

Richmondshire District Council

HOMELESSNESS

STRATEGY 2015-20



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Forward

I am delighted to introduce this Homelessness Strategy for Richmondshire for the next five years from 2015-2020.

Our aim is to prevent people from becoming homeless. This is essential for the District's social, economic and environmental well-being that we maintain our current progress and sustain the service for the future.

Additionally we have also seen a range of improvements in the way the service responds and delivers, including the refurbishment of George Nickling House our temporary accommodation, the development of the Young Persons Pathway and the development of new services and partnership arrangements to support and protect our most vulnerable residents.

The next five years will be a crucial time for Richmondshire, including challenges arising from welfare reform, public sector funding pressures, rising demand and a lack of range of more affordable housing types and tenures. Therefore homelessness is likely to remain a key issue for all Councils for some years to come.

Looking forward, the strategy sets out the main priorities and actions required to reduce homelessness, improve services and where homelessness can't be avoided, to ensure that the journey from temporary accommodation to a new home is accomplished as quickly and as efficiently as possible.

Cllr. Ian Threlfall
Deputy Leader of the Council



Introduction

This Homelessness Strategy is the key document for driving forward improvements implemented by the housing options team over the next five years - up to 2021. It sets out how the Council will endeavour to tackle homelessness within the district by providing easy, user friendly and effective access to a range of housing and support services to help people in housing difficulty.

The strategy has been shaped by national policy, local service needs and the North Yorkshire, York and East Riding Housing Strategy.

There is also a range of actions and targets that have been adopted. The Homelessness Action Plan (Appendix A) shows how the strategy will be delivered. The strategy will remain a 'live document' and be refreshed on an annual basis.

The **key drivers** for the strategy are:

- **Our desire to continually improve services for the homeless and those threatened with homelessness**
- **Our response to a legal requirement to produce a local Homelessness Strategy**
- **The need to contribute to the Council's strategic aims and visions.**

The strategy flows from the continual monitoring of homelessness as part of initial work undertaken in Richmondshire in 2002 and the development of the first Homelessness Action Plan for Richmondshire in 2003.

By undertaking a 'health check' areas needing improvement were identified. It also confirmed that the work already being done is taking the Council in the right direction. Taking a holistic approach towards homelessness is vital since the causes and effects are complex and intertwined. The provision of accommodation is, in many cases, only a short term solution. In the longer term it is what goes wrong in people's lives - poor health, loss of income and relationship breakdown – that need to be addressed. This strategy recognises the role that the Council and its partners play in delivering lasting solutions to homelessness in Richmondshire.

The Strategy focuses on seven key objectives:

- **Reducing homelessness through prevention**
- **Reducing the use - and improving the standard - of temporary accommodation**
- **Reducing the incidence of youth homelessness**
- **Improving access to support services to prevent homeless and increase sustainment**
- **Increasing the supply of affordable housing**
- **Working with partners to improve outcomes**
- **Improving outcomes for vulnerable groups**

Customer and Stakeholder Feedback

The Strategy will be informed by customer and stakeholder feedback which will allow for reality checks when identifying what the housing options service is - and is not - providing.

Details of the consultations are:

- An independent survey by the Homeless Preventions Service (Foundation) with homeless customers - to seek the views of service users staying in temporary accommodation
- Research into Rough Sleeping was undertaken by an independent agent in accordance with the Department of Communities and Local Government and CRISIS, a charity based in London
- A homelessness consultation event for stakeholders where information was sought on the success and awareness of existing homeless services and what gaps there are
- Member consultation through the Council's Scrutiny function - the Strategy will be taken to Corporate Board for formal approval.

Equality and Diversity

The service aims to be responsive to the people it serves – who come from a range of backgrounds and cultures. We plan to review our systems and processes through an Equality Impact Assessment (EIA) to ensure equality of access to the service we provide.

In the preparation of the Homelessness Strategy work was undertaken to look at the internal processes used in the advice and assessment of homeless households. This work found that although there is a higher proportion of female applicants seeking and receiving homeless assistance, there was no difference in the manner in which the homeless service was provided to any individual client group. The reason for the disproportionate amount of females to males was as a result of prevailing legislation determining the level of assistance the Council had to the different client groups.

The range of services available through the seven key priorities which make up the Homelessness Strategy are not gender specific and are available to both females and males - with the exception of specific domestic abuse services which are targeted at females. These services reflect both the national and local trends which show the client group most affected by domestic abuse to be females and their dependent children. However work is being undertaken as part of the Homelessness Strategy to look at what support services can be developed in partnership with the Supporting People Framework for male victims and perpetrators of domestic abuse.

Annual monitoring will continue to take place throughout the lifetime of the strategy through internal monitoring of homeless clients approaching the Council and those subsequently accommodated.

Links to the Bigger Picture

National Strategy

In 2011 the Government published its first national housing strategy: 'Laying the Foundations: A Housing Strategy for England'. Its approach to homeless prevention included:

- Meeting the needs of vulnerable people
- Managing the consequences of those made homeless and addressing rough sleeping
- Giving local authorities the power to give extra priority to working households, those making a community contribution, and ex-service personnel when allocating council housing.
- Arising from this strategy are two main initiatives for homelessness which we have adopted:

No Second Night Out (2011) is a vision to end rough sleeping. Published by the Ministerial working group for Homelessness, this document summarises the Government's commitment to support the roll out of the principles of 'No Second Night Out' nationally to help people off the streets - and to access healthcare and work - and to empower local authorities.



Making Every Contact Count: A Joint Approach to the Prevention of Homelessness

– in August 2012 the Ministerial Working Group on Homelessness published its national homelessness strategy. It provides detailed guidance for how councils should work collaboratively with other local authority services to prevent homelessness through early intervention - to avoid households reaching crisis point.



It sets out 10 local 'gold standard' challenges:

1	Adopt a corporate commitment to prevent homelessness
2	Actively work in partnership with the voluntary sector and partners to address support, education, employment and training needs
3	Housing Options Prevention service - including written advice to all clients
4	Adopt a 'No Second Night Out' model
5	Develop Housing Pathways for each client group
6	Suitable private rented sector offer for all client groups - including advice and support for both clients and landlords
7	Actively engage in preventing mortgage repossessions
8	Homelessness Strategy which sets out proactive approach to preventing homelessness and is reviewed annually
9	Not to place any 16/17 year olds in Bed and Breakfast
10	Not to place families in Bed and Breakfast unless in an emergency, and then for no longer than six weeks

Links to the Bigger Picture

The Localism Act 2011 provides local authorities with the option to introduce fixed-term tenancies and gives greater flexibility when allocating social housing and operating waiting lists. It also enables local authorities to cease their homelessness duty by using an offer of private rented accommodation.

The Welfare Reform Act 2012 introduced Universal Credit, changes to Housing Benefit, Local Housing Allowance, Council Tax Benefit and child support and reforms to the Disability Living Allowance. It is anticipated that there are £12 billion of welcome cuts to come.

Council Tax Benefit no longer exists - it been replaced by Localised Council Tax Support Schemes administered by local authorities.

Following the introduction of the 'Bedroom Tax' within the Welfare Reform Act, children of different sexes in social housing are expected to share a bedroom until the age of ten and children of the same sex are expected to share a bedroom until they are 16 years old. Housing benefit is calculated on this basis - and in households where families are viewed as 'under occupying', tenants are required to meet any shortfall in rent.

In April 2013 Community Care grants and Crisis loans were abolished and replaced by locally administered schemes.

Personal Independence Payment (PIP) has replaced Disability Living Allowance (DLA) for people aged 16 to 64 making new claims. The new payment is based on the effect a person's condition has - and not merely on the condition itself.

Universal Credit will combine and replace a number of existing benefits for people who are out of work, and tax credits for people in work. It is expected to be delivered 'digital by default'. From April 2016, there will be further reductions in the benefit cap - of £20k in the North of England. People will now be responsible for paying their rent and council tax and for many this will be for the first time in their lives. This could lead to increased levels of homelessness as households struggle to manage their finances.

Local authorities can apply for funding via Discretionary Housing Benefit Payments for people struggling to pay rent because of an imposed sanction through welfare reform. Although the DHP budget will rise in 2016 it is likely to only bring it back to something like the 2014 figure for most authorities.

Links to the Bigger Picture

North Yorkshire Context

Richmondshire's Homelessness Strategy is underpinned by the North Yorkshire, York and East Riding Housing Strategy - <http://www.nycyerhousing.co.uk/find-us/>. - which is due to be approved in Autumn 2015. It provides the local response to the strategy to make sure those issues particular to Richmondshire are tackled in an effective and caring manner. The strategy sets out the shared housing priorities of the North Yorkshire local authorities, City of York and the East Riding of Yorkshire Council.. Although it is recognised that all the strategic priorities in the strategy will have an effect on homelessness it is Priority 7 which applies specifically to the Housing Options Service in Richmondshire, with influences from Priorities 8 and 9.

Strategic Priority 7: Continue to Reduce Homelessness

Strategic Priority 8: Ensure housing is allocated fairly and on the basis of need

Strategic Priority 9: Provide appropriate housing and support for those with specific housing needs

North Yorkshire Childrens' Trust and Young People's Plan 2012-15

Running concurrently to this strategy is the work of The North Yorkshire Children and Young People's Plan - the single, overarching plan for North Yorkshire County Council's Children's Trust. It sets out the strategic direction and priorities for improvement for children and young people across North Yorkshire, including Richmondshire, for the period 2012-15. It brings together the key priorities for everyone working with children, young people and families and sets out in detail the actions needed to improve outcomes.

It focuses on improving the life chances of those most vulnerable through:

North Yorkshire's Health and Wellbeing Board

From April 2014, new arrangements to deliver public health priorities across North Yorkshire took effect, and a new Health and Wellbeing Strategy is now being developed. The strategy sets out priorities that will assist in reducing many of the health and wellbeing inequalities which may lead to homelessness, or occur as a result. The focus is on work to encourage better lifestyle choices that can lead to better health outcomes, improve access to - and take up of - services, provide support and care services for people who are vulnerable to enable them to live independently, and continue to work to break the cycle of poor health and deprivation by focusing on the wider determinants that influence health over the long term – such as low educational attainment, deprivation, skills and worklessness.

Links to the Bigger Picture

2020 North Yorkshire Care and Support 'Where I live Strategy'

North Yorkshire County Council is consulting on a strategy that will transform services to ensure people can remain safe and independent in their own homes, improve the amount and quality of accommodation with care and support across the county by 2020 and meet financial savings. This strategy replaces the now out of date 'Our Future Lives Policy' and reflects changes in economic circumstances and the County Council's extra care ambitions. It explores different models of providing accommodation for vulnerable groups and young people including: sheltered accommodation, residential and nursing care, and homeshare.

Strategic Development Policy in Richmondshire 2012-2028

Richmondshire District Council adopted a new Local Plan in December 2014. The Local Plan 2012-2028 Core Strategy (LPCS) sets out the overall scale and direction of development in the part of the district outside the Yorkshire Dales National Park. The LPCS was found sound through statutory examination and is consistent with the National Planning Policy Framework (NPPF). The LPCS is subject to a five year review cycle to ensure that it continues to reflect local conditions.

Our Partners

The Council works closely with a range of partners to deliver services to the homeless and those who are struggling to remain in their own homes. These are set out under priority 6: **Working with Partners**.

Homelessness Priorities 2015-21

Reflecting North Yorkshire Strategic Priorities 7, 8 and 9, we will be focusing our work on:

Priority 1

Reducing Homelessness through Prevention

Priority 2

Reducing the use of and improving the standard of Temporary Accommodation

Priority 3

Preventing youth homelessness

Priority 4

Improving access to Support Services to prevent homelessness and increase sustainment

Priority 5

Increasing the supply of Affordable Housing

Priority 6

Working with Partners to improve outcomes

Priority 7

Improving Outcomes for Vulnerable Groups

Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

Key Issues

'to prevent homelessness within Richmondshire'

Success on prevention is one of the salient factors to be able to retain money for the Housing Options service post 2016 - especially since less money will be available to it from 2015. Prevention is therefore more important than ever – to prevent a return to pre-prevention approach numbers and costs for homelessness.

The three main causes of homelessness in Richmondshire are:

- **Loss of assured shorthold tenancies in the private rented sector**
- **Relationship breakdown**
- **Parents and relatives no longer being able to offer accommodation**

During 2014/15 the numbers being accepted as homeless as a result of these were:

- **Loss of assured shorthold tenancies - 5**
- **Relationship breakdown - 4**
- **Parents and relatives no longer being able to offer accommodation - 5**

In total 81 households approached the council as homeless of which 38 were accepted as statutorily homeless with a full homeless duty owed to them. The number of applicants seeking advice in 2014/2015 was 632. The number of preventions that occurred within the same period was 480 - a 76% prevention rate.

During 2013/14 the numbers being accepted as homeless were:

- **Loss of assured shorthold tenancies - 7**
- **Relationship breakdown - 4**
- **Parents and relatives no longer being able to offer accommodation - 21**

In total 74 households approached the council as homeless, of which 50 were accepted as statutorily homeless with a full homeless duty. The number of applicants seeking advice in 2014/2015 was 742. The number of preventions that occurred within the same period was 376 - a 51% prevention rate.

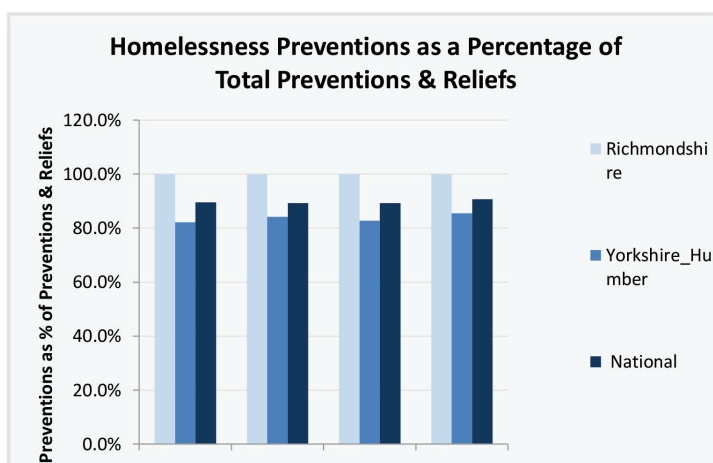
Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

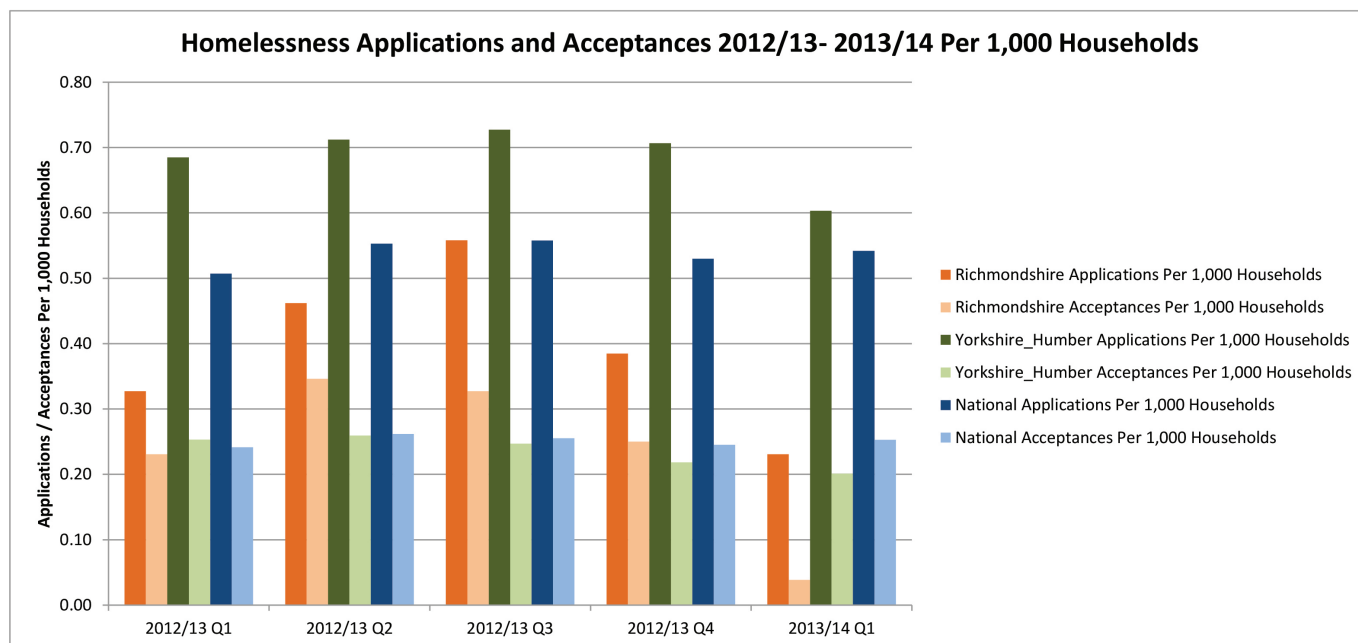
The evidence clearly shows the decrease in homeless presentations and the increase in prevention figures. Nationally of the 280,000 households requiring help from councils in 2013/14, only 56,000 cases were made up of homeless acceptances compared to 227,000 preventions and relief cases.

In recent years there has been an increase in the number of homeless presentations from single people. This is likely to continue, particularly since there is a shortage of accommodation for people under 35 in receipt of housing benefit who now only qualify for the shared room rate. Welfare Reform, and in particular the 'bedroom tax', affected 82 households in 2013 and 84 households in 2014.

Prevention statistics



Homeless application and acceptance 2012/13 -2013/14



Richmondshire hosts 10,500 service personnel and their dependents at Catterick Garrison. This presence generates some concentrated housing and homelessness issues which demonstrate marked increases in pressure on the council's housing options service during times of active duty.

Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

The Housing Options Service, in partnership with a number of agencies, currently provides a range of options to help households avoid homelessness occurring which include:

- **Bond Scheme**
- **Home Assistance Scheme**
- **Discretionary Housing Payments**
- **Mortgage assistance - Breathing Space scheme**
- **Young Persons Pathway**
- **Homeless Prevention Service (floating support)**
- **Debt advice - Citizens Advice Bureau**
- **Financial Inclusion Project**
- **Private Sector Links Worker**
- **Making Safe Scheme**
- **Sanctuary Scheme**

There has been a general increase in the proportion of successfully prevented homelessness cases. In 2011/12, 30.8% of cases were prevented compared to 40% in 2012/13 and 66.4% in 2013/14. The increase for 2013/14 may in part be due to access to Discretionary Housing Payments.

During 2014/15 we:

- **Provided 34 bond payments**
- **Supported 40 household through the Floating Support Service**
- **Prevented 50 households from becoming homeless due to debt**
- **Prevented 121 households from becoming homeless through early intervention by the Homeless Prevention Scheme**
- **Helped 11 households stay in their own homes through the Safe and Secure Scheme.**

The Homeless Grant, which from 2015/16 will be incorporated into the council's base budget is used for:

- **Supporting other agencies in prevention activity such as the Citizens Advice Bureau managing the Financial Inclusion Project**
- **The appointment of an additional temporary Housing Options Advisor**
- **A warden and concierge service at the Council's homeless hostel, George Nickling House**
- **A bond and home assistance scheme**

Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

Although prevention rates are improving the level of homelessness remains a challenge. The reasons for this are numerous and interlinked, but include:

- **Shortage of affordable housing, particularly shared accommodation for single people**
- **Increasing pressure on households due to welfare reforms**
- **Shortage of smaller properties and HMOs for those affected by the bedroom tax**
- **No formal assistance given to assist households facing relationship problems**
- **Limited services available in terms of support and accommodation for those suffering from domestic abuse**
- **A limited number of supported units of accommodation for young people which usually means joining a waiting list**
- **Insufficient 'Homelessness Aware' training in secondary schools**

There has also been an increase in applications to the Bond and Home Assistance scheme compared to previous years. This may be due to more stringent deposit and bond requirements, and additional administration and credit check fees.

The Council employed a Private Sector Links Worker in December 2013 to improve relationships with estate agents and private landlords, implemented a landlord accreditation scheme and set up the Landlord Forum. Following the Localism Act 2011 which gave Local Authorities the power to discharge its homelessness duty into the private sector, the Links Worker has established further private sector contacts and encouraged landlords to provide better quality and more affordable rented housing.

Temporary Accommodation

Evidence shows that temporary accommodation, whilst essential in a crisis, is not solving the long term problem for many single people, many of whom experience numerous episodes of homelessness. The review found that to some extent we fund a crisis and rescue service instead of an enablement model of homelessness.

Access to temporary accommodation for vulnerable clients needs improving. There are various access policies in place amongst providers. We recognise that providers want to have a say in who is coming into their supported housing, particularly in terms of maintaining the house balance but we need to ensure the most vulnerable and entrenched people are not being excluded from services and that bed spaces are used as efficiently as possible.

Ensuring that households remain in their own homes is still the best outcome
Table 6- prevention where the household was able to remain in their existing home

Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

Rough Sleeping

Rough sleeping is not a big issue in Richmondshire. Since autumn 2010, all local authorities - in partnership with other local agencies – have been required to provide an annual figure for the number of people sleeping rough in their area based on a single ‘typical’ night. Between 2010 and 2015 there was an average of 2.2 rough sleepers counted in Richmondshire each year.

The Housing Options team support people rough sleeping to help get them off the streets and into suitable accommodation. The Council is a partner in the ‘No Second Night Out’ protocol with the other seven districts within North Yorkshire.

Our Response to Key Issues

- **We continue to provide for the needs of rough sleepers and in October 2013 signed up to the ‘No Second Night Out’ joint protocol alongside other districts in North Yorkshire**
- **Changes to the North Yorkshire Home Choice allocations policy have been agreed to reflect changes to housing benefit criteria - aiming to avoid the possibility of rent arrears for future tenants and to help people who will be affected by the ‘bedroom tax’ move to a smaller home if they wish**
- **We operate a bond and home assistance scheme to help people into private sector rented accommodation - it helped 30 clients into private sector rented accommodation in 2013/14 compared to 34 in 2014/15.**
- **Our severe weather beds policy has been reviewed and amended to enable easier access to beds during inclement weather – bed and breakfast accommodation is still used in an emergency but only for a maximum of three nights if the temperature remains below freezing, to allow the Housing Options team to find alternative accommodation**
- **We have developed the ‘Revolving Door Service’ in partnership with all local authorities in North Yorkshire to work with entrenched homeless people - it is successfully reducing repeat homelessness and repeat stays in temporary accommodation**
- **We have signed up to the ‘Breathing Space’ scheme operated by Wakefield Council to assist people in mortgaged property with an interest free loan to help them stay in their own homes where they would have faced re-possession. The council’s own mortgagerescue scheme ceased to operate in April 2014, as funding from local government ended.**

Homelessness Priorities 2015-21

Priority 1: Reducing Homelessness through prevention

Key Actions – What we will do to Prevent Homelessness

We will:

- **Make sure there is an adequate supply of affordable accommodation within the district by working with our Community Development Team, continuing to support of the North Yorkshire Rural Housing Enabler Programme and continuing to secure affordable housing contributions through Section 106 of the Town and Country Planning Act 1990**
- **Work with partners within the North Yorkshire County Homelessness Group to help access funding to develop and strengthen the relationship with private sector landlords**
- **Continue to work with our Housing Benefit colleagues to allocate our budget for Discretionary Housing Benefit payments to clients who fulfil the criteria for this payment to assist them to remain in their homes**
- **Continue to work in partnership with Environmental Health colleagues to inspect private rented properties, to comply with regulation to discharge the full homelessness duty into the private sector.**
- **Use £5000 funding from the County Homelessness Group to continue to employ the Private Sector Links Worker for a further year**
- **Continue to explore opportunities to access more houses in multiple occupation (HMO) to accommodate single people by exploring various funding stream – including ‘Platform for Life’**
- **Work with the Homes and Communities Agency and partners to identify suitable housing schemes that could be funded through the Affordable Housing Programme 2015-18, continuous market engagement and other emerging funding opportunities**
- **Continue to work closely with mental health colleagues to ensure the best outcomes for this vulnerable client group**
- **Continue to work within the ‘No Second Night Out’ protocol and with the Salvation Army in York to provide good quality services to rough sleepers when needed**
- **Continue to work with Citizens Advice Bureau to support clients managing and resolving debt issues - in particular to continue funding the Financial Inclusion Project.**
- **Continue working with Foundation Housing to monitor and refer clients to the Homelessness Prevention Service**

Homelessness Priorities 2015-21

Priority 2: Reducing the use - and improving the standard – of temporary accommodation

Key Issues

‘to reduce the use of temporary accommodation within the district and ensure that appropriate temporary accommodation is made available for customers when needed’

This objective has been set in accordance with the requirements of the Department of Communities and Local Government which has set national targets to reduce the use of temporary accommodation. The number of households in temporary accommodation at 31 December 2013 was 14. This figure has been closely monitored showing seven households accommodated at 31 December 2014 - a 50% reduction

Table- 11- number of household in temporary accommodation

The work undertaken as part of the key aim to ‘Reduce Homelessness through Prevention’ will directly feed into this priority.

The standard of temporary accommodation is of great importance and we have worked to provide good quality accommodation at our homeless hostel, George Nickling House in Colburn. The accommodation is maintained to a good standard and meets the requirements of Supporting People Services.

In February 2013 the Council submitted an application to the Community Covenant Fund and was awarded a grant of £50,000 to modernise and renovate the homeless hostel. The Council also contributed £40,000 to the work. In October 2014 work started on the 16 bedroom shared facilities accommodation. The hostel had a dramatic makeover including new double glazing doors and windows, solar panels, a new kitchen, ensuite bedrooms, new flooring and a new outdoor garden area. All households residing in George Nickling House benefit from tailored support plans provided by Foundation HPS Service. Foundation and Citizen’s Advice Bureau also provide regular surgeries at the hostel.

Homelessness Priorities 2015-21

Priority 2: Reducing the use - and improving the standard – of temporary accommodation

We refer clients fleeing domestic abuse to Maggie Neil, the women’s refuge based in Northallerton. The purpose built facility provides safe and secure accommodation for women and families who have experienced abuse.

Clients aged between 16 and 25 can be referred to Safe and Sound Homes (SASH) where families/hosts will accommodate young people for up to 14 nights. This can provide either breathing space to young people and their families or enough time to arrange mediation or supported accommodation through the Young People’s Pathway.

The Council’s net revenue spending on temporary accommodation has reduced significantly over the last five years - accredited to both less demand and the changes to a more cost effective method of provision.

	2010/11	2011/12	2012/13	2013/14	2014/15
Net B&B Spend	£10,628.63	£12,892.50	£11,575.42	£14,272.83	£9,165.56
Hostel Accom spend	£84,447.09	£63,081.04	£60,791.85	£57,983.74	£72,953.42
Total Spend	£95,075.72	£75,973.54	£72,367.27	£72,256.57	£82,118.98

In addition, in 2012 the Council took the decision to employ a Warden to manage the homeless hostel on a ‘spend to save’ basis. One of the purposes of this additional role is to both maximise housing benefit subsidy and to support faster ‘move on’ of clients. Again over the period, this extra capacity has contributed to reduced spend overall.

Our Response to Key Issues

- **We have reviewed our temporary accommodation over the last financial year and as a consequence reduced the number of private sector leased properties from four down to zero. This is due to the use of the newly refurbished homeless persons’ hostel, George Nickling House, which is more affordable for clients. However, there is still the option to use private sector leased accommodation if we have an unexpected rise in the need for temporary accommodation.**
- **We strive to achieve objective 5.6 of North Yorkshire County Council’s Children and Young People Plan.**
- **We work in partnership with Safe and Sounds Homes to recruit more hosts as well as hosts willing to accept more high needs young people.**

Homelessness Priorities 2015-21

Priority 2: Reducing the use - and improving the standard – of temporary accommodation

Key Actions – What we will do to reduce the use - and improve the standard - of temporary accommodation

We will:

- **Only use bed and breakfast accommodation in an emergency and for a limited period and not use this type of accommodation for families, young people aged 16-25 and/ or pregnant women - in line with government guidelines and legislation.**
- **Continue to provide an accessible room for clients with physical disabilities in George Nickling House.**
- **Ensure that temporary accommodation goes to those that are most in need.**

Improve access to temporary accommodation for vulnerable people. There are various access policies in place amongst providers. We recognise that providers want to have a say in who is coming into their supported housing, particularly in terms of maintaining the house balance but we need to ensure the most vulnerable people are not being excluded from services and that bed spaces are used as efficiently as possible.

Enable people in temporary accommodation to move on to settled accommodation as quickly as possible in a sustainable way. Our review found that single people are not supported as well as families in this respect. We need to provide more and better support.

Homelessness Priorities 2015-21

Priority 3: Preventing youth homelessness

Key Issues

'to reduce the occurrence of youth homeless in Richmondshire'

National targets set by the Department of Communities and Local Government aim to stop local authorities placing young people in bed and breakfast style accommodation except in emergency. The North Yorkshire County Council's Children and Young People's Plan has reflected this target within Objective 5.6 – to ensure that children and young people are living in decent, secure affordable homes and have appropriate support.

In the period 2014/15 there were eight young people, aged between 16-24, accepted as homeless. During the same period a total of 38 households were accepted as homeless. The number of young people accepted as homeless represents 21% of all accepted homeless applications.

Since the Young Person's Hub was implemented in 2011 the process of dealing with young people has changed considerably, with more emphasis on mediation and prevention.

Young people can struggle to access adequate, good quality housing and because of their age can be vulnerable and need extra support:

- Returning to live at home is often the best option for young people, but there are circumstances where this is not appropriate or safe. In these circumstances supported accommodation is the best option - however there is a shortage of this type of accommodation in the district. New national funding programmes such as 'Platform for Life' and 'No Wrong Door' may provide the opportunity to fund these types of schemes in the future.
- We do our best to ensure the resettlement process is in place so that young people are given priority for housing in the future once the period of support has ended.
- Floating support should also be in place where the young person has secured social accommodation through resettlement or through renting in the private sector. Floating support offers budgetary advice and help in sustaining a tenancy once the period of support has ended.

Homelessness Priorities 2015-21

Priority 3: Preventing youth homelessness

Response to Key Issues

- A large amount of work has already taken place following the implementation of the first Homelessness Strategy to improve services for young people. The work has been undertaken in partnership with a number of organisations which continue to work with us to improve and build on existing provision. Systems already in place include joint protocols for young people facing homelessness, a mediation scheme for young people and supported housing for young people - all of which have only been possible by working in partnership with a number of agencies.
- To provide a consistent and holistic approach to dealing with young people, we work with partners across North Yorkshire, including social services, Safe and Sound Homes (SASH - emergency accommodation), Foundation, housing associations, the Citizens Advice Bureau (CAB), the Youth Offending Team (YOT), the Police, the community mental health team, Children and Adolescent Mental Health Services (CAMHS) and all support providers of accommodation.
- Homelessness and advice services for young people have been brought together under one roof - 'Young People's Housing Solutions at the Hub'. All young people aged 16 to 25 who are homeless - or at risk of homelessness - are referred to the Hub which is made up of our Housing Options team, Hub Coordinator, Time out/ mediation worker (Foundation) and a Homeless Prevention Worker from Children and Young People's Services. The Hub offers universal support and advice on housing-related issues to all young people aged 16 to 25. For those at risk of homelessness, it offers advice and mediation to help young people remain in, return to their home or make alternative suitable living arrangements with friends or family. Where this is not successful, young people who require more intensive support enter the 'Pathway.'

Pathway process

Pathway 1: offers support to assist young people return home. Young people may be provided with emergency accommodation with a host family (for up to two weeks) or with short-term accommodation (for up to six weeks) whilst this is happening.

Pathway 2: offers longer term support where young people have been unable to return home. The support required is determined by a needs assessment and may include generic floating support without accommodation, or more intensive support with accommodation for up to two years. This will be followed by a period of resettlement and priority for housing.

Funded through North Yorkshire County Council's Supporting People budget, a designated Time Out worker and a Children and Young Person's Service (CYPS) worker provide training in schools to teach young people about homelessness and how their behaviour can impact on their housing and lifestyle.

Homelessness Priorities 2015-21

Priority 3: Preventing youth homelessness

Key Actions – What we will do to prevent youth homelessness

We will:

- Continue to participate in, support and improve Young People's Housing Solutions at the Hub
- Seek to provide accommodation for young people with high support needs and pregnant teenagers/ teenage mothers
- Work with the Homes and Communities Agency, a social housing provider and Foundation Housing to consider providing an HMO scheme by accessing 'Platform for Life' and other funding streams
- Continue to work with Foundation to refer all young people who come to the Housing Options Team for floating support - to assist with applying for benefits, debt advice, mental health issues, drug and alcohol issues, and any other problem they may have with access to suitable housing provision due to their age and vulnerability
- Continue to attend Multi-Agency Problem Solving (MAPS) meetings to work in partnership with the local police and local housing associations for the successful management of anti-social behaviour of young people
- Continue to develop and provide training in schools through our designated Time Out and Children and Young Person's Service (CYPS) workers
- Continue to recruit Safe and Sound Homes (SASH) temporary accommodation hosts and SASH supported lodgings hosts

Homelessness Priorities 2015-21

Priority 4: Improving Access to Services and Advice

Key Issues

'to improve access to support services to help prevent homelessness in the district'

This objective includes looking at service provision for minority groups and those which are harder to reach.

The footfall into the Housing Options Service was 674 in 2014-15, an average of 12.96 people per week. Compare this to 511 in 2013/14 - 9.83 people per week. This highlights the increasing pressures on the housing options service.

Our Supported People funded Foundation service provided floating support to 161 households and gave advice to a further 40 during 2014/15. And there were 61 applications and awards for North Yorkshire Local Assistance Funds in 2014/15.

Increasingly people turn to our service when seeking help to buy food and clothes. We have established good links with the local food bank and issue food vouchers to clients who are struggling financially. Similarly, we have established links with a local charity shop which provides warm suitable clothes to those who need them.

In the past people have found access to our services has been over complex and fragmented. We have developed a single access and referral service in partnership with other service providers and rebranded ourselves as a 'Housing Options Service'. More people are now accessing the new service and are receiving the support and help they need.

Working closely with the Supporting People Team to identify areas where gaps currently exist within certain minority groups we have been able to benefit from new and developing services. Services currently being developed include support for gypsies and travellers, ex-offenders and people fleeing domestic abuse.

Homeless figures for the gypsy and traveller and ex-offenders client groups do not represent a large percentage, however the ability to have specialist help to address some of the more specific issues of these groups is required in order that all clients can be represented and their needs and issues addressed appropriately.

The 'Making Safe' scheme will provide positive intervention to incidents of domestic abuse through a multi-agency approach, supporting victims of domestic abuse to remain safe and supported in their own homes whilst at the same time challenging the behaviour of the perpetrator. It will also provide positive interventions for couples as appropriate and will work with victims who may have previous offending history.

In 2011 we became a partner of North Yorkshire Home Choice, a choice based lettings partnership which operates across North Yorkshire, except Harrogate. Home Choice replaced traditional housing waiting lists and offers eligible residents improved housing choice, flexibility and transparency when looking for a property.

In 2012 we signed up to the North Yorkshire Tenancy Strategy. This framework spells out 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, increase choice, advice and access for customers and address issues of equality, diversity and fairness and consistency across North Yorkshire.

Homelessness Priorities 2015-21

Priority 4: Improving Access to Services and Advice

We want to further improve our Housing Options Service by increasing our customer focus and improving the information and advice we provide - so it is universal, clear, transparent and accessible to all. We recognise the importance of offering choice to customers.

We are keen to help older people for whom moving may be very traumatic and staying put with adaptations or support may be a preferred option. Removing barriers to equality will be at the heart of all the work we do and addressing all areas of inequality will form part of any future performance monitoring of our service.

We are striving to deliver an excellent service to our customers - that is streamlined, efficient and modern. Achieving the 'Gold Standard' award issued by the Government will be a critical milestone in demonstrating we are well on our way to achieving this.

Many clients are facing housing difficulties and accessing our services as a result of financial exclusion and unemployment. We need to help them rebuild their lives by ensuring they have access to appropriate financial services that will enable them to manage their money on a day to day basis, plan for the future and cope with financial pressures.

Response to Key Issues

- We have pledged to achieve a Gold Standard housing options service over the next five years. This will involve peer inspections of our service by neighbouring local authorities and benchmarking to make sure that advice and assistance for our clients - both written and face to face - is of a high or gold standard .
- We refer people to the Influence Church, which has set up a food bank to provide people with food parcels if benefits have been sanctioned. This allows struggling families to have a three day supply of food.
- Many of our clients are supported to make life changes by colleagues at Foundation. There is also a need for support for people with complex needs. Floating support can be the least expensive and most effective intervention to help people achieve independent living.
- We signpost clients to other agencies such as the Citizens Advice Bureau, Foundation and local Credit Unions to help them manage their money, plan for the future and cope with financial pressures
- Increasingly housing providers and housing support providers across our district are helping vulnerable groups by offering advice and assistance to maximise their incomes and also signposting them to the best support services possible. This includes debt awareness and prevention, tackling fuel poverty, providing assistance and advice to cope with rising food and energy bills, helping residents to access affordable credit and ethical financial services and helping them to avoid court action and repossession.
- In 2014, we set up an informal agreement with a local charity shop where we will refer street homeless clients if they have a need for clean appropriate clothing.
- We currently assist older people and people with disabilities to remain in their homes via disabled facilities grants delivered by a local Home Improvement Agency - Swale Home Improvement Agency which is part of the Yorkshire Housing group

Homelessness Priorities 2015-21

Priority 4: Improving Access to Services and Advice

Key Actions – what we will do to improve access to services and advice

We will:

- Develop and maintain an excellent housing options service that is more customers facing – achieving ‘gold standard’ by March 2017.
- Continue to offer support and services that help to match people with homes that are the right size and type to meet their needs – and remain a partner in North Yorkshire Home Choice .
- Work to ensure there is flexibility and choice in housing, care and support.
- Work to improve housing services, advice and assistance for specific vulnerable groups - including gypsies and travellers, black and minority ethnic groups and migrant workers - supported by access to appropriate and comprehensive advice services.
- Ensure that comprehensive information on housing options in both the private and social housing sectors is made readily available and accessible to all.
- Ensure that clients have continued access to housing related support.
- Extend the availability of credit union services and local access points to both urban and rural areas within the district and deliver specialist education services and savings clubs for vulnerable groups and young people.
- Continue to work with Foundation to provide floating support for clients
- Continue to offer support and financial assistance for older people and people with disabilities to maintain and adapt their existing homes
- Improve our website and literature to make them more customer facing
- Work with private sector landlords to improve access and improve services across the private rented sector to increase the number of clients accommodated in the private rented sector in suitable, approved accommodation and take pressure off the North Yorkshire Home Choice scheme.
- Continue to support the North Yorkshire Tenancy Strategy which seeks to protect and provide the interests of vulnerable groups, increases choice, advice and access for customers and address issues of equality, diversity and fairness and consistency across North Yorkshire.
- Continue to support existing food banks in the district.

Homelessness Priorities 2015-21

Priority 5: Delivering More Affordable Homes

Key Issues

'addressing the shortage of affordable homes throughout Richmondshire'

Many homes are out of the reach of local people. The market peaked in 2007/8 where the average house price was around £228,700, over eight times the average median income.

The Objective Assessment of Need (OAN) carried out for the examination of the Local Plan Core Strategy and used the North Yorkshire SHMA as evidence to support setting a target for affordable housing. The target is 30 – 40% of the annual housing delivery target of 180 dwellings per year.

By March 2015 the work of our Rural Housing Enabler has delivered approximately 70 rural affordable homes since 2011, through the development of rural exception sites and negotiation through planning gain.

There is a high demand for private rented accommodation throughout our area. Because demand is so strong, rent levels are relatively high (£325-£500 for a one bed flat; £500-600 per calendar month for a two bed house and £600-750 per calendar month for a three bed house - Rightmove July 2014). As a consequence, rent levels are unaffordable to many single people. Annual household income levels required to access this tenure were reported in the North Yorkshire Strategic Housing Market Assessment (SHMA) as being £21,940 for a one bed property, £26,781 for a two bed property and £29,589 for a three bed property - compared to a median household income of £24,700 at that time.

The North Yorkshire SHMA (2011) identifies that intermediate housing products can play an important role in helping to bridge the gap between social renting and owner-occupation, with some products enabling occupants to staircase – initially rent and then acquire further equity in their home. This tenure can be an attractive option for younger working people on low income who are otherwise unable to access the housing market, either in lending terms or because of challenges in saving for a deposit.

Welfare Reform has had a huge impact on residents housed within this sector as people below the age of 35 cannot get the single room rate for private rented accommodation when claiming housing benefit. They can only claim the shared room rate which is a difference of £40 per week in our area, thus making private rented one bedroom accommodation unaffordable.

The majority of properties delivered through the affordable homes programme and planning gain on market housing sites are two or three bedroom properties. Most of the social housing stock across our district has also been dominated by larger properties which historically allowed people to move in when they were single and to remain there when their household grew. Bedroom tax however also impacts on social housing properties, which means many single people housed in this sector can no longer afford to live in homes they are under-occupying.

The shortage of one bedroom accommodation is having a huge impact on young single homeless people as many are being housed in areas such as Darlington where private properties are smaller and Houses in Multiple Occupation (HMOs) are much more common and affordable.

Homelessness Priorities 2015-21

Priority 5: Delivering More Affordable Homes

Provision is also made for the development of up to 500 military service family homes at Catterick Garrison by 2028. These homes are intended to consolidate military housing provision outside the main military site. The current Army Base Plan (2013) does not expect the overall scale of the military presence in Richmondshire to change significantly. There will be movement of units in and out of local military sites up to 2017 as this plan is implemented.

Response to Key Issues

- We need to continue to deliver more affordable homes across the district, particularly smaller and single person homes, including some one bedroom properties to meet the housing needs of singles and couples.
- In light of welfare reform changes we need to enable more shared homes across the district to provide affordable housing options for single people, both in the private and social rented sector.

Key Actions: what we will do to deliver more affordable homes

We will:

- Continue to work to increase the supply of affordable housing within the district through close work with the Homes and Communities Agency and Registered Providers and continued support of the Rural Housing Enabler Programme.
- Utilise the Private Sector Links Worker to explore with local landlords the scope and appetite to provide a suitable house in multiple occupation and build a better working relationship with private rented sector agents and landlords
- Work closely with our planning department to negotiate an element of smaller -one bedroom - homes as part of the affordable housing provision on market housing sites.
- Actively pursue alternative ways to deliver more affordable housing including:
 - Exploring the use of the Housing Revenue Account to acquire suitable properties off the open market in order to boost the numbers of affordable housing in key locations
 - Exploring further the establishment of a Council owned Housing Company to assist in plugging the gaps in housing delivery.
- Work with our partners in policy and planning to identify and address local housing needs across the district.
- Address the needs of local people by utilising the use of Section 106 Planning Agreements and work closely with our Housing Association partners and Housing Management Team to ensure mixed, balanced and sustainable communities.
- Work with the MOD to explore the impact of the expansion of Catterick Garrison on the district, to share and improve communications and develop a national protocol on MOD/LA working and forward planning

Homelessness Priorities 2015-21

Priority 6: Key Actions - working with partners to improve outcomes

Key Issues

The District Council is a member of the York, North Yorkshire and East Riding Strategic Housing Partnership which is led by the Local Government North Yorkshire, York and East Riding Housing Board. The Board is made up of elected members from each North Yorkshire District and Borough Council,, North Yorkshire County Council and the two National Parks as well as representatives from Registered Providers and the house building industry and advice and support from the Homes and Communities Agency. Its role is to identify shared strategic housing ambitions and priorities and to performance manage delivery against them.

Under the Board sits a number of officer groups headed by the North Yorkshire Chief Housing Officers Group - made up of Chief Housing Officers from all the local authorities, plus representatives from North Yorkshire County Council and key local Registered Providers. It offers technical support and advice to local Housing Options Services.

The Chief Housing Officers Group is further supported by specialist technical groups - and significantly for this strategy, the County Homelessness Group. This group of Housing Options Managers and Team Leaders meet quarterly to champion good practice, develop shared protocols and identify funding opportunities. It also ensures that accurate performance and monitoring information is reported and makes recommendations to the Chief Housing Officers on how best to respond to any new challenges and flag delivery issues as they arise. Locally, members of this group also play a key role in liaising with colleagues from other disciplines both within their own local authorities and through other sub-regional groups. The County Homelessness Group has been the main driver behind the push for local authorities to sign up to delivering the Gold Standard for housing options teams. It is also pivotal in ensuring the sharing of good practice across the LEP area.

North Yorkshire County Council is a key partner providing funding for services and staff through the Supporting People programme - including those that support the Young People's Hub and various other services for gypsies and travellers, and domestic abuse services. The County Council also worked alongside Richmondshire and other North Yorkshire local authorities on the sub regional procurement of services to deliver improvements and adaptations to assist vulnerable clients.

Partnership working is about developing inclusive, mutually beneficial relationships that improve the quality and experience of a service. This includes the relationships between individuals and service providers. It is also about relationships within and between organisations and services involved in planning and delivering services in the statutory, voluntary, community and independent sectors. We work with a variety of partners to ensure that good practice is shared with other North Yorkshire local authorities across all areas of homelessness.

Homelessness Priorities 2015-21

Priority 6: Key Actions - working with partners to improve outcomes

All North Yorkshire local authorities have recently reviewed the Multi-Agency Public Protection Assessment (MAPPA) procedures in conjunction with the North Yorkshire Home Choice allocations system and the county's Probation Service, to provide services for ex-offenders - supporting and dealing appropriately with them and their housing needs.

We provide housing services for victims of domestic violence and attend Multi-Agency Risk Assessment Conference (MARAC) - supporting and dealing appropriately with clients who, as victims of domestic violence, are vulnerable and need support to manage their affairs and future housing options.

We work in partnership with support workers from the women's refuge in Northallerton to assist with the re-housing of women and families who are the victims of domestic abuse and are ready to move on from the supported safety of the refuge.

We look to increase access to settled accommodation, seek to make better use of the private rented sector as settled accommodation and improve access to floating support services (Foundation) when vulnerable clients are placed in private rented accommodation.

Council Officers also work closely with partners at North Yorkshire County Council and sit on procurement panels for supported services within North Yorkshire.

Membership of the North Yorkshire Housing Partnership provides a vehicle for collaborative work with other North Yorkshire local authorities.

The Council is a partner of North Yorkshire Home Choice - North Yorkshire's Choice Based Lettings scheme - which provides greater choice for residents looking to move to an affordable home.

To get the best outcomes for our clients we also work closely with North Yorkshire County Council (through supporting people funded services), Registered Provider partners, Foundation (our floating support agency which is supporting people funded) and other agencies such as the Police and Probation.

Through partnership working the Council has also signed up to joint protocols for Multi-Agency Public Protection Assessments (MAPPA) and No Second Night Out (NSNO) and attend Multi-Agency Problem Solving (MAPS) to deal with offenders of anti-social behaviour. We attend Multi-Agency Risk Assessment Conferences (MARAC) to ensure victims of domestic violence have safe places to live.

Homelessness Priorities 2015-21

Priority 6: Key Actions - working with partners to improve outcomes

The Council works with partners at North Yorkshire County Council for advice and assistance on drug, alcohol and mental health problems.

We also maintain a close working relationship with other sections of the Council including Housing Benefits, Planning, Environmental Health and Legal.

Due to the joined up partnership working already established within Richmondshire it was agreed it would be beneficial for all agencies and services to attend a formal Housing Forum and address a wide range of housing issues. The Forum was established in November 2015 and attendance was good. The Forum will operate on a quarterly basis and will include the monitoring of the Action Plan.

Key Actions – how we will work better with our partners to improve outcomes

We will:

- Continue to remain as a partner of the North Yorkshire Strategic Partnership and North Yorkshire Home Choice.
- Continue to support and improve the Young People's Pathway
- Continue to work with providers and agencies such as Probation and the Police to deliver services
- Continue to work with Health Services such as Community Mental Health Team to ensure a joined up approach to multi-agency working, especially with regards to vulnerable clients
- Review the Homeless Prevention Service and accommodation based support service at George Nickling House to ensure successful moves into independent accommodation, and reduced homelessness
- Continue to work in partnership with the County Homelessness Group to develop services, seek further funding and improve best practice.
- Continue to facility and operate a Richmondshire Housing Forum

Homelessness Priorities 2015-21

Priority 6: Key Actions - working with partners to improve outcomes

Investment

Major programmes of investment - such as the delivery of new affordable homes - are overseen, facilitated and in part funded by the Homes and Communities Agency. We will need to work closely with the agency to explore funding opportunities through the 'Affordable Homes Programme 2' and through continuous market engagement to enable more affordable provision on Registered Provider led sites in our towns and rural areas - and also to discuss the potential for funding through 'Platform for Life' for increased provision for young and single people.

As a minimum to deliver the strategy we will require the financial provision set out in the 'Investment Plan to Prevent Homelessness 2013/15' to be rolled forward annually for the life of the strategy, subject to annual review, if we are continue to provide and build upon the services we already provide.

Monitoring and Implementation

- We have identified a number of tasks set out in our Action Plan that will need to be completed in order to deliver the ambitions set out within our seven priorities.
- The Action Plan will be a tool to monitor progress against key milestones and targets - it will be monitored and reviewed annually by the Council.

Homelessness Priorities 2015-21

Priority 7: Improving Outcomes for Vulnerable Groups

Key Issues

'Many vulnerable people find themselves homeless through no fault of their own - a lifestyle choice, mental illness, or domestic abuse'

According to a series of studies from Northumbria University presented at the Economic and Social Research Council's 2014 Festival of Social Science the following was found:

- Researchers Adele Irving and Dr Jamie Harding looked at the life histories and causes of homelessness of over 80 people in Newcastle. They spoke to homeless people about their experiences and staff from local authorities and hostel and support services in the area about the management of homelessness.
- Evidence of anti-social behaviour on the part of homeless people, violent behaviour, familial breakdown, negative social networks, unemployment and dependency on benefits, begging, sex work and crime.
- Research indicated that these problems were often caused by homelessness itself. Roughly half the of the homeless people interviewed had previously lived 'normal' lives, with high levels of education achievements, positive family relationships, long periods of stable employment and no pattern of substance misuse or criminality.

We need to further develop and improve the way in which we involve these client groups in our service planning and development decisions.

Service design must take account of hard to reach groups so services and communication methods are accessible to all. This can be particularly challenging in rural areas where there are fewer groups and facilities and where access to a reliable, fast internet connection can be a problem.

North Yorkshire Home Choice is the key tool for accessing housing in our district. It is therefore critical that, along with partners, we ensure it is accessible to everyone in housing need.

MAPPA (Multi-Agency Public Protection Arrangements) and MARAC (Multi-Agency Risk Assessment Conference) meetings are pivotal forums for close working with housing providers, the Probation service, the Police, and other agencies - and in developing procedures to provide safe housing solutions for offenders leaving prison, victims of domestic violence and helping to keep adults and children safe from violent partners. More strategically we have recently worked closely with the probation service and other North Yorkshire local authorities to review the process for housing ex-offenders.

Homelessness Priorities 2015-21

Priority 7: Improving Outcomes for Vulnerable Groups

We work in partnership with Yorkshire Housing, our Home Improvement agency, to provide a 'making safe' service to victims of domestic violence to help them stay safe in their own homes.

We work with the Hambleton and Richmondshire Community Addiction Service (HARCAS), to support people with drug/alcohol addiction, assist homeless people with drinking problems into accommodation, and help to support them to sustain tenancies.

In July 2009 a Women's Refuge was opened in Northallerton for Hambleton and Richmondshire residents fleeing domestic violence.

Spot Purchase is a service which gives the Council the opportunity to buy in extra support services from an existing provider if a client has specific support needs. This is a useful tool as in 2014 the HPS service reduced the number of units allocated to support due to funding cuts. The Spot Purchase service can be tailored specifically to a person's needs.

The Resettlement and Community Safety scheme (RACS) is split into two services. The RACS scheme, managed by Foundation, has a working partnership agreement with the Probation service - and most, if not all, referrals for this service come directly from them. The majority of referrals are low level offending including theft, burglary, driving offences for which there is a significant factor, to medium offences like assault. High level offenders would be MAPPA managed along with registered sex offenders

The Making Safe scheme (MS) works with perpetrators of domestic abuse/violence. Referrals for this part of the service usually come direct from police custody after a domestic incident. The other MS referrals come from the area MARAC meeting every month and sometimes from Independent Domestic Abuse Services (IDAS) and Police custody referrals. The scheme will help by sourcing temporary accommodation as quickly as possible with a view to finding alternative longer term accommodation. MARAC referrals are usually already housed so the work is focused on finding more permanent accommodation.

Other areas of support offered by RACS and MS include benefit claims, mental and physical health problems, financial management, tenancy responsibilities, employment/training, offending behaviour, offending prevention and liaising with other agencies.

Homelessness Priorities 2015-21

Priority 7: Improving Outcomes for Vulnerable Groups

Response to key issues

- We work closely with the Supporting People Programme and the credit union to offer vulnerable people debt advice. In addition, the Swale Home Improvement Agency offers similar support to those accessing the Disabled Facilities Grants (DFG) service.
- The Multi-Agency Public Protection Authority (MAPPA) protocol has been refreshed and improved to provide greater clarity around protocols and timescales for securing accommodation for offenders leaving prison.
- We liaise with support services to ensure that the views and difficulties faced by vulnerable groups such as older people and those with dementia, gypsy and traveller groups, domestic violence cases, MAPPA and young people are taken into account when developing services.
- Our team is trained to ensure that vulnerable clients are fairly represented and supported when using the Council's services - including through the use of language line.
- In 2013 our Rural Housing Enabler conducted a 100% primary survey of gypsies and travellers in the district and found there was no evidence of need for additional accommodation.
- Our clients are signposted to appropriate services and work closely with the credit union and the Citizens Advice Bureau in order to receive professional debt advice.

Key Actions: what we will do to improve outcomes for vulnerable people

We will:

- Continue to support and participate in a joint working approach with partner agencies.
- Ensure delivery of support services to vulnerable groups by participating in the procurement of services with funding providers.
- Ensure early identification of vulnerable client groups who are at a high risk of homelessness/repeat homelessness and develop options to prevent this
- Buy in tailored support packages via 'Spot Purchase' to provide specialist support for vulnerable clients

Homelessness Action Plan

Priority 1 - Reducing Homeless through Prevention

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	<p>Maximise all prevention options provided by the Housing Options Service:</p> <ul style="list-style-type: none"> • Maintain advice and assistance given to households to prevent homelessness • Liaise with landlords seeking to evict • Maintain mediation and reconciliation work • Work in partnership with other organisations • Liaise with other LAs to ensure best practice • Utilise all available prevention tools 	Number successful preventions	<p>420 in 13/14 496 in 14/15 Target 15/16 = 496</p>	Quarterly monitoring meetings	<p>CAB Foundation IDAS CMHT CHAMS RACS MS NYCC CYPs</p>	<p>Officer time On-going funding support for key providers</p>	Housing Options Advisors (HOA)	<p>Q1 = 197 Q2 = 90 Q3 = 183 Q4 = 218</p>
2	<p>Improve access to decent quality private rented accommodation by incentivising landlords to get involved in the:</p> <ul style="list-style-type: none"> • Bond Bank Scheme • Home Assistant Scheme • Landlord Forum • Accredited Landlord Scheme 	<p>Number of households placed in the PRS Number of Landlords attending the Landlord Form Number of accredited landlords</p>	<p>54 in 13/14 52 in 14/15 Target 15/16 = 40 1 in 13/14 7 in 14/15 Target 15/16 = 11 0 in 13/14 4 in 14/15 Target 15/16 = 8</p>	<p>Quarterly monitoring meetings Quarterly monitoring (PIE)</p>	<p>Private Sector Links Worker HOA Environmental Health – Check CAT 1 hazards and high CAT 2s Housing Benefits - Attend Landlord Forum</p>	<p>Officer time Homeless Grant Fund</p>	Private Sector Links Worker (PSLW)	<p>Q1 = 10 Q2 = 10 Q3 = 18 Q4 = 13 Q1 = 7 Q2 = 8 Q3 = NOT HELD Q4 = 10 Q1 = 5 Q2 = 0 Q3 = 1 Q4 = 0</p>
3	Explore the option of private sector accommodation for single people and houses in multiple occupation schemes.	Number successfully re-housed in the PRS	<p>11 in 13/14 8 in 14/15 Target 15/16 = 10</p>	Quarterly monitoring (PIE)	<p>Community Development Team Housing Providers Housing Communities Agency</p>	<p>Successful bidding Officer time and resource identify a suitable property</p>	Housing Options Manager	<p>Q1 = 3 Q2 = 2 Q3 = 5 Q4 = 11</p>

Homelessness Action Plan

Priority 1 - Reducing Homeless through Prevention

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
4	To increase the number of households prevented from becoming homeless through timely intervention through the Homeless Prevention Service	Number of successful preventions	148 in 13/14 161 in 14/15 Target 15/16 = 161	Quarterly report from Foundation Quarterly HSG meetings	Foundation	SP Funding	Housing Options Manager	Q1 = 46 Q2 = 41 Q3 = 46 Q4 = 45
5	To increase the number of households prevented from becoming homeless as a result of early intervention by the debt advice service	Number of successful preventions	20 in 13/14 32 in 14/15 Target 15/16=32	Quarterly report from CAB	CAB	Homeless Grant Funding	Housing Options Manager	Q1 = 10 Q2 = 2 Q3 = 10 Q4 = 10
6	To improve the use of Discretionary Housing benefit Payment (DHPs) to improve outcomes	Numbers awarded DHP through HO referrals	274 in 2013/14 137 in 2014/15 Target 14/15 = 137	Quarterly monitoring meeting Monthly report from HB	Housing Benefits	Government funding Staff resource/ Officer time	Housing Options Advisor	Q1 = 114 Q2 = 35 Q3 = 65 Q4 = 27
7	To reduce the number of young people accepted as homeless via improved prevention	Number of 16-24 year olds accepted as homeless	42 in 13/14 40 in 14/15 Target 15/16 = 40	Quarterly monitoring (PIE) Hub Database	Children's Services Foundation NYCC	SP funding	Housing Options Manager	Q1 = 16 Q2 = 4 Q3 = 3 Q4 = 2
8	To increase referrals to the young persons pathway 1 via the Hub	Number of Referrals made	87 in 13/14 99 in 14/15 Target 15/16 in = 99	Fortnightly hub meetings Quarterly Young Persons Pathway Meeting Hub database	YMCA Foundation CYPS	SP Funding	Housing Options Manger	Q1 = 26 Q2 = 20 Q3 = 16 Q4 = 26

Homelessness Action Plan

Priority 2 – Reducing the use - and improving the standard - of Temporary Accommodation

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	To reduce the number of households in temporary accommodation	Number of households in temporary accommodation at 31 December (annually)	14 in 13/14 9 in 14/15 Target 15/16 = 7	Quarterly monitoring (PIE)	Foundation HPS Young Persons Pathway Debt Advice Services RSLs	Supporting people Fund Homeless Grant Housing Options	Housing Options Manager	31/12/15 = 8
2	To increase the use of target hardening with regards to domestic abuse through utilising Safe and Secure (Sanctuary)	Cases referred to Safe and Secure (Sanctuary)	10 in 13/14 12 in 14/15 Target 15/16 = 12	Annual reports from Sanctuary	Community Safety Team Home Housing	RSL managed scheme	Community Safety Officer (DA)	Q1 = 1 Q2 = 0 Q3 = 0 Q4 = 0
3	To increase the number of referrals to the Young Persons Pathway 1	Number of young people referred to Pathway 1	87 in 13/14 99 in 14/15 Target 15/16 = 99	Fortnightly hub meetings Quarterly Young Persons Pathway Meeting Hub database	CYPS Foundation	Supporting People Fund	Housing Options Team	Q1 = 26 Q2 = 20 Q3 = 16 Q4 = 18
4	To increase the supply of supported accommodation	Number of young people accommodated in supported accommodation/compared to the waiting list of numbers needing accommodation at end of quarter	8 medium / 4 high in 13/14 11 medium / 6 high in 2014/15	Quarterly monitoring- Hub Co Coordinators Meeting	NYCC Foundation YMCA	Supported People Fund	Housing Options Manager	Q1 = Fully occupied, 2 High Q2 = Fully occupied, 4 High Q3 = Fully occupied, 1 High, 1 Medium Q4 = 6 High. 7 Medium = 1 vacancy

Homelessness Action Plan

Priority 2 – Reducing the use - and improving the standard - of Temporary Accommodation

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
5	To reduce the use and length of time in B&B accommodation for 16/17 years old's and families	Number of 16/17 year olds/ families accommodated in B&B longer than 6 weeks as per guideline	0 in 13/14 0 in 2014/15 Target 15/16 = 0	Weekly monitoring Fortnightly Hub meeting Hub database Quarterly Monitoring (PIE)	SASH Time Out Worker-Foundation CYPW- NYCC	SP funding Officers time	Housing Options Team	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 0
6	Maintain and manage temporary accommodation to ensure suitability of accommodation	Suitability of accommodation guidance	n/a	Health and Safety Inspections carried out six monthly Fire safety checks Electrical checks Weekly fire alarm testing	External contractors	RDC budget Homeless grant fund	Warden at GNH Housing Options Manager	Q1 = Fire safety checks- Electrical checks- Weekly fire alarm testing- Q2 = Q3 = As above Q4 = As above

Homelessness Action Plan

Priority 3 – Reducing the Incidence of Youth Homelessness

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	Represent RDC as Hub Co-Ordinator at all Young People's Pathway Meetings	Attending meetings	n/a	Fortnightly/ bi-monthly/ quarterly monthly meetings	LA within North Yorkshire Supporting People NYCC	Officer time	Housing Options Manager	Q1 = Fortnightly Hub Meeting- YPP Meeting Hub, Co-Ordinators Meeting Q2 = Continuing Q3 = As above Q4 = As above
2	Day to day management of the of Time Out Worker (TOW) and Children and Young People's Support Worker (CYPS)	Efficiency of Young Persons Pathway scheme in the RDC area	n/a	Fortnightly Hub meetings	Foundation Children's services	Officer time	Housing Options Manager	Q1 = Completion of Performance Review Forms Q2 = Q3 = As above Q4 = CYPW loy - term sick
3	To increase the take up of mediation for young people via pathway 1	Number of young people referred to the scheme	17 in 13/14 20 in 14/15 Target 15/16 = 20	Fortnightly Hub meeting Quarterly Young Persons Pathway Meeting	Time Out Worker- Foundation Children's Services NYCC Supporting People	SP Funding Officer time	Housing Option Team Young Person Pathway workers	Q1 = 26 Q2 = 20 Q3 = 16 Q4 = 18
4	To maximise referrals to SASH to avoid homelessness- To provide 'breathing space' to families and young people	Number of young people helped by the scheme	19 in 13/14 24 in 14/15 Target 15/16 = 40	Quarterly monitoring reports from SASH	SASH Time Out Worker- Foundation Children's services NYCC	SP Funding Officer Time	Housing Options Team Young Persons Pathway Workers	Q1 = 10 Q2 = 6 Q3 = 3 Q4 = Arranged = 3 Used = 2

Homelessness Action Plan

Priority 3 – Reducing the Incidence of Youth Homelessness

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
5	To increase provision of young persons supported housing	Number of additional units of accommodation	8 medium / 4 high in 13/14	Quarterly Young People's Pathway Quarterly Implementation meeting	YMCA Galleries-Foundation	Government funding	Director	Fundamental Review of Young Persons Pathway- Procurement exercise
6	Fundamental Review of Young Persons Pathway- Procurement exercise	Number of schools accepting education package	2 in 14/15 Target 15/16 = 4	6 monthly reports	Time Out Worker- Foundation NYCC children's services	SP funding	Young Persons Pathway Manager	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 1 (Dales School)
7	To have all front line homeless staff trained on young people's pathway policies and procedures	Number of staff trained	5 in 13/14 7 in 14/15 Target 15/16 = 7	Training reports/ appraisals	NYCC children services	Officer time	Young Persons Pathway Manager	Q1 = 7 Q2 = 0 Q3 = 2 Q4 = 2
8	Reduce the number of young people accepted as homeless through timely intervention	Number of young people accepted as homeless on PIE	22 in 13/14 12 in 14/15 Target 15/16 = 12	PIE quarterly reports	Time Out Worker- Foundation NYCC children's services	Officer time	Housing Options Manager	Q1 = 1 Q2 = 4 Q3 = 3 Q4 = 2

Homelessness Action Plan

Priority 4 – Access to Support Services to prevent homelessness

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	To increase the number of households whose homelessness has been prevented through the 'Making Safe' scheme	Referrals made	0 In 13/14 2 In 14/15 Target in 15/16 = 2	Quarterly monitoring	Foundation IDAS Outreach Services Police Probation SP Team	SP funding	Housing Options Manager RACS Manager	Q1 = 1 Q2 = 0 Q3 = 0 Q4 = 0
2	To access support/ accommodation for ex- offenders (RACS scheme) Diane Dickinson or Jane Branch	Referrals made	3 in 13/14 4 in 14/15 Target 15/16 = 4	Quarterly monitoring	Foundation Probation Police SP Team	SP Funding	Housing Options RACS Manager	Q1 = 2 Q2 = 4 Q3 = 0 Q4 = 0
3	To access support for Gypsy and Travellers	Referrals made	1 in 13/14 0 in 14/15 Target 15/16 = 1	Quarterly monitoring	SP Team Horton Housing Association	SP funding	Housing Options Manager	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 0
4	To access support/ accommodation for ex-single service personnel	Referrals made	2 In 13/14 4 in 14/15 Target 15/16 = 4	Annual reports from the Beacon	The Beacon-Riverside Housing Association SAFFA Spaces	Officer time	Housing Options Team	Q1 = 1 Q2 = 0 Q3 = 2 Q4 = 4
5	To make appropriate referrals to the Young Persons Pathway- TOW and CYPS Worker	Referrals made	87 in 13/14 99 in 14/15 Target 15/16 = 99	Fortnightly Hub meeting Quarterly Young Persons Pathway Meeting	Time Out Worker-Foundation NYCC children's services	SP funding	Housing Options Team	Q1 = 26 Q2 = 20 Q3 = 16 Q4 = 18

Homelessness Action Plan

Priority 4 – Access to Support Services to prevent homelessness

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
6	To work with our partners in the LSP and E and D to assess/monitor the needs of BME groups	Report from E and D group	To be set following agreement of baseline figure	Quarterly meetings by E and D group		Officer time	Housing Options Team	Q1 = report received and circulated Q2 = As above Q3 = As above Q4 = Reported on HDB
7	Gold Standard- organising and undertaking a diagnostic peer review of our service- bench marking with other local authorities in North Yorkshire to provide a gold standard Housing Options service	Pass the peer review by scoring over 60%	Gold Standard Challenge 'Time Table' to be set	n/a	LA with in the North Yorkshire area DCLG	Staff resource/ officer time	Housing Options Manager	Q1 = Peer Review undertaken 13 June – Obtained 70% Q2 = 1 Challenge submitted Q3 = 1 Challenge underway Q4 = 2nd challenge under - was waiting rebuild of first challenge
8	Ensure all staff receive necessary training which gives them the skills and knowledge to work with clients to obtain positive outcomes	Number of successful cases of clients achieving independence	n/a	Training monitoring /appraisals	North Yorkshire Training Group	Officer time	Housing Options Manager	Q1 = Performance and Learning Development Undertaken Q2 = As above Q3 = As above Q4 = As above

Homelessness Action Plan

Priority 5 – Increasing the supply of Affordable Housing

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	Maintain the supply of land capable of delivering an average of 180 new dwellings per annum of which 30-40% will be affordable	Council Tax Registrations	30-40%	AMR HFR	RSLs RDC YDNP Authority Private Developers HCA	HCA Grants/ Loans RSL Reserve Private Developers	Community Development Team	Annual Reporting
2	Work with Parish Councils and communities to secure opportunities for developing affordable housing	Identification of opportunities for new development, refurbishment and reinstatement	3 new planning permissions per year	AMR HFR	Parish Councils/ Communities Private Developer Land owners RSL Community Owned Asset Vehicles	HCA Grant Philanthropic gifts	Policy Officer-Community Development Team Rural Housing Enabler	Annual Reporting
3	Ensure new development provides an appropriate mix of type and tenures	Permissions granted	n/a	AMR HFR	Joseph Rowntree Housing Trust HCA	HCA	Policy Officer-Community Development Team	Annual Reporting
4	Work with partners to provide local housing where required	Council Tax Registration	n/a	AMR HFR NYHC	North Yorkshire Home Choice Partners	Officer time	Rural Housing Enabler	Annual Reporting
5	Ensure an up to date understanding of housing needs in Richmondshire	Houses of the right type and tenure are created to meet the demand and need for housing	n/a	AMR HFR	Property Owners	Officer time RDC budget	Policy Officer-Community Development Team	Annual Reporting
6	Ensure continuity of Rural Housing Enabler post	Continuity of RHE post	In house post created	supervision	North Yorkshire Districts YRCC	salary	Director	Annual Reporting

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Priority 6 - Working with Partners to improve outcomes

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	Develop effective partnership working with probation, RACS and MS to ensure offenders leaving prison can access appropriate accommodation	Number of offenders contacting/ referred into the HO service	18 in 2013/14 20 in 14/15 Target 15/16 = 20	Quarterly Homeless Steering Group Meeting (HSG)	RSLs RDC YDNP Authority Private Developers HCA	HCA Grants/ Loans RSL Reserve Private Developers	Community Development Team	Annual Reporting
2	Review and develop effective partnership working with health services like the Community Mental Health Team	Number of homeless clients receiving health care support services	18 in 2013/14 26 in 14/15 Target 15/16 = 26	Quarterly monitoring (PIE)	Mental Health Team Early Intervention Team CAMHS Horizons	Staff resource/ officer time	Housing Options Manager	Q1 = 5 Q2 = 8 Q3 = 12 Q4 = 12
3	Review the Homeless Prevention Service and accommodation based support service at George Nickling House	Number of successful move on into independent living	39 in 13/14 29 in 14/15 Target 15/16 = 29	Quarterly monitoring (PIE) Quarterly HSG Meetings Quarterly Floating Support Meetings	Foundation Housing Management	SP Funding	Housing Options Manager	Q1 = 7 Q2 = 6 Q3 = 13 Q4 =
4	Review the Citizens Advice Bureau debt service, open surgery at George Nickling House and Financial Inclusion Project	Number of successful preventions	4 in 13/14 7 in 14/15 Target 15/16 =	Quarterly monitoring (PIE)	CAB	Homeless grant Fund	Housing Options Manager	Q1 = 12 Q2 = 2 Q3 = 14 Q4 = 10
5	Ensure all services are culturally and E and D sensitive	Report from E and D group	To be set following agreement of baseline figure	Quarterly meeting at E and D Steering group	Internal Services	Officer time	Housing Options Manager	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 2

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Priority 6 - Working with Partners to improve outcomes

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
6	Improve access into the private rented sector by liaising with landlords and estate agents and facilitating the Landlord Forum	Number of clients successfully accommodate in the PRS	54 in 13/14 52 in 14/15 Target 15/16 = 40	Quarterly monitoring (P1E)	Private Sector Links Worker HOA Environmental Health – Check CAT 1 hazards and high CAT 2s Housing Benefits- Attend Landlord Forum	Homeless Grant Fund Officer time	Private Sector Links Worker	Q1 = 10 Q2 = 10 Q3 = 18 Q4 = 9
7	Work in partnership with Wakefield Council to Implement the 'Breathing Space' scheme to prevention Repossessions	Number of successful mortgage rescue preventions	To be set following agreement of baseline figure	Quarterly monitoring (P1E)	Wakefield Council	Staff resources/ Officer time	Housing Options Advisors	15/16 = 0
8	Continue to work in partnership with County Homelessness Group to develop services, allocate government funding and learn best practice	Increase in preventions figures	n/a	Quarterly Meetings	LA within North Yorkshire Supporting People Young People's Pathway representative NYCC	Officer time	Housing Options Manager	Q1 = Attended the CHG Meeting Q2 = As above Q3 = As above Q4 = As above
9	To access support/ accommodation for ex-single military/ veterans by liaising with the Beacon	Increase in ex-military/ veterans being accommodated	2 in 13/14 4 in 14/15 Target 15/16 = 4	Quarterly monitoring	The Beacon Spaces SAFFA Phoenix House	Officer time	Housing Options Team	Q1 = 1 Q2 = 0 Q3 = 2 Q4 = 4
10	Develop and Implement the NSNO project	Number of rough sleepers referred through 'Streetlink'	Number of referrals 0 in 2013/14 1 in 2014/15 Target 15/16 = 1	Annual Review Quarterly monitoring meeting	Salvation Army Representatives from all LA within North Yorkshire	Government Funding	Housing Options Manager	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 1

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Priority 7- Improving outcomes for Vulnerable Groups

Task No	Task	How Measured	In year targets/ milestones	Monitoring Arrangements	Partners	Resources Required	Officer Responsible	Progress 15/16
1	Identify client groups who are at a high risk of homelessness/ repeat homelessness and develop options to prevent this	Number of households prevented from becoming homeless	0 in 2013/14 0 in 2014/15 Target 15/16 = 0	Quarterly monitoring (P1E)	Foundation Health Services NYCC Children's Services RACS/ MS CAB	Officer time	Housing Options Advisors	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 1
2	Have a plan/support plan in place for vulnerable clients 'move on' into independent living	Number of referrals made to support services	9 in 13/14 14 in 14/15 = 14 Target 15/16 = 14	Quarterly monitoring (P1E) Quarterly Homeless Steering Group meeting	Foundation Community Mental Health Team Horizons NYCC Children's Services IDAS	Officer time	Housing Options Advisors	Q1 = 3 Q2 = 5 Q3 = 7 Q4 = 8
3	Work in partnership with organisations to improve service delivery	Attend multi-agency meetings	n/a	Regular case monitoring	Foundation Community Mental Health Team Horizons NYCC Children's Services IDAS	Officer time	Housing Options Manager	Q1 = Plans in place to set up a Homelessness Forum Q2 = MAPS Attended Monthly Q3 = Monthly First Homelessness Forum Held Q4 = Child protection core
4	Explore accommodation options and support for those entrenched clients who struggle to live independently.	Number of single people re-presenting as homeless	0 in 2013/14 0 in 2014/15	Multi-agency monitoring meeting Quarterly monitoring (P1E)	Foundation HPS Service	Officer time SP Funding	Housing Options Advisors	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 0
5	Buy in tailored support via 'Spot Purchase' to provide specialist support	Number of clients who was referred to 'Spot Purchase'	1 in 2014/15 Target 15/16 = 1	Quarterly monitoring (P1E)	Foundation HPS Service	RDC budget	Housing Options Advisors	Q1 = 0 Q2 = 0 Q3 = 0 Q4 = 0

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Table 1. Decisions made as a percentage of the total number of decisions per quarter.

Period	National				Richmondshire			
	Accept	Intentional	Not Priority	Not Homeless	Accept	Intentional	Not Priority	Not homeless
2010/11 Q1	44	7	19	29	34	10	5	13
Q2	44	7	20	30	28	4	4	4
Q3	42	7	20	31	15	0	0	1
Q4	43	7	19	28	20	3	5	4
2011/12 Q1	46	7	19	28	18	4	0	2
Q2	46	7	18	29	28	0	0	4
Q3	47	7	19	27	22	1	1	3
Q4	47	7	19	27	10	0	1	6
2012/13 Q1	48	7	17	27	14	1	0	4
Q2	48	8	17	28	17	0	1	5
Q3	47	8	17	28	17	1	1	10
Q4	47	8	18	27	13	0	1	6
2013/14 Q1	48	8	18	26	2	4	1	5
Q2	48	8	19	26	18	1	0	4
Q3	46	8	19	28	10	1	0	5
Q4	46	8	20	27	20	0	0	3
2014/15 Q1	48	7	18	27	8	1	1	3
Q2	49	8	18	25	10	3	2	6
Q3	48	9	18	25	5	1	1	5
Q4	49	8	19	24	15	3	4	11

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Table 2. Homeless Acceptances (per 1000 households)

Period	National	Richmondshire
2010/11 Q1	0.5	0.07
Q2	0.5	0.05
Q3	0.5	0.03
Q4	0.5	0.04
2011/12 Q1	0.5	0.03
Q2	0.6	0.05
Q3	0.6	0.04
Q4	0.6	0.02
2012/13 Q1	0.6	0.03
Q2	0.7	0.03
Q3	0.7	0.03
Q4	0.7	0.02
2013/14 Q1	0.7	0.004
Q2	0.7	0.03
Q3	0.6	0.02
Q4	0.5	0.04
2014/15 Q1	0.6	0.02
Q2	0.7	0.02
Q3	0.7	0.01
Q4	0.7	0.03

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Table 3. Number of households in temporary accommodation at the end of each quarter (per 1000 of the population)

Period	National	Richmondshire
2010/11 Q1	0.96	0.03
Q2	0.95	0.04
Q3	0.93	0.04
Q4	0.92	0.07
2011/12 Q1	0.93	0.07
Q2	0.93	0.05
Q3	0.93	0.04
Q4	0.95	0.03
2012/13 Q1	0.97	0.03
Q2	1.00	0.04
Q3	1.00	0.03
Q4	1.02	0.04
2013/14 Q1	1.04	0.03
Q2	1.08	0.02
Q3	1.07	0.01
Q4	1.08	0.02
2014/15 Q1	1.08	0.02
Q2	1.09	0.02
Q3	1.09	0.02
Q4	1.11	0.02

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Table 4. Numbers prevented (per 1000 of the population)

Period	National	Richmondshire
2010/11 Q1	0.85	0.14
Q2	0.89	0.15
Q3	0.88	0.12
Q4	0.95	0.12
2011/12 Q1	0.89	0.13
Q2	0.92	0.05
Q3	0.93	0.06
Q4	0.95	0.13
2012/13 Q1	0.90	0.13
Q2	0.95	0.12
Q3	0.93	0.12
Q4	0.95	0.11
2013/14 Q1	0.97	0.28
Q2	1.01	0.11
Q3	1.02	0.18
Q4	1.03	0.14
2014/15 Q1	1.01	0.28
Q2	0.98	0.24
Q3	0.97	0.30
Q4	0.99	0.12

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Table 5. Main reasons for loss of last settled home

		2010/11	2011/12	2012/13	2013/14	2014/15
1.	Parents no longer willing or able to accommodate	18	18	9	13	1
2.	Other relatives or friends no longer willing or able to accommodate	3	6	3	8	4
3.	Non-violent breakdown of relationship with partner	12	8	11	4	3
4.	Violence					
a.	Violent breakdown of relationship, involving partner	8	4	5	5	5
b.	Violent breakdown of relationship involving associated persons	0	0	0	2	2
c.	Racially motivated violence	0	0	0	0	0
d.	Others forms of violence	0	2	0	1	1
5.	Harassment, threats or intimidation					
a.	Racially motivated harassment	0	0	0	0	0
b.	Other forms of harassment	0	4	0	0	1
6.	Mortgage arrears (repossession or other loss of home)	3	3	1	2	1
7.	Rent arrears on:					
a.	Local authority or other public sector dwelling	0	0	0	1	0
b.	Registered social landlord or other housing association dwelling	1	2	0	3	2
c.	Private sector dwellings	1	2	0	3	2

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Table 5. Main reasons for loss of last settled home

		2010/11	2011/12	2012/13	2013/14	2014/15
8	Loss of rented or tied accommodation due to:					
a.	Termination of assured shorthold tenancy	20	16	20	7	5
b.	Reasons other than termination of assured shorthold tenancy	1	2	4	0	1
9	Required to leave National Asylum Support Service accommodation	0	0	0	0	0
10	Left an institution or LA care:					
a.	Left prison/on remand	1	0	0	0	0
b.	Left hospital	0	1	0	0	0
c.	Left other institution or LA care	0	0	0	0	0
11	Other reason for loss of last settled home:					
a.	Left HM Forces	14	8	7	4	5
b.	Other reason	4	5	0	0	7

Homelessness Action Plan

GLOSSARY

LAA	Local Area Agreement
B&B	Bed and Breakfast
GNH	George Nickling House
SP	Supporting People
SASH	Safe and Sound Homes
CLG	Communities and Local Government
PIE	Performance Indicators (Homeless)
CAB	Citizen Advice Bureau
IDAS	Independent Domestic Abuse Services
HDC	Hambleton District Council
RSL's	Registered Social Landlords
YPP	Young Persons Pathway
TOW	Time Out Worker
CYPS	Children, Young Persons Support Worker
HOT	Housing Options Team
HOA	Housing Options Advisor
NYCC	North Yorkshire County Council
HPS	Homeless Prevention Service
RACS	Resettlement and Community Support
MS	Making Safe
CMHT	Community Mental Health Team
CAMHS	Children, Adolescent Mental Health Services
YDNP	Yorkshire Dales National Park
RDC	Richmondshire District Council
MOD	Ministry of Defence
SSAFA	Soldier, Sailors, Air force Families Association
AMR	Annual Monitoring Report
HFR	Housing Flow Reconciliation

This information is available in alternative formats and languages



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