

Pendle Borough Council
Housing and Regeneration
Services

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Homelessness Strategy

2007 – 2012

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Executive Summary

Every local authority must produce a revised, five year homelessness strategy by July 2008.

This is Pendle Borough Council's second homelessness strategy: its key aims are to prevent homelessness wherever possible, to provide a safety net of accommodation and support to homeless people and to develop effective multi agency working agreements and protocols that both prevent homelessness and ensure that those people who do become homeless receive the best service available.

The strategy has been developed following a thorough review of homelessness in the Borough and contains an action plan that will form the 'blueprint' for service delivery and development over the next five years.

Homelessness acceptances have dropped sharply since the Council began adopting prevention measures in 2004 and the figures for 2006/7 are the lowest for ten years.

A homelessness problem remains however particularly for households with higher support needs who require more than just 'bricks and mortar' to maintain their accommodation.

There is still an acute lack of suitable temporary accommodation in Pendle which means that the majority of homeless households are still placed in Bed and Breakfast accommodation or in hostels outside of the Borough. There is also now an acute shortage of available stock in the social housing sector and this, combined with insufficient services for people with high support needs, makes it difficult for some people to move on from temporary accommodation.

There have been improvements in multi-agency working but much work still needs to be done. Protocols have been developed between the Council and key partner agencies but they need to be strengthened and extended.

Pendle has a strong track record in working with its neighbours to develop initiatives to address homelessness issues. There is now the possibility of developing a sub regional homelessness strategy and Pendle is supportive of this action.

Background

Legislation

The Homelessness Act 2002 states that every local authority must produce a revised, five year homelessness strategy by July 2008; the strategy must be informed by a review of homelessness in the local authority area.

The Homelessness (Suitability of Accommodation) (England) Order 2003 specifies that when temporary accommodation is made available in discharge of the local authority's duty under the homelessness legislation, bed and breakfast accommodation is not to be regarded as suitable for applicants with family commitments.

The Government has expressed a commitment to extend this legislation to cover young people aged sixteen and seventeen by 2010.

The Government also wants to see a fifty per cent reduction in the use of temporary accommodation for all statutorily homeless people by 2010.

New Code of Guidance

A new homelessness Code of Guidance has been published by the Government; the Code contains a section on the development of new homelessness strategies and states that the strategy must be informed by a review that contains details of:

- a) The levels, and likely future levels, of homelessness in the district
- b) The activities which are carried out for any of the following purposes (or which contribute to achieving any of them):
 - i. Preventing homelessness
 - ii. Securing accommodation for people who are or may become homeless
 - iii. Providing support for people who are or may become homeless or who have been homeless and need support to prevent them from becoming homeless again
- c) The resources available for the activities in b above

Fitness for Purpose

The Government has issued a set of criteria by which a housing strategy can be assessed as to whether or not it is fit for purpose; the homelessness strategy aims to meet these criteria which are:

- 1. Corporate context.** How well does the Strategy support and feed into the development of the council's wider community objectives?
- 2. Wider priorities.** To what extent have national, regional and sub-regional housing priorities been taken into account in the Strategy?
- 3. Partnership working.** How well does the Strategy demonstrate effective consultation and joint working with key stakeholders?
- 4. Needs analysis.** Is there a sound analysis of the current and likely future position?
- 5. Resources.** Is there a realistic view of future resources?
- 6. Priorities.** How well is the statement of priority areas for action justified and linked to the analysis of current and likely future needs?
- 7. Options.** To what extent does the Strategy demonstrate proactive consideration of alternative ways of addressing priority areas for action, which takes full account of the contributions which local partners could make?
- 8. Action Plan.** Is there a clear action plan with SMART objectives and milestones covering both capital works and service delivery?
- 9. Progress to date.** To what extent does the Strategy report on progress against previous targets and objectives?
- 10. Accessibility.** Could a non-specialist reader quickly understand the key messages in the Housing Strategy?

Recent Regional and Local Developments

There have been a number of developments, both regionally and locally that have shaped the new Pendle Homelessness Strategy; a more detailed description of these is provided in the review document but the most significant are briefly described below.

Changes in Supporting People Funding

From October 1st 2007, the delivery of all floating support services in east Lancashire funded by Supporting People. will be coordinated by a single provider – Calico Housing. This is intended to ensure the following outcomes:

- a single point of access / referral
- a more equitable division of provision across the sub region
- an increase in the number of people able to access the service
- easier monitoring of services provided

A review of young peoples' accommodation based services is also currently in progress: a multi agency group is considering the options and will report to the commissioning body in September 2007; services for offenders, people with drug and alcohol problems and those with mental or physical health problems are also being reviewed. The action plan may need to be updated in early 2008 to take account of any changes in service delivery.

Changes in Pendle's Housing and Homelessness Services

Following tenant consultation, the Council transferred its housing stock to Housing Pendle: a Large Scale Voluntary Transfer (LSVT) company in October 2006.

The duty to provide a housing advice and homelessness service, as required by law, has remained with the Council but the Housing Needs Service has been re located from the Town Hall into Offices at 2 Duke Street, Colne; and is now part of the Housing Regeneration service area.

Possible Development of an East Lancashire Homelessness Strategy

Pendle has already worked with its neighbours Burnley and Rossendale to develop initiatives to address homelessness issues. The possibility now exists that an east Lancashire Homelessness Strategy may be produced to cover all six boroughs in the sub region. This would be achieved by merging the common elements of the local strategies resulting in the development of a two tier action plan.

There are significant advantages in this approach: local actions are implemented locally and common actions are implemented in a wider arena; thus reducing duplication and individual workloads. Furthermore agencies would also be working with each other at appropriate levels.

Working across borough boundaries would also demonstrate a value for money approach to homelessness.

Achievements of the First Pendle Homelessness Strategy

Significant successes of the first strategy include:

- The delivery of homelessness training to Housing Needs Staff
- The development and successful mainstream funding of a homelessness support worker for people in temporary accommodation
- A complete overhaul of all leaflets, forms and standard letters
- An overhaul of the nominations procedure between the Council and its Housing Association partners
- The commissioning of a mediation service to help prevent youth homelessness caused by family eviction

- The development of bond schemes to enable more customers to access private sector housing
- The development of multi agency protocols for young people aged sixteen and seventeen.
- The increased use of appropriate IT systems to speed up procedures between housing providers and to capture data
- Participation in cross borough initiatives

Two significant challenges still remain from the action plan:

- The need to provide emergency and move on accommodation for young people
- The need to improve the chances of ex prisoners securing suitable accommodation

Developing the Strategy

Pendle Homelessness Forum and sub groups

Pendle has a multi agency homelessness forum that meets on a quarterly basis. The forum acts principally as an information exchange and provides a networking opportunity for members. Regular updates on the progress of the first homelessness strategy have been provided and the forum has been consulted on the development of the review and this second strategy.

A time limited sub group was convened to examine the need for direct access emergency accommodation and another sub group: the Pendle Young Person's Service Development Group, has recently been formed to look at issues of youth homelessness and to agree actions for inclusion in the strategy action plan. It is expected that this group will remain to oversee the actions in the strategy that relate to young people.

Pendle Homelessness Review 2007

A thorough review of homelessness in Pendle has been undertaken comprising a literature review, an examination of statistics produced by the Council, and, where available, partner agencies, followed by a detailed mapping of needs amongst the various groups affected by homelessness and the services available to them. The review concludes with a summary of conclusions and a set of recommendations for action.

A very brief summary of the main points from the review is provided below.

A strong emphasis is being placed on working with young people, domestic violence victims, those affected by drug and alcohol problems and those with a background of offending behaviour.

Agencies such as the Health Authorities, Probation Service and Drug Action Team are formally recognising the need to develop initiatives that address housing issues and ensure appropriate support is provided.

There are now more data available on the total number of enquiries and the kind of advice and assistance being offered but there is still a need to further develop the information gathering systems.

The main causes of homelessness in Pendle have not substantially altered since the first review: eviction by family and friends; relationship breakdown (frequently with violence) and termination of Assured Short Hold tenancies in the private sector. The main groups affected are still young people and families.

The bond scheme in particular has proved very successful in preventing homelessness by helping many people to access private sector tenancies

The review has identified a number of actions both general and specific that will be taken forward to the strategy; the most significant are the need to develop more services for young people: emergency accommodation is a priority, and pathways need to be developed to enable more young people to move out of temporary accommodation and maintain tenancies.

The Strategy in Context

The homelessness strategy will form linkages with a number of local, sub regional, regional and national strategies.

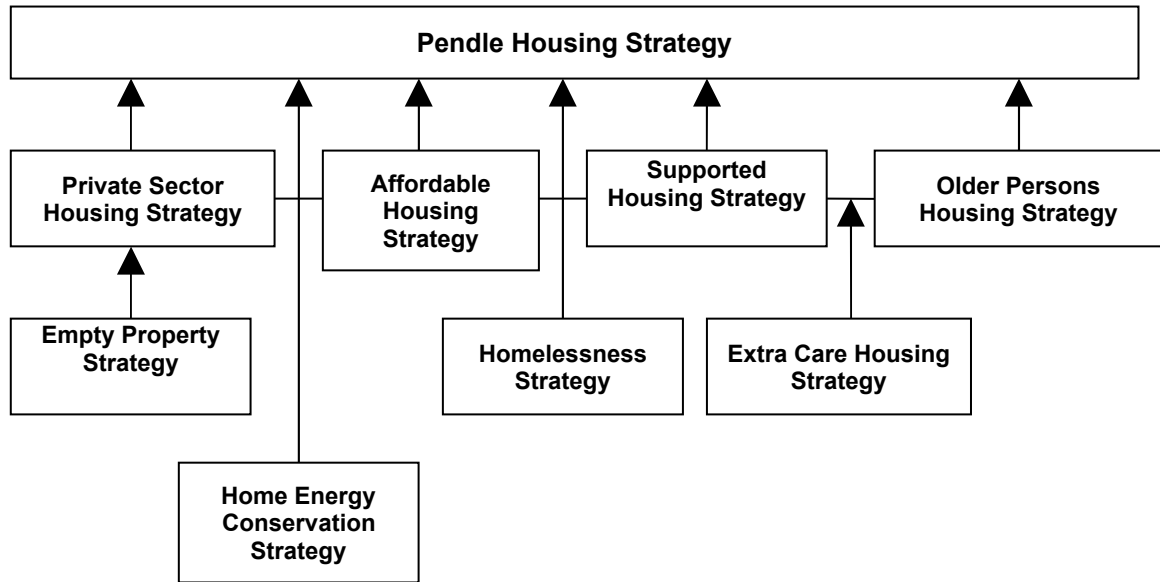
Links to Pendle Housing Strategies

The Council's Strategic and enabling role with regard to homelessness can be summarised by the following points:

- Ensure that the Council complies with statutory requirements in relation to homelessness and housing needs
- Develop and maintain good quality, effective and appropriate housing advice, homelessness prevention and options services
- Ensure the organisation provides appropriate support and advice to homeless people and those at risk of homelessness (across all tenures) to help them sustain tenancies or home ownership
- Ensure that the way homelessness applications are treated and administered is in line with the relevant legislation, Codes of Guidance on Homelessness and Allocations and the Priority Needs Orders
- Ensure suitable temporary accommodation for homeless households with appropriate support to those placed in it
- Ensure the organisation maximises the impact from its resources for homelessness and housing needs services.

Figure 1 below shows how the homelessness strategy links to Pendle’s other housing related strategies

Figure 1 the Pendle Homelessness Strategy and other Pendle Housing Strategies

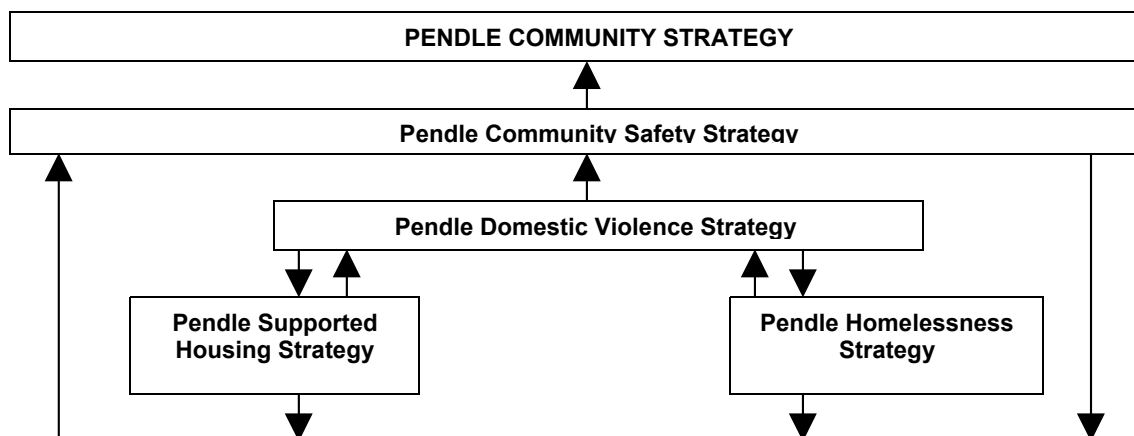


Links to Other Pendle Strategies

Implementation of the actions in the Pendle Homelessness Strategy will assist in the achievement of targets in other Pendle strategies such as the Domestic Violence and Community Safety Strategies; ultimately it will feed into the Pendle Community Strategy.

Figure 2 below gives an example of how the various Pendle strategies are interrelated and support each other.

Figure 2 the Pendle Homelessness Strategy and its relationship with other Pendle Strategies





Wider Strategic Links

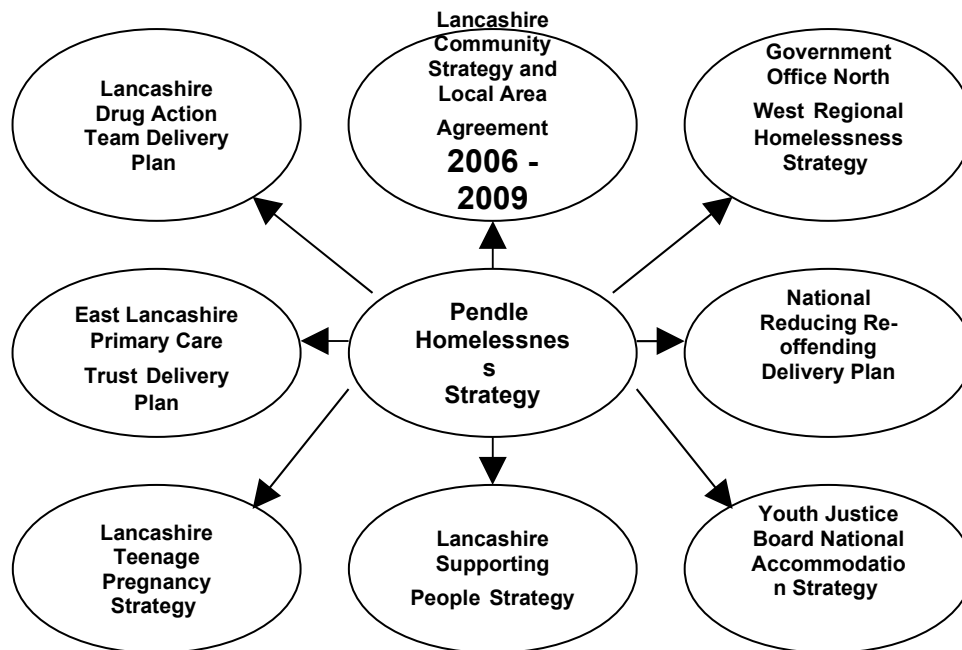
The Pendle Homelessness Review highlighted the intention of most national and regional agencies to develop initiatives that involve the provision of accommodation. Actions from the homelessness strategy will impact upon the development of services that are recommended in the strategic plans of agencies such as Children's and Adults Social Care Services, the Drug Action Team, Primary Care Trust, Probation Service, and the Youth Offending Team. Some actions will also help to deliver against the targets set by the Lancashire Supporting People Partnership and those contained in the Lancashire Area Agreement.

The development of an east Lancashire strategy would considerably strengthen cross strategy development and multi agency working at a sub regional level. Each borough or district would retain its local plan but also participate in the delivery of a high level, sub regional, action plan. Good examples of where sub regional actions could be achieved include work with:

- the County Council (Social Care Services);
- the East Lancashire Primary Care Trust;
- the Prison Service;
- the Youth Offending Team;
- the Probation Service
- the Drug Action Team

Figure 3 shows the principle national and regional strategies that could be impacted on by the achievement of relevant actions in the homelessness strategy.

Figure 3 the Pendle Homelessness Strategy in the wider strategic arena



Key Aims of the Strategy

The key aims of the Pendle Homelessness Strategy are:

- To prevent homelessness
 - by providing information on homelessness
 - by ensuring all potentially homeless people have access to good quality housing advice in a range of formats
 - by continuing to provide bonds to help people access the private sector
- To develop multi agency initiatives, agreements and protocols that help to prevent homelessness and minimise its occurrence
 - by further developing protocols for housing and support services
 - by developing service level agreements with service providers
 - by developing a common referral form for temporary accommodation
 - by developing a fund to enable homeless people who are working and liable to pay for their support to be able to do so
- To provide a safety net of accommodation and support to help prevent homeless people from becoming homeless again whilst reducing the use of bed and breakfast as temporary accommodation by:
 - developing suitable temporary accommodation for families
 - developing emergency accommodation for young people
 - re commissioning Safe Space to provide an enhanced service to young people

- To monitor changing needs and add actions as appropriate and to keep partner agencies informed on progress against targets by:
 - repeating the rough sleeper count in 2011 or sooner
 - seeking and acting on the views of service users
 - researching opportunities for young people to access private sector housing
 - updating the strategy annually
 - updating the action plan and providing reports to the Pendle Homelessness Forum quarterly
 - providing updates to elected members as requested

Delivering the Strategy

Pendle Homelessness Forum and sub groups

A multi-agency forum is the ideal mechanism through which to effectively identify and tackle all elements affecting people's access to appropriate housing and housing related services.

The forum can also help to co-ordinate advice services aimed at preventing homelessness.

An effective and well-run forum will enable agencies to:

- Deliver a coherent service
- Develop a common understanding of the issues surrounding homelessness
- Assess the local situation from a range of perspectives
- Pool information, expertise and experience
- Spread tasks and responsibilities across agencies
- Avoid unnecessary duplication of services
- Increase their effectiveness in attracting resources to the area
- Facilitate planning for future needs

The structure of the Pendle Homelessness Forum and sub-groups is shown below.

The **Pendle Homelessness Forum** meets quarterly and consists of representatives (at all levels) from all agencies interested in the homelessness field. The forum is chaired by the Borough Council Housing Needs Manager

The purpose of the **Pendle Homelessness Forum** is to:

- Raise and maintain the profile of homelessness in Pendle
- Foster and develop multi agency working
- Provide networking opportunities for agencies
- Ensure that agency consultation continues to inform the Pendle Homelessness Strategy
- Endorse the prioritisation of initiatives contained in the strategy
- Endorse funding bids where appropriate

The Pendle **Service Development Groups** meet as often as necessary and consist of:

- Senior representatives from agencies, who able to pledge resources on behalf of their agency, who are interested in developing a particular piece of service provision
- Service Users who should, wherever possible, be represented on these groups.

The purpose of the **Service Development Groups** is to:

- Develop new provision
- Improve existing provision
- Carry out research projects

An example of a **Service Development Group** would be one developing emergency accommodation for young people. This group might consist of:

- Pendle Borough Council – Housing Needs Manger
- Safe Space Manager
- Service Users

Each **Service Development Group** will have a lead officer who will be responsible for arranging meetings, circulating minutes and reporting progress to the forum.

Recommendations for the Action Plan

Those recommendations that meet all of the SMART criteria are summarised below; they have been derived from the research undertaken in the review and will form the basis of the action plan in the new Pendle Homelessness Strategy. The actions of the second Pendle Homelessness Strategy are to:

- deliver homelessness prevention course in local schools
- amend the housing advice database to more accurately reflect the precise nature of the enquiries, responses and outcomes

- update the Council website and ensure all downloadable forms are up to date
- ensure all relevant agencies are provided with updated Housing Needs Service leaflets on a quarterly basis
- identify resources to provide bonds in future years when Government homelessness funding ceases
- improve services by further developing protocols for the following groups:
 - offenders leaving prison
 - problem drug and alcohol users
 - people with mental health problems
 - people being discharged from hospital
 - young people leaving care
 - young people moving on from temporary accommodation
 - young people facing eviction from temporary accommodation
- develop more temporary accommodation for families
- develop emergency accommodation for young people
- appoint four new part time workers for Pendle Women's Refuge
- bid for funding to re commission the Safe Space hostel at a new location and with enhanced service provision
- develop a service level agreement with the YMCA and monitor the outcomes of the shared accommodation project
- develop a common referral form for young people's supported temporary accommodation
- establish a fund to enable young working people in supported temporary accommodation to pay for support costs
- carry out research into opportunities for young people in private sector housing
- repeat rough sleeper count in 2011 unless information from agencies suggests the count should be carried out sooner
- introduce service user feedback forms to temporary accommodation
- update the Homelessness Strategy Action Plan on a yearly basis

Possible Future Actions

The following recommendations are of a more general nature that either: require the Council to support actions in other strategies or to consider possible actions that may in time be added to the action plan.

- Consider the development of an east Lancashire Homelessness Strategy
- continue to work with private sector landlords including accredited landlords to find ways of preventing homelessness by maintaining tenancies and promoting the accreditation scheme to encourage good standards of accommodation
- consider the feasibility of using empty homes bought back into use as temporary accommodation for homeless families
- consider the introduction of 'surgeries' to cover outlying areas of the Borough
- explore the possibility of developing a common set of criteria governing deferment and exclusion of applicants for social housing (probable action for east Lancashire action)
- explore the possibilities of introducing more assured short hold tenancies and extending the use of introductory tenancies in social housing for certain groups of applicants (possible action for east Lancashire strategy)
- work with other east Lancashire authorities to develop emergency accommodation for young people
- support the development of supported lodgings for young people and support the development of an enhanced supported lodgings option for young people with high support needs
- consider carrying out research into the local effectiveness of home visits in preventing homelessness
- consider reviewing the current mediation service with a view to improving outcomes
- continue to work with the Travellers Working Group to consider the recommendations of the Lancashire Gypsy & Traveller Accommodation Strategy
- consider the development of a 'rent up front' scheme to secure accommodation for prisoners prior to release

- provide training for agencies as requested

Resources

The aims of the strategy cannot be realised without resources both in terms of time and finance.

The Council has a statutory duty to provide a housing advice and homelessness service and actions that are the primary responsibility of the Housing Needs Service will be financed from the Council General Revenue Fund.

The Government Homelessness Grant is time limited and may not be available after 2008. Consideration must therefore be given to the identification of resources that will enable the actions in the action plan to be completed after this date.

The multi agency nature of the action plan will hopefully help in identifying other funding sources such as the Housing Corporation, Supporting People and the Primary Care Trusts but the fact remains that the majority of the actions will need to be completed with the minimum financial input.

Action Plan

The action plan shows how the aims of the strategy will be achieved, who will be involved in achieving them and how the achievements will be reported to key stakeholders and the public.

The recommendations from the review have been divided into specific actions for immediate inclusion in the action plan and general recommendations for possible inclusion at a later date.

Any action plan must contain objectives that are 'SMART' – that is they must be Specific, Measurable, Achievable, Relevant, and Time Bound (achievable by a given date).

Prioritisation

Within the action plan, each action has been awarded a priority status according to the urgency of the need and a realistic appraisal of how long it may take to deliver. Prioritisation has been agreed by the Pendle Homelessness Forum and has been divided into three categories: short term actions are intended to be completed within one year; medium term actions should be complete within three years and long term actions are due for completion within three to five years from the publication of the strategy.

Key to the Action Plan

As mentioned above actions are divided into four groups:

- preventing homelessness
- multi agency working
- providing a safety net
- monitoring needs and performance

Within each grouping, actions have been further divided into short, medium and long term priorities.

Pendle Borough Council Homelessness Strategy 2007

Preventing homelessness by providing information

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
No educative programme on homelessness in schools and colleges	Develop and deliver course(s)	July 2008 and then annually if funding available	Safe Space Manager Youth Information & Advice Worker Connexions Personal Advisors Young Persons Service Development Group - Pendle	Course(s) delivered and feedback received	Internal funding from Safe Space Internal funding from LCC Youth Service Internal funding from Connexions Pendle Borough Council General Revenue Fund where appropriate	Housing Needs Improvement Plan Lancashire Community Strategy	

Pendle Borough Council Homelessness Strategy 2007

Preventing homelessness by providing information

Short term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Housing Needs website and online forms need updating	Update website and online forms	July 2008	Housing Needs Manager	Website and online forms updated	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan	

Preventing homelessness by providing advice

Short term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Advice agencies will continue to need up to date leaflets from Housing Needs	Ensure all relevant agencies are provided with updated Housing Options booklets on a quarterly basis	Quarterly from October 2007	Housing Needs Manager	Leaflets updated and distributed	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan	

Preventing homelessness by providing rent bonds

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Bond guarantee scheme is currently dependent on Government Homelessness Grant	Identify resources to provide bonds in future years when Government homelessness funding ceases	July 2008	Housing Needs Manager	Funds identified	This item will be discussed if there is clear indication that funding will cease.	Housing Needs Improvement Plan Government Homelessness Strategy	

Minimising homelessness by multi agency working

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Protocols for ex offenders leaving prison need to be strengthened	Strengthen protocol with prison service and extend scope to cover all prisons	July 2009	Strategy and Partnerships Manager Housing Needs Manager Prison Service Accommodation Manager Probation Service Accommodation Manager	Protocol agreed	Pendle Borough Council General Revenue Fund	Pendle Community Safety Strategy National Reducing Re-offending Delivery Plan Youth Justice Board National Accommodation Strategy Housing Needs Improvement Plan Government Office North West Homelessness Strategy	

Pendle Borough Council Homelessness Strategy 2007

Minimising homelessness by multi agency working

Medium term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Homeless people with drug and alcohol problems need multi agency support	Develop protocol for housing and support	July 2009	Strategy and Partnerships Manager Drug Action Team Chief Executive	Protocol agreed	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan Lancashire Drug Action Team Delivery Plan Lancashire Community Strategy	

Minimising homelessness by multi agency working

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Evidence from the east Lancashire Mental Health Accommodation Strategy suggests that some people with mental health problems may be able to leave residential accommodation and maintain tenancies if provided with an enhanced support package	Develop protocol to reduce the use of residential accommodation and increase community based tenancy related support	July 2009	Strategy and Partnerships Manager Housing Needs Manager East Lancashire Joint Commissioning Manager (Mental Health) Community Mental Health Team Calico Housing Floating Support Manager	Protocol agreed	Pendle Borough Council General Revenue Fund	East Lancashire Mental Health Accommodation Strategy East Lancashire Health Authority Delivery Plan Lancashire Supporting People Strategy Pendle Supported Housing Strategy Housing Needs Improvement Plan	

Pendle Borough Council Homelessness Strategy 2007

Minimising homelessness by multi agency working

Medium term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Anecdotal evidence suggests that People may on occasion be discharged from hospital without suitable accommodation arranged or be forced to remain in hospital due to lack of accommodation	Develop hospital discharge protocol	July 2009	Strategy and Partnerships Manager	Protocol agreed	Pendle Borough Council General Revenue Fund	East Lancashire Health Authority Delivery Plan Housing Needs Improvement Plan	

Minimising homelessness by multi agency working

Short term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Protocol for care leavers needs to be updated to reflect recent changes in practice	Update protocol	July 2009	Strategy and Partnerships Manager Housing Needs Manager East Lancashire Leaving Care Manager Young Persons Service Development Group - Pendle	Protocol updated	Pendle Borough Council General Revenue Fund	Lancashire Community Strategy Housing Needs Improvement Plan	

Minimising homelessness by multi agency working

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Evidence suggests that some young people are experiencing difficulties in moving on from supported accommodation	Add this item to the agenda of the Pendle Housing Association Liaison Group for discussion and to seek potential solutions	July 2008	<p>Strategy and Partnerships Manager</p> <p>Housing Needs Manager</p> <p>Senior representatives from Registered Social Landlords</p> <p>Young Persons Service Development Group - Pendle</p>	Item discussed at the Housing Association Liaison Group	Pendle Borough Council General Revenue Fund	<p>Lancashire Community Strategy</p> <p>Housing Corporation Homelessness Strategy</p>	

Pendle Borough Council Homelessness Strategy 2007

Minimising homelessness by multi agency working

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
It is recognised that it may be possible to prevent some evictions from supported housing by intervention prior to actual eviction	Agree protocol to help prevent evictions	July 2008	Housing Needs Manager Safe Space Manager M3 Project Manager Rossendale Project Manager Young Persons Service Development Group - Pendle	Protocol agreed	Pendle Borough Council General Revenue Fund	Lancashire Community Strategy Housing Needs Improvement Plan	

Minimising homelessness by multi agency working

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
New young person's supported housing project will shortly be delivered by YMCA. However as yet there is no Service Level Agreement to ensure that the Council's priorities are considered	Develop a Service Level Agreement which meets the Council's priorities for the re housing of young people	July 2008	Strategy and Partnerships Manager Young Persons Service Development Group - Pendle	Service Level Agreement in place	Pendle Borough Council General Revenue Fund	Pendle Supported Housing Strategy Lancashire Community Strategy Housing Needs Improvement Plan	

Minimising homelessness by multi agency working

Short term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Temporary accommodation providers all have different referral forms leading to duplication of effort	Develop a common referral form to take to supported housing providers for their consideration and possible adoption	July 2008	Housing Needs Manager Burnley Borough Council Housing Advice Manager Young Persons Service Development Group - Pendle	Form adopted by all temporary accommodation providers	Pendle Borough Council General Revenue Fund	Lancashire Community Strategy	

Minimising homelessness by multi agency working

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Young people in temporary accommodation who are working are at a disadvantage in that they may become liable for support costs that they cannot afford	Seek to add this item onto the Local Strategic Partnership agenda in order to seek funding to enable young people who are working but on low incomes to pay for support costs	July 2009	Strategy and Partnerships Manager Young Persons Service Development Group - Pendle	Item placed on the agenda of the Local Strategic Partnership for discussion	Pendle Borough Council General Revenue Fund	Lancashire Community Strategy Pendle Community Strategy	

Providing a safety net of accommodation and support

Short term priority

Baseline position July 2007	What will we do	When will we do it by	Who will deliver Lead in bold	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made October 2007
Funds now available for four new part time staff at Pendle Women's Refuge	Appoint staff	October 2007	Strategy and Partnerships Manager Housing Needs Manager Pendle Women's Refuge Manager	Staff appointed	Pendle Borough Council General Revenue Fund Supporting People	Government Office North West Homelessness Strategy Lancashire Supporting People Strategy Pendle Community Safety Strategy Pendle Domestic Violence Strategy	

Pendle Borough Council Homelessness Strategy 2007

Providing a safety net of accommodation and support

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
There is insufficient temporary accommodation for families including young parents	Initiate a meeting with local Registered Social Landlords to discuss options for the development of more temporary accommodation	July 2008	Strategy and Partnerships Manager Housing Needs Manager Housing Pendle Lettings Manager Young Persons Service Development Group - Pendle	Meeting arranged with local Registered Social Landlords	This item will be discussed as part of any discussions regarding development of extra units.	Lancashire Supporting People Strategy Government Homelessness Strategy Housing Needs Improvement Plan	

Pendle Borough Council Homelessness Strategy 2007

Providing a safety net of accommodation and support

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
It is recognised that existing hostel provision for young people is in need of expansion along with a move on accommodation option	Enter into talks with Supporting People and associated partners to consider the feasibility of expansion of present facility	July 2008	Strategy and Partnerships Manager Safe Space Manager Young Persons Service Development Group - Pendle	Talks initiated regarding the expansion of present facility	Housing Corporation Supporting People	Government Homelessness Strategy Lancashire Community Strategy Lancashire Supporting People Strategy	

Providing a safety net of accommodation and support

Long term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				
							October 2007
There is no emergency accommodation in Pendle	Raise this issue at the Housing Association Liaison Group to seek potential solution with registered social landlord partners	July 2009	Strategy and Partnerships Manager Housing Needs Manager Provider Agency Young Persons Service Development Group - Pendle	Issue raised with the Housing Association Liaison Group	This item will be discussed as part of the Housing Association Liaison Group discussions	Government Homelessness Strategy Lancashire Supporting People Strategy Housing Needs Improvement Plan	

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Current housing advice data base does not provide complete information on enquiries, interventions and outcomes	Amend the housing advice database to more accurately reflect the precise nature of the enquiries, responses and outcomes	July 2008	Housing Needs Manager	Data base amended	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan	

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Short term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Customer service feedback forms have a low response rate	Aim to encourage a higher response to service user feedback forms by introducing stamped addressed envelopes and expanding feedback forms to cover Housing Options interviews	July 2008	Housing Needs Manager	Increased number of completed forms received by Housing Needs.	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan	

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Medium term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
No data on options for housing young people in the private sector	Carry out research into opportunities for young people in private sector housing	July 2008	Housing Needs Manager Young Persons Service Development Group - Pendle	Report produced	Pendle Borough Council General Revenue Fund	Pendle Private Sector Housing Strategy	

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Long term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
Although the baseline figure is zero persons, it is recognised that there is a need to continue to monitor levels of rough sleeping to ensure that if a problem arises, it is addressed.	Repeat Rough Sleeper count on a five yearly basis unless evidence from Homelessness Forum suggests that a count is needed sooner	July 2012	Housing Needs Manager Young Persons Service Development Group - Pendle	Count completed	Pendle Borough Council General Revenue Fund	Government Homelessness Strategy	

Pendle Borough Council Homelessness Strategy 2007

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Short, medium and long term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which other strategies will this support	What progress have we made
July 2007			Lead in bold				October 2007
The Pendle Homelessness Strategy needs to continue to be an effective working document	Update action plan quarterly Consider recommendations for future actions	First update July 2007 then quarterly	Housing Needs Manager Young Persons Service Development Group - Pendle	Updated action plan presented to homelessness forum and available on website	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan	

Pendle Borough Council Homelessness Strategy 2007

Monitoring changing needs, adding actions as appropriate and keeping partner agencies informed on progress against targets

Short, medium and long term priority

Baseline position	What will we do	When will we do it by	Who will deliver	How will we measure success	Where will the resources come from	Which strategies will this support	other will	What progress have we made
July 2007			Lead in bold					October 2007
The Pendle Homelessness Strategy needs to continue to be an effective working document	Update homelessness review and strategy annually	First review in July 2008	Housing Needs Manager	Updated review and strategy presented to homelessness forum and available on website	Pendle Borough Council General Revenue Fund	Housing Needs Improvement Plan		