



Working for you

Harrogate Borough Council

Homelessness Action Plan

2008-2013

FINAL

1 - Reducing Homelessness through Prevention

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
1.01	To reduce the number of households accepted as homeless by 10% on an annual basis	To reduce the number of households becoming homeless which could be avoided by early intervention	Numbers of households accepted as homeless	06/07 = 140 07/08 = 135	08/09=121 09/10=109 10/11= 98	Statutory returns. Scrutiny committee Steering group	All	Existing CLG funding	Housing Needs Manager	
1.02	To increase the number of successful homeless prevention interventions to 363 by 2011	To reduce the number of households having to go through the homeless route	BVPI 213 LAA2 - L8	07/08 = 79	08/09=300 09/10=330 10/11=363	NY LLA2 Statutory returns. Scrutiny committee Steering group	All	Existing CLG funding	Housing Needs Manager	
1.03	To review and implement changes to housing advice and options services by March 2010.	To improve access to services for all our clients and increase options and choice	Review completed by March 2009. Changes implemented April 2010	Current service established in 2005.	Review completed and changes implemented by March 2010	Scrutiny Committee Steering group	All	Existing staffing resources	Housing Needs Manager	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
1.04	Develop a comprehensive homelessness prevention toolkit by 31 March 2010:									
1.04a	Set up and monitor success of Homelessness Prevention Fund by September 2008	To reduce homelessness by increasing housing options	BVPI 213 LAA - L8	No fund currently available.	08/09 = 30 households assisted	Quarterly monitoring	HBC	£14,670 HBC	Housing Needs Manager	
1.04b	Set up a rent bond/rent in advance scheme by Jan 2009	To reduce homelessness by increasing housing options	BVPI 213 LAA - L8	No fund currently available.	08/09 = 11 households assisted	Quarterly monitoring	HBC	£15,000 CLG	Housing Needs Manager	
1.05	Develop a training package to be rolled out for all partner agencies to increase understanding of homelessness and services, by March 2010.	To improve communication and signposting	Training pack developed and training sessions with all partner agencies	Nothing exists at the moment.	Training delivered to 10 agencies by March 2010.	Steering Group	All	Existing	Housing Needs Manager	
1.06	To better establish the extent of rough sleeping throughout the district by March 2011	To help reduce the number of people rough sleeping	BVI 202 Annual rough sleeper counts	07/08 = 5	08/09= 5 09/10 =5 10/11= 5 11/12= 5 12/13= 5	Steering Group	All	Existing	Housing Needs Manager	
1.07	Develop & roll out new delivery models to enable access to lets within the private sector October 2009	To reduce homelessness by increasing housing options	BVPI 213 LAA - L8	To be confirmed	To be agreed	Steering Group	All	Existing	Housing Policy Strategy	
1.08	Mortgage rescue package options assessed and implemented	To reduce homelessness by increasing housing options	BVPI 213 LAA - L8	To be confirmed	To be agreed	Golden Triangle Steering Group	Golden Triangle	Golden Triangle Funding	Development Officer	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
1.09	Set up Making Safe Scheme by Dec 2008	To reduce the number of victims of domestic violence becoming homeless	To be confirmed	To be confirmed	To be agreed	DV Steering Group Monthly SP reporting	SP Women's Refuge Foundation HBC Home Improvement Agency	Supporting People = £39,000 per year for 3 years	DV Coordinator	
1.10	Implement HBC Housing DV policy by Dec 08	To improve outcomes for victims of domestic violence	DV policy written and put into action	Not set	To be agreed	DV Steering Group Monthly SP reporting	All Partners	Within existing resources	DV Coordinator Neighbourhood Manager	
1.11	Maintain Court Possession Desk	To reduce homelessness by increasing housing options	Cases advised	07 Mortgage = 44 07 Rent = 33	To be agreed with CAB	CAB	CAB	Funding need to sustain service	CAB	
1.12	To investigate ways to link in with services to reduce homelessness as a result of relationship breakdown by March 2011	To help households avoid homelessness	Number of successful interventions	To be confirmed	To be agreed	To be agreed	All	To be established	Housing Needs Manager	
1.13	Commission training for all partners on Joint Protocols by April 2009	To create clearer pathways for vulnerable client groups	Training delivered	Training carried out when protocols initially developed. Refresher training required since recent updates.	Training completed by April 09	County Homelessness Group	All	Within existing resources	Housing Needs Manager	
1.14	Develop and maintain ongoing programme of publicity to ensure widespread public knowledge of both housing and support services available for households in all tenures	Improved public awareness of services provided	District Panel Survey	2007 = 53% know who to contact if they have a housing problem	NA Next survey due 2010	District Panel survey every 2 years	All	Within existing resources	Executive Officer Housing Strategy	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
1.15	Develop RSL's role in homelessness prevention:									
a	Review current approaches to homelessness prevention among RSLs in borough	To reduce number of households made homeless by RSLs	Review RSL approaches to homelessness prevention	To be set in 08/09	To be agreed	Joint Commissioning Officer	RSLs	Existing	Housing Needs Manager	
b	Encourage RSLs to put in place homelessness prevention strategies	To ensure all social tenants treated equally	Number of RSLs with homelessness strategies in place, with debt counselling.	To be set in 08/09	To be agreed	Joint Commissioning Officer	RSLs	Existing	Housing Needs Manager	
1.16	Review and update homelessness information on council website	To ensure all information on the website is easily accessible and relevant.	Service user and partner audit of website	To be set in 08/09	To be agreed	Homeless Steering Group	All	Existing	Housing Needs Manager	
1.17	HBC staff training & development plans to be in place and implemented each year	To improve knowledge and skills in dealing with homelessness	Training plans in place and met.	Key competencies & development plans in place by Dec 2008	Annual review	Annual review Housing Needs Manager	HBC	Existing	Housing Needs Manager	
1.18	Continue to hold landlord forums twice a year, and publish 'Action Brief' newsletter twice a year.	Information and education for landlords	Number of forums and newsletters published each year.	07/08= 2 forums & 2 newsletters	08/09=1 09/10= 2 10/11= 2 11/12= 2 12/13= 2	HBC Housing Service Plan	HBC Private Landlords	Existing	Private Sector Renewal Manager	
1.19	Ensure Discretionary Housing Payments grant is fully spent each year	To help households access private rented properties	Grant spent each year	07/08 = £42,585 (slight overspend)	Will be set in annually by government	HBC Housing Benefits	HBC housing benefits	Discretionary Housing Payment Grant	Housing Benefit Manager	
1.20	Monitor the effects of the introduction of Local Housing Allowances	To establish whether the introduction of LHA is having a detrimental impact on access to private rented sector	To be confirmed	To be confirmed	To be agreed	Local Housing Allowance Steering Group	All	Existing	Housing Strategy Officer	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
1.21	Ensure the Housing Needs Centre building and services are accessible for all vulnerable groups, including People with Learning Disabilities	To improve outcomes for these clients and their families	Audits to be completed by user groups by Feb 2009. Supporting People Audit & Mystery Shopping. Changes implemented by Dec 2010	To be set in 08/09	Audits completed by Feb 09	Scrutiny Committee Steering group	Learning Disability Partnership Board, Supporting People	Existing	Housing Strategy Officer	

2 - Reducing the use of and improving the standard of temporary accommodation used

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
2.01	To halve the number of households in TA by 31 March 2010	To meet national and local targets	Number of households in TA	139 households as at 21.12.2004 99 households as at 31.03.08	Target=69 households as at 31.03.10	Statutory returns Scrutiny Committee Steering Group	All	All existing housing resources	Housing Needs Manager	
2.02	To end the use of B&B for 16/17 year olds by 31 March 2010	To meet national and local targets	No of 16/17 year olds in B&B throughout the year	06/07 = 37 07/08 = 23	08/09= 18 09/10= 13 10/11= 0	Statutory returns Scrutiny Committee Steering Group	All	All existing housing resources	Housing Needs Manager	
2.03	To end the use of all non self contained temporary accommodation (except B&B) for families by 2012.	To provide more suitable accommodation for families.	Number of family households in rooms using shared facilities	07/08 = 18	To be agreed	Statutory returns Scrutiny Committee Steering Group	HBC	Existing	Housing Needs Manager	
2.04	Reduce the length of stay in bed and breakfast accommodation for families by 30% by 31 March 2012	To provide more suitable accommodation for families.	BV183(a)	06/07=2.53 wks 07/08=2.24 wks	To be agreed	Homelessness Steering Group	HBC	Existing	Housing Needs Manager	
2.05	Reduce the length of stay in hostel accommodation for families by 30% by 31 March 2012	To provide more suitable accommodation for families.	BV183(b)	06/07=17.88 wks 07/08=32.56 wks	To be agreed	Homelessness Steering Group	HBC	Existing	Housing Needs Manager	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
2.06	Investigate ways to reduce the level of ineligible charges in temporary accommodation by 31 March 2009	To provide affordable accommodation for homeless households	Reduction of rent arrears	To be confirmed	To be agreed	Steering Group	HBC	Existing	Housing Needs Manager	
2.07	Deliver medium-term investment plan for homeless hostels	To improve living conditions for households in temporary accommodation	Energy Audits BV63 - SAP rating	To be set 08/09	To be agreed		HBC	Existing	Property Services Manager	
2.08	Stop using shared bedrooms in the Harrogate Homeless Project by 31 March 2009	To meet national and local targets	No of bedrooms shared	07/08 = 3	09/10=0	Harrogate Homeless Project Board	Harrogate Homeless Project	CLG Places of Change £66,000 funding secured	HHP Manager	
2.09	Develop programmes to encourage people in TA to engage with learning training and employment by May 2009.	To increase financial inclusion and independent living	Number of households in TA who are in training or employment	07/08=0	To be agreed	Steering Group	YMCA Connexions (Integrated Children's Services) Job Centre Plus CVS		Housing Policy Officer	
2.10	Secure B&B accommodation in Harrogate by December 2009	To provide more suitable accommodation for families.	Units secured	07/08 = 0	08/09 = 1	Steering Group	HBC	Existing	Housing Needs Manager	
2.11	Establish services and/or specialist temporary accommodation for people with severe mental health/personality disorders, low level LD, substance misuse issues	To provide better housing for these vulnerable client groups.	No of specialist units delivered.	07/08 = 0	To be agreed	Steering Group	All	To be confirmed	Housing Needs Manager	
2.12	Establish current levels of and reduce the carbon footprint of each Council owned hostel by 31 March 2011	To reduce CO2 emissions	LAA2 - Ni185 Co2 reduction from local authority operations Energy audits to be carried out, green technologies installed	To be established 08/09	To be agreed		All	External funding will be needed.	Housing Needs Manager	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
2.13	Reduce the number of households that become intentionally homeless whilst in TA by 30% by 31 March 2011	To improve outcomes for residents	PIE	07/08 =15	08/09= 13 09/10=11 10/11=9		HBC	Existing	Housing Needs Manager	

3 - Reduce the Incidence of Youth Homelessness

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
3.01	Provide advice and information in schools for young people, parents and agencies that support them. Start Working in Schools programme by 1 April 2009	To make young people aware of homelessness issues	Number of schools accepting education package	Nothing in place currently	To be agreed	Howztalk	Howztalk NYCC Barnardos	CLG= £20,000	Howztalk Manager	
3.02	Develop a multi-agency youth homelessness strategy by 1 April 2010	To create clear pathways for vulnerable young people	Youth Homelessness Strategy in place	Nothing in place currently	To be agreed	To be agreed	NYCC Barnardos RSLs YOT Connexions	Existing	Housing Policy Officer	
3.03	Encourage housing associations to provide accommodation for 16/17 year olds as trainee flats by March 2010	To help young people to sustain tenancies.	Number of 16/17 year olds being housed in social housing	07/08=0	To be agreed	Steering Group	All	Existing	Housing Policy Officer	
3.04	To develop a range of accommodation options for chaotic young people by 2012/13	To meet the needs of clients with high support needs or high risk to avoid the use of unsuitable accommodation.	Provision of accommodation options for chaotic young people	No specific provision	New accommodation options to be developed by 2012/13	County Homelessness Group, Performance Monitoring Group	RSLs, Children and Young People Services, support providers	To be confirmed	Housing Policy Officer	
3.05	To have no homeless 16/17 year olds in B&B by March 2010	To ensure government targets are met	Number of 16/17 year olds in B&B	as at 31 March 08=2	31/03/09=1 31/03/10=0	County Homelessness Group, Performance Monitoring Group	All	Existing	Housing Needs Manager	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
3.06	To reduce the number of 16/17 year olds accepted as homeless by 10% on an annual basis	To reduce homelessness against main causes and target prevention activities	Number of 16/17 year olds becoming homeless	07/08=13	08/09= 12 09/10= 11 10/11= 10	County Homelessness Group, Performance Monitoring Group	All	Existing	Housing Needs Manager	
3.07	To increase the number of successful move on's from Crashpad	To help young people to stay at home or to make planned moves from home	Number of young people going into Crashpad, and successfully moving on.	07/08=22	08/09=24 09/10= 26 10/11=28	To be agreed	All	Existing	Barnardos Manager Howztalk Manager	
3.08	To increase the uptake of mediation for young people by 30% by 31 March 2011	To help young people to stay at home or to make planned moves from home	Number of mediation cases undertaken by Howztalk	07/08= 64	08/09=70 09/10= 77 10/11=84	Steering Group	Howztalk Barnardos	Existing	Howztalk Manager	
3.09	To ensure that all young people leaving care will be provided with suitable accommodation to meet their needs	To ensure suitable accommodation is available for care leavers at the point of leaving care and this accommodation is maintained	Through the Children and Young People's service	To be set 2008/9	To be agreed	County Homelessness Group, Care Leavers Panel	Leaving Care Teams, Leaving Care Panel	Existing	Housing Policy Officer	
3.10	To increase number of young people completing Harrogate Youthbuild programme by 20% each year	To help young people to become financially independent	Number of trainees completing Youthbuild programme	2007=2 2008=4	2009=6 2010=8	Harrogate Youthbuild Trust	Harrogate Youthbuild HBC Connexions Harrogate College	Funded from various external sources	Housing Policy Officer	
3.11	Ensure all young people going into temporary accommodation have a needs assessment completed within 10 days of going in.	To make sure young people in temporary accommodation have appropriate support in place.	100% of young people with support plan in place within 10 days of placement in TA	To be confirmed	To be agreed	To be agreed	All	Existing	Housing Needs Manager	

4 - Access to Support Services to Prevent Homelessness

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
4.1	Review support needs for families, children and young people in temporary accommodation	To ensure homeless households are able to maintain their temporary accommodation and facilitate the move into independent accommodation.	Access to support services	To be set	To be agreed	TBC	All	Supporting People	Housing Needs Manager	
4.2	Develop a Gypsy and Traveller Action plan to address their housing and support needs by April 2009	To provide targeted support for specific client group	Action plan in place by 31 March 2009	No action plan in place.	Action plan to be finished by 31 March 2009.	SP quarterly monitoring	Horton Housing Supporting People	Supporting People funding	Housing Policy Officer	
4.03	Gypsy & Travellers, and other minority groups - diversity training for staff & better monitoring mechanisms	To ensure the housing and support needs of the hard to reach are effectively met.	Add Gypsies and Travellers as an ethnic group to all forms.	New Service	To be set during 08/09	To be confirmed	Horton Housing Supporting People	Existing	Housing Policy Officer	
4.4	Develop services to increase access to learning, training and employment opportunities for homeless and at risk households by 31 July 2009	To improve the chances of homeless people of being able to live independently.	L56 - volunteering by people who are BME or unemployed or disabled. NI 45 - young offenders engagement in suitable education NI 117 16-18 year olds who are not in education, training or employment.	08/09 = 0	TBC	TBC	Harrogate Homeless Project JobCentre Connexions RSLs Foundation Yot Harrogate Youthbuild All support agencies	To be confirmed	Housing Strategy Officer	
4.5	Review how benefit and debt advice services can be extended to reach more vulnerable households	To improve the chances of homeless people of being able to live independently.	Review completed by Dec 2009. Changes implemented March 2010.	Service provided by CAB, and ad hoc by support agencies	Review completed December 2009.	TBC	CAB HBC All support services	Review = existing staff resources	Housing Needs Manager	
4.6	Continue to develop Harrogate Youthbuild, make provisions for over 25's by May 2010	To give homeless people the chance to start a career in the construction industry.	No. of trainees starting and completing Youthbuild programme	To be set	TBC	Youthbuild Steering Group	Harrogate Youthbuild Harrogate College HBC Accent Harrogate Families	Existing	Housing Strategy Officer	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
4.7	Increase the number of vulnerable people achieving independent living (planned moves) to 70% by 31 March 2010	To ensure services are meeting the performance indicators required for effective move-on	LAA2 - NI 141 Number of planned moves	07/08 = 56.6%	08/09 = 62% 09/10 = 65% 10/11 = 70%	County Homelessness Group Supporting People	All	Supporting People Funding	Supporting People, Strategic Commissioning Manager	
4.8	Ensure all grant funding available for DFG, RAS and HAL fully spent each year.	Improved private sector house conditions	Grant available fully spent.	07/08=		County Private Sector Group	Home Improvement Agency HBC	Regional Housing Board Funding	Private Sector Renewal Manager	
4.9	To raise awareness and access to supported accommodation when appropriate for serious offenders (AIRS scheme).	To provide targeted support for specific client group	Number of ex-offenders housed	07/08= 5 units	To be set following agreement of baseline 08/09	Steering Group	Foundation Housing Probation	Supporting People funding	Foundation Housing	

5 - Increasing the Supply of Affordable Homes

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
5.01	Set up a multi-agency group to implement MOPP (move on plan protocol)	To improve move-on opportunities	TBC	TBC	TBC	TBC	All	Existing	Housing Policy Officer	
5.02	Contribute to developing a county-wide action plan on how to secure the extra Gypsy and traveller pitches identified in GTAA by April 2009	Improved outcomes for Gypsies and Travellers	Planning policies in place.	2 existing GT sites in Harrogate District	To be agreed		NYCC	Existing.	Executive Officer Housing	
5.03	Undertake accommodation needs assessment for specific vulnerable clients to feed into new development requirements	To increase housing options for vulnerable households	Review of current and future housing needs of People with Learning Difficulties, Mental Health, Ex-Offenders,	07/08 = 0	Review to be completed by Dec 2010	Steering Group	Supporting People	Existing in-house staff	Housing Policy Officer	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
5.04	Deliver 160 units of affordable housing per year	To increase the supply of affordable housing	BV - LAA2 - N155 Number of units with planning permission granted and/or funding secured	07/08=180 completions 07/08=78 planning permission and/or funding secured	08/09=160 09/10=170	Statutory returns	RSLs HBC	Housing Corporation RSLs	Principle Development Officer	
5.05	Through the completion of our LDF, identify sufficient supply of land to build 390 new homes a year, each year up to 2011/12	To meet the requirements of the Regional Spatial Strategy	Homes developed in the district	LDF being developed	390 homes a year	RSS monitoring	Developers RSLs Local communities	Housing Corporation RSLs	Principle Development Officer	
5.06	To bring 75 empty properties back into use by 2013, using Empty Property grant	To increase the supply of affordable housing	BV 64 = number of properties brought back into use	07/08 = 30	Target = 15 per year	Statutory returns	RSLs HBC	Empty Property Grant	Empty Property Officer	
5.07	To deliver 30 rural affordable housing units per year	To increase the supply of affordable housing	Number of units completed, planning permission granted and/or funding secured	07/08 = 30 (20+10)	08/09=30 09/10=31 10/11=31	RHB quarterly returns	RSLs HBC Parish Councils Ward Members	Housing Corporation RSLs	Rural Enabler	
5.08	Develop and monitor under-occupation policy (in conjunction with Golden Triangle Partnership)	To increase the supply of affordable housing	Number of council tenants that downsize into a smaller property, freeing up family accommodation.	07/08 = 12 payments made	No of units freed up 08/09=16 09/10 = 20 10/11 = 24		Golden Triangle HBC	HRA subsidy RSL Golden Triangle Grant	Housing Policy Officer	
5.09	To achieve and maintain nomination rates to RSL properties at 75-80% each year	Make best use of nomination agreements to avoid homelessness	Nomination rates	TBC Noms 07/08 = 74.45	08/09=75% 09/10=75% 10/11=75%	Joint Commissioning Partnership	RSLs	Existing in-house staff	Joint Commissioning Officer	

	Target	Why?	How Measured	Baseline Position	In year Targets/ Milestones	Monitoring arrangements	Partners	Resources	Officer Responsible	Progress
6 - Strategic										
6.01	Review local homelessness indicators to make sure they are still relevant	To ensure we are measuring the right things	Review completed by April 2009	To be confirmed	To be agreed	Executive Officer Housing Strategy	HBC	Existing	Housing Needs Manager	
6.02	Investigate ways of streamlining the marketing and application for low cost home ownership properties by 1 April 2009.	Better service to people wanting LCHO housing	To be agreed	To be confirmed	To be agreed	Executive Officer Housing Strategy	HBC	Existing	Joint Commissioning Officer	
6.03	Review Harrogate's participation in the pilot North Yorkshire Choice Based Lettings scheme by March 2010	To improve services to customers	A decision whether or not to go ahead with CBL.	2008= No CBL in place	Review by 2010	Homelessness Steering Group	All	Existing	Executive Housing Officer	
6.04	Local representation on to each of the local LAA thematic groups	To ensure housing is well represented at a sub-regional level	To be agreed	To be confirmed	To be agreed	Housing Forum	All	Existing	Executive Officer Housing Strategy	
6.05	Continue to operate the Harrogate and District Housing Forum, 4 meetings per year	To act as a consultative body to consider services and strategy relating to homelessness and other housing services	4 forums per year	07/08=4	4 each year	Housing Forum	All	Existing	Executive Housing Officer	
6.06	Consult users in respect of standards of service and service improvements	Increased user influence on how services are planned and delivered	Processes in place for consulting users	To be confirmed	To be agreed	Homelessness Steering Group	All	Existing	Housing Policy Officer	