

# Preventing Homelessness Together - York homelessness strategy 2018-2023 Action Plan

## Strategic Aim 1. Towards ending rough sleeping by 2027

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
1.1	Reduce rough sleeping	MHCLG rough sleeper count 29 in Nov 2017	50% reduction by 2020 towards a 100% reduction by 2027 in line with MHCLG national target	High	On track
1.1.2	Retain Making Every Adult Matter (MEAM) to target work with complex / entrenched rough sleepers and ensure that it is effective in reducing rough sleeping in York (links to strategic aim 4)		1 April 2022	High	Completed
1.1.2	Ensure new Early Intervention and Prevention contract contributes to reducing rough sleeping in York		1 April 2022	High	Completed
1.1.3	Housing First – evaluate York model and adapt / expand accommodation resources according to outcome (including private rented sector) (links to strategic aim 3)		1 April 2020	High	Completed
1.1.4	Embed Housing First resettlement model and develop Housing First mental health model, ensuring that all partners (housing, offender services, mental health services and substance misuse services) are committed to model and provide appropriate <b>support</b> for individuals (links to strategic aim 5)		1 April 2022	High	On track
1.1.5	Embed Housing First resettlement model and develop Housing First mental health model and ensure that all partners (housing, offender services, mental health services and substance misuse services) are committed to model and provide appropriate <b>funding</b> for service (links to strategic aim 5)		1 April 2022	High	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
1.1.6	Ensure adequate and appropriate ( <i>including considering need to ensure safety for vulnerable for women</i> ) emergency beds are available in the city to meet demand, through existing resources and Innovation Bid (2018)		1 November 2018	High	Completed
1.1.7	Evaluate new Next Steps (intensive support for rough sleepers / single homeless) and if successful work to refund		1 April 2020	Med	On track
1.1.8	Review current supported housing provision and ensure that it is welcoming, accessible to all including reviewing barriers, standardising and transparent policies, curfews, restrictions.		1 April 2022	Med	On track
1.1.9	Review the local connection for rough sleepers (part of CYC allocation policy consultation).		1 September 2018	Low	Completed
1.1.10	To provide additional outreach support to work with / reduce numbers of rough sleepers if awarded Ministry Housing, Communities and Local Government (MHCLG) rough sleeper grant to provide additional outreach support		1 April 2019	High	Completed
1.1.11	To develop a system of public fundraising and method of distribution to help people that are homeless and to discourage begging		1 December 2018	High	Completed

## Strategic Aim 2. Prevent Homelessness

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
2.1	Improve information, support and early intervention	616 households prevented from being homeless in 2017/18	900 households prevented from being homeless in 2022/23	High	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
2.1.1	To ensure that information about Homeless Reduction Act, advice and support is accessible to agencies and public – publicity, website, leaflets		1 April 2019	High	Completed
2.1.2	As part of a wider information and media campaign to produce a leaflet to be distributed across York to inform public about homelessness and how they can help		1 April 2019	High	Completed
2.1.3	To ensure housing , advice and support services are fit for purpose to deliver the Homeless Reduction Act		1 April 2019	Med	Completed
2.1.4	To ensure housing support and advice staff are able to give concise benefit advice and entitlements, in particular as future changes occur (e.g.. supported housing payments)		1 April 2019	High	Completed
2.1.5	To work with private landlords to prevent homelessness		1 April 2023	Med	On track
2.1.6	To foster a culture ensure there are advice and prevention tools available to tackle the main structural causes of homelessness – relationship breakdown, housing supply and poverty		1 April 2023	Med	On track
2.1.7	To contribute to existing work streams which are concerned with tackling poverty which has long term impact on future homelessness		1 April 2023	Med	Completed
2.1.8	To ensure organisations (including GP's, YDH, Schools), staff and public have access to information detailing all existing support services (possible web based directory)		1 April 2019	Med	Completed
2.1.9	To ensure organisations (including GP's, YDH, Schools), staff and public have access to information detailing grants and financial help available for people that are homeless		1 April 2019	Med	Completed

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
2.1.10	To target rogue landlords/agents who are providing poor conditions in the Private Rented Sector and poor management utilising the new range of powers available		1 April 2019	High	Completed
2.1.11	To review housing options service after 12 months to evaluate impact of Homeless Reduction Act		1 April 2020	High	Completed
2.1.12	Front line staff to have clear knowledge and understanding of services, agency criteria, referral processes.		1 April 2020	Med	On track
2.1.13	To equip people with knowledge and skills to avert a housing crisis by attempting to re-introduce work in schools. Work may include introducing this as part of Citizenship 2019, independent living skills, the truth about debt and up skilling teachers		1 September 2019	Low	Delayed / off target
2.1.14	To adopt an approach of empowering people who are homeless or at risk of homelessness to take responsibility for their actions and to provide advice, support and guidance to find housing solutions and overcome barriers (irrespective of priority need or intentionality criteria)		1 April 2019	Med	Completed
2.1.15	Ensure people that are homeless or at risk of homeless have access to relevant training courses- independent living skills, financial literacy, budgeting, debt management, tenancy management, cooking to maintain a tenancy		1 April 2019	Med	Completed
2.1.16	That people who are homeless or at risk of homeless are informed about how to access support and activities to develop self worth, motivation, self image (link to activities website)		1 April 2020	Med	Completed

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
2.1.17	That people who are homeless or at risk of homeless are can access help around employment opportunities and gain relevant work skills (work centres / enterprise zones). Link to Community Catalyst Project		1 April 2019	Med	Delayed / off target
2.1.18	To work with other services so they can inform individuals of effect of drugs and alcohol and impact on housing and homelessness		1 April 2019	Med	Completed
2.1.19	To target rogue landlords/agents who are providing poor conditions in the Private Rented Sector and poor management utilising the new range of powers available				Completed
2.1.20	Review Service Level Agreements within services relating to drugs, hostels and floating support. Evolved from 2013-18 action point 4.1.2		1 April 2019	Med	Completed
2.1.21	To ensure relevant support is available for people at risk of homelessness (Personal Housing Plan) including using volunteer support / mentor		1 April 2020	Med	On track
2.1.22	To ensure ongoing comprehensive support service is available for people on Universal Credit (help, information, computers)		1 April 2019	High	Completed
2.1.23	To work with CYC Community Safety, National Probations Service, Community Rehabilitation Company and NY Police to apply relevant Criminal Behaviour Orders to ensure a framework to tackle anti-social behaviour and reduce homelessness		1 April 2020	Med	Completed
2.1.24	That services available to help people access benefits, budgeting, debt management and income maximisation to prevent homelessness.		1 April 2020	High	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
2.1.25	To work with IDAS to look at ways of reducing homelessness though domestic abuse and relationship breakdown		1 April 2021	High	On track
2.1.26	That where relevant advocacy services are involved in helping people, they understand a Personal Housing Plan		1 September 2019	Med	Completed

### Strategic Aim 3. Ensure there is accommodation for people who are homeless or at risk of homelessness

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
3.1	Plan for the accommodation needs of those who are homeless or at risk of homelessness	49 households in temp accommodation (TA) Mar 2018	No increase in the use of TA over the course of this plan		On track
3.1.1	That we carry out a mapping exercise and evaluation to ensure there is sufficient tier 1 (24/7) hostel for people that are homeless, including rough sleepers, young people, people with mental health problems and offenders		1 April 2019	High	On track
3.1.2	That we carry out a mapping exercise and evaluation to ensure there is sufficient tier 2 supported housing for people that are homeless, including longer term accommodation for those unable to live independently. Evolved from 2013-18 action point 3.3.10		1 April 2019	High	On track
3.1.3	Agreement to secure long term availability of Union Terrace and Robinson Court / transfer to CYC ownership. Evolved from 2013-18 action point 3.3.9		1 April 2019	High	Completed

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
3.1.4	Work alongside Mental Health Housing and Support Project (Adult Social Care) review to ensure there is appropriate housing for people that are homeless / in housing need who require specialist mental health accommodation. Links to 2013-18 action point 3.7.3		1 April 2019	High	Completed
3.1.5	Evaluate provision for young parents at Howe Hill for Young People to determine value and future need. Carry over from 2013-18 action point 3.6.10		1 December 2018	Med	Completed
3.1.6	Complete the re-provision of Ordnance Lane at James House and decant into new facilities. Carry over from 2013-18 action point 3.3.1		1 April 2019	High	Delayed / off target
3.1.7	Clarify staffing, remit and use of James House in response to Homeless Reduction Act		1 April 2019	High	Completed
3.1.8	Explore use of James House on 2 year fixed term tenancies for longer term use / resettlement category. Evolved from 2013-18 action point 3.6.5		1 April 2019	High	Delayed / off target
3.1.9	Clarify staffing, remit and use of Howe Hill family block in response to Homeless Reduction Act (consider possibility of using as a resettlement hostel for single people or families)		1 April 2019	High	On track
3.1.10	Clarify staffing, remit and use of Holgate Road in response to development of James House		1 April 2019	High	On track
3.1.11	Using social housing stock to meet changing need of customer groups (physical issues, mental health issues) converting flats to houses, concierge scheme, HMO's, improving the physical environment for those with mental health problems. Carried over from 2013-18 action point 3.1.6 and 3.1.7 and 3.1.13		1 April 2020	Med	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
3.1.12	Better use of current social housing stock (legal) –Demoted tenancies, flexible tenancies, Family Intervention Tenancies (CYC and RSL). Carried over from 2013-18 action point 3.1.10		1 April 2020	High	On track
3.1.13	Look at needs of people with mobility issues in respect of longer term accommodation / clarification of use of Independent Living Communities		1 April 2020	Med	Completed
3.1.14	To maximise use of PRS to discharge of duty under Homeless Reduction Act. To have agreed policy of discharge of duty.		1 April 2020	Med	Completed
3.1.15	That the development team consider building bedsits and 1 bed roomed properties a and to explore use of alternative building methods (flat pack, portacabins) to provide accommodation for single homeless		1 April 2020	Med	On track
3.1.16	Adopt a process for allocation and offer of accommodation under Homeless Reduction Act (prevention and relief)		1 December 2018	High	Completed
3.1.17	In light of high cost of PRS accommodation to review use of incentives to increase and / or use PRS to discharge homeless duty.		1 April 2020	Med	On track
3.1.18	Work with private landlords, developers, Registered Social Landlords to increase suitable housing supply for vulnerable household and those on low incomes. Evolved from 2013-18 action point 5.1.2		1 April 2022	Med	On track
3.1.19	To ensure that supported housing (buildings) are fit for purpose. Evolved from 2013-18 action point 3.3.9		1 April 2019	High	Completed
3.1.20	Ensure that supported housing meets forthcoming legislation re House in Multiple Occupation				Completed



Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
<b>Strategic Aim 4. Ensure there is support for people that are homeless or at risk of homelessness</b>					
Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
4.1	Work together to meet the support needs of people who are homeless or at risk of homelessness	571 people referred for floating support (SAP 2017/18)	Minimum 600 people referred to floating support per annum by 2022/23	High	On track
4.1.1	To develop a relevant rehabilitation programme for perpetrators of domestic abuse		1 April 2020	Med	Delayed / off target
4.1.2	To ensure people with mental health issues that are living in hostels get adequate mental health support		1 April 2020	Med	Completed
4.1.3	To ensure that staff working with people who have mental health issues, living in hostels get adequate mental health training and professional support		1 April 2020	Med	Completed
4.1.4	To explore the provision to provide practical support for people with mental health issues (shopping etc.) to maintain independent living as part of mental health review		1 April 2020	Med	On track
4.1.5	To ensure that people in hostels benefit from work opportunities		1 April 2022	Med	Completed
4.1.6	The introduction and roll out of new supported housing payment involves all agencies and is transparent and if possible takes account of lower hostel rents to facilitate residents employment opportunities		1 April 2020	Med	Delayed / off target
4.1.7	Support external organisations and community groups that work with people that are homeless, thus creating greater communication and co-ordination between 'homeless sector'		1 April 2020	High	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
4.1.8	Look to develop a protocol agreeing that when a customer is homeless or at risk of homelessness with a vulnerability the appropriate health services are provided.		1 April 2020	High	On track
4.1.9	Look to develop a protocol agreeing that when a customer is homeless or at risk of homelessness with a vulnerability the appropriate social care services are provided. Evolved from 2013-18 action point 4.1.3		1 April 2020	High	On track
4.1.10	To work with agencies (e.g. Carecent, Salvation Army) to improve facilities and provide positive activities for customers to assist them to access / retain independent living . Evolved from 2013-18 action point 1.2.2		1 April 2020	Med	Completed

### Strategic Aim 5. Maintain partnership working and strategic direction

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
5.1	Ensure partners remain focussed on delivering this plan	Signatories to this strategy committed to work together to prevent homelessness	Commitment is maintained with a minimum 80% attendance at all steering group meetings	High	On track
5.1.1	That signatories to this strategy remain committed to implement the strategic action plan.		1 April 2023	High	On track

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
5.1.2	That close working relationships with Housing Management Officers and Registered Social Landlord to ensure earlier intervention / support from housing management to prevent loss of accommodation in form of pro-active, targeted prevention work for those at risk of homelessness in CYC and other social housing tenancies at earliest opportunity (pre- Possession Order stage). Improve links and training between housing management, advice and support services .		1 April 2021	High	Delayed / off target
5.1.3	To ensure the information sharing agreement and consent forms are General Data Protection Regulations (GDPR) compliant		1 December 2019	High	On track
5.1.4	Ensure there is a streamline approach to referrals, signposting and feedback of Personal Housing Plan actions		1 December 2018	High	Completed
5.1.5	That external agencies update websites and information to reflect Homeless Reduction Act 2017		1 December 2018	med	Completed
5.1.6	To make decision if to remain in North Yorkshire Home Choice or adopt CYC Allocation policy.		1 December 2018	High	Completed
5.1.7	Work with TEWV to look at issues around specialist mental health worker, trauma training in hostels, response of Crisis team, accessing psychiatric services, hospital in patient facilities in York		1 December 2020	Med	On track
5.1.8	Review current partnerships, attendance at meetings		1 December 2019	Med	On track
5.1.9	Improve working with Registered Social landlords, Private Rented Sector, developers to increase housing stock / liaison meetings		1 April 2022	Med	On track
5.1.10	To look into establishing a system through Adult Social Care to carry out a 'lessons learnt' review in the case of a death of a person that is homeless		1 December 2018	High	Completed

Ref.	Objectives and sub actions	Baseline position	Target / date	Priority rating	Progress
5.1.11	Homelessness services are supported by the Director of Public Health (public Health staff) to deliver the recommendations of the health and homelessness needs assessment		1 December 2021	Med	On track
5.1.12	To ensure that services promote wellbeing to customers and engage in wider national and local initiatives (e.g. smoking cessation)		1 December 2020	Med	Delayed / off target
5.1.13	Plan of engagement with people living on the streets, in temporary accommodation and other homeless people to learn from their views and ideas		1 December 2021	Med	Completed
5.1.14	To work with statutory agencies to introduce duty to refer (Homeless Reduction Act) people that are homeless (due for introduction October 2018) and work with none statutory agencies adopt a similar process to ensure those at risk of homelessness are access relevant service. Links to 2013-18 action point 5.2.5		1 April 2019	Med	Completed
5.1.15	To ensure partners attend relevant strategic groups		1 December 2022	Med	Completed
5.1.16	To re-launch homeless forum		1 April 2019	Med	Completed
5.1.17	To review, update and publish the action plan (publication date Dec 2020)		1 December 2020	High	On track
5.1.18	To evaluate 18-23 Homeless strategy		1 December 2022	Med	On track
5.1.19	To write Homeless Strategy 2023-28		1 July 2023	High	On track