire Home Choice assessing its effectiveness in the allocation of properties across Ryedale

Continue to provide support to Stonham Homestay to ensure support is allocated where most needed across the district

Continue to support the North Yorkshire Tenancy Strategy

Ensure that Ryedale's Travellers site is managed effectively and access to the accommodation is facilitated through the Council

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	Staff time £5,000 Homeless Prevention Grant	Housing Services Manager
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	May 2015 April 2015	Ryedale Citizens Advice Bureau	Revenue funding £12K Homeless Prevention Grant	Housing Services Manager
Increase the numbers of elderly & disabled clients able to remain safely at home, promoting independence	Offer Disabled Facilities Grants & Property Improvement Loans for adaptations. White Rose Home Improvement Agency referrals for the Handyman Service to carry out minor works Install Ryecare Lifelines for emergency contact/ reassurance Referral to YH for those eligible for Supporting People funding.	Completions and capital allocation spent Number of referrals 500 private clients Referrals made annually	Annual review with Home Improvement Agency Budget monitoring on an annual basis Ongoing	Home Improvement Agency Ryecare	Capital Disabled Facilities Grant Budget Revenue contribution to White Rose Agency Ryecare	Housing Services Manager Ryecare Team Leader

Ryedale Homelessness Action Plan 2015-20

Objective 5
INCREASE THE
SUPPLY OF
AFFORDABLE
HOUSING

LEAD
OFFICER

RESOURCES

PARTNERS

TARGET
DATE

PERFORMANCE
INDICATOR

HOW

HOW	PERFORMANCE INDICATOR	TARGET DATE	PARTNERS	RESOURCES	LEAD OFFICER
<p>Completion of Affordable Housing schemes</p> <p>Work with partners to take advantage of the Homes and Communities Agency Affordable Housing Programme 2015/20</p> <p>Ensure support and advice is given to developers to maximise affordable housing on Section 106 sites</p>	Ongoing review	75 annually	<p>Corporate Housing Group</p> <p>Registered Providers</p> <p>Homes and Communities Agency</p> <p>Private Developers</p>	<p>Homes & Communities Grant Registered Provider Reserve</p> <p>Private Developers</p>	<p>Housing Services Manager Development Officer</p> <p>Rural Housing Enabler</p>
<p>Work with Parish Councils and communities to identify opportunities for new development, refurbishment and reinstatement</p> <p>Encourage owners of land to consider selling for development by Registered Providers</p> <p>Housing Development Officer and Rural Housing Enabler to work collaboratively to generate new schemes.</p>	Ongoing review	75 annually	<p>Parish Councils & Communities</p> <p>Private Developers</p> <p>Land owners</p> <p>Registered providers</p>	<p>Homes and Communities Agency Grant</p> <p>Private Registered Providers Reserve</p> <p>Private Developers</p>	<p>Housing Services Manager Development Officer</p> <p>Rural Housing Enabler</p>
<p>Develop intermediate housing e.g. discount for sale, shared ownership, intermediate rent to widen access to more households in Ryedale</p>	Development of Supplementary Planning Guidance	April 2017	Parish Councils & Communities	<p>Homes and Communities Agency Grant</p> <p>PRP Reserve</p>	Housing Services Manager

Deliver 75 new affordable homes annually to address identified need in Ryedale

Secure opportunities for developing future affordable housing

Increase access to a range of intermediate tenure housing options

**Objective 5
INCREASE THE
SUPPLY OF
AFFORDABLE
HOUSING**

HOW **PERFORMANCE INDICATOR** **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

Develop Ryedale's Supplementary Planning Guidance in partnership with Forward Planning	Development of Supplementary Planning Guidance	April 2017	Private Developers Land owners Registered Providers	Private Developer funding	Housing Services Manager
Continue to undertake Rural Housing Needs surveys	Completion of surveys	Ongoing	Consultant services	Staff time	Housing Services Manager
Commission new Strategic Housing Market Assessment	Up to date housing needs info	April 2016		£40K funding allocation	Forward Planning Manager
Continue to be a member of the Rural Housing Network	Continuity of RHE post	Agreement for next three years	North Yorkshire Districts And Rural Network partners	£6,500 revenue support/commuted sums	Housing Services Manager
Completion of checklist for inclusion into future section 106s	Checklist completed	April 2015	Corporate Housing Group	Staff time	Development Officer

Regularly update Ryedale Housing needs data to inform development of future affordable housing policy and strategy

Ensure the continuation of the Rural Housing Enabler post

Complete a standard Section 106 check list in relation to affordable housing to provide timely information for developers

**Objective 5
INCREASE THE
SUPPLY OF
AFFORDABLE
HOUSING**

PERFORMANCE INDICATOR **TARGET DATE** **PARTNERS** **RESOURCES** **LEAD OFFICER**

HOW

Review S106 and "nomination" arrangements with Registered Providers, using these to prevent homelessness

Review RDCs Empty Property Strategy & ensure best use of nomination rights to grant-aided properties

Continue to work with Wakefield on breathing space

Review numbers & outcome of referrals made through nominations

Review the Empty property strategy
Work closely with Private Sector Housing to identify properties
Prevent homelessness by nomination of clients

Remain an active partner of the breathing space partnership group

Review Nomination agreements

New strategy in place

Continuation of the scheme

April 2016

Dec 2015

ongoing

Registered Providers

In House arrangements

Wakefield Council

Staff time

Staff Time

Staff time

Development Officer
Senior Housing Options Officer

Environmental health officer
Senior Housing Options Officer

Housing Options Officer

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 light of government funding cuts and as we increasingly need to demonstrate Value for Money

Monitoring

The 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. They 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 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 subsequent impact on homelessness and advice services**
- **Forthcoming legislation and potential impact on the Homelessness Strategy**

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 2015-2020 contact:

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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.