

Appendix A: Action Plan

Priority One: *Maximise and maintain partnership working to prevent and relieve homelessness.*

Ref:	Task:	Why:	Action:	Resource:
1.	Maintain and advance close working relationships with other North Yorkshire district councils and with partner authorities, sharing resources and best practice.	To make best use of available resources and ensure practice remains up to date and of a high standard.	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. 1.4 Continue looking for opportunities to share services and approaches where appropriate with our partners.	<ul style="list-style-type: none"> Housing and Environmental Health Service Manager Private Sector Housing Officer Housing Options service CYPS Worker Other North Yorkshire district councils and partner authorities
2.	Continue to develop a range of services with our partners to ensure all customers facing homelessness are provided with appropriate support.	To ensure that the needs of vulnerable groups within the district are taken into account and a holistic approach is taken when supporting them.	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. 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.	<ul style="list-style-type: none"> Private Sector Housing Officer Housing Options service Selby Homelessness Forum members
3.	Provide appropriate and targeted support to help customers establish and maintain successful	Providing customers and landlords with the skills and knowledge to maintain a tenancy will avoid repeat	3.1 Continue to promote the Moving Forward pre-tenancy training for vulnerable customers, in partnership with NYCC's Adult Learning Team.	<ul style="list-style-type: none"> Private Sector Housing Officer Housing Options service

	tenancies, utilising our new Homelessness Prevention Support Officers.	homelessness and maintain good working relations with local landlords.	3.2 Provide effective floating support services for vulnerable clients in private tenancies in-house via the Homeless Prevention Support Officers.	<ul style="list-style-type: none"> • Housing Options Development Officer • Homelessness Prevention Support Officers • Local RPs
			3.3 Work with local Registered Providers to develop and establish a universally agreed eviction protocol.	
4.	Raise awareness of the Housing Options service in the local community and with local agencies.	By engaging with the local community, we increase the likelihood of early and effective signposting; in turn increasing the time given to prevent homelessness for our customers.	4.1 Ensure that local agencies, in partnership with the Housing Options team, are able to take up appropriate training opportunities.	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Local partner agencies
			4.2 Continue to offer training hours and attend partner agency team meetings to promote the Housing Options service.	
			4.3 Promote the Duty to Refer, developing agreed protocols and referral pathways with the relevant authorities.	
			4.4 Look to agree a Commitment to Refer for agencies that have not been assigned a statutory duty, but refer into the service.	
5.	Where appropriate, we will raise awareness with decision makers on the issues surrounding service demand and provision to safeguard services and funding.	Senior Council Members should be informed on any issues which could impact of the service in order to secure its continued delivery.	5.1 Ensure that senior management and Council Members are updated regularly on service demand and provision, as well as any changes to funding.	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options Supervisor
			5.2 Provide opportunities for Councillors to attend training with the Housing Options team.	

Priority Two: Maximise local and appropriate housing options.

Ref:	Task:	Why:	Action:	Resource:
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.	Increasing access to settled accommodation in the private rented sector relieves pressure on social and specialised housing, making it available for those who truly need it.	<p>1.1 Build on the success of previous Landlord Forums and ensure they are a regular and well publicised event.</p> <p>1.2 Maintain Frontline Prevention Funding for customers who need financial assistance in accessing the private rented sector.</p> <p>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.</p> <p>1.4 Continue to publicise and offer the Council's Bond Guarantee Scheme.</p> <p>1.5 Improve access to housing advice for landlords and look at the possibility of a Landlord accreditation scheme.</p>	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options Supervisor • Housing Options Development Officer • Empty Homes Officer
2.	Ensure local partner agencies are proficiently supported in order to continue offering their specialist services.	To ensure that sufficient resources are in place to prevent homelessness and that expertise remains local and available throughout the district.	<p>2.1 Continue to commission services, either alone or in partnership with other local authorities, where a need is identified.</p> <p>2.2 Continue locally agreed funding provisions, such as with Citizen's Advice and IDAS.</p> <p>2.3 Help partners to promote their services via the Selby Homelessness Forum and bring agencies together to combine services and network.</p>	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options Supervisor
3.	Ensure customers who want to stay in their own homes are given as much opportunity as possible for this to happen.	To ensure that wherever possible and appropriate, households are able to stay in their own homes and close to their support networks.	<p>3.1 Explore housing options for older people, including the provision of Disabled Facilities Grants and Lifeline service wherever appropriate.</p> <p>3.2 Continue to work with Breathing Space when cases involve potential mortgage repossession, as well as promoting the</p>	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Customer, Business and Revenues Manager • Private Sector Housing

			service district-wide.	Officer
			3.3 Ensure customers are signposted to specialist services for support, including Age UK, Occupational Health and Citizen's Advice.	<ul style="list-style-type: none"> Housing Options service
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.	To provide customers with increased choice and to ensure appropriate housing options are available for all our customers.	4.1 Maximise the development of suitable rented and sub-market homes for sale throughout the district, via the HRA and the Housing Trust.	<ul style="list-style-type: none"> Housing and Environmental Health Service Manager Housing Development Team Planning Policy Team Housing Strategy Officer Rural Housing Enabler
			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.	
			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.	To ensure that suitable accommodation is available for our customers and increase options for those at risk of homelessness.	5.1 Continue to let homes to those most in need via North Yorkshire Home Choice, or an equivalent.	<ul style="list-style-type: none"> Private Sector Housing Officer Housing and Tenant Services Team Leader Housing Options service Empty Homes Officer
			5.2 Continue with the Empty Homes initiative and utilising Government grant funding.	
			5.3 Ensure Housing Options are able to contribute to the North Yorkshire Home Choice board meetings and feedback is provided.	

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

Ref:	Task:	Why:	Action:	Resource:
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.	To ensure the Housing Options team are working to current regulation and that customers are given an equal responsibility in resolving their housing issues via their housing plans.	1.1 Ensure staff and key partner agencies are kept up to date with legislation and appropriate training offered.	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Business Transformation Officer
			1.2 Work with Duty/Commitment to Refer agencies to ensure that processes are agreed and referrals are having the maximum impact.	
			1.3 Ensure IT provisions are maximised and effectively utilised to allow staff to work flexibly and in ways which support the customer most.	
2.	Ensure appropriate funding remains accessible to customers in order to prevent homelessness, including DHPs, North Yorkshire Local Assistance Funding and Frontline Prevention Funding.	Access to an additional funding stream can significantly increase the options available to a customer in order to remain in their homes or access alternative accommodation if necessary.	2.1 Support customers to claim North Yorkshire Local Assistance Funding in appropriate circumstances.	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Benefits and Taxation Team • Local partner agencies
			2.2 Consider the different ways in which the Council can utilise the Frontline Prevention Fund 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.	Reduce the amount of customers who undergo the trauma of homelessness, as well as the level of Council resource required to support a homeless	3.1 Ensure adequate numbers of staff to case work effectively and commit to customers equally.	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options service
			3.2 Pursue appropriate external funding when it is available in order to extend the service and provide new homeless prevention tools.	

		family into new accommodation.	3.3 Continue publicising the Housing Options team and their work throughout the district to secure early referrals to the service.	<ul style="list-style-type: none"> • Communications Team
			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.	The provision of shared accommodation benefits a significant customer cohort and has been seen as a gap in current service provision.	4.1 Increase publicity for the Housing Options service and our private sector offer to entice local landlords.	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options Supervisor • Housing Options Development Officer
			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.	

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

Ref:	Task:	Why:	Action:	Resource:
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.	An early approach to preventing homelessness wherever possible avoids crisis and the use of emergency accommodation.	<p>1.1 Ensure awareness of the service is raised and regularly continued via the Open Door newsletter and on-line via social media.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Communications Team • Tenant Participation Officer
2.	Whilst acknowledging that emergency Bed and Breakfast accommodation has its use, we aim to only provide such accommodation where it is most appropriate.	The use of Bed and Breakfast accommodation may still be required in some cases, but should not be the standard route for a homeless customer.	<p>2.1 Maintain close links with IDAS where customers are domestic abuse victims, ensuring refuge is sourced where more appropriate than emergency accommodation.</p> <p>2.2 Ensure hostel accommodation is managed appropriately to maximise voids and reduce reliance on Bed and Breakfast accommodation.</p> <p>2.3 Work to improve communication with local prisons so customers being released from custody who require accommodation are secured a planned moved.</p>	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Rough Sleeper Coordinator

3.	We will increase supply and make best use of temporary accommodation.	Ensure that temporary accommodation is available for those who need it, and used for no longer than required.	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.	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options service • Housing Strategy Officer
			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.	
			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.	The Housing Options service should work to reduce the impact of homelessness as much as possible for our customers; ensuring temporary accommodation is suitable in size, condition, type and location.	4.1 Prioritise use of dispersed temporary accommodation over that of hostel and emergency accommodation.	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options Supervisor • Property Management Team Leader
			4.2 Ensure adequate access to disabled friendly temporary accommodation.	
			4.3 Ensure temporary accommodation meets all relevant fire and safety regulations.	
			4.4 Complete a review of temporary accommodation to ensure there is sufficient accommodation of a suitable standard.	
			4.5 Ensure temporary accommodation is available throughout the district and not only in central Selby.	

Priority Five: Effectively support customers with complex and specific needs

Ref:	Task:	Why:	Action:	Resource:
1.	Ensure relevant information is shared safely with partner agencies and that decisions are made jointly where appropriate.	A holistic approach is best practice when dealing with complex cases, relying on the specialist skills and knowledge of each agency and how they can support the individual.	<p>1.1 Attend regular and ad-hoc meetings with our partners to discuss shared cases and agree a way forward.</p> <p>1.2 Continue to work closely with local colleagues in the police and health services, attending MARAC, MAPPA, MATAAC, IOM and Safer Hub meetings.</p> <p>1.3 Ensure data is shared with agencies compliant with GDPR.</p>	<ul style="list-style-type: none"> Private Sector Housing Officer Housing Options service Partner agencies
2.	Look to improve housing and support for vulnerable customer groups.	The likelihood of a customer engaging in support and avoiding repeat homelessness is increased if the package offered to them is tailored and takes into account their specific needs.	<p>2.1 Continue to jointly commission local and suitable support services.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> Housing and Environmental Health Service Manager Private Sector Housing Officer Housing Options service Housing Strategy Officer
3.	Continue to ensure that complex need customers are acknowledged in the North Yorkshire Home Choice Allocations Policy.	To ensure as many customers as possible can access properties available via North Yorkshire Home Choice.	<p>3.1 Ensure Housing Options are able to contribute to the North Yorkshire Home Choice board meetings and feedback is provided.</p> <p>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.</p>	<ul style="list-style-type: none"> Private Sector Housing Officer Housing Options Supervisor Housing Tenant Services Manager
4.	To ensure that vulnerable client groups have a tailored support	Customers should be provided with a clear route forward when they access	4.1 Maintain commitment to the Young People's Pathway and work with local partner agencies to ensure this continues.	<ul style="list-style-type: none"> Private Sector Housing Officer

	<p>and accommodation pathway, utilising Government funding and our Rough Sleeper Coordinator.</p>	<p>the service, linking in with appropriate third party agencies to provide wrap-around service provision.</p>	<p>4.2 Signpost where appropriate to education, employment and training opportunities to broaden the customer's horizon.</p> <p>4.3 Work to get commitment from secondary health services to support wider needs.</p> <p>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.</p>	<ul style="list-style-type: none"> • Housing Options service • CYPS worker • Partner agencies • Rough Sleeper Coordinator
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Priority Six: End rough sleeping in the district

Ref:	Task:	Why:	Action:	Resource:
1.	Ensure that vulnerable customers, or people operating on their behalf, know how to access the Housing Options service.	The more people know about and understand the help they can be offered, the more likely they are to access it as an alternative to rough sleeping	<p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Communications Team
2.	Maintain an Out of Hours and No Second Night Out provision, to ensure that vulnerable customers are provided suitable alternatives to sleeping rough.	To ensure the health and safety of any individual at risk.	<p>2.1 Ensure that a designated Rough Sleeper Pathway is developed by the new coordinator.</p> <p>2.2 Work under the No Second Night Out protocol and ensure any rough sleeper alert is responded to within 24 hours.</p> <p>2.3 Provide an effective Out of Hours service which can respond to rough sleeper alerts outside of normal working hours.</p>	<ul style="list-style-type: none"> • Housing and Environmental Health Service Manager • Private Sector Housing Officer • Housing Options service • Rough Sleeper Coordinator
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.	Rough sleeping customers are likely to have complex needs and will require a targeted service offer.	<p>3.1 Set up and chair new risk assessment conference for rough sleepers with key agencies – the Rough Sleeper Action Group.</p> <p>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.</p> <p>3.3 Ensure all customers, including rough sleepers, receive the same level of care, independent of their ‘priority need’ status.</p>	<ul style="list-style-type: none"> • Private Sector Housing Officer • Housing Options service • Rough Sleeping Coordinator • Partner agencies