

# Homelessness Strategy 2008-2013 – Action Plan

Objectives of the homeless Strategy:

- 1). Preventing homelessness in the district
- 2). Securing that sufficient accommodation is and will be available for people in the district who are or may become homeless.
- 3). Securing satisfactory provision of support for people in the district who are or may become homeless or who have been homeless and need support to prevent them becoming homeless again.

Improvement Action	Strategy objective this relates to	Specific Actions	Comments/ progress	Completion by Month	Responsible Officer
Implementation, monitoring and evaluation of Choice Based Lettings	1,2 & 3	<p>Procurement and Implementation Homelessness Module</p> <p>Sub regional and local review, to include monitoring of distribution and access and impact on homelessness.</p> <p>Following closure of the Poplars hostels, support staff to Robson Court to provide greater support for accessing the CBL scheme.</p>	<p>Locata are in the process of developing this module.</p> <p>Review due at 6 and 12 months following implementation.</p> <p>Maintain current level of hostel support staff to provide greater support with CBL</p>	<p>April 2009</p> <p>Aug 2008 and Feb 2009</p> <p>April 2008</p>	<p>Hsg Ad. &amp; Op Manager</p> <p>CBL project officer</p> <p>Housing advice and h'ness Team leader</p>

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Reduce the use of temporary accommodation	1,2 & 3	<p>Minimise the length of stay for homeless households in temporary accommodation:</p> <p>B&amp;B &lt; 2 weeks Hostel &lt;16 weeks By 2010</p> <p>Reduce the numbers in temporary accommodation</p>	<p>B&amp;B usage in 2007/08 was nil and minimal use is expected in the future.</p> <p>Time spent in hostel is reducing. Target for 2008/09 is 20 weeks and 2009/2010 is 16 weeks, however this will be reviewed.</p> <p>Official target for 2010 has already been met. Since 2004/05, average reduction of 20 per year, however, would expect this to slow down; therefore target to reduce by a further 10 per year.</p>	Quarterly and Annual figures to be monitored.	Housing advice and H'ness team leader

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Increase homelessness prevention	1,2 & 3	<p>Monitor number of cases where homelessness is actively prevented (in line with previous BV 213 definition).</p> <p>Monitor activities that help to prevent homelessness.</p> <p>Monitor causes of housing need from those seeking housing advice.</p>	<p>Homeless prevention has increased by an average of 18 cases per year. Annual target to increase the number of cases where homelessness is prevented by 15 cases per year.</p> <p>P1E returns will now be monitoring the numbers and reasons for homelessness prevention.</p> <p>Need to be able to respond to external factors. I.e. repossessions</p>	Quarterly and annual figures to be monitored	Housing advice and H'ness team leader
Development of a project report to provide supported accommodation for young people threatened with homelessness.	1, 2 & 3	<p>Evaluation of identified needs and best practice to inform development of model.</p> <p>Support funding bids for continuation of young persons floating support scheme.</p>	<p>Discussions taking place with 16+ regarding a potential supported lodgings scheme.</p> <p>Short term SP funding expires March 2009 for the young persons floating support service.</p>	<p>July 2009</p> <p>March 2009</p>	Hsg Ad. & Op Manager/ Cambridge Housing Society

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Support to Travellers	3	<p>Review role of the Travellers Liaison officer in conjunction with other activities.</p> <p>Ensure key leaflets are available in various formats</p>	<p>As part of Housing Futures project</p> <p>In line with work on equality and diversity</p>	<p>July 2008</p> <p>Sept 2008</p>	Hsg Ad. & Op Manager
Develop strategy for hostel re-provision to improve standards & reduce use of shared units	2	Produce a hostel re-provision strategy. To include relocation of temporary accommodation from hostels to self contained units in new development sites. Work in partnership with support provider to deliver strategy.	Timescale is likely to depend on the outcome of the Housing Futures project.	Dec 2008	Hsg Ad. & Op Manager

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Maximise opportunity presented by Regional Champion status.	1	<p>Deliver learning opportunities for LA &amp; RSL in the region.</p> <p>Disseminate and gain best practices.</p>	<p>Action planning/ advice days arranged with 4 local authorities in the Eastern Region.</p> <p>Presentation delivered at the Eastern Region homelessness summit</p>	Oct 2008	Hsg Ad. & Op Manager
Meet the KLOE requirements to provide an excellent service	1 & 3	<p>With all casework clients, follow up verbal advice in writing.</p> <p>Conduct audit of homelessness decisions to ensure consistent application in line with policy</p>		<p>July 2008</p> <p>Sept 2008</p>	<p>Housing advice and H'ness TL</p> <p>Housing advice and Ops Mgr</p>

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Improved working practices with partner agencies	1, 2 & 3	<p>Development of a protocol with OCYPS and other service providers which covers joint working on homeless prevention, young people, ineligible households and intentionally homeless families.</p> <p>Work with the Disability Housing Strategic Network to support a county wide strategy and implement arising actions from the action plan</p> <p>Promote homeless prevention and early intervention with key agencies.</p> <p>Develop a homeless strategy with Housing Associations</p>	<p>Work in progress</p> <p>Draft strategy out to consultation</p> <p>To include training events, attendance at team meetings, distribution of information packs etc</p> <p>Based on a good practice example in Norfolk</p>	<p>April 2009</p> <p>April 2010</p> <p>April 2010</p>	<p>Housing advice and Ops Mgr with key external agencies</p> <p>Housing advice and Ops Mgr and Disability Housing strategic Network</p> <p>Housing advice and Opts Mgr</p> <p>Housing Advice and Opts Mgr</p>

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Ensure value for money	1 & 2	<p>Implement recommendations by the HQN value for money report across the sub-region, including:</p> <p>Comparisons of process mapping and costs A unified customer satisfaction survey</p> <p>Carry out a bench marking exercise to compare findings</p>	<p>Meeting arranged to initiate a best practice process mapping exercise across the sub-region.</p> <p>Information distributed to bench marking group</p>	<p>August 2008</p> <p>August 2008</p>	<p>Housing advice and Opts mgr</p> <p>Housing advice and Opts Mgr</p>
Increase access to the private sector building on current successes	1 & 2	<p>Increase stock available for settled homes under the PSL scheme.</p> <p>Monitor impact of the Local Housing Allowance on King Street stock and Housing advice enquiries.</p> <p>Arrange joint visits with housing benefit to local letting agents to promote services.</p> <p>Work jointly with Cambridge City Council on a landlord forum.</p>		<p>Annual review</p> <p>Sept 2008</p> <p>August 2008</p> <p>Sept 2008</p>	<p>Housing advice and H'ness team leader</p>

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Equality and Diversity	1,2 & 3	<p>Improve ethnic monitoring on housing advice enquiries.</p> <p>Monitor enquiries/ approaches/ applications from migrant workers</p> <p>Ensure leaflets are made available in different formats and investigate value of tailor made leaflets.</p> <p>Work with key agencies to address specific needs.</p> <p>Improve monitoring on all elements of equality and diversity</p>	To develop in line with corporate progress on equality and diversity	March 2009	Housing advice and Opts mgr and Team Leaders



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Housing Futures	1,2 & 3	<p>Review of the services provided within the Housing advice and options team and make decision on retention of potential transfer with landlord functions.</p> <p>Subject to the decision on housing futures develop working practices and procedures with housing landlord functions that aid homeless prevention and minimises use of unsuitable temporary accommodation</p>		<p>July 2008</p> <p>July 2009</p>	Housing advice and Opt Mgr