

Homelessness and rough sleeping strategy 2020-2025



RYEDALE
DISTRICT
COUNCIL



Homelessness Strategy Action Plan

Housing Services

Objective 1 – Prevent and relieve homelessness		
PROPOSAL	ACTION	BY WHEN
1. Encourage landlords, letting agents and tenants to refer to our service early	Develop marketing information and distribute to landlords and letting agents	Nov 21
2. Continue to review and improve prevention tools, to enable customers to sustain and remain in their current accommodation.	Review the Homelessness prevention toolkit, ensuring all prevention measures are still fit for purpose Support customers to access external and charity funding to avoid homelessness and debt	Sept 21 Ongoing, annual review May
3. Work with registered social housing providers to address the high number of approaches for rent arrears.	Ensure referrals are made early via commitment to refer, with regular meetings with main housing providers in the area.	Apr 21
4. Increase access to specific and quality advice for customers	Review tailored advice to specific groups	Sept 21

<p>5. Ensure customers who want to stay in their own home are given as much opportunity as possible for this to happen</p>	<p>Explore housing options for older and vulnerable people, including through Disabled Facilities Grants, energy efficiency schemes and Ryecare Lifeline where possible.</p> <p>Continue to work with Breathing Space where cases involve potential mortgage repossession, or use of the council's mortgage loan fund, as well as promoting the services district-wide.</p> <p>Refer to the Community team and Environmental health officer, for disrepair and health and safety concerns within properties to resolve issues and prevent moving on unnecessarily</p>	<p>Apr 22</p> <p>Ongoing, annual review May</p> <p>Ongoing – review process</p>
----------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------

Objective 2 – Securing that sufficient and appropriate accommodation is available for people who are homeless or may become homeless		
PROPOSAL	ACTION	BY WHEN
<p>1. To increase access to low cost shared accommodation for customers</p>	<p>Work with the private sector team to proactively speak to landlords who have registered HMO's or are enquiring for loans to develop them, to improve relationships</p> <p>Work with the development team to seek new low cost shared accommodation to manage or purchase, in line with the development plan.</p> <p>Continue to manage the 4 shared houses that the Council currently has available for customers and those in housing need</p>	<p>Sept 21</p> <p>Mar 23</p> <p>Ongoing – by June – review of occupancy costs etc.</p>

2. To develop and increase access to move on accommodation from supported accommodation	Development of 8 units at the Railway Tavern. Tenancy sustainment officer to continue to work with people moving on from supported accommodation	Apr 21
	Ensure all residents actively partake in the resettlement pathway to prepare them for independent accommodation whilst living in Derwent Lodge	Sept 21
3. To annually review the temporary accommodation availability and requirements	Review demand, voids and occupancy of Old Railway Court and B&B, ensuring that the stock is still fit for purpose and customer needs.	Aug 20
4. Develop and extend, clear and co-ordinated private sector offer to increase private rental options	Continue to facilitate and promote the annual landlords forum and increase online content available for landlords and tenants	Mar 21
	Develop a clear private sector offer, for assistance and support	Oct 21
	Continue to work with the benefits team to ensure DHP funds are available for those in receipt of housing costs, to use as bonds and/or RIA to access the private sector, and for short term rent shortfalls and arrears	Ongoing
5. Continue to be an active partner in NYHC, to ensure that the properties are made available to as many customers as possible	Continue to attend operational and board meetings and feed into all policy changes, reviews and ongoing operational issues	Ongoing
	Ensure eligible supported accommodation providers work through a resettlement pathway that would support customers to access and sustain NYHC or private rental in the future.	Apr 22
6. Promote and Facilitate access to all types of affordable accommodation options	Advertise and assess suitability and s106 conditions for low cost home ownership and affordable rent properties.	Ongoing
	Work alongside the development team to provide assess the feasibility of additional affordable extra care schemes and continue to allocate to current schemes	Apr 23
	Support Gypsy's and Traveller's to access Tara Park where this is a suitable option and review procedures for the site alongside the private sector team.	Apr 22

Objective 3 – Maximise partnerships and improve access to support services

PROPOSAL	ACTION	BY WHEN
<p>1. Ensure those with complex or specific needs have tailored support, suitable for them and vulnerable customer groups</p>	<p>Carry out holistic assessments to establish the most appropriate support and housing needs of each customer, to enable the long term sustainability of housing</p> <p>Review our housing pathway and referral protocols (offender, hospital discharge, drugs and alcohol services, mental health, drug and alcohol services)</p> <p>For services that are limited in Ryedale or not available, work with providers to increase provision through commissioned services, buy in options for individual customers or referral procedures to services in other areas</p>	<p>Apr 21</p> <p>Mar 22</p> <p>Apr 22</p>
<p>2. Increase numbers of referrals sent through Duty to Refer from statutory and non-statutory agencies, to increase early intervention and prevent homelessness</p>	<p>Provide training for agencies and staff about homelessness and duty to refer. Direct early training at Statutory referral agencies who are currently not referring</p> <p>Review the information provided for agencies and re circulate.</p> <p>Create a voluntary commitment to refer for non-statutory agencies within Ryedale to sign up to</p>	<p>Sept 20 to be delivered remotely</p> <p>Aug 20</p> <p>Mar 22</p>
<p>3. Maintain and develop relationships with organisations providing support to specific groups to prevent and relieve homelessness and improve referrals and signposting</p>	<p>Make links with new support organisations</p>	<p>Ongoing - Aug team meeting</p>
<p>4. Work with agencies, funders and commissioners to increase availability of Drug and Alcohol Services within Ryedale</p>	<p>Explore ways of increasing the drug and alcohol services available in Ryedale, initially by working with local providers.</p>	<p>Apr 22</p>

5. Increase employment and training opportunities in partnership with DWP, economic development and partner agencies.	Build relationships with current providers and seek funding opportunities following the loss of previous services for young people	Apr 22
-----------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------	--------

Objective 4 – Raise awareness of homelessness and housing issues, and improve access to the services in the district		
PROPOSAL	ACTION	BY WHEN
1. Raise awareness of the Housing Options service within the Council, local community and with local agencies	<p>Advertise the service on all platforms to inform agencies and the public about the services</p> <p>Continue to organise and facilitate the quarterly Housing Forum, reviewing the attendees to continue to have a diverse attendance from organisations</p> <p>Explore the option of quarterly information newsletters or news updates to be available online</p>	<p>Apr 22</p> <p>Oct 20</p> <p>Apr 23</p>
2. Increase the use of technology where possible and explore how and where advice is provided	<p>Improve information available online so customers and partners are able to self-help and access information 24/7</p> <p>Increase use of the Customer portal for self-referrals and case management</p> <p>Extend housing advice drop-in services throughout the district to cover the rurality of the area</p>	<p>Ongoing – website being reviewed by Aug 20</p> <p>Jan 22</p> <p>Postponed due to Covid restrictions, Look at alternative ways of delivery</p>

3. Implement a robust customer feedback and consultation analysis system to continue to develop the service	Explore customer feedback options both as a department and alongside corporate projects incorporating advice, homelessness and temporary accommodation	Apr 22
	Improve engagement with local employers, LGBTQ and veteran communities, amongst others to increase diversity of customers approaching the service	Apr 22
4. Review the communication and marketing plan	Work with the Comms team to develop a rolling program of Comms and occasional press releases as and when required	Apr 22
5. Enable customers with additional needs to access our services	Link with colleagues in NYCC adult and children's services and voluntary groups to identify gaps in accessibility and opportunities to engage with service users with additional needs	Apr 22
	Review provision of translation services, sign language interpreters, documents used to ensure advice and services are available to all	Nov 20

Objective 5 – Continue to work strategically to maintain services and seek new opportunities for funding and partnership working		
PROPOSAL	ACTION	BY WHEN
1. Work with NYCC in reviewing services that deliver specific young peoples' accommodation and support within Ryedale	Actively support the continued provision of the young peoples' accommodation and support services in Ryedale and work alongside NYCC and other districts in relation to the recommissioning of the NYCC service.	Oct 21
2. Work with partners to provide and increase access to domestic abuse refuge accommodation within North Yorkshire	Engage with commissioning process across the county	Ongoing
3. Ensure that housing support services within the Council are maintained while increasing homeless prevention and supporting households in order to prevent repeat homelessness	Monitor numbers of customers that support staff are working with, by reconfiguring the IT systems to gather this data.	Ongoing
	Support customers to apply for and access other services, with staff identified as champions in different support areas, i.e. domestic abuse	Apr 21

4. Work with NYCC commissioners and successful contractors, on the provision of mental health accommodation and offender support services in Ryedale	Continue to work with NYCC to provide information about the needs of provision in Ryedale during the commissioning process	Oct 21
	When the providers of the new contracts are decided, work with them to ensure homelessness prevention is recognised and referral pathways are developed	Oct 21
5. MHCLG funding and local funding options	Support partners, charities and voluntary organisations to access funding, by raising awareness of available money or projects	Ongoing
	Continue to bid for relevant funding streams from MHCLG to support the council to deliver homelessness and prevention services and to develop accommodation options for those homeless or at risk of becoming so	Apr 21
6. Review money advice, income maximisation, financial support and basic living provision available to residents and look at future funding provision from the council and external sources	Review what services are provided within Ryedale, accessible in neighbouring authorities for Ryedale residents and remotely via phone and online services.	Oct 21
	Continue to work with Credit Union	Ongoing
	Continue to support the local food bank, to enable them to feed those in need	Ongoing
7. Develop closer links with Public health and other health services provided within the district	Increase communication and links with Public health and other health services for vulnerable customers and homeless households	Oct 21

Objective 6 – End Rough Sleeping		
PROPOSAL	ACTION	BY WHEN
1. Refresh and implement a 'single service offer' based on the no second night out principles.	Review advice from homeless link and update procedures, complete staff training to improve service delivery	To be reviewed across county

		through County homelessness Group by end Dec 20
2. Develop and embed a rough sleeping pathway across the district	<p>Complete the pathway document, so staff and customers are clear on the options and support available for rough sleepers</p> <p>Launch the new pathway, informing other organisations and internal staff on the processes</p>	<p>Oct 20</p> <p>Dec 20</p>
3. Continue to deliver tenancy sustainment work to prevent rough sleeping	<p>Seek funding from April 2021 to provide tenancy sustainment for those at risk of rough sleeping when current funding ends, to prevent homeless reapplication.</p> <p>Develop and launch tenancy sustainment training for single people at risk of rough sleeping (current funding until March 2022)</p>	<p>Aug-20 submit bid for next Steps funding. Jan-21 for continuation bid</p> <p>Dec 20</p>
4. Increase knowledge across the district with both partners and the general population of how to seek help for a rough sleeper	<p>Engage with parish councils, faith groups, partner agencies and internal staff to raise awareness of rough sleeping.</p> <p>Inform the public through the website, social media, posters throughout the district and targeted work in areas if required</p>	<p>Ongoing - review meeting in July 21</p> <p>Nov 20</p>
5. Create a rough sleeping personalised intervention fund	Use personalisation fund as and when required (available until March 2022 as per funding)	Mar 21
6. Create an emergency bed space for Rough Sleepers	Liaise with partners and accommodation providers to identify emergency options for delivery of 'no second night out scheme'	No Second Night Out to be reviewed by County Homeless Group

RYEDALE
DISTRICT
COUNCIL



Published by:
Ryedale District
Council
October 2021