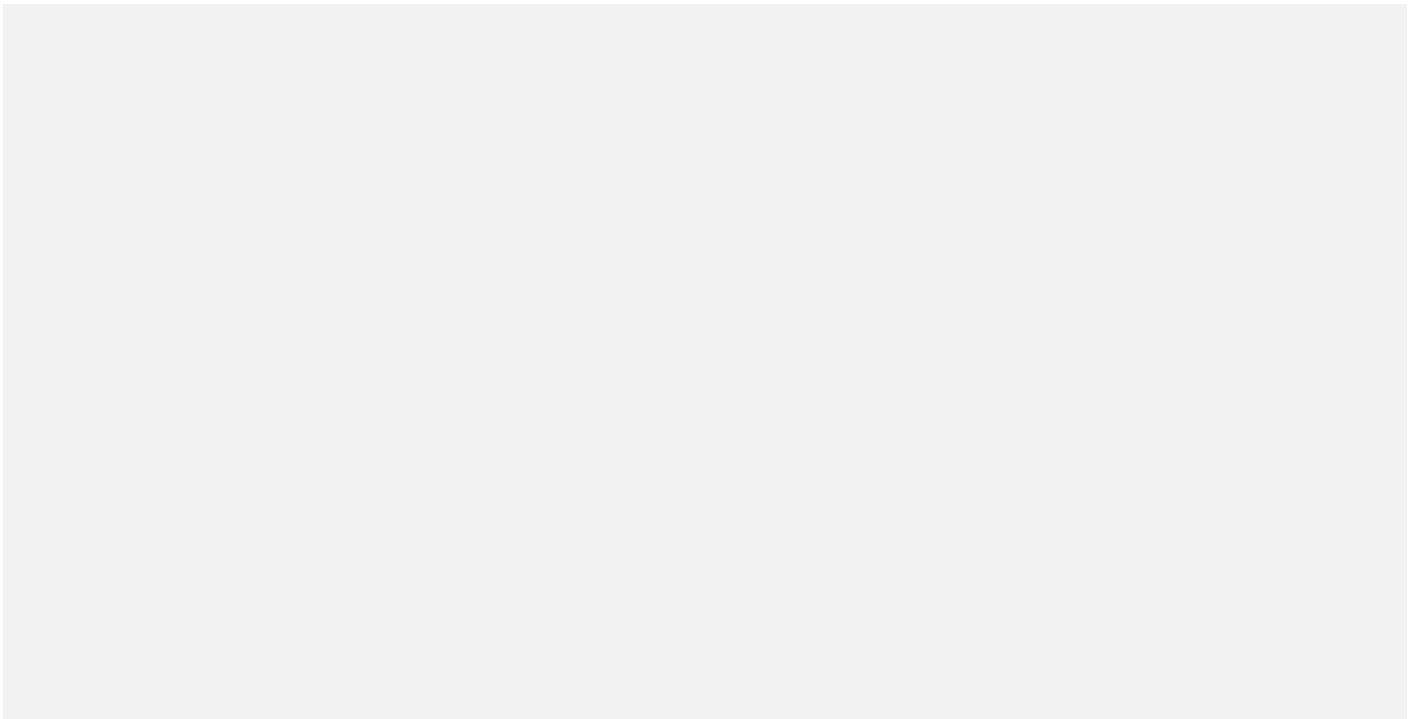




Craven

Homelessness Review 2014/15

Consultation Process & Results



Contents

Section 1	Methodology	2
	a) Background	
	b) Timescale	
	c) Process	
Section 2	Consultation Event	4
	a) Format of the Event	
	b) Outcome of the Event	
	c) Follow up to the Consultation Event	
Section 3	Housing Options Consultation	6
	a) Format of the Housing Options Consultation	
	b) Outcome of the Housing Options Consultation	
Section 4	Consultation into Action	7
	a) Action taken following Consultation	
Section 5	Public, Service User and Stakeholder Consultation	7
	a) Format of Public, Service User and Stakeholder Consultation	
Section 6	Recommendations	8

Figures

SECTION 1

1. Strategic Links

Tables

SECTION 1

1. Consultation Table

SECTION 2

2. Craven Homelessness Priorities

Appendices

- Appendix A: Craven Homelessness Communication Plan 2015/16
- Appendix B: Craven District Housing Forum Members.
- Appendix C: Homelessness Review Presentation
- Appendix D: Prioritisation Sheets
- Appendix E: Toolkit Wish list
- Appendix F: Housing Forum Newsletter
- Appendix G: Priorities into Action
- Appendix H: Delivery Themes into Action

SECTION 1: METHODOLOGY

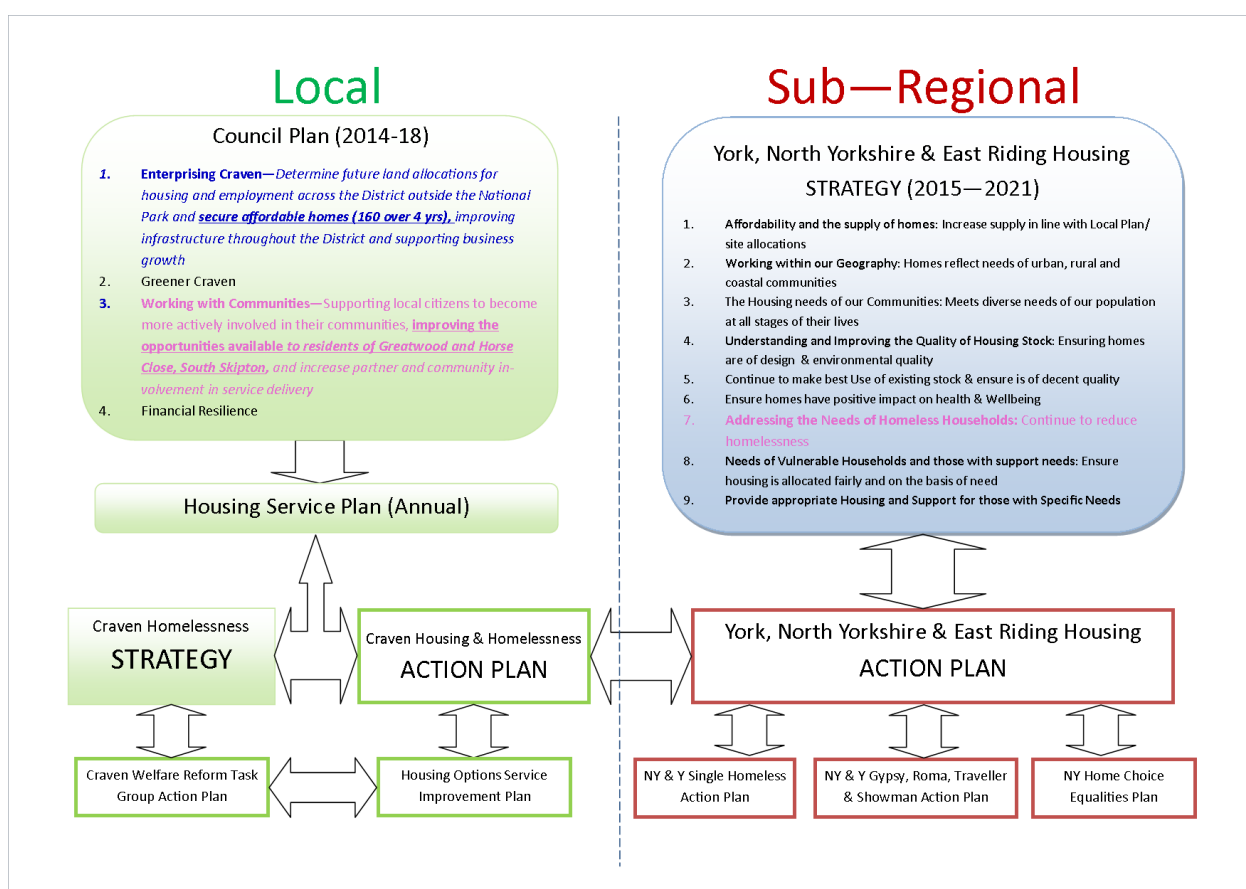
1a BACKGROUND

Under the *Homelessness Act 2002* all housing authorities must have in place a homelessness strategy based on a review of all forms of homelessness in their district.

The first strategy was required by July 2003 and it must be renewed at least every 5 years¹. In 2008 all North Yorkshire Local Authorities decided to join together to produce a North Yorkshire Homelessness Strategy and then later in 2012 this became a composite part of the York & North Yorkshire Housing & Homelessness Strategy. Throughout these changes each local authority carried out local Homelessness Reviews to inform the development of the sub-regional strategy which included shared actions to address shared issues **and** their local actions plans which included specific actions relating to their own locality.

The York & North Yorkshire Strategy is due to expire in 2015 and following a decision by the York, North Yorkshire & East Riding (Y,NY&ER) Housing Board the new Y,NY & ER Housing Strategy (aka Sub-regional Strategy) will contain “Continue to Reduce Homelessness” as a priority with responsibility for delivery of actions devolved to the Y,NY&ER Homelessness Group. The sub-regional strategy, its priorities and proposals will be underpinned by local Homelessness Strategies. For Craven we have adopted the sub-regional housing strategy and developed a Craven Homelessness Strategy with actions to address local circumstances and priorities in the context of delivering sub-regional objectives integrated into a single Craven Housing & Homelessness Action Plan.

Figure 1: Strategic Links



¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7841/152056.pdf

1b TIMESCALE

Our review commenced in April 2014 and concluded June 2015. During this period we were able to inform the development of the:

- York, North Yorkshire & East Riding Housing Strategy (aka Sub-regional Strategy)
- Craven Housing & Homelessness Action Plan 2014/15
- Craven Homelessness Strategy 2015/20
- Craven Housing & Homelessness Action Plan 2015/20

Our Craven Housing & Homelessness Action plan will be reviewed each year in accordance with our Performance Management Framework (incorporating the Council's Data quality Policy and Data Quality Assurance Arrangements)². Furthermore we shall carry out an Annual Review of Homelessness as detailed within **Appendix A Craven Homelessness Communication Plan 2015/16**³.

The Gold Standard Challenge led by the National Practitioner Support Service (NPSS) and funded by the Department of Communities & Local Government (DCLG)⁴ includes:

CHALLENGE 8: To have a homelessness strategy which sets out a proactive approach to preventing homelessness, reviewed annually to be responsive to emerging needs

It is our intention to annually review homelessness within Craven to inform and update the Housing & Homelessness Action Plan from 2015/16 onwards.

1c PROCESS

The timetable for our Consultation is as follows:

Table 1: Consultation Timetable

Date	Consultee (s)	Method	Stage
9 th April 2014	Craven District Housing Forum	Event	Development of priorities/actions
April 2014	Housing Options Team	Team Meeting	
On-going	Public/Service Users/Stakeholders	Website (email)	
May 2015	Craven District Housing Forum	Email/ Survey Monkey on website	Draft Homelessness Strategy
	Welfare Reform Group		
	Lead Member	Interview Survey	
	Public/ Stakeholders	Survey Monkey on website	
	People who use our services: Craven Mental Health Forum	Telephone/Email + Link to Survey Monkey on website	
	Foundation Service Users (Mental Health, Ex-Offenders, Homeless Prevention & Support services)		
	Craven Independent Domestic Abuse Services		
	Hostel Residents	Interview Survey	
July 2015	Policy Committee Members	Committee Meeting/Papers	Final Homelessness Strategy + Future Development
	July/August 2015 and on-going	Public / Stakeholders	

² Available on request from Performance Management Officer – Financial Management Team

³ \\craven\services\Deputy Chief Exec Office\Neighbourhoods\Housing\LOCAL & NATIONAL POLICY\Craven Homelessness Communication Plan

⁴ <http://home.practitionersupport.org/>

SECTION 2: CONSULTATION EVENT

2a FORMAT OF THE EVENT

The Craven Homelessness Review Event was held on 9th April 2014 in the Belle Vue Suite of Craven District Council Offices at Belle View Square, SKIPTON.

The invited attendees comprised of the Craven District Housing Forum Members including representation from:

- **Lead Member for Housing**
- **Members** – Planning Policy Committee
- **Homes & Communities Agency**
- **Support Providers** – Mental Health, Ex-offenders, Domestic Abuse, Homeless & at risk of homelessness, Young People
- **Housing Associations** – Development/Chief Executive/Senior Management
- **Craven District Council** – Chief Executive, Corporate Leadership Team, Revenues & Benefit, Planning Policy, Environmental Health & Housing – Affordable Housing, Strategy and Housing Options
- **Yorkshire Dales National Park**
- **Residents** – Older Persons and Black Minority Ethnic
- **Voluntary & Community Sector** – Carers Resource, Citizens Advice Bureau, Age UK
- **Rural Housing Enabler**

A full distribution list of Craven District Forum Members can be found at [Appendix B: Craven District Housing Forum Members](#).

The event comprised of:

1. Presentation (see [Appendix C: Homelessness Review Presentation](#)) which outlined:
 - Strategic links
 - Review process
 - Desktop analysis of homelessness,
 - Statistical Compiler initial results
 - 2013/14 Actions to carry forward 2014/15
2. Prioritisation Exercise (see [Appendix D: Prioritisation Sheets](#))
3. Homelessness Toolkit Wish List (see [Appendix E: Toolkit Wish list](#))
4. How we can work together to deliver our Action Plan (open discussion)

2b OUTCOME OF THE EVENT

a) Prioritisation Exercise:

This exercise was to identify our main priorities and which actions contained within our existing 2013/14 Action Plan be carried forward as they were either incomplete or still relevant. The three Priority areas identified and their relevant actions were put on priority order:

Table 2: Craven Homelessness Priorities

Delivering Community Renaissance
To Respond to the effects of Welfare Reform by:
1. Deliver Welfare Reform Action Plan —working with the Housing Benefit Team to maximise DHP for those affected by Welfare Reform, provide specialist support and advice
2. Deliver Moving Forward (Pre-tenancy training) —delivered to those at risk of homelessness and/or new tenants
3. Deliver targeted initiatives to help people to prepare for Universal Credit —develop and deliver initiatives to support households to access computers, up-skill households and support them through the introduction of Universal Credit

Improving Housing Services

To increase the range and quality of temporary accommodation by:

1. **Exploring and taking forward provision of other types of Temporary accommodation and supported accommodation**—provision of temporary accommodation in North/South Craven
2. **Redeveloping or re-providing the Homeless Hostel**—improving provision of temporary accommodation in Skipton

To improve delivery of North Yorkshire Home Choice by:

3. **Analysing Bidding Behaviour**— to understand why people do not bid and help vulnerable groups to do so e.g. elderly, those with mental health issues etc.

Reduce Homelessness

To ensure Housing Support for homeless and vulnerable people by:

1. **Contributing towards the review of North Yorkshire Young People services**—contributing to decisions about what and how services for young people will be delivered locally
2. **Review and develop support services in partnership with Supporting People**—contributing to decisions about what and how services for other vulnerable groups will be delivered locally

To sustain and improve the prevention of homelessness by:

3. **Review the Homelessness Prevention toolkit**—ensuring that we have the “tools” to help the homeless and secure funding for delivery—building on what works and what is needed locally

b) Homelessness Prevention Toolkit “Wish List”

We asked the Forum to put forward ideas for **anything** we could do – either in the way in which we deliver services and specifically what was the most effective interventions that would help us to help others to prevent homelessness. The **Forum** recommended that we:

Focus on Information and Advice including:

- “ Local based hubs/drop ins
- “ “Raise the profile of the housing options service” —“not just on the website”

Provide one to one support especially for:

- “ People affected by the bedroom tax (under-occupancy in social housing)
- “ Young people to help them stay at home

Use the Homelessness Prevention Fund for vulnerable and low paid households by:

- “ Paying rent (short term) to sustain tenancies
- “ Providing financial support for parents to keep young person at home

The importance of building new affordable homes and making use of empty properties also came through quite strongly.

c) How we can work together to prevent homelessness

We recognise that we have to be realistic about what Craven District Council can deliver—especially with reduced capacity and resources against an increasing demand for our services. By working together we will achieve more. We asked the Forum what they can contribute and were pleased to find that:

The **Homes & Communities Agency** will provide guidance and reports to help us make best use of our resources

Sanctuary—our Housing Association partners—are looking to get funding to help their residents get “computer savvy” in readiness for Universal Credit

Other partners are

Active in the community—and are working with us to spread information about what support is available and are keen to work as part of the Welfare Reform Task Group to help people in financial hardship as a result of changes to benefits and the way they are distributed.

2c FOLLOW UP TO THE CONSULTATION EVENT

All members who were not able to attend the Consultation event were invited to respond via email to the Prioritisation, Wish List and How to Get Involved sections of the event within a given 2 week period. Following this period the information was collated and a **Housing Forum Newsletter** (see **Appendix F**) was distributed to all Forum Members to let them know the outcome of their involvement.

It was our intention to also include an on-line survey in April/May, however, due technical and capacity issues this was not possible. However, we introduced a “Housing News” web-page where we were able to keep members and the public up to date with progress of our consultation and invite them to contribute via email.

SECTION 3: HOUSING OPTIONS CONSULTATION

3a FORMAT OF THE HOUSING OPTIONS CONSULTATION

A special Consultation Meeting was held in May 2014 to discuss the following:

- a) Homelessness Prevention Toolkit – the wish List for Housing Options Staff
- b) Who do we not work enough with?
- c) Which partners are the most important and why? What more could they offer?

The consultation was facilitated by the Housing Policy & Contracts Officer with Housing Options Staff in an informal manner to ease open discussion and problem solving.

3b OUTCOME OF THE HOUSING OPTIONS CONSULTATION

a) Homelessness Prevention Toolkit – the wish List for Housing Options Staff

Predominantly the Prevention Toolkit requires the following interventions: (priority order)

- i. Access to Private Rented Sector:
 - Bonds
 - Landlord Incentives
- ii. Information:
 - Homeless Information Packs
 - Plain English and understandable
- iii. Support:
 - Intensive support
 - Tenancy and “responsibility/consequences” training
- iv. Outreach:
 - Surgeries outside of Craven

b) Who do we not work enough with?

The responses can be categorised as follows: (priority order)

- i. Private Rented Sector – (landlords and lettings agents) – to refer those in arrears earlier
- ii. Schools – to identify families experiencing problems to provide early prevention work
- iii. Social Landlords – to refer those in arrears earlier
- iv. Health Providers

c) Which partners are the most important and Why? What more could they offer?

The partners identified were not specifically the “most” important but have the potential to provide additional support:

- i. Neighbouring Local Authorities – to increase access more affordable accommodation
- ii. Local Churches/Voluntary Organisations – find out what help they can give
- iii. Local Businesses – donations

SECTION 4: CONSULTATION INTO ACTION

4a ACTION TAKEN FOLLOWING CONSULTATION

The Craven Housing & Homelessness Strategy Action Plan for 2014/15 was updated and **included the recommendations of the consultation**. These recommendations fell into two categories:

- a) **Priorities:** Clear priority areas with specific actions
- b) **Ways of working:** themes including Partnership, Communication and Personalised Service which cross-cut delivery of all actions within our priority areas

A summary of the how the Homelessness Review Consultation 2014 has influenced our Housing & Homelessness Action Plan in 2014/15 and will continue to influence our 2015/20 action plans going forward can be found at:

- a) **Appendix G – Priorities into Action**
- b) **Appendix H – Delivery Themes into Action**

The Homelessness Strategy and resulting actions for 2015 onwards will continue to be informed by any actions not been completed 2014/15 or are still relevant and on-going (as supported by Statistical Information recommendations).

As an additional check to make sure that our Strategy and Actions are relevant we shall be carrying out a consultation on the Draft Homelessness Strategy and Actions in June 2015.

SECTION 5: PUBLIC, SERVICE USER & STAKEHOLDER CONSULTATION

5a FORMAT OF PUBLIC, SERVICE USER & STAKEHOLDER CONSULTATION

Engagement with Public, Service User and wider stakeholder consultation is an area which has not been successful to date. In accordance with our Craven Homelessness Communication Plan we:

- a) routinely place Performance information on the website (Quarterly reports)
- b) update our Housing News Webpage with updates on Homelessness Strategy progress
- c) invite comment via email / telephone

However, our ability to develop/upload on line surveys has been impeded by technical problems and capacity issues. In order to be effective this method of consultation is limited without the necessary promotion and awareness raising.

Historically we have relied upon the Service User Consultation feedback from Supporting People service reviews to inform strategy development. However, due to staffing/organisational changes and reduction in Administration budgets this source of feedback is no longer available to us. Due to capacity issues we have not filled this gap by undertaking a comprehensive and consistent service user survey other than the regular House Meetings at Aireview House where residents are able to raise issues which are addressed.

Whilst our stakeholder consultation is good in terms of our “reach” to a wide variety of stakeholders as evidenced by our Craven District Housing Forum Membership we recognise the importance of targeted surveys to the more hard to reach or new partners such as Health, Education and Employment. During 2014/15 we have been successful in engaging with these sectors (Airedale, Wharfedale & Craven Clinical Commissioning Group, NYCC Health & Wellbeing Board, Craven College and Job Centre Plus) and we now have representation on the Young Persons Pathway Group, hold one to one meetings or have representation on their steering groups.

The development of our Craven Homelessness Communication Plan will be seen as a critical tool to ensure sustained and improved consultation with these sectors going forward in 2015/16.

SECTION 6: RECOMMENDATIONS

1. To explore other ways of consulting with target audiences, update Communication Plan and implement
2. To carry out service user surveys in partnership with:
 - Mental Health service User group
 - North Yorkshire County Council – Children & Young Peoples Services
 - Foundation – support provider
3. To develop, upload and monitor on-line surveys

Appendices

Appendix A: Craven Homelessness Communication Plan 2015/16
Appendix B: Craven District Housing Forum Members.
Appendix C: Homelessness Review Presentation
Appendix D: Prioritisation Sheets
Appendix E: Toolkit Wish list
Appendix F: Housing Forum Newsletter
Appendix G: Priorities into Action
Appendix H: Delivery Themes into Action



Craven Homelessness Communication Plan 2015/16

Purpose of Plan: The overall objective of this Communication Plan is to inform, consult and promote relevant information to stakeholders and people who use housing Services. The Plan defines the areas of work requiring to be communicated in 2015/16, identification of stakeholder/service users/public, method of delivery, timescales and Lead Officer (s).

This is a “Live” document to be updated throughout 2014/15.

2015	SUBJECT	MEMBERS/ CDC	STAKEHOLDERS	SERVICE USERS	PUBLIC	VEHICLE	END DATE	BY WHO	PROGRESS	
MAY	Craven Homelessness Strategy & Action Plan Draft Strategy & Action Plan Consultation	Lead Member Policy Ctee/CLT				Telephone/email Email	30/06/15	NP	C/fwd 2014/15	
			Housing Forum Welfare Reform Group			Email + Link to Survey Monkey on website		NP		
				Craven Mental Health Forum Foundation Service Users Hostel Residents		Telephone/Email + Link to Survey Monkey on website Interview Survey		AH ST SD		
					ALL	Banner on CDC website Website Survey	00/07/15	BG NP		
JUNE		Draft strategy updated following input from Members/ stakeholders and service users prior to submission to Policy Committee in July 2015								
JULY	Final Strategy Launch	ALL				Publish on Website Banner on CDC website Radio Interview (Dry Stone Radio)	30/07/15	NP		
	Performance Monitoring	ALL				Publish Q1 Monitoring Return on Website	01/07/15	NP		
	QR CODE / APPS	N/A				Develop ability to add QRs to Promotional Material	30/07/15	IT/NP		
AUG	Private Rented Sector Offer Launch	ALL				Banner on CDC website Published on website MIB/CB/CN Newsletters Revised leaflet/webpage QR CODE or Microsoft tag on posters/flyers	31/07/15	NP IT	C/fwd 2014/15	
SEPT	Website	Housing Options/Housing				Consult/interview/team meeting	15/09/15	NP CW		
		Housing Forum Welfare Reform Group		Craven Mental Health Forum Foundation Service Users Hostel Residents		Email + Poster inc. GR Code		NP		
		Review	Complete Website Changes following input from colleagues/stakeholders and service users prior to launch in July 2015							
		Launch	ALL							NP
NOTE: TO COINCIDE WITH LAUNCH OF HOUSING OPTIONS SERVICE FOLLOWING GOLD STANDARD PEER REVIEW										
OCT	Homelessness Toolkit	Housing Options	Housing Forum Welfare Reform Group Children Centres Young Person's Pathway			Forum Event + Team Meeting	30/09/15	NP	C/fwd 2014/15	

2015	SUBJECT	MEMBERS/ CDC	STAKEHOLDERS	SERVICE USERS	PUBLIC	VEHICLE	END DATE	BY WHO	PROGRESS
	Consultation			Craven Mental Health Forum Foundation Service Users Hostel Residents		Telephone/Email + Link to Survey Monkey on website Interview Survey	30/09/15	AH ST SD	
					ALL	Banner on CDC website Website Survey	30/09/15		
	Launch	Draft Homelessness Toolkit updated & Promotional material developed following input from stakeholders and service users prior to Housing Options Launch							
		ALL NOTE: TO COINCIDE WITH LAUNCH OF HOUSING OPTIONS LAUNCH FOLLOWING GOLD STANDARD PEER REVIEW				Banner on CDC website Published on website Revised leaflet/webpage QR CODE or Microsoft tag on posters/flyers	31/11/15	NP IT	
	Performance Monitoring	ALL				Publish Q2 Monitoring Return on Website	01/07/15	NP	
OCT/ NOV	Housing Options Launch Event	Members/CLT/C DC teams	ALL	ALL	ALL	Housing Forum Event MIB/CB/CN Newsletters Banner on CDC website Published on website	TBC	NP	
NOV	Severe Weather Emergency Protocol Consultation		Housing Forum Skipton Baptist Church/Churches Together			Email + Link to survey Monkey on website	31/10/15	NP	
					ALL	Banner on CDC website Website Survey		NP	
DEC	Launch	Draft Severe Weather Protocol updated following input from stakeholders prior to launch							
		ALL				Banner on CDC website Published on website MIB/CB/CN Newsletters Revised Xmas Closure poster/webpage	15/12/15		

2016	SUBJECT	MEMBERS/ CDC	STAKEHOLDERS	SERVICE USERS	PUBLIC	VEHICLE	END DATE	BY WHO	PROGRESS
JAN	Performance Monitoring	ALL				Publish Q3 Monitoring Return on Website	30/01/16	NP	
FEB	Craven Homelessness Strategy & Action Plan	Housing Options	Housing Forum			Forum Event + Team Meeting	28/02/16	NP	
				Craven Mental Health Forum Foundation Service Users Hostel Residents		Telephone/Email + Link to Survey Monkey on website Interview Survey		AH ST SD	

2016	SUBJECT	MEMBERS/ CDC	STAKEHOLDERS	SERVICE USERS	PUBLIC	VEHICLE	END DATE	BY WHO	PROGRESS
	Review – Year 1 Consultation				ALL	Banner on CDC website/ Website Survey		BG	
MAR									
APR	Craven Homelessness Strategy & Action Plan Review – Year 1 Update	Commence work on Year 1 Performance Report, Craven Homelessness Review 2016, Homelessness Strategy Equalities Analysis update & Craven Homelessness Action Plan 2016/17 to be completed following input from Members/ stakeholders and service users prior to publishing in June 2016							
MAY	Performance Monitoring	ALL				Publish Q4 Monitoring Return on Website	30/05/16		
JUN	Craven Homelessness Strategy YR 1 Review, 2015/16 Performance Report & 2016/17 Action Plan Publicised	ALL				Published on website Radio Interview (Dry Stone Radio)	30/06/15	NP	

KEY			
AH	Andy Hill	Craven Mental Health Team	Andy.Hill@bdct.nhs.uk
BG	Barbara Gilman	Customer Services Officer	bgilman@cravendc.gov.uk
CW	Claire Willoughby	Housing Options Manager	cwilloughby@cravendc.gov.uk
IT	Information Services		ITServiceDesk@cravendc.gov.uk
NP	Nina Pinder	Housing Policy & Contracts Officer	npinder@cravendc.gov.uk
SD	Samantha Derry	Housing Options Officer (AVH)	sderry@cravendc.gov.uk
ST	Steven Trueman	Foundation – Skipton Manager	Steven.trueman@foundationuk.org
MIB	Members Information Bulletin	Monthly Bulletin – Emailed/Posted to all Members	
CN	Community News	Monthly Newsletter – Emailed/Posted to all Parish Councils	
CB	Core Brief	Monthly Staff Newsletter – Emailed to all and delivered via Staff Meetings	
QR	Quick Response Code	Trademark for a type of matrix barcode (or two-dimensional barcode) to access website information when scanned	

Last Updated: 29/06/2015

By: Nina Pinder

Appendix B: Craven Housing Forum Members

Craven Housing Forum Members:

Planning Policy Council Members:

Councillor Ady Green
 Councillor Alan Sutcliffe
 Councillor David Ireton (NYCC Rep)
 Councillor Ken Hart
 Councillor Lin Barrington
 Councillor Linda Brockbank
 Councillor Mark A Wheeler
 Councillor Paul English
 Councillor Richard Welch
 Councillor Robert G Heseltine (NYCC Rep)
 Councillor Stephen S Place

Other Members

Name	Organisation/representing:
Helen Fielding	Homes & Communities Agency
Sarah Hill	Craven IDAS (Domestic Abuse services)
Alison Day	Stonewater Housing Association (Development)
Amber Malone	Home Group (Development)
Andy Hill	Craven Mental Health Services
Avril Hunter	NYCC Health & Adult Services (Commissioning)
Catherine Thornton	Craven District Council - Environmental Health services
Councillor Richard Foster (Lead Member)	Craven District Council
Diana Dickinson	Stonewater Housing Association (Development)
Erica Cadbury	Citizens Advice Bureau
Ged Walsh	Yorkshire Housing
Hannah Brown	Horton Housing (Support Services - Gypsy & Travellers/Welfare Reform Support)
Helen Martland	Together Housing (Development/Supported Accommodation)
Wyn Ashton	Craven District Council - Housing Services
Jim Brosnan	Airedale Homes (Mental Health Accommodation Providers)
Vacancy	NYCC Health & Adult Services (Extra Care)
Lindsey Cassidy	Sanctuary Housing (Housing Management & Development)
Michael Hewson	Yorkshire Housing
Nina Pinder	Craven District Council - Housing Services
Paul Ellis	Craven District Council - Neighbourhoods Director
Paul Shevlin	Craven District Council - Chief Executive
Peter Stockton	Yorkshire Dales National Park
Sian Watson	Craven District Council - Planning Policy
Sonia Whetham	Muir Housing Association (Development)
Stephen Brown	Craven District Council - Planning Policy
Steven Trueman	Foundation - (Support Services - RACs/Homelessness Prevention/YP/ Mental Health)
Teresa Snaith	Home Group (Development)
Thomas Harland	Yorkshire Dales National Park
Tina Firthlock	Safe & Sound Homes (YP)
Simon Featherstone	Foundation - (Support Services - RACs/Homelessness

Prevention/YP/ Mental Health)

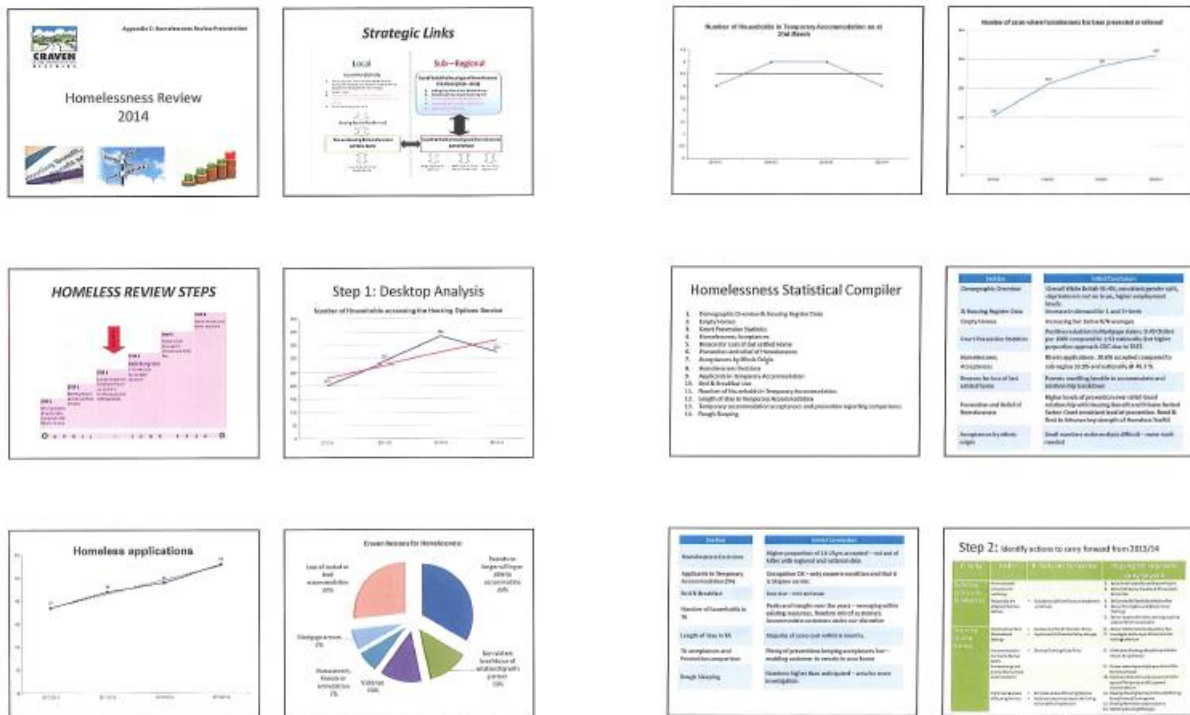
Name	Organisation/representing:
Barbara Smith	Resident (Older Persons Group)
DIRECTOR	Carer's Resource
Shabir Hussain	Resident
Raja Khan	Muir Housing Association (Housing Management)
Stuart Shore	Stonewater Housing Association (Chief Executive)
S Bradley	Age UK - North Craven
Andrew Walker	Accent Group (Development)
Andrew Gamble	Accent Group (Development)
Jenny Wood	Craven District Council - Affordable Housing Development Officer
Emily Grogan	Rural Housing Enabler
VACANCY	Craven District Council - Revenues & Benefit Services

Last Updated May 2015

Appendix C: Homelessness Review Presentation

13/07/2015

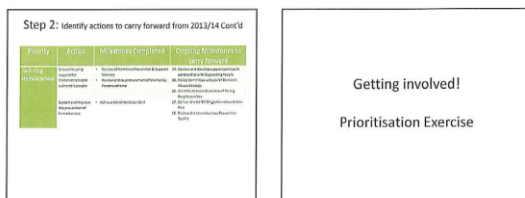
13/07/2015



1

2

13/07/2015



3

Craven Homelessness Review Priorities

Please prioritise the following 5 actions for inclusion in our
Action Plan for 2014/15

Reducing Homelessness	Priority 1-5
Review and develop support services in partnership with Supporting People <i>(Contribute to decisions about what and how services for vulnerable groups will be delivered locally)</i>	
Policy Committee adopts NY Domestic Abuse Strategy <i>(Contribute to ensure services delivered locally)</i>	
Contribute towards review of Young People services <i>(Contribute to decisions about what and how services for young people will be delivered locally)</i>	
Deliver the NY & Y Single Homeless Action Plan <i>(Retain and deliver projects specific to single homeless and rough sleepers i.e. non statutory priority group)</i>	
Review the Homelessness Prevention Toolkit <i>(Ensure we have the “tools” to help the homeless and secure funding for delivery—building on what works and what is needed)</i>	

Completed by:

NAME: _____

ORGANISATION: _____

TEL: _____

Email: _____

Craven Homelessness Review Priorities



Please prioritise the following 5 actions for inclusion in our
Action Plan for 2014/15

Delivering Community Renaissance	Priority 1-5
Assist in delivery of South Skipton Project <i>(Targeted support for Greatwood and Horseclose residents to increase their financial capability)</i>	
Deliver NY Gypsy, Traveller & Showpeople Action Plan <i>(Agree Countywide approach to Unauthorised Encampments, bespoke training and information for members and agencies)</i>	
Deliver the Welfare Reform Action Plan <i>(Work with Housing Benefit Team to maximise DHP for those affected by Welfare Reform, specialist support and advice)</i>	
Deliver Moving Forward (Pre-tenancy Training) <i>(Pre-tenancy training delivered to those at risk of homelessness and/or new tenants)</i>	
Deliver targeted initiatives to help people to prepare for Universal credit <i>(Develop and deliver initiatives to support households to access computers, up-skill households and support them through the introduction of Universal Credit.)</i>	

Craven Homelessness Review Priorities



Please prioritise the following 8 actions for inclusion in our
Action Plan for 2014/15

Improving Housing Services	Priority 1-8
Deliver NY Homechoice Equalities Plan <i>(Improve information & assistance for vulnerable people)</i>	
Investigate and analyse NY Homechoice bidding behaviour <i>(To enable vulnerable groups to bid e.g. elderly, mental health)</i>	
Market the Discharge Duty Policy with the Private Rented Sector <i>(Build on partnership working with Lettings agents and private sector landlords to access accommodation for our clients)</i>	
Pursue redevelopment /re-provision of the Homeless Hostel	
Explore and take forward provision of other types of Temporary and Supported accommodation <i>(Provision of temporary accommodation in North/South Craven)</i>	
Develop Housing Services in line with Making Every Contact Count agenda <i>(Investigate & streamlining access to advice and support—based on improving the customer experience)</i>	
Develop Homelessness procedures <i>(Clear procedures providing consistent & comprehensive advice)</i>	
Updating Housing Webpages <i>(With self-help tools, better signposting and clearer Pathways)</i>	

Craven Homelessness Review

Homelessness Prevention Toolkit—the Wish List

Please write below your “wish list” of things that you think would help people most who are homeless or at risk of homelessness.

1.

2.

3.

4.

Craven Homelessness Review

How can you and/or your organisation help us to deliver the Craven Housing & Homelessness Action Plan?

COMPLETED BY: _____

ORGANISATION: _____

Homelessness Prevention Toolkit "Wish List"

We asked the Forum to put forward ideas for *anything* that would help us to help others to prevent homelessness. We were really pleased to find out that YOU want us to:

Focus on Information and Advice including:

- Local based hubs/drop ins
- "Raise the profile of the housing options service" —"not just on the website"

Provide one to one support especially for:

- People affected by the bedroom tax
- Young people to help them stay at home

Use the Homelessness Prevention Fund for vulnerable and low paid households by:

- Paying rent (short term) to sustain tenancies
- Providing financial support for parents to keep young person at home

The importance of building new affordable homes and making use of empty properties also came through quite strongly.

All these ideas will be considered and where possible included within our Action Plan for 2014/15. A full response will be included within our Homeless Review Document.

And finally.....How can we work together to prevent homelessness?

We recognise that we have to be realistic about what Craven District Council can deliver—especially with reduced capacity and resources but yet an increasing demand for our services. By working together we will achieve more. We asked the Forum what they can contribute and were pleased to find that

The Homes & Communities Agency will provide guidance and reports to help us make best use of our resources

Sanctuary—our Housing Association partners—are looking to get funding to help their residents get "computer savvy" in readiness for Universal Credit

Other partners are

Active in the community—and are working with us to spread information about what support is available and are keen to work as part of the Welfare Reform Task Group to help people in financial hardship as a result of changes to benefits and the way they are distributed.

The Housing Services Team will be consulting further by way of an on-line survey due April/May 2014 and updating our "Housing News" webpage. If you are interested in putting forward any ideas or wish to comment on our services—please do not hesitate to contact: Nina Pinder, Housing Policy & Contracts Officer—Tel: 01756 706382 npinder@cravencd.gov.uk

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Craven District Housing Forum Newsletter

APRIL 2014 (Amended June 2014)

Contents:

	Page
Action Plan 2014/15	1
Homelessness Review 2014	2
Step 1-Desktop Review	2
Step 2-2014/15 Actions	3
Prevention	4
Working Together	4

Welcome to the Craven District Housing Forum Newsletter!

We are pleased to report on the 2nd of our Housing Forum Events held on 9th April 2014.

The topic of our event was Homelessness In Craven. We looked at levels of homelessness and what we have been doing in 2013/14.

This was an important opportunity for partners to tell us what we need to be focusing on in 2014/15 to prevent homelessness in Craven and improve upon the services we deliver.

See Page 3—4 for details of what we have learnt from the event and how it will inform the Craven Housing & Homelessness Action Plan in 2014/15.



DATE FOR YOUR DIARIES:

THE NEXT HOUSING FORUM EVENT WILL TAKE PLACE ON
WEDNESDAY 24th SEPTEMBER 2014 at 2:00PM!

Craven Housing & Homelessness Action Plan 2014/15

Local Authorities have a duty under the Homelessness Act 2002 to carry out a Homelessness Review every five years to inform their published Homelessness Strategy. North Yorkshire Local Authorities (including York) agreed to develop and publish a sub-regional Housing & Homelessness Strategy with each district/borough having their own action plans to deliver local issues updated each year to reflect emerging issues such as welfare reform.

However, from 2015/16 onwards there will be a new North Yorkshire Housing Strategy containing joint actions to deliver shared housing priorities but each district will have to produce their own Homelessness Strategies as well as a localised Housing & Homelessness Action Plan.

Consequently the consultation we are carrying out during April-July 2014 will both inform our Action plans for 2014/15 but also help us develop our five-year Craven Homelessness Strategy.

The **Craven Housing & Homelessness Action Plan** will contain our local actions informed by:

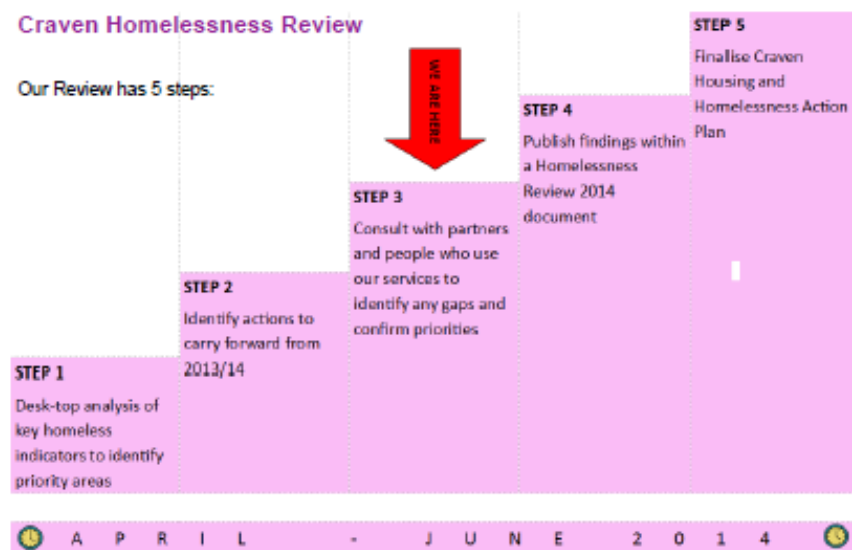
- A) What is needed locally to support the North Yorkshire Housing & Homelessness Action Plan
- B) What is needed to deliver priorities within our Council Plan
- C) What is needed to deliver actions identified as a result of our Homelessness Review

Craven seeks to carry out Reviews each year to update our five-year Homelessness Strategy—this is good practice and ensures that we are in touch with emerging issues e.g. impacts of Universal Credit and can respond accordingly to prevent homelessness escalating in Craven.

Our event at the Housing Forum forms part of our consultation and on-going conversation with partners to identify what we need to do in 2014/15.

Craven Homelessness Review

Our Review has 5 steps:



At our Housing Forum Event we were able to give the headline information gathered from Step 1 and Step 2—the detail of which will be contained within our emerging Homelessness Review document which will be published on our website in June/July 2014.

Step 1—Desktop analysis

Using local monitoring information and the national Homelessness Statistical Compiler we know that since 2010:

- ⇒ Households accessing our Housing Options service continues to rise
- ⇒ Homeless applications are proportionate to increased numbers accessing our Housing Options Service but are lower than the national and regional averages. There is a higher proportion of 16-25 year olds accepted as homeless in line with national levels
- ⇒ The top three reasons for homelessness are:
 1. Parents/family/other no longer willing or able to accommodate
 2. Loss of rented or tied accommodation
 3. Breakdown of relationship (Violent and non-violent)
- ⇒ The number of Households in temporary accommodation remains static
- ⇒ Majority of households leave temporary accommodation within 6 months
- ⇒ The number of Households where homelessness has been prevented or relieved continues to rise—predominantly due to our good working relationship with the Housing Benefit Team and Bond/Rent In Advance payments.
- ⇒ There is an increasing demand for 1 bed and 3+ bed accommodation
- ⇒ There has been a positive reduction in Mortgage claims with fewer orders than the national levels
- ⇒ Use of Bed & breakfast accommodation is low
- ⇒ Rough Sleeping levels are higher than anticipated

Further work to compare our levels of homelessness with our North Yorkshire neighbours will be undertaken before final conclusions are made and recommendations for actions included within our Action Plan.

Step 2—Actions to carry forward to 2014/15

Our Action Plan contains 3 priorities relevant to Homelessness which are:

1. Delivering Community Renaissance (community cohesion and wellbeing)
2. Improving Housing Services
3. Reducing Homelessness

Looking at each priority in turn the top three actions identified by the Housing Forum were:

Delivering Community Renaissance

To Respond to the effects of Welfare Reform by:

1. Deliver Welfare Reform Action Plan—working with the Housing Benefit Team to maximise DHP for those affected by Welfare Reform, provide specialist support and advice
2. Deliver Moving Forward (Pre-tenancy training)—delivered to those at risk of homelessness and/or new tenants
3. Deliver targeted initiatives to help people to prepare for Universal Credit—develop and deliver initiatives to support households to access computers, up-skill households and support them through the introduction of Universal Credit

Improving Housing Services

To increase the range and quality of temporary accommodation by:

1. Exploring and taking forward provision of other types of Temporary accommodation and supported accommodation—provision of temporary accommodation in North/South Craven
2. Redeveloping or re-providing the Homeless Hostel—improving provision of temporary accommodation in Skipton

To improve delivery of North Yorkshire Home Choice by:

3. Analysing Bidding Behaviour—to understand why people do not bid and help vulnerable groups to do so e.g. elderly, those with mental health issues etc.

Reduce Homelessness

To ensure Housing Support for homeless and vulnerable people by:

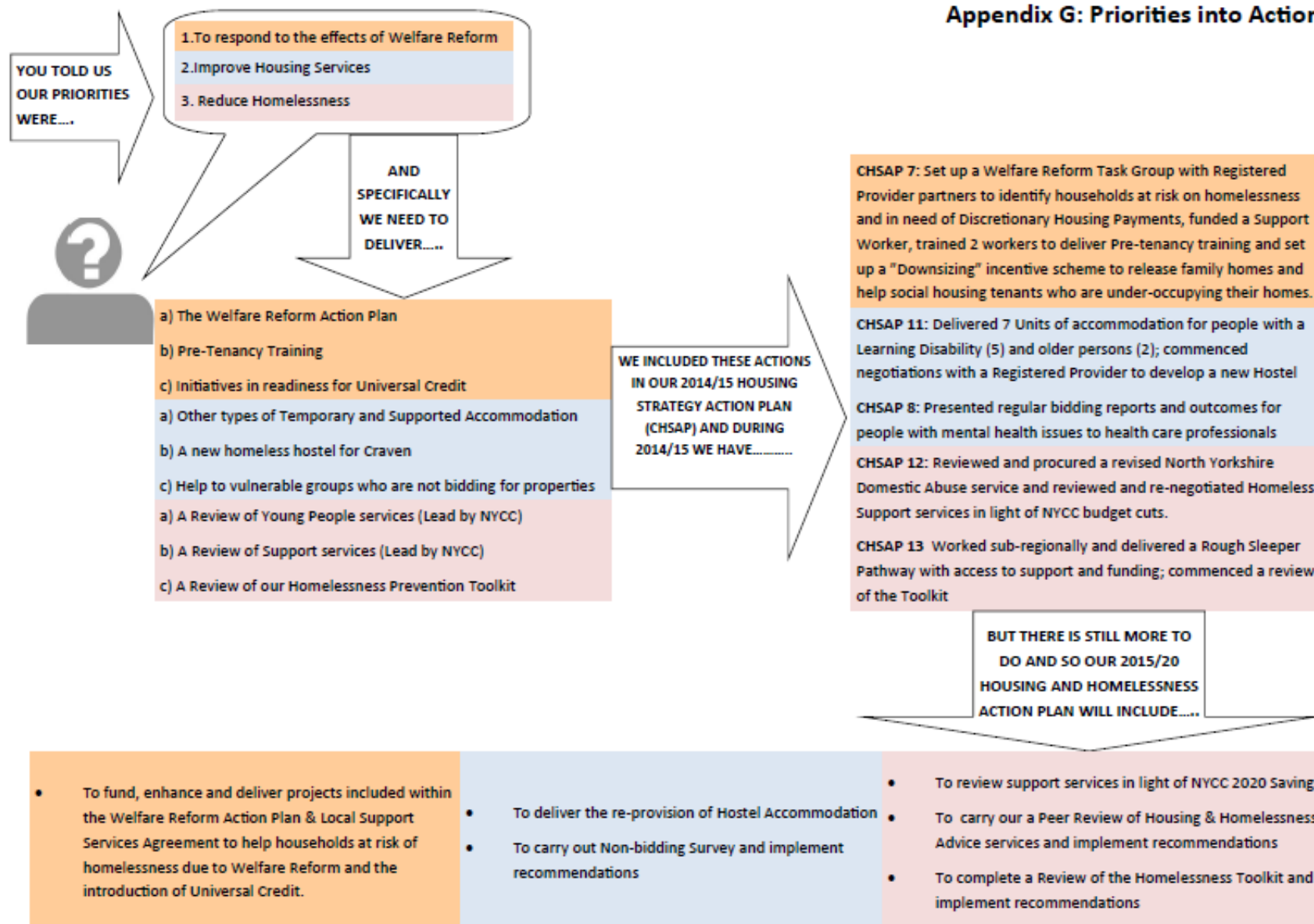
1. Contributing towards the review of North Yorkshire Young People services—contributing to decisions about what and how services for young people will be delivered locally
3. Review and develop support services in partnership with Supporting People—contributing to decisions about what and how services for other vulnerable groups will be delivered locally

To sustain and improve the prevention of homelessness by:

2. Review the Homelessness Prevention toolkit—ensuring that we have the “tools” to help the homeless and secure funding for delivery—building on what works and what is needed locally

These will actions will be included in our Action Plan for 2014/15.....

Appendix G: Priorities into Action



Appendix H: Delivery Themes into Action

