

Homelessness strategy action plan 2008 - 2013



HEREFORDSHIRE COUNCIL HOMELESSNESS STRATEGY ACTION PLAN 2008 - 2013

As at August 2008

*all those actions highlighted in yellow, are relevant to 2008 / 2009

Ref	REF	Need group or service	Key Actions and Objectives	Effect of Action / Evaluation of Action	Target date	Resources and funding	Lead and Links	Links to National and Local Indicators	Updates	Leads
Outcome 1 - The prevention of homelessness through the effective targeting of housing options and services.										
HOS 3	ALL GROUPS	ALL GROUPS	The re-specification of the rent deposit scheme, with the potential of a dedicated rent deposit scheme officer funded by Supporting People. REF: HOS3	To reduce homelessness amongst sofa surfers and rough sleepers - difficult to evaluate without a hidden homeless count.	2009	Supporting People	Lead: Strategic Housing	Links to SHP108 - (LP2) - Number of Private Sector vacant properties returned to occupation or demolished as a result of LA-Actions. Former BV64		
HOS 13	ALL GROUPS	ALL GROUPS	To prepare a Directory of Homelessness and related services - to be used by Service Users and support teams	To empower Herefordshire Citizens	2009	Existing	Lead: Strategic Housing Links: Homeless Forum, Supporting People, various support agencies	Links to Audit Commission KLOE's Strategic Approach to Housing and Homelessness and Housing Advice (Access, Customer Care and User Focus)		
HOS 24	Excluded from services		To encourage agencies including Home Point landlords to have statement of their exclusion policies, which includes the right of appeal and process for review of exclusion.	To reduce homelessness amongst those excluded from services. Along with the reduction in costs to PCT and Bed and Breakfast	2010	Existing	Lead: Strategic Housing Links: H5IG, RSL Forum, Mental Health	Links to NI 156 Number of Households in Temporary Accommodation SHP103 - Gov 3		
HOS 45	ALL GROUPS	ALL GROUPS	To review the procedures and customer service standards of the Homelessness team to ensure that all homeless and prevention applications are dealt with appropriately, consistently and efficiently. To ensure that the procedures are clearly defined, accessible and followed by staff in line with the Audit Commission Key Line of enquiries (requirements. REF: HOS45)	To improve customer service	2009	Existing	Lead: Strategic Housing Links: Homeless Forum, Info in Herefordshire	Links to NI 156 Number of Households in Temporary Accommodation SHP103 - Gov 3 P1 E Homelessness Prevention Section 10		
HOS 46	ALL GROUPS	ALL GROUPS	To work in partnership with the voluntary sector including charitable and church organisations working with the homeless, to develop appropriate solutions for Herefordshire to enable emergency access to food and shelter for homeless individuals particularly during periods of cold weather. REF: HOS46 (when temperatures fall below zero degrees for three consecutive nights in line with CLG guidance.)	New services for the Homeless	Ongoing	Existing	Lead: Homeless Forum Links: Strategic Housing, Churches Together and Hereford City Mission.	Worcester are currently developing an extended night shelter - Mair to provide updates, food and drink now available in Hereford 7 days a week. Cold weather provision the same as previous years, monitor weather conditions if zero degrees for 3 consecutive nights, eligible for temp. acc. CLG does not support direct access hostel look at alternative solutions.	Mair Forum, Housing Development Officer	
HOS 47	ALL GROUPS	ALL GROUPS	To research the Benefits advice within the County and if appropriate produce a signposting pack about the relevant benefits advice services in the County.	To improve advice services	2010	Existing	Lead: Strategic Housing Links: H5IG, Homeless Forum, Info team	Links to NI 152 Working age people on out of work benefits and NI 181 Time taken to process Housing Benefit, Council Tax Benefit, new claims and change events.		
HOS 11	ALL GROUPS	ALL GROUPS	To produce a number of information leaflets as well as a directory of services in a range of formats appropriate to all service users' needs. These need to be circulated to all agencies supporting many client groups including BME groups. To ensure this information is available on the Council web pages.	To improve advice services	2009	Existing	Lead: Strategic Housing Links: H5IG, Homeless Forum, Info team	Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus - services)		
HOS 49	ALL GROUPS	ALL GROUPS	Investigate the creation of a specialist Advocate worker position. To work with vulnerable adults offering assistance and advice through the Home Point system.	To improve advice services	2011	Supporting People	Lead: Home Point Links: Supporting People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living Links to KLOE Allocations and Lettings (Access, Customer Care & User Focus)		
HOS 50	ALL GROUPS	ALL GROUPS	To produce a document outlining and reviewing the requirements of the Audit Commissions KLOE's (key line of enquiries). This is the audit commissions requirements for an "authority delivering an excellent service." This planning document should review how Herefordshire will achieve these requirements over the next five years and in line with the CLG Enhanced Options.	To improve advice services	2008	Existing	Lead: Strategic Housing Links: Homeless Forum, Info team	Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus)	Christa Jackson (C) - Homelessness Strategy Co-ordinator to work on leaflets.	Christa Jackson (C) - Housing Development Officer Dave Wheeler (D) - Housing Prevention Officer
HOS 51	ALL GROUPS	ALL GROUPS	To produce and implement a Housing Advice Strategy and customer charter taking into account the requirements of the Audit Commission KLOE's along with CLG and relevant guidance. To build in procedures for routinely monitoring and staff training on delivering this advice. This is linked to action HOS 50.	To improve advice services	2009	Existing	Lead: Strategic Housing Links: H5IG, Homeless Forum, Info team	Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus)		
HOS 53	ALL GROUPS	ALL GROUPS	Develop a private sector landlord incentive scheme with the aim of encouraging private sector landlords to offer more homes to vulnerable or excluded clients, for a longer period of time along with taking people on benefits or the rent deposit scheme.	To reduce homelessness	2010	Existing	Lead: Strategic Housing	Links to - NI 154 Net Additional Homes Provided and NI 155 Number of Affordable Homes Delivered (Gross) (LAA)		
HOS 55	ALL GROUPS	ALL GROUPS	To investigate in discussion with childrens services the need for a 'life skills training service'. With life skills training sessions on subjects such as budgeting, child care, time management for household responsibilities, debt advice, anger management, nutrition and cooking, finding a new house, assertiveness, employment and education advice. The trainer can signpost to other services within the training session. This should aim to be a direct access service.	To reduce and prevent homelessness for the future	2010	Existing	Lead: Strategic Housing Links: Learning Skills Council, Job Centre, Life Coach	Links to NI 152 Number of Households Living in Temporary Accommodation P1 E Homelessness Prevention Section 10		
HOS 9	ALL GROUPS	ALL GROUPS	To develop a court desk service in Herefordshire aimed at preventing homelessness by ensuring households are appropriately advised and supported in cases where repossession proceedings are being taken against them.	To reduce and prevent homelessness for the future	2009	Existing	Lead: Strategic Housing Links: CAB	Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus)	Claire Keetch; District Manager of Hereford Citizens Advice Bureau confirmed funds have now been released for County Court Desk Duty and Debt Advice Service.	Christa Jackson (C) - Housing Development Officer
HOS 16	ALL GROUPS	ALL GROUPS	To work with Citizens Advice Bureau on the development of a specialist debt advice service in support of homelessness prevention.	To reduce and prevent homelessness for the future	2009	Existing	Lead: Strategic Housing Links: CAB	Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus)	SLA to be signed by Claire Keetch; District Manager of Hereford Citizens Advice Bureau and Richard Gabb; Head of Strategic Housing Services	Christa Jackson (C) - Housing Development Officer

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Outcome 2 - To end the use of bed and breakfast as temporary accommodation and to continue to reduce the overall number of households in temporary accommodation.										
HOS	2	Homeless Families	With the results from the 'Homeless Case Panel Action Group', to carry out a feasibility study into the benefits of acquiring a small number of appropriate properties to provide intensively supported transitional housing for families with children who have been found intentionally homeless or who are hard to house. Potentially to research the family intervention model with the assistance of supporting people. REF: HOS2 (links to HOS1)	To reduce the numbers of Homeless families in Bed and Breakfast	2010	Existing	Lead: Strategic Housing and Supporting People Links: tbc at later stage	Links to NI 156 Number of Households in Temporary Accommodation SHP03 - Gov 3		
HOS	6	ALL GROUPS	To develop and produce a Temporary Accommodation Strategy with action plan - This strategy and action plan is to review all current temporary accommodation usage, location and the quality and the facilities for washing and cooking facilities. It also aims to reduce to Zero the number of 16 / 17 year olds and families with children in Bed and breakfast by 2010, with an easily accessible emergency bed in TA, and encompassing the specialist advice for reducing youth homelessness. This should ensure TA providers inform of GP and dentist to new residents.	To reduce the numbers of Homeless families and 16/17 year olds in Bed and Breakfast	2009 onwards	Existing	Lead: Strategic Housing Links: Shelter, Landlords, SHYPP	Links to LAA - Increase the availability of appropriate, decent and affordable housing NI156 - reducing street homelessness - along with Every Child matters and NI46 -, NI119 and NI143 - Offenders living in settled accommodation to build safer communities.. LAA - Children and YP - NI50, NI117, Along with Stronger communities NI175 - access to services, along with increase the availability of appropriate decant housing / Every child matters / Government Teenage parents strategy / Links to Mental Health Housing Plan	Currently on target to reduced to 82 units by 2010. Dave Wheeler (DW): Senior Prevention Officer liaising with Sam (Pratley): Head of SHYPP - sub task group set up. Link in with Economic Wellbeing Group - Children's Trust. Links with HOS 52.	Deak Allen - Strategy & Services / Lovaine Fowell (L.F) Principal Business Officer
HOS	43	Older People	The preparation and development of the hospital discharge protocol between mental health, County Hospital, Community Hospitals and Herefordshire Council.	To reduce the numbers bed blocking in hospitals	2009	Existing	Lead: Strategic Housing Links: PCT, NHS, Mental Health, Social Services		Mental Health have signed off in principle. Cabinet approval to be sought, Christa Jackson (CJ): Homelessness Strategy Co-ordinator to prepare cabinet report. Then launch to Stonebow teams, then organise sign up from community hospitals and county.	Christa Jackson (CJ) - Housing Development Officer
HOS	52	ALL GROUPS	To complete Temporary Accommodation Procedures for the placements of people in temporary accommodation, this should include a complaints procedure if the temporary accommodation is not adequate.	To provide appropriate customer service	2009	Existing	Lead: Strategic Housing	Links to NI 156 Number of Households in Temporary Accommodation SHP03 - Gov 3 SHP1 16 (LPI 10 Percentage change in number of Families with Children in Temporary Accommodation Links to KLOE Homelessness & Housing Advice (Temporary Accommodation for Statutory Homeless Households - Homeless Strategy, Services and Applications	Ideal models suggested by regional hsg, are based at coventry and in the cotswolds. Links with HOS 6.	Christa Jackson (CJ) - Housing Development Officer / Deak Allen - Homelessness Strategy & Services Manager

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Outcome 3 - To ensure sufficient accommodation and support is available for people who are, or who may become, homeless.										
HOS	4	Homeless Families	To seek in partnership with the Supporting People programme, the development of an RSL Tenancy Support service to work closely with the Homelessness and Housing Advice team assisting existing RSL tenants to maintain their tenancies. REF: HOS4	Reduction in evictions	2011	Supporting People	Lead: Supporting People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living NI 156 Number of Households in Temporary Accommodation SHP03 - Gov 3		
HOS	10	Mental Health	A review of the Supporting People funded pilot service - this service is an 18 month pilot starting in 2008/2009 and is to offer a floating support service for those mental health service users who may be homeless. REF: HOS10	Reduction in bed blocking costs	2010	Supporting People	Leads: Mental Health and Supporting People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		
HOS	15	Substance misuse and Offenders	A creation of a wrap around service for drug and alcohol service users along with offenders. The housing related support element is to be funded through Supporting People.		2009	Supporting People	Leads: Supporting People Links: DIP / FAC17 / DASH	Links to APA 2007 - Increase the proportion of young offenders in education and employment, along with NI115. And the outcome area 9.1.3 of Children and YP plan	COMPLETED. This has been completed. SP have funded Herefordshire Commissioning Body have decided to set up this as a pilot for 3 years. It will run until 2010 by 5 project workers from Stornham. Their base is at Dash. They will link into all services.	Jan Gardner - Supported Housing Brokerage Officer Merica Probation Trust Area Manager
HOS	20	Singles over 25	With the results from the 'hidden homeless' count, to develop a "Hidden Homeless and Rough Sleeper needs analysis" to include a needs mapping exercise - to ensure a strategic approach to tackling, managing and reducing homelessness amongst this client group. This should review the need for a Direct Access Hostel or offer alternative solutions including a MOPP (Move-on planned protocol). Links to HOS18	Reduce numbers of 'hidden homeless'	2009	Existing	Lead: Strategic Housing Links: Supporting People and HSIG	Direct Access Hostel - LAA priority for NI154/NI155 along with Economic reasons - to increase the economic potential and address worklessness - NI152 and NI156 along with decent homes for stronger communities/ Along with links to LAA NI19 - rate of re-offending and NI30 and NI46 and NI43 - settled homes for ex offenders. Many reports from homeless forum agencies about numbers of people sofa surfing within the County. There is no quantitative evidence for a new direct access hostel, but we suggest that a needs analysis is carried out to identify potential numbers and the potential support from Supporting People agencies to enable people to move-on from the Direct access hostel.	Direct access hostel - Herefordshire Council do not feel that they can support this at the present time.	
HOS	23	ALL GROUPS	Supporting People to re-specify the homeless housing related support services in the county, which are to be funded by Supporting People. REF: HOS23	Evaluate and plan existing services	2009	Existing	Lead: Supporting People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		
HOS	25	Young People	To produce and implement a Young People Homeless Strategy and Action Plan to include 16 - 25 years. Providing evidence of information, ideas and services along with the proposed need for new accommodation and support solutions for young people leaving home as well as those found intentionally homeless. REF: HOS25	To reduce the SHYPP waiting list	2009	Existing	Lead: Strategic Housing Links: Supporting People, SHYPP and relevant LA departments	NI 147 Care Leavers in suitable accommodation NI 46 Young Offenders access to suitable accommodation Links to KLOF Homelessness & Housing Advice (Access, Customer Care & User Focus)	1. Linda Maden, Service Manager, Children and Young People's Directorate and Dave Wheeler (DW), Senior Prevention Officer have drafted a protocol between children's services and homelessness team. DW is consulting team on this and adding any potential amendments. 2. A proposal is being investigated for young pregnant parents for accommodation at Venus Lane with SHYPP and Kemble HA. This is a 3 bed with DW and Lorraine Rowrell (LR), Principal Homelessness Officer in the next two weeks. 4. Chisita Jackson (CJ), Homelessness Strategy Coordinator will set up a task group. DW to bring protocol for children's trust.	Christa Jackson (CJ) - Housing Officer Dave Wheeler (DW) - Senior Prevention Officer Lorraine Rowrell (LR) - Principal Homelessness Officer
HOS	30	Teenage Parents	To work in conjunction with SHYPP to prepare a Teenage Parents Homelessness needs analysis. To assess the current housing need and ensure solutions for accommodation and support	To provide appropriate and supported accommodation	2010	Existing	Lead: Strategic Housing Links: Supporting People, SHYPP and relevant LA departments	Every Child matters and LAA NI46 - NI19 and NI143 and governments Teenage Pregnancy Strategy.		
HOS	31	Domestic Abuse	The planned provision of the Womens Aid refuge in Hereford City, with a potential of two additional units of accommodation	To increase the units of affordable units and to provide appropriate and supported accommodation	2010	Existing	Lead: Strategic Housing Links: Womens Aid, Herefordshire Council departments	Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. As well as links to NI32 - reduce the repeat incidence of DV		
HOS	32	Domestic Abuse	A proposal to investigate with RSL's the provision of 5 or 6 properties at any one time, from the county RSL stock. These properties will provide move-on or alternative accommodation from the Womens Aid refuge. This will also enable grown up children to live with their families. Intensive floating support will be provided by Womens Aid.	To provide appropriate and supported accommodation	2010	Existing	Lead: Womens Aid Links: RSL Forum, Strategic Housing, Supporting People	Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV.		
HOS	38	Gypsy and Travellers	The 'Housing Needs of Gypsies and Travellers Working Group' to request discussion/ consideration and review of the allocation procedures of allocating pitches or site placements. REF: HOS38	To increase number of available units and improve quality of accommodation	2013	Housing Corporation	Lead: Strategic Housing Links: Environment and Planning			
HOS	42	Older People	To complete in 2008, Hereford City's first Extra Care scheme which will enable over 91 older people to live independently in their own homes with support matched to their individual needs.	To increase number of affordable units	2008	Dept of Health grant, LA capital, Elgar HA, Extra Care charitable trust, Supporting People, Adult Social Care, PCT.	Lead: Strategic Housing Links: Supported People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living	Completed.	Jane Thomas - Deputy Support Manager
HOS	54	Prevention	To keep under review the resources applied to providing homelessness and housing advice services in Herefordshire in responding to national developments and local demand to housing advice. (*Regularly review the numbers and types of staff within the Homelessness and Housing Advice team in line with changing demand and increased services)	To improve customer service and response times / reduce temporary accommodation usage and costs/ reduce homelessness applications and its effects within the County	2009	Existing	Lead: Strategic Housing Links: HSIG, Finance, CAB, Shelter	Links to NI 156 Number of Households Living in Temporary Accommodation SHP117 (LPI 11) Former, BV213 Preventing Homelessness SHP114 Average Length of Stay of Families with Children in B88 SHP115 Average Length of Stay of Families with Children in Hostels	A review in May 2008 of staffing and jobs have resulted in a staff evaluation and change in structure. These changes are to be finalised by October 2008. Regularly review looking at structure again.	Deon Allen - Housing Strategy & Services Manager
HOS	57	Ex offenders	A housing needs analysis to be carried out to identify the numbers and housing options required for ex offenders.	To evaluate the housing requirement of ex offenders	2011	Existing	Lead: Strategic Housing Links: Probation, CSDP	NI 46 Young Offenders access to Suitable Accommodation		
HOS	21	Care Leavers	Strategic Housing with the assistance of Supporting People plan will aim to roll out the Move On Planned Protocol (MOPP) to their providers in Herefordshire. This will inform strategic considerations in relation to accommodation needs and provide an aid to strategic planning.	To reduce homelessness	2011	Existing	Lead: Strategic Housing Links: Supporting People, Housing providers	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		

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Outcome 4 - Improve joint working amongst all agencies concerned with homelessness and prevention.										
HOS 1		Homeless Families	To seek the development of a housing related support service to deal with the challenge of Hard to House households whose tenancy history is preventing an offer of settled accommodation. Associated with this, to set up a new Homeless Case Panel Action Group to review individual Hard to House cases and to drive forward ideas and solutions with long term planning, potentially using the family intervention model	To reduce repeat homelessness	2009	Existing	Lead: Strategic Housing Links: Probation, Supporting People, RSL's, Shelter, Social Services, Police, CAB, NHS, Education, YOS	Links to NI 156 Number of Households in Temporary Accommodation SHIP03 - Gov 3 Links to KIOE Homelessness & Housing Advice (Access, Customer Care & User Focus - Housing Advice, homelessness prevention & options services)	1. To develop a list of repeat homelessness cases, 2. Danger Cases, 3. Current cases of long term occupation of temporary accommodation by applicants failing to move on.	Orma Jackson (C) Homelessness Strategy Co-ordinator
HOS 18		Substance misuse and 16-17 year olds	To develop information sharing procedures and a proforma care package for service users with Substance Misuse issues and 16 - 17 year olds that Home Point landlords can view - with the aim of assuring Housing Associations to offer a tenancy to this client group.	To reduce homelessness and discrimination amongst this group - Substance Misuse clients	2010	Existing	Leads: Mental Health Links: Home Point, RSL Forum	Links to KIOE Allocations & Lettings (Access, customer care & user focus) NI 46 Young Offenders access to Suitable Accommodation		
HOS 22		Ex-Offenders	To develop and implement a joint housing and probation services protocol for the assessment and referral of offenders to homeless services which is to provide a housing link scheme to work with offenders due for discharge to assist them in attaining appropriate housing and support.	Reduction of bed blocking in Bail Hostel and numbers on waiting list for Bridge House	2009	Existing	Lead: Strategic Housing and Probationary Service Links: RSL's, Stomham	Links to KIOE Homelessness & Housing Advice (Access, Customer Care and User Focus - Housing Advice, homelessness prevention & option services) Links to NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence, NI 144 Offenders under probation supervision in employment at the end of their order or licence		
HOS 33		Domestic Abuse	To co-operate in the setting up and implementation of a MARAC (Multi Agency Risk Assessment Conference) panel in Herefordshire, to provide joined-up approach to assisting high risk victims of domestic abuse.	Reduction in number of reduced homeless cases	2009	Existing	Lead: Community Drug Safety Partnership Links: Police, Womens Aid, Health, Social Services, Mental Health	Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. As well as links to NI 32 - reduce the repeat incidence of DV and outcome 9.21 of Children's and YP plan		
HOS 34		Domestic Abuse	The update of a Domestic Abuse strategy to be completed by the DA forum in 2008.	To ensure efficient planning of Domestic Abuse services	2009	Existing	Lead: Domestic Abuse Forum. Links: Community Drugs Safety Partnership.	Links to NI 32 Repeat Incidents of Domestic Violence and NI 34 Domestic Violence (Murder)		
HOS 35		Domestic Abuse	To support the employment of a dedicated DA / MARAC co-ordinator. To be managed by the Community Safety and Drugs Partnership (included in their strategy 2008 - 2011)	To promote and encourage Domestic Abuse services within the County.	2011	Funding - Community Safety and Drugs Partnership	Lead: Community Safety and Drugs Partnership	Links to NI 32 Repeat Incidents of Domestic Violence and NI 34 Domestic Violence (Murder)		
HOS 37		Domestic Abuse	To promote joint working between the Homelessness & Prevention Service and Womens Aid. Womens Aid to support and advocate for service users wanting to access the Homelessness team	To promote Homelessness prevention services to Domestic Abuse victims	2012	Existing	Lead: Homelessness Team Manager Links: Womens Aid, IDVA, CAB	Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV.		
HOS 40		Gypsy and Travellers	The progression of the 'Housing Needs of Gypsies and Travellers Working Group' to deliver the findings of the 'Gypsy and Traveller Needs Assessment 2007'. This could support the needs analysis and commissioning framework for the future. Links to HO541	To improve the housing support and allocation for Gypsies and Travellers	2010	Existing	Lead: Strategic Housing Links: Shelter, RSL's, Health project, Gypsy and Traveller liaison officer.	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		
HOS 58		Employment	To develop links with the Job Centre, Connexions and Learning and Skills Council encouraging attendance at HSG.	To improve employment opportunities for homeless	2008	Existing	Lead: Strategic Housing Links: HSG, Job Centre, Learning Skills Council	To link with NI 117 - supporting young people into employment and education. Links with Children and YP plan outcome area 9.5.1	Connexions now attending meetings and invites to Job Centre Plus and Learning Skills Council to attend January's meeting.	Orma Jackson (C) Homelessness Strategy Co-ordinator
HOS 56		Advice	To research the possibility of a one-stop shop/ info hub or one conduit for housing related homelessness advice. This would involve the major agencies, i.e. housing benefit, Home Point, Homelessness and support agency representatives. This will need to be considered in the light of the accommodation and advice strategies.	To improve customer services	2013	Existing	Lead: Strategic Housing Links: HSG, info team, Accommodation Panel	Links to KIOE's Strategic Approach to Housing and Homelessness & Housing Advice (Access, Customer Care and User Focus)		
HOS 12		ALL GROUPS	To work jointly with 'Info in Herefordshire' centres to expand their role in the front line provision of homelessness and housing advice supporting the specialist role of the Homelessness team	To improve customer services	2010	Existing	Lead: Strategic Housing Links: Info team, IT	Links to KIOE's Strategic Approach to Housing and Homelessness & Housing Advice (Access, Customer Care and User Focus)		

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Outcome 6 - To maximise the effectiveness and targeting of homelessness services through the use of improved data collection and intelligence gathering.										
HOS 8	Mental Health	Mental Health	A detailed accommodation needs analysis will be carried out in 2008 / 2009 by Mental Health to support their Housing Plan. The Local Authority to ensure the results and requests are filtered into their Housing Strategies and planning of resources if applicable.	A housing needs analysis will be completed leading to increased units of accommodation	2008	Existing	Lead: Mental Health Links: Strategic Housing	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living SHPI 12 (LP16) Total Number of Housing Needs Studies Undertaken	COMPLETED but details not finalised. A needs analysis has been completed and requests made. Meetings are taking place to finalise detail. Discussions with Housing Needs and Development Team Oak House 8 Units.	Jane Thomas: Housing Needs Development Manager
HOS 14	BME, Teenage pregnancies, Migrant		To prepare an annual review of key information for HSG to consider, particularly migrant workers, BME groups, teenage pregnancies and after care leavers along with reporting any issues with Local Housing Allowance in the County. This information will be reviewed by HSG and any appropriate actions planned.	Planning of services	annually	Existing	Lead: Strategic Housing Links: HSG	Annual HSA Return and also links to P1E Returns that record this information on a quarterly basis	To prepare reports bi-annually in order that a review of the action planning can take place. Request has been made for a key fact sheet with key strategic information at no more than 4 sides of A4, including P1E data, prevention cases, home point data and supporting agencies data, such as Shelter etc. Reports to be presented to HSG for January and July every year. (there are no HSG meetings in December)	Chitra Thomas: Homelessness Strategy Co-ordinator
HOS 17	Substance Misuse		To commission a housing strategy for people with substance misuse problems which will identify the housing needs of those with drug and alcohol problems.	Planning of services	2009	Mental Health Services	Lead: Mental Health	Links to NI 36 Drug Related Offending Rate, & NI 40 Number of Drug Users recorded as being ineffective treatment Links to KLOE's Strategic Approach to Housing (Access, Customer care & User focus - Diversity)	Awaiting response from Strategic Housing. Tara spoke to Mark Stoneham pilot - support not housing.	Mark Hemming
HOS 18	ALL GROUPS		A 'hidden homeless' or presenters survey to be carried to review the true numbers of homeless single people presenting to agencies within Herefordshire. Links to action HOS20	Planning of services	2008	Existing	Lead: Strategic Housing Links: HSG and associated agencies linking to HSG	Links to NI 156 Number of Households Living in Temporary Accommodation KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention & options services)	Information received from Coventry take to Homeless Forum in January to move this forward. Target group those sofa surfing, NFA etc.	Chitra Thomas: Homelessness Strategy Co-ordinator
HOS 19	ALL GROUPS		A rough sleepers count as per the CLG guidelines in Autumn 2008	Statutory requirement	2008	Existing	Lead: Strategic Housing Links: Various volunteers and agencies	Deleted from BVPI Requirements Links to KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention and options services)	COMPLETED. Rough Sleepers count to be carried out in Autumn 2008.	Jane Thomas
HOS 41	Gypsy and Travellers		To investigate the possibility of registering known Gypsy and Travellers housed in bricks and mortar by the RSL housing allocation teams. Registering on the Home Point system a Gypsy or Traveller being housed in bricks and mortar. Links to HOS39 and HOS40	Data gathering and planning of services	2012	Existing	Lead: Home Point Links: G & T Health project, Shelter, RSL Forum, RSL's, Strategic Housing	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		
HOS 44	Older People		To develop a register of adapted properties within the County.	Planning of services	2013	Existing	Lead: Home Point Links: Housing OT RSL Forum, RSL's, Strategic Housing	SHPI 13 (UP7) Total Number of Households with physical disabilities re housed into appropriate newly adapted accommodation		
HOS 39	ALL GROUPS		An IT system to record service users accessing the Local Authority Homelessness and Prevention service. This system is to record client information. It is a requirement that other agencies such as Home Point and RSL's, Shelter and SHYPP can access and add into this information.	Planning of services	2010	Existing	Lead: Herefordshire Connects Links: Strategic Housing, Home Point	Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BVZ13 Preventing Homelessness		
HOS 59	Homeless Families		To commission additional research into the increased number of relationship breakdowns in Herefordshire, with the aim of reducing the percentage of numbers in this homeless category as compared to the national statistics.	Reduction in homeless numbers within 'relationship breakdown' category	2011	Existing	Lead: Homelessness Team Links: Strategic Housing, mediation team	Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BVZ13 Preventing Homelessness		
HOS 9	Domestic Abuse		To review the decrease in numbers of women fleeing domestic abuse accessing the Homeless team	Reduction in Bed blocking costs at the refuge as well as increased places for women	2009	Existing	Lead: Homelessness Team Links: Womens Aid	Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BVZ13 Preventing Homelessness		
HOS 21	Older People		To develop an older persons housing plan, in alignment with the aims and objectives of the Older Person Strategy for Herefordshire "Growing older in Herefordshire"	Planning of services	2010	Existing	Lead: Strategic Housing Links: Mental Health, PCT, relevant stakeholders, Supporting People	Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living		
HOS 48	Ex armed forces		To regularly review and investigate the level of need for people leaving the armed forces/services and plan appropriate action	Planning of services	2008	Existing	Links: Armed forces, Supporting People	Links to NI 156 Number of Households Living in Temporary Accommodation		
Ref	REF	Need group or service	Key Actions and Objectives	Effect of Action / Evaluation of Action	Target date	Resources and funding	Lead and Links	Links to National and Local Indicators	Updates	Leads
Removed as the same action as HOS1										
HOS 7	Mental Health		Associated with this, to set up a new Homeless Case Panel Action Group to review individual Hard to House cases and to drive forward ideas and solutions with long term planning, potentially using the family intervention model.	To reduce the effects of Homelessness amongst Mental Health Service Users	2009	Existing	Leads: Strategic Housing and Mental Health	Links to KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention & option services)		

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