



**Report Reference Number:** PR/21/6

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**To:** Policy Review Committee  
**Date:** 14 September 2021  
**Author:** Sarah Thompson, Housing Service Manager  
**Lead Officer:** June Rothwell, Head of Operational Services

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**Title:** Homelessness

**Recommendation:**

**The Policy Review Committee is asked to consider and comment on the report.**

**Reasons for recommendation:**

The Committee requested a report on homelessness and the action plan in July 2021.

## **1. Introduction and background**

**1.1** Homelessness came to attention following the Universal Credit (UC) update discussed at Policy Review in July 2021. Notably, there has been a national rise in the number of people claiming Universal Credit, which has also been seen in Selby i.e., in October 2020 there were 4,131 claimants in the Selby area, whilst the latest figures in April 2021 show 5,626 claimants. Measures to help with the economic impacts of COVID-19 were received by the Council (a hardship fund, which in 2020/21 was used to help 2,300 claimants). However, Government's additional uplift for UC claimants is now coming to an end, along with many other support schemes, and it is therefore important to consider the impact of this on our residents. This could include increasing debt, potential evictions, reduced funding assistance and general conditions which exasperate the plight of those close to homelessness or already experiencing it.

## **2. Additional COVID-19 Assistance**

**2.1** When the pandemic struck and the financial implications of lockdown were acknowledged, Government put in place various forms of protection, many of which our residents will have benefitted from. Unfortunately, almost all are now in the process of winding down:

- *Additional weekly UC uplift* - The Universal Credit standard allowance was increased by £20 a week in April 2020 to help struggling families during the pandemic. This will cease at the end of September 2021. On average, claimants receive £156 per week in UC, so the removal of this uplift will cut their entitlements by 12%.
- *Furlough scheme* - The Coronavirus Job Retention Scheme will also close at the end of September 2021. Latest data shows that 1.9 million people continue to benefit from furlough (as of June 2021).
- *Mortgage holidays* – This offered homeowners a three-month holiday on mortgage payments. The deadline to apply was March 2021 and all holidays must have ended by July 2021, by which time 1.8 million people had taken payment breaks on their mortgage.
- *Court closures* - In March 2020, the court service suspended all ongoing housing possession action for 90 days. Following multiple extensions, repossession action in the courts did not begin again until 21 September 2020, but with new requirements on claims. The ban on bailiff-enforced evictions, also introduced as an emergency measure during lockdown, ended in May 2021.
- *Extended notice periods* - Regulations introduced in August 2020 allowed notice periods in England to vary depending on the tenancy and grounds for possession. If eviction was not due to anti-social behaviour, serious rent arrears, or where a tenant had no right to rent, the minimum notice period of six months applied. This remained in place until the May 2021, reduced to four months until the end of September 2021; at which point Government has indicated notice period will return to normal.
- *Everybody In* - A scheme to provide emergency accommodation for everyone rough sleeping, at risk of rough sleeping, or in accommodation where they could not self-isolate throughout the pandemic. This was an enormous undertaking for local authorities, but which clearly saved lives with infection rates and deaths amongst people experiencing homelessness at extremely low levels compared internationally.
- *Debt Respite Scheme (Breathing Space)* - Coming into effect in May 2021, this allows individuals who are struggling with debt, including tenants in rent arrears, to apply for 'breathing space' time in which to sort out their finances (lasting for a maximum 60 days). There is also a 'mental health crisis breathing space' available. If 'breathing space' is granted, a landlord is unable to serve a debt-related repossession notice or obtain a debt-related warrant, amongst other things.

### **3. What are we expecting moving forward?**

- 3.1** As noted, the majority of above schemes are now winding down, and there is significant concern that this will increase the number of people experiencing homelessness throughout the UK, which will be felt at a local level. A number

of charities are consequently calling on the Government to publish a full impact assessment ahead of their withdrawal of planned cuts to UC, given that a poll commissioned by Save the Children found that almost half of UC claimants do not believe they will be able to manage without the additional weekly uplift once phased out in October.

**3.2** This cut also coincides with the ending of furlough, and for those who become unemployed, their main alternative form of support unfortunately becomes Universal Credit. However, UC provides a very different kind of support to furlough, designed to prevent family living standards falling too low, rather than replacing lost earnings for those who become unemployed. Given that Universal Credit takes into account a person's collective circumstances, this will mean the income drop experienced by new claimants will vary enormously, as the example below shows:

	Person 1	Person 2	Person 3	Person 4
<b>Characteristics</b>				
Pre-furlough earnings (p.a.)	£20,000	£20,000	£20,000	£37,500
Partner	No	No	Yes	No
Partner's earnings (p.a.)	N/A	N/A	£50,000	N/A
Children	0	2	2	0
Rent (per week)	£0	£150	£150	£0
<b>Income</b>				
With furlough scheme (p.a.)	£16,000	£26,944	£16,000	£30,000
Without furlough scheme (p.a.)	£3,885	£17,898	£3,885 for 6 months then £0	£3,885

**3.3** This table works to illustrate the kinds of the significant income reduction that many people could face once furlough ends if employment is not maintained, which could result in large scale debt, increased evictions and homelessness. Evidence already shows that evictions by landlords and letting agents have restarted with haste following the COVID-19 restrictions being relaxed. Ministry of Justice figures show that, between April and June 2021, possession claims more than doubled from 3,023 to 7,000; orders from 656 to 5431; warrants from 274 to 3,709 and repossessions from 0 to 1516. When compared to the same quarter in 2019 these actions have decreased dramatically, most likely illustrating the impact of ongoing delays and complications within the court process. Nevertheless, repossession activity in the courts is beginning to ramp up and will likely increase pressure on the local authority.

**3.4** A report conducted last year on behalf of Crisis looked specifically at the impact of COVID-19 on people facing homelessness across Great Britain, and found that:

- Across all three nations, there was a continued new flow of people experiencing homelessness since the start of the pandemic.
- During the first wave, increase was driven by those already experiencing homelessness, i.e., people who were sofa surfing and living in dangerous/transient accommodation who became more visible as their living situations forced them to access help.
- In the second and third wave, bigger increases were from people experiencing homelessness for the first time, those furloughed and those newly unemployed.
- Homelessness among people with No Recourse to Public Funds (NCPF) has remained a continued issue throughout the pandemic.
- Local authorities are concerned at their inability to move those housed in emergency accommodation into permanent housing, reporting that the structural barriers existing before the pandemic have only been exacerbated.
- There was recognition of the positive effect government policies have had on levels of homelessness during the pandemic. However, there remains concerns about the temporary nature of these changes.

#### **4. Local Context/Figures**

- 4.1** It is also important to consider the local impact of COVID-19 on homelessness, monitored by the Council's Housing Options service. For instance, whilst the team report only a minor increase in domestic abuse cases leading to homelessness presentations and acceptances, they do note a significant increase in domestic abuse-related incidents that have required some form of housing intervention. The number of cases heard at MARAC across North Yorkshire and York is also increasing substantially. In 2020 for example, 1420 cases were discussed across the force area, representing a 37% increase compared with 2019. And in the first four months of 2021, there has already been a 13% increase in cases discussed, compared to the same period in 2020.
- 4.2** With court action recommencing, and in line with national trends, the team are also starting to see an increase in the execution of bailiff warrants. And whilst the notice period for Section 21 notices remains at 4 months currently, landlords are instead exercising the use of Section 8 notices on mandatory grounds. This means that loss of private rented accommodation remains one of the primary reasons for customers seeking homelessness advice and support, as it was pre-pandemic.
- 4.3** There has also been a slight increase in customers accessing the Housing Options service who are either presenting at the Relief Duty stage; or falling into a Relief Duty following unsuccessful prevention work or an inability to keep the customer in their current home. This represents more customers

accessing the service in crisis, or their situation at the point of contact being so severe it cannot be sustained.

- 4.4** Similarly, the team have experienced an increase in customers accessing the service who have various support needs, and where housing is not their only primary need. This is particularly apparent in customers where mental health plays a significant factor in their support needs, and where third-party services are required in order to sustain any form of accommodation.
- 4.5** Unfortunately, the team have also continued to see a large proportion of presentations from single customers who have an extensive offending history. Sometimes known as the ‘revolving door’ customers, they are in a cycle of moving from custodial sentences to release requiring emergency housing, and back again. This is not a new customer base to the team, but the pandemic has arguably increased the likelihood of presentations from such individuals, given additional financial pressures and with services already stretched pre-pandemic.

## **5. Funding for Homelessness**

- 5.1** The government has recently simplified the funding streams for local authorities and are now providing a Homelessness Prevention Grant (which combines the two previous streams: the Flexible Homelessness Support Grant and the Homelessness Reduction Grant). Further Rough Sleeping Funding has also been allocated for 2021/2022 and in total, the Council received the following amount in April 2021:

Homelessness Prevention Grant	£127,745
Rough Sleeping Initiative	£48,400.50
<b>TOTAL</b>	<b>£176,145.50</b>

- 5.2** The Homelessness Prevention Support Team also transferred to the Council in October 2019 and are funded through a collaboration agreement with NYCC for up to 5 years. The funding allocation for this service was £79,626 in 2020/2021.
- 5.3** The Council did receive a Covid Fund allowance from Government in light of the pandemic, to use as required. In 2021/22 then, an additional £25k was added to the homelessness budget to cover emergency B&B stays linked to the ‘Everybody In’ initiative. In June 2021, there was also a successful joint bid across North Yorkshire and York to support ex-offenders into accommodation, standing at £188K to be shared across the authorities.
- 5.4** In May 2021, it was agreed by Executive to approve drawdown of the £127,745 from the MHCLG Homeless Prevention Funding to fund staff contract extensions and service support until 31 March 2022. The remaining grant (£65k) is to be used to support the operational costs of providing the service. Currently, there is no confirmation of funding levels beyond this date, but the government is committed to supporting the end of rough sleeping and it is likely that grant will be available.

**5.5** The Government also set up a rough sleeping taskforce, working with local authorities and third parties to ensure that as few people as possible return to life on the streets once the COVID-19 emergency has reduced. Now named the Rough Sleeper Accommodation Programme (RSAP), in 2020/21 it provided:

- £105 million for shorter-term/interim accommodation and immediate support.
- £161 million to deliver longer-term, move-on accommodation and support.

Relevant Officers were in discussions to bid for this funding, but unfortunately due to the relatively short completion period provided by Homes England, this was not possible. The team did however receive an allocation of £8K from the short-term fund to assist with providing emergency accommodation, up to March 2021. A new funding round is currently live (for practical completion of units by 31 March 2023) and the team are again considering a suitable funding bid.

**5.6** Notably, local authorities have welcomed the Government's additional emergency funding to help them respond to the COVID-19 pandemic. However, the Local Government Association has criticised the fragmented, short-term and resource intensive competitive nature of current funding. Instead, authorities should be provided long-term and sustainable homelessness funding, allowing them to plan forward with financial security.

## **6. Homelessness Strategy 2020-2025**

**6.1** In April 2020, the Council's new Homelessness Strategy was approved. Although it was written before the pandemic, much of its content remains unchanged by recent events. Its vision was, and still is, that 'The Council will strive to ensure that it provides and maintains services which meet the housing and support needs of all people who find themselves in danger of losing or have already lost their home.'

**6.2** The Strategy sets out six priority actions with associated tasks:

- Priority One: Maximise and maintain partnership working to prevent and relieve homelessness.
- Priority Two: Maximise local and appropriate housing options.
- Priority Three: Improve access to front-line housing options services to prevent homelessness.
- Priority Four: Reduce demand for emergency Bed and Breakfast accommodation by offering affordable housing and more appropriate temporary accommodation.

- Priority Five: Effectively support customers with complex and specific needs.
- Priority Six: End rough sleeping in the district.

**6.3** Appendix A contains a table detailing these actions, and an update as to where we are today in achieving our aims

## **7. Conclusion – Moving Forward**

**7.1** It is clear that much has been achieved since the Strategy was published, and work continues to be done daily by the team in supporting those that are homeless or at risk of homelessness. The team have adapted well to the challenges brought on by the COVID-19 pandemic, but there is still more work required. There are significant worries that with the end of many Government financial assistance schemes, there will come a wave of customers needing assistance, but who currently remain unknown to us. These are likely to be customers who have not experienced homelessness previously, who will be unsure how to navigate the system and are unlikely to come forward until crisis point is reached. If anything, the pandemic will have only solidified the structural barriers which exasperate homelessness – an ineffective welfare system, a lack of good quality and affordable housing, and support services weakened by continued budget cuts and service reductions.

**7.2** However, in maintaining and executing the Strategy's Action Plan, we are doing all we can to: respond effectively to these structural barriers; prevent homelessness throughout the district; and try to ensure that anyone who does experience homelessness is well supported and remains in the system only for as long as required. It is also anticipated that Local Government Reform will further aid partnership working (central to successful homelessness support), facilitating new joined-up approaches to customer care and new opportunities for innovation.

## **8. Appendices**









Appendix A – Action Plan

### **Contact Officer:**









Sarah Thompson, Housing Service Manager  
[sthompson@selby.gov.uk](mailto:sthompson@selby.gov.uk)

June Rothwell, Head of Operational Services  
[jrothwell@selby.gov.uk](mailto:jrothwell@selby.gov.uk)











## Appendix A: Action Plan








Priority One: Maximise and maintain partnership working to prevent and relieve homelessness				
Ref:	Task:	Action:	Traffic Light:	Notes:
1.	Maintain and advance close working relationships with other North Yorkshire district councils and with partner authorities, sharing resources and best practice.	1.1 Remain a partner of the North Yorkshire Strategic Housing Board and County Homelessness Group.		
		1.2 Remain in the North Yorkshire Home Choice allocation scheme, or an equivalent.		
		1.3 Continue commitment to the Young People's Pathway and chair Selby's Homelessness Forum.		There has been one virtual Homelessness Forum since the pandemic began, with work on the next in progress - with a theme of 'services born or grown out of Covid.'
		1.4 Continue looking for opportunities to share services and approaches where appropriate with our partners.		Discussions as to the YP's Pathway are currently paused in light of LGR.
2.	Continue to develop a range of services with our partners to ensure all customers facing homelessness are provided with appropriate support.	2.1 Continue joint working partnerships with local agencies such as IDAS, Probation, P3 and North Yorkshire Horizons.		
		2.2 Continue building close working relationships with our partners at North Yorkshire County Council, notably Adult and Children's Social Care and the Mental Health Team.		Housing Options now attend team meetings three times a week with NYCC which includes ASC, MH, NHS etc. They also attend the MH team meeting with Scott Road Medical Centre, showing real progress in partnership working with local GPs. It is also expected that LGR will have a positive impact on partnership working.
		2.3 Ensure that key stakeholders are invited regularly to Selby's Homelessness Forum and partnership working remains a key strategic focus of the meeting.		
3.	Provide appropriate and targeted support to help customers establish and maintain successful tenancies, utilising our	3.1 Continue to promote the Moving Forward pre-tenancy training for vulnerable customers, in partnership with NYCC's Adult Learning Team.		Moving Forward continues, with the majority of work done online/over the phone with Adult Learning. All customers in TA are expected to complete the course and the team have also assisted Selby's 'Sleep Safe' to gain the technology needed to assist their customers in completing the course.












	new Homelessness Prevention Support Officers.	3.2 Provide effective floating support services for vulnerable clients in private tenancies in-house via the Homeless Prevention Support Officers.		
		3.3 Work with local Registered Providers to develop and establish a universally agreed eviction protocol.		Work did begin on the protocol but has been waylaid due to the pandemic. Once resource is available, this will be resumed.
4.	Raise awareness of the Housing Options service in the local community and with local agencies.	4.1 Ensure that local agencies, in partnership with the Housing Options team, are able to take up appropriate training opportunities.		
		4.2 Continue to offer training hours and attend partner agency team meetings to promote the Housing Options service.		This is limited due to Covid-19 restrictions. However, the team now facilitate introductions between Mental Health and Housing Options for any new starters. There is also a new monthly meeting between the two teams for 'stuck cases.'
		4.3 Promote the Duty to Refer, developing agreed protocols and referral pathways with the relevant authorities.		Duty to Refer mechanisms are in place and published on our website, Homeless Link and Countywide.
		4.4 Look to agree a Commitment to Refer for agencies that have not been assigned a statutory duty, but refer into the service.		This is yet to be done. However, most will fill in the DTR form.
5.	Where appropriate, we will raise awareness with decision makers on the issues surrounding service demand and provision to safeguard services and funding.	5.1 Ensure that senior management and Council Members are updated regularly on service demand and provision, as well as any changes to funding.		
		5.2 Provide opportunities for Councillors to attend training with the Housing Options team.		No opportunities at present given restrictions.






**Priority Two: Maximise local and appropriate housing options**

Ref:	Task:	Action:	Traffic Light:	Notes:
1.	Not only maintain but increase our private sector offer, ensuring customers have access to the private rented sector and appropriate support to sustain their accommodation.	1.1 Build on the success of previous Landlord Forums and ensure they are a regular and well publicised event.		Not currently possible due to COVID-19 restrictions but will take place once this is possible.
		1.2 Maintain Frontline Prevention Funding for customers who need financial assistance in accessing the private rented sector.		
		1.3 Look at the potential of a private sector leasing scheme and the opportunities provided under the Empty Homes initiative to bring long-term empty properties back into use as an affordable housing option.		Work in this area has not been a priority given the pandemic, but will be reconsidered once resource allows. The Empty Homes initiative continues however and any opportunities to link this to homeless prevention will be considered.
		1.4 Continue to publicise and offer the Council's Bond Guarantee Scheme.		
		1.5 Improve access to housing advice for landlords and look at the possibility of a landlord accreditation scheme.		This work remains outstanding at present.
2.	Ensure local partner agencies are proficiently supported in order to continue offering their specialist services.	2.1 Continue to commission services, either alone or in partnership with other local authorities, where a need is identified.		
		2.2 Continue locally agreed funding provisions, such as with Citizen's Advice and IDAS.		
		2.3 Help partners to promote their services via the Selby Homelessness Forum and bring agencies together to combine services and network.		Attendance at the virtual forum was significant and an increased number of agencies are due to attend the next event, a real positive for partnership working.
3.	Ensure customers who want to stay in their own homes are given as much opportunity as possible for this to happen.	3.1 Explore housing options for older people, including the provision of Disabled Facilities Grants and Lifeline service wherever appropriate.		The DFG and Private Sector Housing Assistance Policy are being updated to increase their scope and provide additional funding schemes; increasing customer's ability to stay in their own homes for longer.
		3.2 Continue to work with Breathing Space when cases involve potential mortgage repossession, as well as promoting the service district-wide.		










		3.3 Ensure customers are signposted to specialist services for support, including Age UK, Occupational Health and Citizen's Advice.		
4.	We will support the York, North Yorkshire and East Riding Housing Strategy in its aim to increase the supply of affordable housing throughout the region, ensuring Selby's emerging Local Plan appropriately acknowledges the need for affordable housing across the district.	4.1 Maximise the development of suitable rented and sub-market homes for sale and rent throughout the district, via the HRA and the Housing Trust.		We are yet to meet the Government's target for 1-4-1 replacement of homes lost to the RtB. We are however continuing our development plan through direct development (currently in planning phase), the acquisition of s106 units and buying back former RtB homes.
		4.2 Support the development of affordable housing through the planning process, ensuring Section 106 agreements are fit for purpose.		
		4.3 Support the Rural Housing Enabler in providing Rural Exemption Sites ring-fenced for affordable housing.		We are yet to secure a Rural Exception Site but work in this area continues with a number of parishes.
		4.4 Work with the Planning Policy team to ensure affordable housing remains a key focus in the emerging Local Plan, in terms of numbers, size and location.		
5.	Make best use of existing social housing stock within the district and ensure that our Allocations Policy effectively supports prevention and relief activity.	5.1 Continue to let homes to those most in need via North Yorkshire Home Choice, or an equivalent.		
		5.2 Continue with the Empty Homes initiative and utilising Government grant funding.		During 2020/21, 99 homes brought back into use following the intervention of the Council, meaning a reduction from 466 to 406 long-term empty homes. At the same time, 7 properties were also acquired (using some grant funding), renovated and brought back into use by SDC. 3 of these were re-occupied by cases with some form of homeless duty, and 4 re-occupied by families previously overcrowded.








**Priority Three: Improve access to front-line housing options services to prevent homelessness**

Ref:	Task:	Action:	Traffic Light:	Notes:
1.	Provide a Housing Options team where the principles of the Homelessness Reduction Act 2017 are fully embedded and all relevant customers are provided with Personal Housing Plans.	1.1 Ensure staff and key partner agencies are kept up to date with legislation and appropriate training offered.		
		1.2 Work with Duty/Commitment to Refer agencies to ensure that processes are agreed and referrals are having the maximum impact.		Duty to Refer mechanisms are in place and published on our website, Homeless Link and Countywide. Commitment to Refer work is outstanding.
		1.3 Ensure IT provisions are maximised and effectively utilised to allow staff to work flexibly and in ways which support the customer most.		Given the pandemic, staff have been required to work from home in the majority. However, this has not stopped customers being able to access the service and they are still receiving the same support as they would pre-pandemic.
2.	Ensure appropriate funding remains accessible to customers in order to prevent homelessness, including DHPs, North Yorkshire Local Assistance Funding and Frontline Prevention Funding.	2.1 Support customers to claim North Yorkshire Local Assistance Funding in appropriate circumstances.		Selby figs: YTD July 2020 – July 2021 The Council submitted 98 standard and 163 application (only Scarborough and Harrogate submitted more). Primary reasons for NYLAF were MH issues, homelessness, and families under 'significant pressure.'
		2.2 Consider the different ways in which the Council can utilise the Frontline Prevention Fund to maximise its impact.		The fund continues to be accessed as and when required in regards to preventing homelessness, but further work is required to maximise its impact.
		2.3 Use Discretionary Housing Payments as a prevention tool, targeting where it has most impact.		
		2.4 Signpost customers to budgeting, debt and money advice services in support of homeless prevention, especially considering the implementation of Universal Credit.		
3.	Continue to increase the number of customers where homeless prevention has been achieved.	3.1 Ensure adequate numbers of staff to case work effectively and commit to customers equally.		In May 2021, it was agreed by Executive to approve drawdown of the £127,745 from the MHCLG Homeless Prevention Funding to fund staff contract extensions and service support until 31 March 2022.
		3.2 Pursue appropriate external funding when it is available in order to extend the service and provide new homeless prevention tools		The team received an allocation of £8K from the short-term RSAP fund to assist with providing emergency accommodation, up to March 2021. A new funding round is currently live and the team are again considering a suitable funding bid.












		3.3 Continue publicising the Housing Options team and their work throughout the district to secure early referrals to the service.		Housing Option information leaflets are now included in local food parcel bundles, to ensure that anyone struggling financially throughout the pandemic has information on the service, what it can offer and how to make contact.
		3.4 Continue working with private landlords to reduce barriers for tenants on benefits.		
4.	Work with local landlords to develop more options for single people as well as those under 35, specifically looking to increase access to HMOs and shared accommodation.	4.1 Increase publicity for the Housing Options service and our private sector offer to entice local landlords.		
		4.2 Housing Options Development Officer to focus searches on shared accommodation within the district.		
		4.3 Utilise our HMO register to provide additional information on shared accommodation in the area.		Work is ongoing to identify shared accommodation in the district and utilise accordingly, but more work is required.

**Priority Four:** Reduce demand for emergency Bed and Breakfast accommodation by offering affordable housing and more appropriate


temporary accommodation				
Ref:	Task:	Action:	Traffic Light:	Notes:
1.	To ensure all Selby residents are aware of the Housing Options service and how to access it, as well as having the ability to access self-help tools where appropriate.	1.1 Ensure awareness of the service is raised and regularly continued via the Open Door newsletter and on-line via social media.		The next issue of Open Door is set to include a piece on the customer's journey through the Housing Options service.
		1.2 Ensure the Council's Homelessness Prevention booklet can be easily accessed by residents in hard copy and online, and remains up to date.		
		1.3 Ensure targeted self-help guides remain up to date and accessible on our website for anyone who may be at risk of homelessness.		
		1.4 Work with our Tenant Participation Officer to look for opportunities to further promote the service to as many of our tenants as possible.		This work is yet to commence.
2.	Whilst acknowledging that emergency Bed and Breakfast accommodation has its use, we aim to only provide such accommodation where it is most appropriate.	2.1 Maintain close links with IDAS where customers are domestic abuse victims, ensuring refuge is sourced where more appropriate than emergency accommodation.		Housing Options meet regularly with IDAS and have been working closely with the Community Safety Partnership to ensure all services are fulfilling their duties under the new Domestic Abuse Act 2021.
		2.2 Ensure hostel accommodation is managed appropriately to maximise voids and reduce reliance on Bed and Breakfast accommodation.		Bed and Breakfast use unsurprisingly increased with the Everybody In scheme but has now returned to pre-pandemic levels.
		2.3 Work to improve communication with local prisons so customers being released from custody who require accommodation are secured a planned move.		The team work closely with CRC and NPS when customers are due for release. These agencies will complete the Duty to Refer, but referrals could be received earlier. In June 2021, there was also a successful joint bid across NY and York to support ex-offenders into accommodation, standing at £188K to be shared across the authorities.
3.	We will increase supply and make best use of temporary accommodation.	3.1 Work to increase the amount of specialist move-on accommodation available for those who require temporary accommodation and support to be tenancy ready.		The team have acquired a dispersed unit outside of general needs accommodation that will be used as move-on accommodation with its own resettlement plan. If this is successful, the model will be increased to more units.
		3.2 Ensure adequate assistance is given to all		

		customers in temporary accommodation to provide long-term housing solutions, including the use of direct offers where appropriate.		
		3.3 Maximise the discharge of Homelessness Duties into the private rented sector to increase space in temporary accommodation and increase options for homeless customers.		Discharging full Homelessness Duties into the PRS accommodation remains relatively low, but has increased significantly for those under a Relief Duty, meaning customers are relieved of homelessness as soon as possible before a full Homelessness Duty is required.
		3.4 Ensure there is appropriate discretion within the Allocations Policy in regards to rent arrears and former tenant arrears.		
4.	To review temporary accommodation to ensure it is of a suitable standard in terms of size, type and location.	4.1 Prioritise use of dispersed temporary accommodation over that of hostel and emergency accommodation.		
		4.2 Ensure adequate access to disabled friendly temporary accommodation.		The team have acquired another ground floor accessible unit situated within the community.
		4.3 Ensure temporary accommodation meets all relevant fire and safety regulations.		SDC will ensure they are compliant with any additional requirements resulting from the Building Safety Bill 2021 and Fire Safety Act 2021 in regards to temporary accommodation.
		4.4 Complete a review of temporary accommodation to ensure there is sufficient accommodation of a suitable standard.		A formal review has not taken place as of yet, but work has been ongoing to diversify and improve the accommodation offered.
		4.5 Ensure temporary accommodation is available throughout the district and not only in central Selby.		A mapping exercise took place which has resulted in accommodation now being available in Selby, SIE and Tadcaster (with a mix of unit sizes).








**Priority Five:** Effectively support customers with complex and specific needs

Ref:	Task:	Action:	Traffic Light:	Notes:
1.	Ensure relevant information is shared safely with partner agencies and that decisions are made jointly where appropriate.	1.1 Attend regular and ad-hoc meetings with our partners to discuss shared cases and agree a way forward.		
		1.2 Continue to work closely with local colleagues in the police and health services, attending MARAC, MAPPA, MATAAC, IOM and Safer Hub meetings.		The team report that partnership working has never been as strong as it is currently, and is only likely to increase with the upcoming LGR.
		1.3 Ensure data is shared with agencies compliant with GDPR.		
2.	Look to improve housing and support for vulnerable customer groups.	2.1 Continue to jointly commission local and suitable support services.		
		2.2 Ensure awareness is raised in regards to local initiatives. This can be done via online publicity on the Council's website and via Selby's Homelessness Forum, as well as signposting customers wherever possible.		
		2.3 Look for opportunities to increase the amount of supported housing available in the district for vulnerable homeless customers. This could be in partnership with NYCC.		Supported Housing has not increased in the district since the Strategy was published. However, given LGR on the horizon, this is likely to increase opportunities in this area, as well as reconsider current connection criteria on existing supported housing.
3.	Continue to ensure that complex need customers are acknowledged in the North Yorkshire Home Choice Allocations Policy.	3.1 Ensure Housing Options are able to contribute to the North Yorkshire Home Choice board meetings and feedback is provided.		There is no formal attendance from Housing Options at the board meetings. However, good internal working relationships mean that any issues are put forward on the team's behalf and feedback provided.
		3.2 Ensure the needs of particular client groups are considered under any policy review including veterans, domestic abuse victims, care leavers, those with mental or physical disabilities and ex-offenders.		
4.	To ensure that vulnerable client groups have a tailored support and accommodation pathway, utilising Government funding and our Rough Sleeper Coordinator.	4.1 Maintain commitment to the Young People's Pathway and work with local partner agencies to ensure this continues.		Discussions as to the YP Pathway are stalled currently in light of upcoming LGR.
		4.2 Signpost where appropriate to education, employment and training opportunities to broaden the customer's horizon.		
		4.3 Work to get commitment from secondary health services to support wider needs.		The multi-agency monthly meeting at Scott Road Medical Centre is a great addition to the team's ability to work with secondary health



				services and it is hoped this will continue.
		4.4 Ensure adequate site provision is made for the Gypsy and Traveller community in regards to Selby's emerging Local Plan and adequate housing support is provided.		

**Priority Six: End rough sleeping in the district**

Ref:	Task:	Action:	Traffic Light:	Notes:
1.	Ensure that vulnerable customers, or people operating on their behalf, know how to access the Housing Options service.	1.1 Publicise StreetLink and ensure Selby district residents know how they are able to refer a potential rough sleeper, or themselves, to the service.		Our website has the most up to date information available in regards to StreetLink.
		1.2 Ensure partner agencies are aware of the No Second Night Out protocol and know how to refer potential rough sleeping customers to us.		Everybody In has been a great success in Selby, largely due to the team's efforts to ensure all relevant agencies know how to make referrals.
2.	Maintain an Out of Hours and No Second Night Out provision, to ensure that vulnerable customers are provided suitable alternatives to sleeping rough.	2.1 Ensure that a designated Rough Sleeper Pathway is developed by the new coordinator.		This resettlement pathway is currently active, with the addition of a Housing First model, ensuring rough sleepers can access accommodation at the point of contact, and support can then be tailored around their needs.
		2.2 Work under the No Second Night Out protocol and ensure any rough sleeper alert is responded to within 24 hours.		Either by the team Monday-Friday or via the OOH service outside of office hours.
		2.3 Provide an effective Out of Hours service which can respond to rough sleeper alerts outside of normal working hours.		
3.	Continue to provide a dedicated Rough Sleeping Coordinator whilst funding is available, and look to secure additional funding wherever possible to maintain this service as well as additional services to benefit our service provision for rough sleepers in the district.	3.1 Set up and chair new risk assessment conference for rough sleepers with key agencies – the Rough Sleeper Action Group.		This agenda item has been added to the Selby Safer Hub meeting, given that all relevant agencies already attend this meeting.
		3.2 Continue accommodating any potential rough sleeper throughout periods of severe weather (SWEP) and provide flexibility as to when this is deemed the case.		
		3.3 Ensure all customers, including rough sleepers, receive the same level of care, independent of their 'priority need' status.	