

**31 March 2015**

## **Homelessness Strategy Update**

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### **Report of Ian Thompson, Corporate Director, Regeneration and Economic Development**

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#### **Purpose of the Report**

1. To provide Members of the Economy and Enterprise Overview and Scrutiny Committee with background information on the Homelessness Strategy refresh prior to an update presentation by Andrew Burnip, Team Manager, Regeneration and Economic Development.

#### **Background**

2. The Economy and Enterprise Overview and Scrutiny Committee on the 24 February 2014 received an overview of the Homelessness Strategy 2013 – 18. The presentation on the 31 March 2015 will provide an update on actions, trends, progress to date and the refresh of actions following consultation with partners within the Homelessness Action Partnership.

#### **Homelessness Strategy - background**

3. Section 1 of the Homelessness Act 2002 places a duty on local authorities to formulate a homelessness strategy by carrying out a homelessness review for the area. Section 2 of the Homelessness Act 2002 prescribes the considerations that local authorities should undertake in conducting a review of homelessness and the purpose of the review in terms of informing a future preventing homelessness strategy.
4. The Homelessness Act 2002 determines that local authorities must formulate and publish a homelessness strategy based on the results of that review – the life of the strategy should be no more than five years, and when the strategy expires or is due for expiry, the authority must publish a new homelessness strategy. An annual refresh of the strategy must also be undertaken.

Homelessness strategies must include plans for:

- the prevention of homelessness;
- ensuring there is sufficient accommodation available for people who are, or who may become homeless;
- Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless again.
- For a homelessness strategy to be an effective and relevant document, housing authorities need to ensure that it is developed in partnership with all stakeholders and service users.

5. In July 2013 Durham County Council and our partners agreed the strategic objectives for the County over the following 5 years. The objectives are: (**Appendix 2** provides an overview of existing services).

### **Homelessness Strategy Objectives:**

6. Within this context, the homelessness strategy has six objectives which will be delivered through a partnership approach.
- To prevent homelessness for all in housing need across County Durham.
  - To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.
  - To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.
  - To provide housing advice and housing options to those in housing need in County Durham.
  - To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.
  - To achieve Gold Standard in meeting the 10 local authority challenge (*Making Every Contact Count: A Joint Approach to Preventing Homelessness*)
7. An action plan was developed and with partners and is monitored by the Homelessness Action Partnership. This report provides a review of actions and trends in presenting housing needs informing the refresh of the strategy. (**Appendix 2** provides a review of current services delivered or commissioned by the Housing Solution's Service.)

### **Homelessness Strategy Actions:**

8. Since September 2013 **40 actions** have been completed, **44** are on track or are ongoing and **12** are behind schedule. (Please see attached **Appendix 3** for delays)

### **Overview:**

9. Over the period significant progress has been made in achieving the Councils overall strategic priorities in regard to homelessness and housing need. However, pressures remain for both households and services seeking to respond to housing need. Households continue to feel the pressures from welfare reform, the increased cost of living and slow growth in the economy across the North East, compared to other parts of the country. With the ongoing and extended period of Government austerity; the Housing Solutions Service continues to contribute to savings in line with the Medium Term Financial Plan. Whilst the Housing Solutions Service has made its savings requirements for 2015/16, there is a risk to current service delivery from future savings beyond the current spending review.
10. Within this challenging environment for all services, the Housing Solutions Service has made progress towards developing and improving the service offer to our customers. The attached (**Appendix 3**) updated action plan provides some further detail; with below a review of some of the challenges and service developments over the past 18 months.

### **Housing Solutions Gateway:**

11. The Gateway has been developed in response to a service restructure in 2014 seeing an expansion of the Housing Solutions Service (to include GRT managed sites, creation of Special Projects and Service Improvement Team and Private Sector Initiatives Team joining the service); in addition to a requirement to save circa £150,000 from the service budget in 2013/14. (This is in addition to the loss of a 1/3 of the service in savings made up to 13/14).
12. The Housing Solutions Gateway was developed to provide a triage assessment with the development of supporting procedures, IT and telephony.
13. Gateway Officers do not undertake complex casework, or generally manage an ongoing caseload. The service design sought to see 70% of the 6,000+ customer contacts per year ending at the Gateway with advice, signposting and self-help with an increase in capacity to support over 9,000 customers as need increases over the coming years. This would provide for 30% of cases to be referred to a smaller Homelessness & Prevention Team that would then have more time to provide specialist one to one support, advice and guidance.

14. Work is almost complete on the development of a new integrated IT system to support Gateway Officers in the triage process and also making available an on-line self-help assessment tool for those customers with access to the internet. This will also allow Gateway Officers to email a PDF housing options plan directly to customer's smart phones or email address following the triage assessment. The new IT system will be available from September 2015.

The purpose of the Housing Solutions Gateway is to:

- Empower customers to take control of their own solutions.
  - Provide guidance to customers that are able to secure their own outcome.
  - Complete referrals to partner's organisations, where appropriate.
  - Ensure back office resources are targeted towards those in greatest need of support.
15. Current monitoring of the service to December 14 shows 62% of cases conclude at the Gateway with 38% referred to the Homelessness & Prevention Team with little impact on quarterly performance management outcomes for the service. Whilst early indications suggest the Gateway has met its objectives, the service continues to be closely monitored and adapted to meet customer needs.

#### **Development of Durham Key Options & Private Rented Sector:**

16. A key priority for the service is to extend the quality of the housing options available to our customers. Durham Key Options has been used to advertise private sector housing for 2 years and currently advertises properties for over 50 private sector landlords. However, as the service seeks to be more efficient and effective in how we resolve housing need, support customers, landlords and improve standards, a new service offer needed to be developed.
17. Working in partnership with Abris (IT provider) a new Private Rented Sector offer will be available from June 15 via the Durham Key Options website, a bespoke service design developed to complement the Housing Solutions Gateway and the new customer journey.
18. Private Sector Landlord Accreditation will be launched across County Durham from April 2015. Durham Key Options will be utilised to advertise and promote accredited properties that meet minimum standards. (A pilot is current ongoing in Derwentside area – with a second pilot in the East from April 2015). By advertising all Private Rented Sector Housing accessed by the service via Durham Key Options, we seek to provide a one point of access for customers with a bespoke application form and process developed. By linking with support provider, Stonham, we seek to provide a Rapid Response Team with Tenancy Navigators able to provide pre and post tenancy support as and when required to ensure both landlords and tenants are supported.

## **Funding Bids:**

19. Over the period the service has been successful in securing additional funding and services for the County. However, we have also lost the following service.
20. County Durham has lost the Street Outreach Service in support of rough sleepers with the closure of the ACE service in December 2014. The service was provided by Changing Lives with funding from the DCLG. This funded ended and the Council was unable to provide assistance to maintain provision. The Housing Solutions has however, established referral routes with a range of partners and the general public to report rough sleepers with the Homelessness Intervention Project providing support to secure appropriate accommodation and support where possible.
21. The Governments Mortgage Rescue Scheme also ended in 2014. The Service however, continues to provide advice and support to homeowners, including referrals for debt advice, representation at court and a Repossession Loan Fund, where appropriate.(Please see Appendix 2).
22. Funding is also ending for the European Social Fund Employability Project, Family Wise (April 15), providing support to enable customers to move closer to the employment market and access training and jobs. Work is currently ongoing to replicate the good practice learnt from this service in any new EU Social Fund bid.
23. The regional Through the Gate Service (delivering support to offenders leaving prison to access suitable housing) jointly funded by the Regional Homelessness Group and the National Offender Management Service ends in March 15. Work is ongoing regionally to ensure referral routes with the new Community Rehabilitation Companies are in place to provide advice and support.
24. Step Forward (providing 14 x 2 bed supported shared housing) will end in July 15 as the service is unable to secure funding to maintain this provision. Work will continue to encourage housing providers to develop a shared housing offer to those customers under the age of 35 with lower housing benefit entitlement in the private rented sector, or those subject to the under occupancy charge in the social sector.

25. Success has been seen however, in the development of the Housing Intervention Project, seeking to provide intensive support to single people and childless couples. The service has been further extended with the award of Single Homelessness Funding from the DCLG in December 2014. The funding was awarded following a bid, led by Durham County Council in partnership with Darlington Borough Council and will operate for 18 months, seeing the doubling of the service. The bid linked the service to the Police and Crime Commissioners diversion strategy and the Check Point Service, seeking to divert offenders away from crime but providing intensive support to tackle the underlying causes of crime. The service will be delivered by Housing Solutions across Durham and First Stop in Darlington. The service seeks to provide intensive support to the above client group, including rough sleepers.
26. Funding was secured from the Regional Homelessness Group to support the development of a female only service in Durham City with DASH, for women with complex needs. This remains the only service of its type in the North East and has recently attracted additional funding to focus on the nature and extent of sex work within the County, in partnership with Changing Lives.
27. Durham County Council worked with a number of North East Local Authorities and supported Stonham (Home Group) in developing a bid to the DCLG, payments by results Fair Chance Fund. The awarding of (£1.9 million with up to £600,000 allocated to County Durham) to Home Group in December 2014 and will support up to 40 people aged 18-24 with complex needs to access accommodation and support and to secure training and employment, in addition to tackling exclusion. The service will continue to operate up to 2018.
28. In November 2014 the DCLG issued a bidding prospectus for £10million for local housing authorities to help strengthen refuge services to keep victims of domestic abuse safe.
29. Refuge providers and the Council identified and agreed the following priority groups that are often excluded from current provision. Male victims, households with older (male) children, households with complex needs (including substance abuse), households in work and unable to afford rents in traditional refuge, those with no recourse to public funds and those facing eviction from current provision.

30. To respond to these needs the service design focused around a Rapid Response Team of specialist Domestic Abuse Navigators who could provide rapid access to suitable tenancies in the private and social rented sector. This would be further supported by a personalisation fund enabling purchasing of essential items to set up a new home. This would provide a response that enabled victims to plan a move or access alternative housing within 48 hours via the rapid response team together with specialist support.
31. In seeking to address this need an approach was made to the Regional Homelessness Group to determine if similar unmet needs were replicated across the region.
32. In response, Darlington Borough Council, Northumberland County Council and Redcar & Cleveland Council provided data evidencing the same needs and agreed to a joint bid with Durham as the lead authority.
33. The bid was submitted on the 16th January requesting 3 navigators for Durham and 2 for each of the other partner authorities totalling £329,982.00 over 18 months assisting up to 205 clients, with 70 in County Durham. The bid has been successful and work is ongoing with the steering group to establish the service by May 15.

**Triage:**

34. The Durham Housing Triage Procedure sets out what is expected as good practice to support those customers who are affected by the changes brought about through Welfare Reform, whom reside in both the social and private rented sectors.
35. The overall aim of the triage is for both Durham County Council and Registered Social landlords operating in County Durham to work consistently to ensure that residents receive the help and support required, to address the issues which may put them at risk of losing their home. This procedure supports the Discretionary Housing Payments Policy and its Core Objectives.
36. Prior to the introduction of the spare room subsidy there were 9,919 under occupiers in social housing in County Durham.
37. The triage has supported 1,194 to access employment advice, with 86 accessing employment. 1,548 have been referred to debt advice. 2,943 households have been awarded DHP. A number of these will be coming to the end of their award and will not qualify for an extension with a significant risk of increased rent arrears over the next 12 to 18 months with potential increased pressure on service providers.

### **Holistic Temporary Accommodation and Support Service:**

38. HTASS has seen itself established as the main provider of temporary accommodation for the Council and an extension for a further year to its contract. Since 2012 the service has housed 386 families into temporary accommodation and provided positive move-on and support to over 90%. Housed 144 young people in crash pads and supported 112 to move-on and through the Joint Protocol for 16/17 year olds assisted 362 young people with 153 returning home and 132 assisted into supported housing.
39. Over the period the service has assisted the Councils in reducing its use of inappropriate and expensive Bed & Breakfast accommodation for both young people and families. As can be seen below, the service has been successful in reducing the use of B&B and also assisting the council to make significant savings in the costs of using B&B for applying for assistance.

<b>B&amp;B use</b>	<b>10/11</b>	<b>£</b>	<b>14/15</b>	<b>£</b>	<b>=/-%</b>	<b>Saving</b>
<b>Number 16/17 year olds</b>	91 2,120 nights	£81,576	8 46 nights	£1,037	<b>-91%</b>	£80,539
<b>Number families</b>	98 1,832 nights	£79,280	23 275 nights	£11,000	<b>-86%</b>	£68,280

40. The success of HTASS has recently been recognised with the service shortlisted for national Local Government Chronical Awards 2015 in the Commissioning Pioneer Category.

### **Peer Education:**

41. Service developed in partnership with Children's & Adult Service delivering sessions in schools across the County, highlighting the causes and consequences of homelessness and how to prepare for independence and avoid homelessness for young people

### **Trends in housing need and presentations:**

42. To review trends, figures have been taken from July to December 2014 and compare to the period January to June 2014.

### **Presentations:**

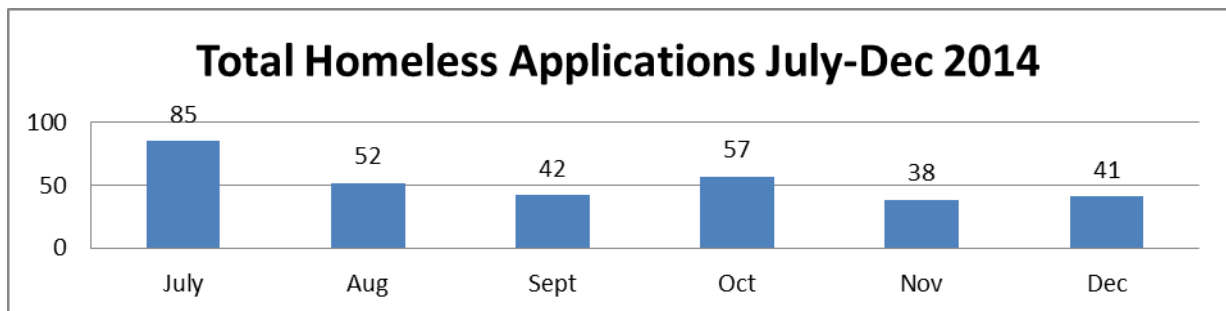
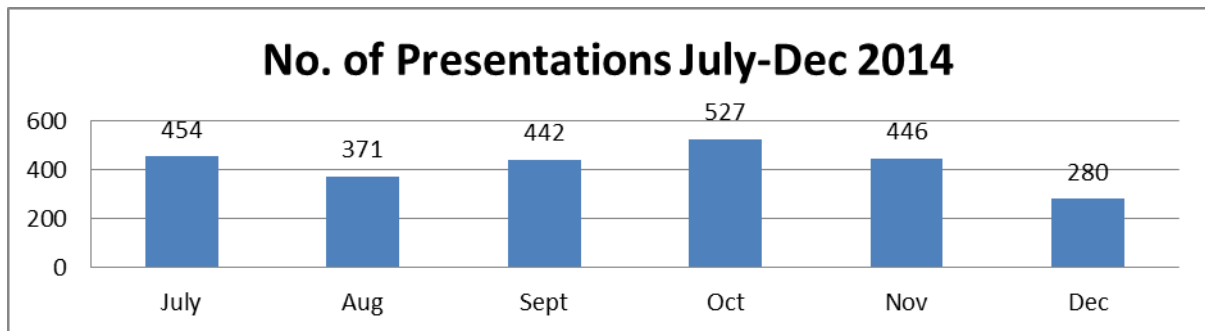
43. Presentations record all new contacts with service over the period. The period covers the service restructure and the introduction of the Housing Solutions Gateway on the 1 September 2014. In preparation for this existing caseloads were reduced to free up staff to retrain in readiness for the Gateway. Over the period (July to December 2014) we have seen a 15.6% reduction (from 2986 to 2520) in overall presentations to the service.



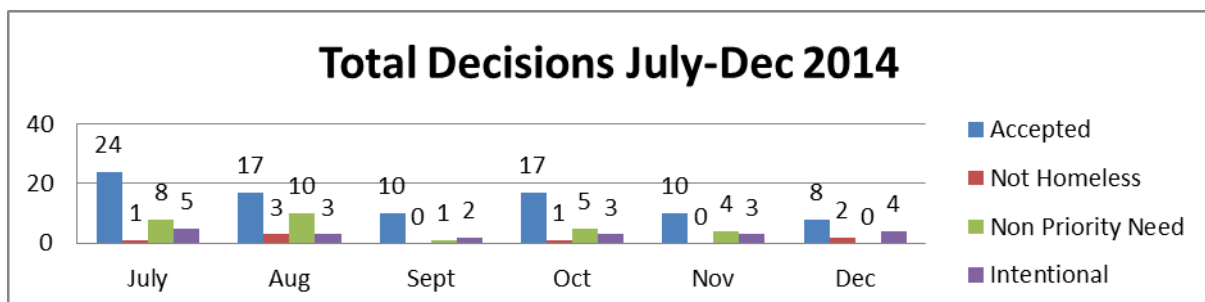
44. The table below shows a reduction in August 2014, an increase and September and then a seasonal reduction in October through to December. We expect presentation to increase in Quarter 4 showing a consistent level of need across the County.

**No. of Presentations**

Jan – June 2014	2986
July – Dec 2014	2520



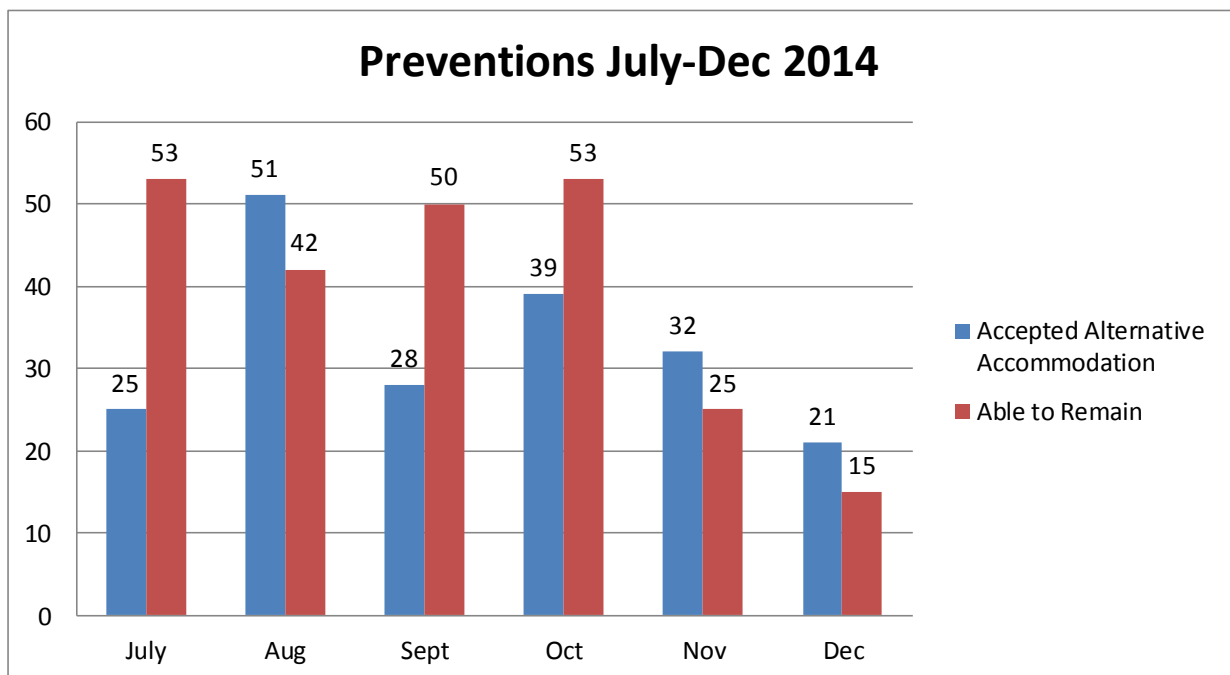
45. From July to December 2014 the service accepted 315 homeless applications. (This is where the household has met the statutory threshold for an application to be taken – i.e. the council has reason to be believed the applicant is homeless or threatened with homelessness within 28 days). In the period January 2014 to June 2014 the service took 446 applications giving a total for the period of 761. Whilst the first 6 months shows a greater number of applications this reflects the increase in presentations to the service in January and February and equally a slowdown in presentation in November and December.



46. For the period July to December 2014, 86 households were accepted as having the homelessness duty owed (i.e. the local authority must make an offer of a suitable permanent home). The highest none accepted reason was not in priority need (26) – where the Council is obliged to provide advice and support to assist applicants into accommodation.

### Reason for Homeless Applications

47. The main reason for homelessness applications for the whole period Jan – Dec 2014 has been loss of Assured Short hold Tenancy (118), followed by violent relationship breakdown (93) and then non-violent relationship breakdown (81). (Please see appendix 4)
48. Since the homelessness strategy was developed in 2013 these have remained the main 3 reasons for presentation. The loss of an Assured Short hold Tenancy (the tenure of choice in the private rented sector) highlights the insecurity of tenure within the sector, the ease of eviction and the pressures on households from recent welfare reforms.
49. The prevention of homelessness is a key strategic objective for Durham County Council. The government defines homelessness prevention as casework lead intervention that leads to a household prevented from losing their home or becoming homeless for a period of at least 6 months. Casework can either enable a household to access alternative accommodation, enable a household to remain in their own home, or as relief of homelessness, i.e. the intervention prevents homelessness but only after homelessness decision has been made.



50. During the period (Jan – Dec 2014) the Housing Solutions Service prevented homelessness for 1,000 households. 434 of these in the last 6 months of 2014. Over the period 368 were assisted into alternative accommodation and 632 enabled to remain in their own home. This is higher than previous performance for enabling applicants to remain. However, the figure is inflated due to outcomes provided by the triage service accessing Discretionary Housing Payments for households subject to the spare room subsidy. This is obviously time limited support and we will have to wait to see how households respond once this additional support comes to an end.
51. Statistics for prevention and relief are provided by financial year 2013/14 below for the regional comparison.

#### Prevention and relief North East England 2013/2014

	Financial year	Assisted to remain in home	Assisted to obtain alternative accommodation	Total prevention	Total relief	Total prevention and relief
Darlington	2013/2014	388	427	815	115	930
<b>Durham</b>	<b>2013/2014</b>	<b>603</b>	<b>728</b>	<b>1,331</b>	<b>54</b>	<b>1385</b>
Gateshead	2013/2014	544	220	764	3	767
Hartlepool	2013/2014	55	280	335	0	335
Middlesbrough	2013/2014	163	426	589	0	589
Newcastle upon Tyne	2013/2014	2,218	1,934	4,152	377	4529
North Tyneside	2013/2014	2,336	729	3,065	143	3208
Northumberland	2013/2014	141	711	852	41	893
Redcar & Cleveland	2013/2014	115	0	115	386	501
South Tyneside	2013/2014	2,362	1,090	3,452	1	3453
Stockton on Tees	2013/2014	173	654	827	103	930
Sunderland	2013/2014	21	502	523	22	545

52. Durham prevented 1,385 households from homelessness over the period, this compares to Sunderland (with approximately half the population) of 545. During the above period (2013/14) the Housing Solutions Service has prevented 1,385 households from becoming homeless. Previous work (2012) to understand the costs to the local authority of processing a homelessness application determined the cost to be £924.20p, compared to the average prevention costing £741.36p – making prevention not only better for the family and individual, but also 28% cheaper. Over the period prevention of homelessness has therefore avoided costs to Durham County Council of approximately £250,000.

53. The Local Authority costs avoided do not include the wider social and economic savings of homelessness prevention. In August 2012 the Department for Communities and Local Government report: Evidence review of the cost of homelessness: attempted to establish the cost of homelessness to wider government departments, including the Department for Work and Pensions, Department of Health, Ministry of Justice and to Local Authorities. Combining these wider social and economic costs, each homelessness case is estimated to cost the wider economy between £24,000 and £30,000. Taking this lower estimate, homelessness prevention has saved County Durham £33 million.
54. In addition to understanding the main reason for homelessness applications we also need to understand why customers present without meeting the statutory threshold. Of the 5,506 customers seeking assistance from January to December 2014 (discounting general housing options) the main presenting reasons were: (Further detailed reasons for presentation can be found in **Appendix 5**)
- Financial Hardship / debt 1,203
  - Asked to leave by parent 443
  - Non-violent relationship breakdown 432
  - Violent relationship breakdown 408
  - Section 21 notices (PRS) 317
  - Rent arrear HA & LA combined 313

**Refresh of Actions:**

55. In preparation for the refresh of the strategy action plan workshops were held with the Homeless Action Partnership and Officers from across the Housing Solutions Service. Key actions for the next year are:
- Wider promotion of the service.
  - Ensure link to Anti-Poverty Strategy.
  - Explore opportunities from the Better Care Fund.
  - Increase influence within Health & Wellbeing Board.
56. Over the coming weeks details actions will be developed to reflect the above agreed with partners.

## **Summary:**

57. The Housing Solutions Service and our many partners continue to monitor, respond and develop services to meet housing need and homelessness across County Durham. The current environment is a challenging one for all services seeking to support some of the most vulnerable members of our communities. The Housing Solution's Service has had to evolve to meet financial pressures and ensure we deliver a more efficient and effective service, yet still maintain quality and a focus on supporting customers to find a sustainable home. This challenge is becoming more acute. Over the past 6 years the service has invested, innovated and developed services to prevent homelessness and support those in housing need, whilst still meeting savings requirements. However, maintaining, innovating and development of such services will become increasingly challenging over the next 2-3 years.
58. The need for homelessness services is not diminishing, financial hardship, debt, insecure private sector housing and relationship breakdown, both violent and nonviolent, remain the main reasons for people seeking our support. The partnership will therefore continue to develop and innovate to ensure services are able to respond to meet the challenges faced by our customers.

## **Recommendations**

59. Members of the Economy and Enterprise Overview and Scrutiny Committee are asked to note and comment upon the information provided during the presentation.

**Background papers:** Homelessness strategy 2013-18

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## **Appendix 1: Implications**

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**Finance** – None

**Staffing** – None

**Risk** – None

**Equality and Diversity**– Impact assessment completed.

**Accommodation** - None

**Crime and Disorder** – None

**Human Rights** – None

**Consultation** – None

**Procurement** – None

**Disability Discrimination Act** –None

**Legal Implications** – Legal requirement under the Homelessness Act 2002 for Local Authorities to publish and review the Homelessness Strategy.

## **Appendix 2: Prevention Services:**

The Council works with partners to invest in and promote early intervention and prevention services. By doing so, we seek to support individuals and families across County Durham to avoid homelessness wherever possible. Alongside this The Officers fulfil a generic role providing a holistic assessment and a support and advice service enabling clients' needs to be assessed and met through prevention, housing options and the Council's statutory responsibilities.

Core to this approach has been to develop an early intervention, prevention focused service offering solutions to all in housing need with the prevention of homelessness the central focus.

In response to this commitment, over the past five years the following services have been developed:

**Rent Deposit Guarantee Scheme:** To assist clients to find and maintain accommodation in the private rented sector linked to tenancy support. The scheme guarantees a bond up to the equivalent of four weeks rent.

**Homelessness Prevention Fund:** Offering financial assistance to prevent homelessness, part of a wider "spend to save" policy.

**Enhanced Housing Support Protocol:** Bringing advice, support and accommodation services together to tackle the causes of homelessness and create sustainable tenancies for vulnerable adults.

**County Court Duty Scheme Referral Protocol:** Enabling clients at risk of homelessness to access free, specialist legal advice at court to defend claims for possession.

**Joint Protocol for 16-17 year olds:** Ensuring a joint assessment of young peoples' housing, advice, support, training and emotional needs, by Housing Solutions, Children and Young Peoples Service, One Point and the Youth Offending Service, to enable young people to return home, if safe do so, or to plan for independence.

**Possession & Repossession Loan Fund:** Interest free loans for homeowners at risk becoming homeless through repossession or eviction to enable them to recover their position and remain in their home.

**CLASP:** Care Leavers Accommodation & Support Protocol. Ensuring a partnership approach to planning for young people leaving care.

**Welfare Rights Worker:** Service Level Agreement with Welfare Rights Service to provide a dedicated officer within the Housing Solutions Service to support clients to access appropriate benefits to ensure accommodation is affordable and sustained.

**Hospital Discharge Protocol:** Protocol developed with Lanchester Road Hospital in Durham to ensure early intervention and referral for patients with undergoing assessment and treatment for mental health problems to ensure appropriate accommodation is secured prior to discharge.

**Personalisation Budget:** Agreed protocol with supported housing and floating support providers to assist clients with high support needs to access supported housing or their own home with additional support as required. The protocol ensures those who may be excluded from services are able to gain access with additional support to manage any identified risk.

**Specialist Debt Worker:** Two year contract with Chester-Le-Street Citizens Advice Bureau for a specialist debt worker to be based within the Housing Solutions Service offering specialist debt advice to clients who are homeless or at risk of homelessness due to debt related issues.

**In House Remain Safe Service.** From June 2012 the Remain Safe Service has been delivered by Direct Services following a review of the DISC service resulting in decommissioning to provide increase value for money and outcomes. The new service is jointly funded with the Safe Durham Partnership.

**Step Forward: Accommodation & Support Service.** 14 x two bed roomed properties leased and managed by the service provider offering floating support to young people moving on from supported housing and those in need of an intermediate supported housing offer.

**Regional through the Gate Service:** Service jointly commissioned by the 12 regional Local Authorities and the Regional Offender Management Service. The service will ensure support to maintain and secure accommodation for those who have a history of repeat offending and homelessness if delivered to clients leaving HMP Durham, Holme House and Low Newton. The service was awarded to Foundation and commenced in November 2012 and will end March 2015.

**Emergency Supported Lodgings:** Following a review of the Night Stop Service, it was decided to decommission and reinvest funding in an Emergency Supported Lodgings Service operated by Children and Young Peoples Service for 16-17 year olds. This resulted in an increase in providers and the potential to increase the ability for placements to increase from three nights to three weeks.



**Peer Education Services:** Highlighting the causes and consequences of homelessness and how to prepare for independence and avoid homelessness for young people. Delivered to a number of schools by Housing Solutions & Children's & Adult Services in 2014/15.

**Housing Solutions Officer: Integrated Offender Management:** A dedicated Officer is based with the Integrated Offender Management Service offering advice and support to secure accommodation for Priority and Prolific Offenders.

## Appendix 3

### Durham County Council: Homelessness Strategy Action Plan 2013-2018: Review & Refresh January 2015.

This homelessness strategy has six objectives:

1. To prevent homelessness for all in housing need across County Durham.
2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.
3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.
4. To provide housing advice and housing options to everyone in County Durham.
5. To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.
6. To achieve Gold Standard.

Each objective is then linked to the Gold Standard Challenges:

The **ten local challenges** the government has posed to the sector are to:

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services.
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a *No Second Night Out* model or an effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks.

Review: January 2015. Actions: **Red (14)** Overdue: **Amber: (44)** on target / ongoing. **Green: (40)** Complete:

Action 1:				
<b>Objective: 1</b>	To prevent homelessness for all in housing need across County Durham.			
<b>Gold Standard 1:</b>	We have adopted a corporate commitment to prevent homelessness which has buy in across all local authority services			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	Adult & Children Service / RED / Resources.			
<b>Resources</b>	DCLG Grant -			
Action	Start Date	Completion Date	Output	Status
Ensure relevant departments are signed up to the homelessness strategy with a corporate commitment to ensure the strategy aims are delivered	September 13	January 12	Identify relevant departments Draft report to seek commitment	Complete
Lead member foreword within the local preventing homelessness strategy makes explicit commitment to early intervention and prevention	July13	August 13	Briefing note to Member and Head of Service	Complete.
Provide quarterly briefing sessions, including joint training across local authority services and VCOs, regarding the local response to homelessness and the importance of preventing homelessness, via prevention champions training.	September 13	On-going	Develop internal / external training plan for prevention champions.	Ongoing. Training sessions delivered. Newsletter in development.
Provide briefings to elected members on the local strategic response to homelessness	September 13	On-going	Develop internal briefing programme & regular attendance at scrutiny committee.	Regular presentations to OSC diarised.
Provide quarterly updates to Housing Forum highlighting progress and blockages in delivery of strategic objectives to assess additional resource allocation	September 13	On-going	Agree reporting timeline	6 monthly updates agreed.
Ensure Preventing Homelessness Grant allocation is fully utilised for the delivery of the Housing Options/Prevention Services	September 13	On-going	Seek Head of Service agreement	Agreement that grant will be used for prevention of homelessness granted.

Continue Corporate agreement to carry forward any under-spend in preventing homelessness grant funding	September 13	On-going	Seek Head of Service Agreement	Agreement from finance that allocated underspend can be carried forward.
Ensure Government contribution to DHP is being used in a targeted way to prevent homelessness via incorporating assessment and triage into Housing Solutions Service.	September 13	On-going	Review triage service to ensure target group access DHP	Policy agreed with welfare reform group. £1.2 million allocated for 14/15. Triage process developed with Revenue and Benefits. Housing welfare reform team developed to provide targeted support to both social and private rented tenants to increase access to DHP and provide support to access employment, training, debt advice etc.
Continued support to Homeless Action Partnership and Third Sector Forum.	September 13	On-going	Ensure programme of HAP & Third Sector meeting developed	Partnership review completed July 2014. HAP to remain / Third Sector to meet following HAP meeting when agenda items require discussion.

<b>Action 2</b>				
<b>Objective: 5</b>	To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.			
<b>Gold Standard 2:</b>	We actively work in partnership with your Voluntary Sector stakeholders and other local partners to address support, education, employment and training needs.			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HAP – RED -			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Via homelessness strategy - service map all VCO and other key partners (specifically statutory services & registered providers) in the area.	September 13	Annual review	Review current directories to assess suitability.	Work not required. Link to Durham DIG.
Ensure all partners are consulted with regarding any changes to policies or practice and in the review of the homelessness strategy action plan.	September 14	Annual Review.	Develop review programme via HAP and Third Sector Forum	Consultation completed following service restructure and introduction of Housing Solutions Gateway.
Develop and agreed homelessness contacts within each VCO & within all Registered Providers following delivery of Prevention Champions Training.	September 13	Annual review.	Seek SPOC in each organisation and include in prevention champions training.	Delayed. Ongoing.
Develop and agree Named homelessness contacts within LA services (specifically), Housing Benefit, Children's Services, Adult Services, Environmental Health, Supporting People)	September 13	Annual Review	Seek SPOC in each Department and include in Prevention Champions Training programme.	Delayed. Ongoing.
Develop and agree Named homelessness contacts within other statutory services (Police, Probation, JCP, CMHT,)	September 13	Annual Review	Seek SPOC in each Department and include in Prevention Champions Training programme.	Completed with JC+. New contacts required following Probation reforms.
Ensure Housing Solutions represented on local Health & Wellbeing board	TBC	TBC	TBC	

Ensure via DKO that Housing Solutions is engaged with Registered Provider Community Investment programmes and services to tenants and residents of social landlords, including job clubs, training and skills opportunities for tenants and support providers in the delivery of housing options as required, for example via Enhanced Housing Options Wizard.	September 13	Annual Review	Ensure action included in DKO action plan to be monitored via Steering group	Housing Triage developed including links to training and employment support. Development of family wise underway for possible EU funding bid. Wizard to be integrated into Gateway / DKO web site to ensure housing options advice accessible.
Ensure Housing Solutions continue to develop and support Partnerships include enabling access to Furniture/white goods and food banks	April 14	April 15	Review current provision and assess gaps / possible funding routes.	
Develop Joint working or SLAs with credit unions in regard to referrals of clients and possible allocation of repossession loan fund.	October 13	April 14	Review current providers and seek agreement.	
Map and review delivery of LSC contracts across the County to identify provision and areas lacking access to social welfare advice and develop appropriate partnership response.	October 13	April 14	Review current provider's gaps and seek appropriate referral routes.	No required. Development of DIG

Action 3				
<b>Objective: 1</b>	To prevent homelessness for all in housing need across County Durham.			
<b>Gold Standard 3:</b>	We offer a Housing Options prevention service, including written advice, to all clients			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	RED			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review service standards for housing solutions service delivery in partnership with key partner agencies (including VCOs) and service users	October 13	April 14	Review current standards. Consider wider regional minimum standards. Include in HAP & Third Sector action plans.	Action to be developed by service improvement team.
Provide regular training updates to customer service staff on housing solutions services, including effective referrals.	November 13	Annually	Review current training materials and agreed delivery programme.	Complete.
Seek to establish regional common service standards with all Local Authorities setting minimum service standards for all clients approaching housing solutions / options services.	October 13	April 14	Review via regional homelessness group.	Complete
Review internal procedures to ensure offer effective guidance to delivery of consistent service.	September 13	Annually	Review all current procedures to ensure effective and up to date.	Complete. All procedures reviewed and updated. New Gateway Service developed to provide triage and effective service delivery in light of savings requirements.
Ensure individual and team training plans include housing law and skills based training	September 13	Annually.	Include in HSS service plan	Complete



Ensure effective delivery of procedures in regard to case allocation, quality of advice, corrective actions, and customer feedback reviews.	September 13	Annually	Review current training and quality assurance systems.	Complete. All procedures updated. New procedures developed with training rolled out for delivery of gateway.
Develop process of quality checks including Team Leaders / Managers sitting in on customer interviews to ensure consistent, quality service is delivered.	September 13	Annually	Agree regular programme of quality checks to be included in HSS service plan.	Complete
Promote the use of NHAS, training, mortgage debt advice and information resources	September 13	Annually	Review current resources and promote to front line.	Complete
Ensure Baseline offer continues to include access to the private rented sector and all prevention tools for people who do not fulfil the statutory homelessness criteria.	September 13	Annually	Ensure cost effectiveness of prevention services are monitored and highlighted to ensure continued investment.	ongoing
Review access arrangements (including home visits, outreach surgeries, comprehensive online advice and information via web and EHO Wizard)	Septmeber13	April 14 Annually	Implement recommendations form service & diagnostic review.	Gateway implemented to ensure HPT have more time to provide bespoke service offer.
Update Equalities impact assessment.	September 13	April 14. Annually.		Ongoing
Review options for development of triage service promoting self help, access to private rented sector via Durham Key Options and enabling resources to be targeted to those in greatest need.	Nov 13	April 14	Develop Housing Solutions Gateway to ensure savings requirements met and service outcomes maintained.	Complete / ongoing. Housing Solutions Gateway implemented with IT specification including increased access to self-help.

Action 4				
<b>Objective: 3</b>	To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
<b>Gold Standard 4:</b>	We have adopted a <i>No Second Night Out</i> model or an effective local alternative			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HAP - RED			
<b>Resources</b>	Regional Grant Within current resources.			
Action	Start Date	Completion Date	Output	Status
Complete annual street counts / estimates in accordance with DCLG guidance and with reference to Homeless Link toolkit	October 13	Annually	Agree rough sleeper count / estimate process via HAP	Complete and ongoing
Continue to support the development of ACE in response to rough sleepers.	September 13	On-going	Continue to support steering group / review / implement findings of prompt report.	Funding not agreed – service ended.
Ensure reporting of new rough sleepers feeds into regional monitoring process.	September 13	On-going	Update HS Staff / ACE Project staff on reporting of rough sleepers via NSNO provisions.	Training agreed following ending of ACE service.
Complete annual health needs audit and ensuring finding informs service developments.	May 13	Annually.	Review guidance and implement audit. Upload action plan with findings.	Regional audit to be completed Feb 15.
Develop a regional single service offer that is consistent across local partners, including an effective and robust reconnections policy.	April 14	September 14	Agree and develop SSO with regional Las. Implement and monitor	Completed.
Ensure ACE pilot and NSNO response in County Durham is communicated to key partners and public via promotional activity and Prevention Champions Training.	September 13	Annually	Regular updated on ACE to HAP and incorporate response into Prevention Champions programme.	Complete. Promotional material developed.

Ensure ACE continues to provide direct access accommodation to rough sleepers.	September 13	On-going	Continue to support development of ACE / The Fells to promote direct access for rough sleepers.	No further action. Service ended 31 <sup>st</sup> Dec 14
Develop access to Crash pads and Emergency supported lodgings for rough sleepers.	September 14	April 15	Review current provision and assess possible access for rough sleepers.	Services accessible via existing HTASS and Emergency supported lodgings services. Additional link into regional night stop service.
.Develop options for female rough sleepers to ensure access to accommodation and support.	April 14	April 15	Review current provision. Map gaps. Identify possible funding sources.	Complete. 2 year funding secured for DASH.
Ensure ACE continues to provide a system for forming an assessment of rough sleepers within 72 hours of identification, including those with no local connection/entitlement.	September 13	On-going	Support future funding applications to continue response to rough sleeping	No further action. Service ended 31 <sup>st</sup> Dec 14
Agree regional reconnections policy, including access to travel funds and plans to ensure accommodation and support is accessed.	September 13	November13	Develop and agree via regional Las group.	Regional reconnections policy agreed.
Ensure NSNO offer in County is delivered in collaboration with key partners - Police and Community Safety, the local community, Outreach, faith groups, day services and others such as parks, parking and refuse collection as appropriate cooperating with local service offer and referring rough sleepers into local services	September 13	On-going	Continued to support NSNO Steering group across County Durham.	New approach in development with HIP service to ensure some level of service now outreach has ceased.
Develop mediation services via FIP and / or relationship counselling services to reduce loss of accommodation due to relationship breakdown.	April 14	September 14	Map existing provision for mediation service. Review possible funding routes.	No further action. No funding available.
Promote formal links between ACE other housing and support providers and Regional Through The Gate Service to promote early identification of those at risk of homelessness prior to release from custody.	September 13	April 14 Revised due to service closure to April 15	Continue to attend Through the Gate Steering group to assist in integration and development.	HIP service to ensure links where required.

Ensure floating support is offered immediately following the securing of a tenancy by former rough sleeping to avoid breakdown of placement.	September 13	April 14 Revised due to service closure to April 15	Review current support arrangements. Consider funding streams for additional floating support provision.	Action to be completed via HIP
Closure liaison between housing solutions / ACE and substance misuse teams to provide tailored advice and support.	September 13	April 14 Revised due to service closure to April 15	Consider options / models of working to support client group.	Action to be completed via HIP.

<b>Action 5</b>				
<b>Objective:2,3,4,5</b>	<p>2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.</p> <p>3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.</p> <p>4. To provide housing advice and housing options to everyone in County Durham</p> <p>5. To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.</p>			
<b>Gold Standard 5:</b>	We have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	RED / Children & Adults / HAP			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review and extend Hospital Discharge protocol and evaluate effectiveness.	September 13	Annually	Monitor effectiveness / review / amend and extend to other hospitals / departments if required.	Service reviewed following ending of DISH funding. Arrangements in place with stonham and Lanchester Road Hospital to continue in wards of greatest presentations.
Review Enhanced Housing Support Protocol and evaluate effectiveness.	April 14	Annually	Monitor effectiveness / review and amend if required.	Protocol developed for use via HIP Service.
Continue to monitor effectiveness of Joint Protocol and CLASP via HTASS Steering group.	September 13	On-going	Complete annual review and quarterly monitoring to ensure service is meeting desired outcomes.	HTASS service reviewed. Commissioners agreed to further 1 year funding to April 16.
Review referral pathways offered by regional through the gate service to support accommodation and support needs of returning prisoners and their families.	September 13	Annually	Continue to support development of service and involvement in service evaluation.	Regional homelessness group and NOMS agreed to fund service to end of March 15 to ensure possible continuation into new CRC.

Review Move-on arrangements with supported housing providers in light of welfare reform.	September 13	September 15	Review options, Developed shared tenant scheme.	MOPP protocol completed. HTASS continues to provide alternative to supported housing with increased move-on into PRS.
Review supported housing commissioning arrangements and the impact of HTASS on referral pathways and move-on plans to maximise effective use of resources.	April 14	September 14	Establish project group, evaluate current model, and recommend future arrangements.	Work to commence March 15
Review impact of HTASS on floating support services and ensure continuity of support is offered where appropriate following move-on from HTASS	April 14	September 14	As above.	Work to commence March 15
Review Pathways model for young people via HTASS to ensure effective and reducing use of B&B	April 14	September 14	As above	Work to commence March 15
Review move-on arrangements and support from TA offered by HTASS and potential increase in use of PRS.	April 14	September 14	As above	Work to commence March 15
Evaluate personalisation pilot to assess impact and recommendations for service improvement.	September 13	December 13	Continue to monitor use and effectiveness of service. Recommend improvements where identified.	Work to commence June 15
Develop referral routes into employment, education and training options advice and support is available to all customers.	September 13	April 14	Review current referrals routes and recommend / develop improvements.	Action completed via triage.
Ensure links are maintain and developed to ensure the Think Family approach is adopted across Housing Solutions and services developed in support of trouble families services.	September 13	April 14	Review current practice and develop in line with good practice.	HIP service developed to support single people and childless couples. 18 months Single homelessness funding secured via DCLG in partnership with Darlington. Think Family assessments rolled out across the service. Homelessness and Prevention Team developed form restructure to ensure support for families in place.

Ensure POO role continues to provide support for offenders to ensure accommodation options are available for, including access to private rented sector.	January 14	March 15	Evaluate role and make recommendations.	Work to commence March 15
Consider jointly commissioned services to respond to housing need across the authority, for example, health, criminal justice, DWP et cetera taking advantage of GP commission arrangements based on evidence of need established via health needs audit.	April 14	July 14.	Completed Health Needs Audit. Report findings to appropriate groups. Present Homelessness Strategy priorities to relevant groups to seek corporate support to joint working	Health needs audit delved until Feb 15. Fair Chance Fund secured for 18/24 year olds with complex needs to provide accommodation and support.
Review options to provide peer education to young people to prevent homelessness.	Aril 14	June 12	Map existing provision. Identify possible funding routes. Develop options report.	Service developed with CAS and jointly delivered across the County.

Action 6				
<b>Objective:3</b>	To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
<b>Gold Standard 6:</b>	We have developed a suitable private rented sector offer for all client groups, including advice and support to both client and landlord			
<b>Lead</b>	Andrew Burnip:			
<b>Agency/Agencies</b>	Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	Registered Providers / HAP			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Ensure bond scheme / prevention fund continues to provide access to PRS is not restricted to only those households in priority need	September 13	March 14	Review current policy and identify / implement improvements to increase sector take up	Complete
Review PRS strategy to ensure it is linked to the homelessness strategy, wider housing strategy tenancy strategy and allocations strategies.	March 14	September 14	Evaluate PRS discharge policy to ensure effective.	Complete. New accreditation service in development (current pilot). New IT and allocation of PRS developed with linked support for clients and landlords. To be extended county wide by September 15 with charging structure in place.
Review joint working arrangements with Housing Renewals Team to increase access to PRS.	January 14	March 14	Ensure protocol maximises outcomes for all clients.	Complete. Restructure brought service into housing solutions. Greater joint working with Landlord advice line transferring to Housing Solutions Gateway in April 15. Development of DKO for allocation of PRS and accreditation due from April 15 in the east and county wide September 15.
Ensure PRS tenants gain access to Discretionary Housing Payments via emerging triage service.	September 13	November 13	Review and evaluate triage process.	Complete
Review Welfare Reform liaison officer role to maximise access to PRS.	September 13	March 14	Evaluate role and effectiveness in increasing access to PRS	Complete



Develop referral routes into warm front type services to minimise fuel poverty.	September 13	March 14	Establish current offer and embed in service options	Complete
Review involvement in Landlord hotline facilities operated by renewal team.	January 14	March 14	Ensure referrals to HSS to increase opportunity for prevention.	Compete. To be integrated into gateway service from April 15.
Develop Ring before you serve notice service in partnership with renewals team for private landlords seeking possession.	March 14	April 15	As above	To actioned with development of DKO.
Work with partners to develop availability of shared accommodation for under 35s at the LHA level	July 13	ongoing	Research options and develop implementation plan	Step Forward Service developed. 14 x 2 bed shared with support. Funding ends July 15 – seeking possible model to continue. No model agreed via social rented sector.
Assess support available to landlords to convert or improve their properties for sharing and for managing shared tenancies.	July 13	On-going	As above	As above – developed via DKO and accreditation.
Develop PRS offer via DKO to ensure PRS is accessible to those registered via Durham Key Options.	July 13	March 14 Revised ongoing due to development of DKO	As above	Ongoing as above.
Consider availability of additional incentives to assist social tenants unable to afford their homes due to under occupancy charge to access to the private rented sector.	July 13	March 14 Revised ongoing due to development of DKO	As above	Ongoing

<b>Action 7</b>				
<b>Objective:</b>	1. To prevent homelessness for all in housing need across County Durham.			
<b>Gold Standard :7</b>	We actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HAP			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Provide briefings for Housing Solutions and Customer Service to ensure basic knowledge of all options available to homeowners in debt via online Prevention Champions.	July 13	September 13	Review and update current training materials and develop delivery plan	New prevention champion's programme developed. Action ongoing.
Provide briefing to partner agencies, stakeholders, and elected members on service to prevent repossessions.	September 13	Quarterly	As above	Ongoing via HAP newsletter.
Review website to ensure up to date - advice and information is accessible and available in a range of formats, including leaflets and posters that are available on reception and at partner agency receptions	November 13	March 14 REVISED July 15 due to delay in web update.	Establish baseline / update and agree regular review.	Ongoing following new corporate web site development.
Ensure MRS and prevent repossessions included in prevention champions training provided to reception staff / switchboard / call centre staff have a basic understanding of the local response to people who are in mortgage arrears	July 13	September 13	Review and update current training materials and develop delivery plan	No further action. MRS Ended.
Review media campaign promoting early intervention to assess effectiveness and Value for Money.	November 13	December 13 Revised July 15	Review and evaluate current communications strategy and develop / implement improvements.	Life channel project in development.

Continue engagement in court users group to increase referrals from County Court Duty Scheme.	July 13	On-going	Review and update current training materials and develop delivery plan	Duty scheme still operational within the county.
Continue regular meetings with zone agent to ensure access to MRS completions for DCC.	July 13	On-going	Confirm SPOC for HSS	No further action. MRS Ended.
Review repossession loan fund and consider options for Credit union to deliver project further to include financial capability training.	July 13	September 13	Evaluate current scheme and consider options to ensure VFM	Work to commence June15
Review any large scale closure of employers and ensure ability to offer onsite support to those facing redundancy	July 13	on-going	Work with Economic Development Team SPOC to monitor any employers.	ongoing

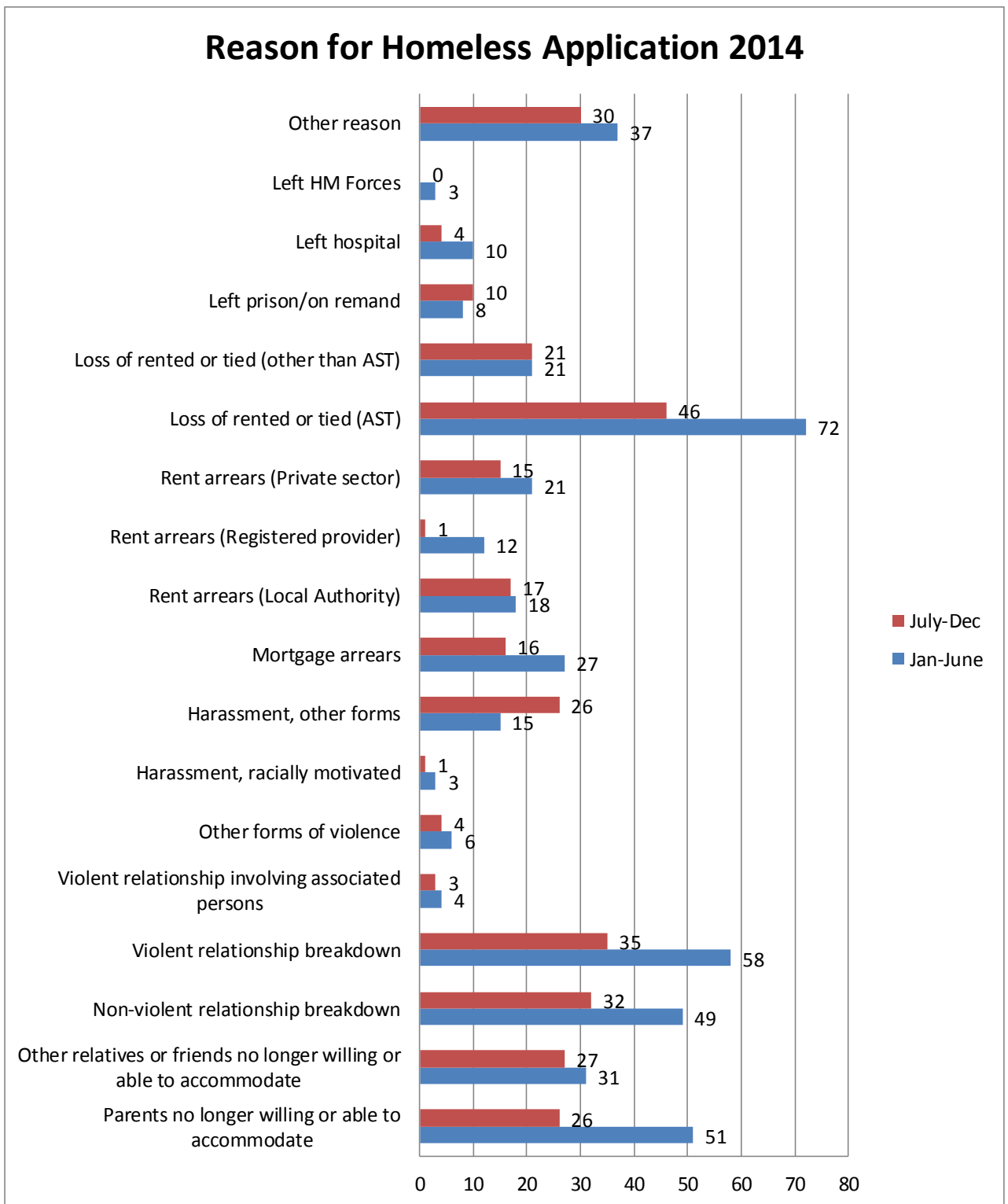
<b>Action 8</b>				
<b>Objective:</b>	1. To prevent homelessness for all in housing need across County Durham.			
<b>Gold Standard 8:</b>	We have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HAP / RED / Regional Homelessness Group			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review homelessness strategy annually with partners.	June 13	Annual	Establish process via HAP	ongoing
Review homelessness policy.	June 13	September 13	Review current policy and update to reflect service developments	No action required. Policy withdrawn.
The document is 'live' and regularly updated on progress and this is available on the Council's website and monitored via the HAP	June 13	TBC	Agree review process with HAP, Third Sector & Housing Forum	Ongoing.
Review all leaflets and literature promoting access to the Housing Solutions Service.	July 13	August 13 Revised September 15 following restructure.	Evaluate current material and update / disseminate	Ongoing
Achieve Gold Standard Status:	November 13	March 15	Agree peer review process with 2 regional Las. Evaluate evidence form review and adopt in continuous improvement plan prior to application of GS	Action not taken forward due to restructure. Further action to be agreed.

<b>Action 9</b>				
<b>Objective:1,2,3</b>	1. To prevent homelessness for all in housing need across County Durham. 2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping. 3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
<b>Gold Standard 9:</b>	We do not place any 16 or 17 year olds in B&B accommodation			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HAP / Children & Adults			
<b>Resources</b>	DCLG Grant / within current resources.			
Action	Start Date	Completion Date	Output	Status
Continue to review effectiveness of JP via HTASS Steering group including provision of crash pads for 16/17 year olds.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements.	Review complete. Training delivered to partners.
Review Emergency Supported Lodgings Service to ensure no 16/17 year old is placed into B&B.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service continues to be funded and reduce the use of B&B for client group.
Review Life Skills training, mediation and peer education services across the county to identify gaps and develop countywide service provision to localities with greatest need.	April 14	June 14	Review current provision. Agreed preferred delivery model. Locate funding and commission.	Complete. Peer education service developed and delivered in partnership with CAS.
Family Intervention Project continues to target families in need of holistic support and intervention.	July 13	September 13	Review referrals routes from HSS to FIP/ Family wise to increase training and employment outcomes.	Complete
Review HTASS, Step Forward and Emergency Supported Lodgings Service to ensure effective in providing temporary accommodation options and move-on.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service extension agreed with all partners.

Establish a pre eviction protocol panel for all supported housing providers.	September 13	October 13	Review current draft / establish consultation / implement improvements and monitor.	Work to commence March 15
Support the work of Youth Homelessness North East.	September 13	on-going	Review DCC pledges from Youth Homelessness Charter and agree actions.	Ongoing.

<b>Action 10</b>				
<b>Objective:1,3</b>	1. To prevent homelessness for all in housing need across County Durham. 3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
<b>Gold Standard 10:</b>	We do not place any families in B&B accommodation unless in an emergency and then for no longer than 6 weeks.			
<b>Lead Agency/Agencies</b>	Andrew Burnip: Durham County Council			
<b>Project Manager</b>	Andrew Burnip			
<b>Key Partners</b>	HTASS / Children and Adults			
<b>Resources</b>	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Ensure analysis and records of the cost of B&B are used to demonstrate cost effectiveness of alternative options via HTASS.	July 13	On-going	Include in performance management agreements with HTASS	ongoing
Conduct a review of HTASS service following 12 months of operation to assess effectiveness in reducing B&B use access all client groups and indication of savings to DCC	September 13	Annual	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service extension agreed.
Consider wider reductions of use of B&B for all client groups by increasing access to accommodation via HTASS, emergency supported lodgings (18+ model) and current direct access providers.	March 14	April 14	Agree evaluation via HTASS commissioning group. Implement service improvements	As above.
Promote early intervention to reduce emergency presentations and need to access B&B by developing a communications plan.	September 13	November 13.	Review communications plan / Prevention Champions training and implement improvements.	Ongoing.

## Appendix 4





## Appendix 5

