

Peterborough Homelessness Strategy

The homelessness strategy is presented in the format of a table with four clear and colour coded sections for ease of reference. Each section is specific to certain objectives. Objectives 1-4 are about service standards and how the council will work with its partners to further develop the practical service which are offered to people who are threatened with or experiencing homelessness. Objective 5 is about health and emotional wellbeing. Objective 6 make clear strategic links with worklessness and people experiencing difficulty accessing education or training and objective 7 focuses on empowering people to make their own choices by expanding the options that are available and improving access to those options.

SERVICE STANDARDS

Peterborough City Council and the stakeholders involved in the development of this strategy are committed to customer service, continuous improvement and service development. This section of the strategy documents and formalises the council's working practices with its partner agencies. It also explores new and innovative ways to work with partners to address the issue of homelessness.

SERVICE STANDARDS

| Objective | Key Action | Target Group | Measurable outcome | Timescale | Lead organisation and/or named person | Partners |
|--|--|----------------------------------|---|-----------------------------------|---------------------------------------|--|
| To have clear procedures for information sharing and data monitoring as a tool for homelessness prevention | 1.01 Each RSL operating in the LA area will appoint a Homeless Champion at Senior Management Team level from within their organisation to sit at the relevant working groups and/or the Strategy Steering Group in order to progress this action plan. | All service users | Sustained representation by partner organisations | 2008 COMPLETE | RSLs | Housing Options Steering Group Members |
| | 1.02 Regularly estimate the numbers of rough sleepers by gathering information from all agencies in contact with homeless people. | Street homeless, single homeless | Bi-annual survey undertaken | Continuous COMPLETE | Housing Options: Karen Whatley | |

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|---|---|-------------------------------------|---|----------------------|--|---|
| 1. To have clear procedures for information sharing and data monitoring as a tool for homelessness prevention | 1.03 Develop and implement referral procedures and protocols for Peterborough Rough Sleepers Action Group | Street homeless, single homeless | Reduction in rough sleeping | 2008 COMPLETE | Housing Options: Karen Whatley | |
| | 1.04 Research the need for Rough Sleepers Outreach Officer/ service | Street homeless | Reduction in rough sleeping | 2008 COMPLETE | Housing Options: Karen Whatley | |
| | 1.05 Increase knowledge and understanding of wider homelessness issues amongst external partners. | Partner agencies | Schedule of training delivered i.e. Shelter | 2008 COMPLETE | Housing Options: Caroline Rowan | |
| | 1.06 Routinely inform Intake & Assessment when a family is placed in Temporary Accommodation. | Vulnerable families | Referral procedure developed and implemented. | 2008 COMPLETE | Cross Keys Homes | Childrens Specialist Services |
| | 1.07 Investigate ISO 9000 or ISO 9001 accreditation for the Housing Options service | All service users | Receive accreditation if applicable | 2009 NOT ACHIEVED | Housing Options: Caroline Rowan | |
| | 1.08 Ensure full participation in Child Protection conferencing with Children's Services | Vulnerable families Young People | Attendance at all meetings | 2008 COMPLETE | Housing Options; Charmaine Horsfield | Childrens Specialist Services |
| | 1.9 Develop procedures for Housing Options to be informed when a person is due to return to Peterborough from placements outside the LA area. | Care Leavers | Referral procedure developed and implemented. | 2008 COMPLETE | Childrens Specialist Services | Housing Options: |
| | 1.10 Ensure Housing Options Officers have access to Children's Services RAISE database | Vulnerable families Young People | Access to database | 2008 COMPLETE | Housing Options: Karen Whatley | Childrens Specialist Services |
| | 1.11 Ensure full participation in the serious case review process with the Peterborough Safeguarding Children Board. | Vulnerable families Young People | Attendance at all meetings | 2008 COMPLETE | Housing Options: Case Specific Options Officers | Peterborough Safeguarding Childrens Board |

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|--|---|--|--|----------------------------|--|--|
| 1. To have clear procedures for information sharing and data monitoring as a tool for homelessness prevention | 1.12 Optimise joint working between housing, children's specialist services and young people's service (connexions) in meeting the needs of homeless and potentially homeless young people. | Vulnerable families Young People Care Leavers Young Offenders | Connexions advisors will continue to attend joint interviews | 2008 COMPLETE | Housing Options: Gemma Revell | Childrens Specialist Services Young People's Service (Connexions) |
| | 1.13 Ensure headline homelessness targets get recognition in the Local Public Service Agreements (LPSA) and Local Area Agreement (LAA) | All services users | Targets are recognised in relevant documents | Continuous COMPLETE | Strategic Growth and Development Head of Service: Adrian Chapman | |
| | 1.14 Invest time and resources into regional and national joint working through full/ virtual representation | All services users | Attendance on groups | 2008 ONGOING | Sarah Hebblethwaite | Regional Cluster LA's Homeless Link |
| | 1.15 Explore ways of establishing a system to collate information on hidden homeless | Hidden homeless BME groups | System in place | 2009 COMPLETE | Housing Options: | |
| | 1.16 Ensure that agencies have access to relevant benefits data and procedures in order to facilitate multi-need key working sessions. | All services users | Multi agency training sessions | 2009 NOT ACHIEVED | Housing Benefits | Drug Action Team Drinksense, Bridgewater, PNeneDrug Intervention Programme |
| | 1.17 Undertake a 'Homeless Census' to develop a profile of people using homeless services to build a more comprehensive profile of the housing and support needs of homeless people. Research the link between homelessness and other social trends – more volatile household formation, drug usage, employment patterns, skills patterns | All services users | Census undertaken. Use results to inform action point 1.26 | 2009 NOT ACHIEVED | Housing Options: Kerry Murray Matthew Hogan | Drug Action Team Department for Work & Pensions (JobCentre Plus) Drinksense, Bridgewater, PNeneDrug Intervention Programme |
| | 1.18 Analyse the main causes of homelessness amongst repeat applicants | Repeat homeless applicants | Analysis undertaken. Reduction in repeat homelessness applications | 2008 COMPLETE | Housing Options: Kerry Murray | |

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| 1. To have clear procedures for information sharing and data monitoring as a tool for homelessness prevention | 1.19 Improve information exchange between Probation Service and Housing Options using information obtained from OASys and other assessment systems to determine the level of housing need of offenders prior to release. Develop and ex-offender release protocol and research the need for a prison release panel meeting. | Ex-offenders | Protocol developed. Need for panel meeting assessed. | 2009 ONGOING | HMP Peterborough MAPPA Sean Evans | Housing Options: National Offender Management Scheme |
| | 1.20 Develop and sustain effective referral process between Housing Needs, floating support and Children's Specialist Services | Vulnerable tenants Care Leavers | Robust referral procedures in place. | 2008 ONGOING | Sean Evans | Cross Keys Homes: Kim Lawrence, Supporting People Childrens Services |
| | 1.21 Develop and implement a risk identification system to ensure that the necessary links are in place to prevent tenancy breakdown. Healthy Homes Advisor to make referrals to Housing Options Advice Service. | Vulnerable tenants, people with mental health problems | Risk identification system developed. Referrals made | 2009 NOT ACHIEVED | Private Sector Housing: Abdul Malik | Housing Options, : Matthew Hogan, RSLs, Healthy Living Partnership, Supporting People |
| | 1.22 Put in place a common monitoring system to improve collection of more robust data. | Single homeless | Common monitoring system in place. Link with regional policies. | 2008 ROUGH SLEEPER DATABASE | Housing Options: Kerry Murray | |
| | 1.23 Draw information from the Strategic Housing Market Assessment | All service users | Annual Update | 2008 COMPLETE | Strategic Planning and Enabling: | |
| | 1.24 Research the need for a Tenancy Relations Officer (TRO) | All service users | Need investigated and post created if appropriate | 2008 COMPLETE | Housing Options: Karen Whatley | |
| | 1.25 Identify main causes of homelessness among BME households and use results to develop plans for targeted prevention work. | BME service users | BME monitoring system | 2009 NOT ACHIEVED | Private Sector Housing: Abdul Malik | Housing Options, |

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| 1. To have clear procedures for information sharing and data monitoring as a tool for homelessness prevention | 1.26 Consider the need for, and suitability of, offering housing advice at a range of outreach locations i.e. doctors surgeries, local housing offices, voluntary sector agencies, community centres | All service users | Outreach undertaken | 2008 COMPLETE | Housing Options: Caroline Rowan | |
| | 1.27 Draw up an action plan for meeting the 2010 temporary accommodation target | PN clients | Action plan created | 2008 COMPLETE | Housing Options: Julie Rivett | |
| | 1.28 Ensure Member awareness of and commitment to tackling homelessness and meeting the 2010 temporary accommodation target | All service users | Publicity and awareness raising with Elected Members | 2008 COMPLETE | Housing Options: Julie Rivett | |
| | 1.29 Housing Options to continue to support and develop the Private Sector Leasing Scheme and Empty Homes Strategy | All service users | Scheme and Strategy supported and developed. | 2008 ONGOING | Adam Cliff Belinda Child | |
| | 1.30 Create robust referral procedures between Housing Options and New Link. | BME communities Rough Sleepers | Referral procedure created and implemented. | 2008 COMPLETE | Housing Options: | New Link: Suchitra Rampal |
| 2. To ensure the availability of appropriate accommodation in line with current and future levels of demand | 2.01 Explore options with social providers to undertake management of private properties. | All service users | Options explored | 2009 ONGOING | Sean Evans | RSL's |
| | 2.02 Work with Registered Social Landlords to improve communication, procedures and neighbourhood management. | Partner agencies | Improved communication, robust procedures, effective neighbourhood management | 2010 ONGOING | Sean Evans | Safer Peterborough Partnership |
| | 2.03 Ensure effective liaison with private and social landlords through landlords forums | All service users | Attendance at forums | Continuous ONGOING | Gareth Brighton Sean Evans | |

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|---|---|--|---|--|--|---|
| 2. To ensure the availability of appropriate accommodation in line with current and future levels of demand | 2.04 Work with private sector landlords in improving housing conditions and management. | All service users | Fewer presentations as a result of houses being in disrepair/ unsuitable for habitation | Continuous ONGOING | Jo Hodges | Private Sector Housing |
| | 2.05 Work with Supporting People and Housing Strategy to identify demand for Specialist accommodation services. | Service users with specific additional needs | Options appraisal of specialist accommodation | 2009 ONGOING | Sharon Malia Belinda Child | Housing Strategy Manager Supporting People |
| | 2.06 Investigate the need for procuring appropriate additional move-on accommodation for young people. Analyse the Housing Market Needs Assessment. | Young homeless | Need investigated and evidenced. | 2009 NOT ACHIEVED | Strategic Planning and Enabling: | Housing Options: Karen Whatley Supporting People |
| | 2.07 Agree the best way of avoiding homelessness amongst travellers without access to an authorised site for their caravan | Homeless gypsy/ traveller families/ show people, singles | Survey of needs undertaken. Development of protocol/ joint working agreement | 2009 NOT ACHIEVED | Strategic Planning and Enabling: Rosemary Woodland | |
| | 2.08 Investigate the need for a wet house. | Service users with specific needs | Need investigated | 2009 NOT ACHIEVED | Housing Options: | Drinksense, RSLs |
| | 2.09 Implement the National Affordable Housing Programme 08/11 | All service users | Programme formulate and delivered | Continuous Continues to be delivered in 2013-2014 | Anne Keogh | RSLs Private Companies |
| | 2.10 Investigate the need for setting up further direct access accommodation, including provision for couples and people with pets. | Single homeless Street homeless | Need investigated | 2009 NOT ACHIEVED | Housing Options: | RSLs, Salvation Army, Emmaus |

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| 2. To ensure the availability of appropriate accommodation in line with current and future levels of demand | 2.11 Promote and develop the availability of Sheltered Accommodation. Re-allocate sheltered accommodation for groups who need it. | Older people | VOIDS minimised | 2009 ONGOING | Sean Evans | RSLs |
| | 2.12 Complete and review the Young People's Accommodation and Support Related Strategy as recommended by the Joint Area Review (recommendation 13) | Care Leavers, NEET, Youth Offending service users, Substance Mis-users, | Completion of strategy Review of strategy | 2008 COMPLETE | Housing Options: Karen Whatley | Childrens Specialist Services, Supporting People, Youth Offending Service, Drug Action Team, Connexions |
| | 2.13 Establish a Retirement Village to release family accommodation | Older People | Retirement Village Established | 2010 NOT ACHIEVED | Strategic Planning and Enabling: Caroline Hannon | |
| | 2.14 Consider introducing a regional vacancies list for direct access hostels. | Single homeless | Need assessed and regional list implemented if appropriate | 2008 NOT ACHIEVED | Housing Options: Matthew Hogan | |
| | 2.15 Consider the need for accommodation for vulnerable people whose behaviour does not meet the social norm and who are currently excluded from direct access hostels | Ex-offenders People with mental health issues | Mapping exercise undertaken | 2009 ONGOING | Sarah Hebblethwaite | Supporting People Homeless Link |
| | 2.16 Investigate the suitability of promoting mortgage rescue companies. | Homeowners | Need identified. Suitable companies identified. Promotional materials distributed if appropriate. | 2009 COMPLETE | Housing Options: | PCC currently offer and administer governments mortgage rescue scheme |
| | 2.17 Conduct research into the incidence of people losing 'Other' rented/ tied accommodation | HMO occupants People with license agreements Owner occupiers | Reasons identified and action taken to address this. | 2008 NOT ACHIEVED | Housing Options: | |

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|---|---|---|--|-----------------------|---------------------------------------|---|
| 3. To promote the provision, development and review of support services and advice to ensure that it is accessible and fit for purpose. | 3.01 Implementation of Housing Advice Module. Ensure a fully integrated housing advice service is delivered by Housing Options | All service users | Housing Advice Module implemented | 2008 NOT ACHIEVED | Housing Options: Caroline Rowan | |
| | 3.02 Undertake an audit of legislative training needs and arrange for training to be delivered. | PCC Housing Needs, RSLs, Partner Agencies | Training needs identified and delivered. | 2008 ONGOING | Rob Smith | Housing Needs, RSLs, voluntary Agencies |
| | 3.03 Seek to obtain Quality Mark status for the Housing Options Advice Service and strengthen links with other local advice agencies and solicitors. | All service users | Improved customer perception of service | 2009 NOT ACHIEVED | Housing Options: Caroline Rowan | Citizens Advice Bureau, Shelter |
| | 3.04 Ensure Housing Benefit claims are processed quickly for all applicants as measured by Best Value Performance Indicators. | All service users | Performance Indicators monitored by steering group | 2008 COMPLETE | Housing Benefits: Geoff Rudd | |
| | 3.05 To increase the number of households where Homelessness is prevented by advice and assistance from the Council | All service users | Increase in Homelessness Prevention | Continuous ONGOING | Sean Evans Housing Needs Team | |
| | 3.06 Introduce mediation skills training for Housing Options staff and front line staff of partner agencies who encounter people threatened with homelessness | Homeless | All Housing Options staff trained in mediation | 2008 NOT ACHIEVED | Housing Options: Gemma Revell | |
| | 3.07 Monitor the effectiveness of floating support in enabling tenancies to be sustained | All service users | Fewer tenancies lost where support has been provided. Monitor through reports to Steering Group. | 2009 COMPLETE | Cross Keys Homes: Kim Lawrence | Housing Options, Supporting People |

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| 3. To promote the provision, development and review of support services and advice to ensure that it is accessible and fit for purpose. | 3.08 Ensure appropriate referrals to Citizens Advice Bureaux Welfare Rights Specialists. Establish clear threshold information requirements to ensure that referrals to CAB are appropriate. | All service users | Referral procedure developed and implemented. Thresholds established | 2008 COMPLETE | CAB: Tracey Hamilton Keyes | Housing Options: |
| | 3.09 Ensure effective joint working to ensure that resettlement support services are able to match the needs of homeless offenders and ex-offenders. Develop a more robust statutory link for those ex-offenders who do not receive housing support via probation. | Ex-offenders | Support services provided | 2009 NOT ACHIEVED | HMP Peterborough – (Kalyx) | NOMS, NACRO Housing Options |
| | 3.10 Target specific groups to maximise take up of Housing Benefit, Council Tax Benefit, free school meals and free/ discretionary school transport | All service users | SP funded services to include promotion of benefits through delivery of their services. | 2009 NOT ACHIEVED | Housing Benefits: Geoff Rudd | Supporting People, CAB |
| | 3.11 Review overall staff training requirements and develop staff training plan for homelessness | All service users | Training identified through PDR process. | 2008 ONGOING | Rob Smith | |
| | 3.12 Support bids for funding to provide and promote a court desk for people threatened with eviction. | All service users | Service provided | COURT DESK FUNDED THROUGH LSC | Housing Options: | Citizens Advice Bureau |
| | 3.13 Continue to provide a debt advice that will provide advice and advocacy on multiple debts. | All service users | Service provided | Continuous ONGOING | Sean Evans | CAB Salvation Army |
| | 3.14 Undertake an equality impact assessment of Housing Options. | All service users | Assessment undertaken | 2009 COMPLETE | Housing Options: | |

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|---|--|--------------------------------------|--|--------------------------|--|-------------------------------|
| 3. To promote the provision, development and review of support services and advice to ensure that it is accessible and fit for purpose. | 3.15 To develop a strategy for intentionally homeless families in collaboration with Children's Specialist Services for the provision of housing advice and support. | Vulnerable families | Strategy developed | 2009 NOT ACHIEVED | Housing Options: | Childrens Specialist Services |
| 4. To prevent homelessness and reduce levels of homelessness against the main causes for presentations through evidence based research and resource allocation (BV213) | 4.01 Measure the impact of homelessness prevention work by RSLs and voluntary agencies and ensure that it is recorded appropriately. | All service users | Effective recording of work done and sharing of good practice | 2009 COMPLETE | Housing Options: Karen Whatley | RSLs |
| | 4.02 Use Hawkeye to identify and monitor housing market trends, social trends and demographics. | All service users | Mapping exercise undertaken and kept up to date. Annual Monitoring reports | 2010 NOT ACHIEVED | Strategic Planning and Enabling: Steve Winstanley | |
| | 4.03 Take migratory factors into account when equality impact assessing action plans. | Migrant workers BME service users | Mapping exercise undertaken | 2010 NOT ACHIEVED | Strategic Planning and Enabling: Steve Winstanley | Housing Options |
| | 4.04 Monitor the demographics of the LA area and review the impact of migration on the demand for social housing. | Migrant workers BME service users | Mapping exercise undertaken | 2010 NOT ACHIEVED | Strategic Growth & Development: Steve Winstanley | |
| | 4.05 Ensure effective consultation with physically disabled service users. | Physically disabled service users | Consultation with proportionate number of service users undertaken | Continuous ONGOING | Hayley Flaxman | |
| | 4.06 Ensure effective prevention of homelessness through housing advice. Sustain a year on year increase in the number of homeless cases prevented. | All service users | Increase in recorded cases of homelessness prevention | Continuous ONGOING | Sean Evans Housing Needs Service | Peterborough Streets CAB |

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| 4. To prevent homelessness and reduce levels of homelessness against the main causes for presentations through evidence based research and resource allocation (BV213) | 4.07 Continue to develop the Homelessness Prevention Fund, encouraging housing needs staff to be innovative and creative when preventing homelessness | All eligible service users | Reduction in homeless presentations and acceptances | 2009 ONGOING | Sean Evans Housing Needs Staff | |
| | 4.08 Continue to promote and develop the Rent Deposit Scheme. Work with partners to make best use of funding sources. | All eligible service users | Increased access to private rented sector. | 2008 ONGOING | Sarah Hebblethwaite | Axiom Housing Association |
| | 4.09 Sustain a year on year reduction in the number of repeat cases assessed by the Housing Options Team. | All service users | Meet CPA lower threshold target for repeat homelessness (BV214) | Continuous ONGOING | Sean Evans Housing Needs Service | |
| | 4.10 Ensure that PCC housing functions respond to needs and issues identified through the Community Action Planning process. | All service users | Housing services responsive to the growth and regeneration agenda in Peterborough | 2009 COMPLETE | Community Living and Neighbourhood Investment Manager | |
| | 4.11 Investigate the need for an Unlawful Evictions policy and process by estimating the level of incidence of unlawful evictions | People losing private sector rented housing. | Need identified Formalised protocol with established Private Sector Housing | 2008 COMPLETE | Private Sector Housing: Belinda Child | Housing Options: Matthew Hogan |
| | 4.12 Undertake investigative work to determine whether all funding streams are being accessed to assist in the prevention of homelessness. Competitive borrowing rates allow many schemes to be developed without public subsidy. | All service users | Mapping exercise undertaken | 2008-2011 NOT ACHIEVED | RSLs | Housing Options: Karen Whatley |
| | 4.13 Increase the proportion of positive move-ons from short-term accommodation through implementation of the Homelessness Prevention, Intervention and Tenancy Sustainment Service. | Young people Single homeless | Increased proportion of positive move-ons | 2008-2011 NOT ACHIEVED | Housing Options: Karen Whatley | Cross Keys Homes Axiom Housing Association YMCA |

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|--|---|--------------------------------------|---|---------------------------|---------------------------------------|--|
| 4. To prevent homelessness and reduce levels of homelessness against the main causes for presentations through evidence based research and resource allocation (BV213) | 4.14 Reduce the number of homelessness presentations resulting from evictions from temporary/ short term Accommodation as a result of unacceptable conduct. | Young people Single homeless | Interventions considered and suitable protocols implemented. | 2008-2011 COMPLETE | Housing Options: | Cross Keys Homes Axiom Housing Association YMCA |
| | 4.15 Develop new projects and interventions that all parts of the Community Living and Neighbourhood Investment Unit can contribute to that support capacity building within communities – e.g. financial inclusion | All service users | Capacity building within communities will improve neighbourhood management and build cohesive communities | 2008 ONGOING | Sharon Malia Leonie McCarthy | RSL partners CAB Peterborough Streets Faith and voluntary sector partners |
| | 4.16 Pilot the regional data monitoring categories for ethnicity, language and nationality. | Migrant workers BME service users | Pilot undertaken Categories established | 2009 NOT ACHIEVED | Housing Options: Julie Rivett | Strategic Growth & Development |

HEALTH AND EMOTIONAL WELLBEING

People can become homeless due to poor health, and poor health in turn is likely to be exacerbated by homelessness. It is our aim that by strategically addressing the health needs of homeless people we can contribute towards breaking this cycle. Peterborough City Council is committed to helping its residents and visitors achieve the best possible health and wellbeing.

HEALTH AND EMOTIONAL WELLBEING

| Objective | Key Action | Target Group | Measurable outcome | Timescales | Lead organisation and/or named person | Partners |
|---|--|----------------------------------|--|------------------|---------------------------------------|--|
| 5. To increase the proportion of homeless households who have access to health related services and those services which promote healthy living. | 5.01 Ensure that all people presenting as homeless are given information on where to register with a GP | Homeless applicants | Improved access to health services | 2008 COMPLETE | Housing Options: | GP Surgeries |
| | 5.02 Ensure that all families with children under 5 years of age are referred to appropriate services by the specialist health visitor | Homeless families with children | Increased take up of immunisation and developmental checks | 2008 COMPLETE | Primary Care Trust | RSLs |
| | 5.03 Inform key personnel in the PCT and Children's Specialist Services within 2 weeks of placement, the new addresses of all new placements | Homeless households placed in TA | Notification process in place | 2009 COMPLETE | Primary Care Trust | RSLs, Childrens Specialist Services |

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|--|---|---------------------------------------|--|--------------------------|--|---|
| 5. To increase the proportion of homeless households who have access to health related services and those services which promote healthy living. | 5.04 Review and develop provision of young people's mediation and counselling | Young homeless | Reduction in homeless acceptances | 2008 NOT ACHIEVED | Housing Options: Gemma Revell | Relate |
| | 5.05 Agree joint procedures and training for management of drug misuse issues in relation to housing | Drug users | Promotion by housing staff of Blood Borne Virus immunisation | 2010 NOT ACHIEVED | Housing Options: | Bridgewater PHSS |
| | 5.06 Promote, through the implementation of the Affordable Warmth Strategy, the take up of Warm Front Scheme. | Older people Vulnerable people | Promotional materials distributed | 2009 COMPLETE | Private Sector Housing: Belinda Child | |
| | 5.07 Promote, through the implementation of the Affordable Warmth Strategy, the take up of Energy Grants. | Older people Vulnerable people | Promotional materials distributed | 2009 ACHIEVED | Private Sector Housing: Belinda Child | |
| | 5.08 Implement and develop the Housing Renewals Policy | All service users | Policy implemented | 2009 COMPLETE | Private Sector Housing: Belinda Child | |
| | 5.09 Continue to provide a Sanctuary Scheme and attract participation from all RSLs operating in the LA area. | People experiencing Domestic Violence | Sanctuary scheme sustained | 2008 ACHIEVED | Housing Options: Hayley Flaxman | Community Safety, Cams & Peterborough Fire & Rescue Service, Cambridgeshire Constabulary |
| | 5.10 Ensure that referrals are made to Connexions for young parents attending Housing Options. Work with Connexions to identify clients who present a risk of teenage pregnancy and ensure that young people in short term accommodation have access to sexual health and safe sex information. | Young homeless Sofa surfers | Reduction in conception rates. Improvement in sexual health. | 2008 NOT ACHIEVED | Housing Options: | Connexions Young People's Service Cross Keys Homes Axiom Housing Association YMCA |
| | 5.11 Work with partners to improve Mental Health among all homeless people in line with national and local targets. | All service users | Targets identified. Protocols implemented. | 2009 ONGOING | Sarah Hebblethwaite | Mental Health Team Ace Service |

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| 5. To increase the proportion of homeless households who have access to health related services and those services which promote healthy living. | 5.12 Encourage spend-to-save solutions for addressing the health and housing needs of high cost patients and people who are frequently either in-patients or users of A&E and who do not have settled accommodation. | All service users | A reduction in the number of acute admissions for and inappropriate A and E attendances | 2009 NOT ACHIEVED | Primary Care Trust | Housing Options: Supporting People |
| | 5.13 Draw up a protocol with Drug Action Team services for drug and alcohol dependent cases including those returning from out of LA area residential rehabilitation. | Single homeless | Protocol created | 2008 NOT ACHIEVED | Housing Options: | DAAT |
| | 5.14 Promote the take-up of the Heat Project, providing (discounted or free in the case of people on DLA or IS) cavity wall insulation | Older People Vulnerable People | Increased take up of scheme | 2010 COMPLETE | Private Sector Housing : Alan Todhunter | |
| | 5.15 Promote the take up of Disabled Facilities Grants and the Handy Person Scheme | All service users requiring adaptations | Promotional materials distributed. Increased take up of scheme. | 2009 ONGOING | Russ Carr | Housing Needs Service RSLs Private Sector Landlords |
| | 5.16 Monitor the number of homeless clients with mental health problems in relation to the volume of floating support available for this group. | All service users | Numbers monitored. Service reviewed to ensure provision is proportionate to need | 2010 NOT ACHIEVED | Supporting People | Housing Options: |
| | 5.17 Investigate implementing a Relationship Breakdown Policy | People experiencing relationship breakdown | Policy researched, developed and implemented. | 2009 NOT ACHIEVED | Housing Options: | Peterborough Women's Aid Rape Crisis MARS |
| | 5.18 Continue to develop joint working with the Learning Disabilities Partnership | People with LD and their parents/ carers | Attendance at meetings. | 2008 ONGOING | Hayley Flaxman | Learning Disabilities Team |

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| 5. To increase the proportion of homeless households who have access to health related services and those services which promote healthy living. | 5.19 Promote Care and Repair to clients presenting with properties in disrepair | All service users | Increased take up of scheme. | 2010 ONGOING | Care and Repair | Housing Needs Service RSLs Private Sector Landlords |
| | 5.20 Ensure that people attending Housing Options are sign posted to the day services at St Theresa's. | All service users | Promotional material developed and distributed | 2008 COMPLETE | St Theresa's: Doug Styles | Housing Options: |

EDUCATION, TRAINING AND EMPLOYMENT

Workless people vary in their characteristics and needs, although most worklessness is associated with disadvantage. Having little or no education or training often leads to a lifestyle of unsettled accommodation which then further exacerbates their situation. By improving the links between housing services and employment services we aim to break this cycle of deprivation.

EDUCATION, TRAINING AND EMPLOYMENT

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|--|---|-------------------------------------|--|-----------------------------|---------------------------------------|---|
| 6. To increase the proportion of homeless households who have access to education training and employment. | 6.01 All services working with families in temporary accommodation will notify the Local Education Authority (LEA) within 10 working days when school aged children are not attending school. | Vulnerable families Young people | Referral process set up | 2008 COMPLETE | Cross Keys Homes | Children Services – Education and Standards |
| | 6.02 Work with Childrens Services to minimise disruption to education for children and young people affected by homelessness | Vulnerable families Young people | Reasonable offer of accommodation to include assessment of education needs | 2009 COMPLETE | Cross Keys Homes | Children Services |
| | 6.03 Research training or employment services specifically targeted at drug and alcohol users | Drug and Alcohol misusers | Research carried out and need identified. | 2010 NOT ACHIEVED | DAAT | Housing Options: Bridgewater Drinksense |

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| 6. To increase the proportion of homeless households who have access to education training and employment. | 6.04 Continue to develop and deliver an homelessness prevention education programme for delivery in Peterborough secondary schools and places of alternative education | Young People | Reduction in homeless acceptances by 16-25year olds | 2008 COMPLETE | Housing Options: Margaret Brown | Young People's Service Secondary Schools. LEA Princes Trust NACRO NOMS |
| | 6.05 Assess housing management procedures to ensure that these do not act as a disincentive to homeless people being able to access employment, training and education. | Homeless families Young People Street Homeless | People taking up employment will have access to welfare advice and income maximisation support. | 2008 NOT ACHIEVED | RSLs | |
| | 6.06 Develop and implement in partnership with homeless young people a co-ordinated housing education programme | Young People | Coordinated service for young people | 2009 NOT ACHIEVED | Connexions | Youth Council |
| | 6.07 Investigate how to contribute to meeting LPSA target for numbers of 16/17yr olds in employment, training or education | Young People | Targets achieved | 2010 NOT ACHIEVED | Housing Options: | Children Services |
| | 6.08 Investigate the 'benefits trap' experienced by people in supported housing who want to return to work. | People in supported housing | Issues identified, solutions sought | 2008 NOT ACHIEVED | Housing Benefits: | Housing Options RSLs |
| | 6.09 Early identification of young people at risk of homelessness through trigger point monitoring i.e. truancy | Young people | Reduction in homeless presentations by 16-25 year olds | 2009 NOT ACHIEVED | Childrens Specialist Services: Education Welfare Officer | Police Housing Options RSLs |
| | 6.10 Undertake a skills audit of people presenting as homeless. | Homeless households | Audit undertaken. | 2009 NOT ACHIEVED | JobCentre Plus | Housing Options: |

| Objective | Key Action | Target Group | Measurable outcome | Timescales | Lead organisation and/or named person | Partners |
|--|--|---------------------|---|---|---------------------------------------|-------------------|
| 6. To increase the proportion of homeless households who have access to education training and employment. | 6.11 Work in partnership to meet the support needs of parents going into the workforce so that they can sustain their employment, including making sure that families with children have access to adequate childcare facilities. | Vulnerable families | Make links with relevant organisations. Identify needs. | 2009 NOT ACHIEVED | Housing Options: | RSLs Surestart |
| | 6.12 Develop joint working with voluntary sector agencies with expertise in finding jobs for homeless people and helping them to sustain their employment. Increase the proportion of homeless households who have access to education, training and employment. | Unemployed | Referral procedures developed and implemented. | 2010 NOT ACHIEVED | JobCentre Plus | Housing Options: |
| | 6.13 Investigate the addition of reasonable preferences categories to the Housing Register for those wanting to move for employment reasons. | All service users | Need investigated | 2008 Being considered through current draft Allocations Policy | Sean Evans | RSLs |

CHOICE AND SELF PARTICIPATION

The supply of social housing is ever-decreasing and with this in mind, our strategy is to expand the housing options available to people who are looking for accommodation. There are many different ways in which this can be done, which are explored in this section.

CHOICE AND SELF PARTICIPATION

| Objective | Key Action | Target Group | Measurable outcome | Timescales | Lead organisation and/or named person | Partners |
|--|---|--------------------------|--|-----------------------------------|---|--------------------------|
| 7. To offer a range of housing options and advice for people seeking accommodation in the Peterborough area and improve access to those Options. | 7.01 Regular review of the Empty Homes Strategy | Private sector landlords | Regular review undertaken | Continuous ONGOING | Adam Cliff | |
| | 7.02 Review nomination rights with RSLs to reflect need | All service users | Regular review undertaken | 2009 ONGOING reviewed annually | Choice Based Lettings Board Sean Evans | RSLs |
| | 7.03 Map the number of properties being under-occupied and embark on a targeted campaign. Work with Private Sector Housing to identify households being assisted through grant work, repairs and decent homes assistance. | All service users | Mapping undertaken. Alternatives promoted. | 2009 ONGOING | Private Sector Housing: Belinda Child | Housing Options RSLs |
| | 7.04 Work with private sector landlords to use private rented accommodation for homeless households | Homeless people | Increase in discharge of LA's duty into private sector | 2009 ONGOING | Sean Evans | Private Sector Landlords |

| Objective | Key Action | Target Group | Measurable outcome | Timescales | Lead organisation and/or named person | Partners |
|--|--|-------------------------------|--|---------------------------|---------------------------------------|---|
| 7. To offer a range of housing options and advice for people seeking accommodation in the Peterborough area and improve access to those Options. | 7.05 Expand the Peterborough Homes CBL scheme to allow private landlords to advertise vacancies within the Customer Service Centre through this route. | Single homeless | Increase in number of single homeless finding housing solutions in the private sector. | 2008 NOT ACHIEVED | Housing Options: Julie Rivett | Private Landlords |
| | 7.06 Consider opportunities for vulnerable groups to access home ownership | Vulnerable SP groups | Options considered and suitable promotional materials distributed. | 2010 NOT ACHIEVED | Housing Options: | |
| | 7.07 Develop a landlord accreditation scheme | Private rented sector tenants | Landlord accreditation scheme implemented | 2010 COMPLETE | Private Sector Housing | Housing Options: Matthew Hogan |
| | 7.08 Research and develop new housing options | All service users | Housing options developed | Continuous ONGOING | Sean Evans | Private Sector Landlords |
| | 7.09 Ensure the needs of homeless people are considered in relevant strategies | All service users | Housing representation at key steering group meetings | Continuous ONGOING | Sean Evans Sarah Hebblethwaite | Private Sector Housing |
| | 7.10 Promote the involvement of homeless people and voluntary and community sector organisations in the work of Peterborough Housing Forum (PHF) | All service users | Facilitate 4 forum meetings per year | 2008 NOT ACHIEVED | Peterborough Housing Forum | Housing Options: Charmaine Horsfield |
| | 7.11 Facilitate at least four Homelessness Strategy steering group meetings per year | All service users | 4 Steering Group meetings per year facilitated. | 2008 ONGOING | Sarah Hebblethwaite | Steering Group Members |
| | 7.12 Undertake work on particular areas of interest to PHF members through the development of working groups | All service users | Working groups established | 2009 NOT ACHIEVED | Peterborough Housing Forum | Housing Options: Charmaine Horsfield |

| Objective | Key Action | Target Group | Measurable outcome | Timescales | Lead organisation and/or named person | Partners |
|--|--|-------------------|---|----------------------|---------------------------------------|----------|
| 7. To offer a range of housing options and advice for people seeking accommodation in the Peterborough area and improve access to those Options. | 7.13 Implement the CBL2 package to improve access to the Peterborough Homes Choice Based Lettings scheme. | All service users | CBL2 implemented | 2008 NOT ACHIEVED | Housing Options: Carole Wheatley | |
| | 7.14 Introduce an automated telephony system within Housing Options | All service users | System implemented | 2010 NOT ACHIEVED | Housing Options: Carole Wheatley | |
| | 7.15 Develop the Housing Options pages of the Council website to include comprehensive information on all housing advice and homelessness services and enable all available information leaflets to be downloaded in easy to read formats. | All service users | Website updated | 2008 ONGOING | Carole Wheatley | Serco |
| | 7.16 Ensure that up-to-date information is provided to all non-priority need and intentionally homeless households on the availability of housing including the social rented and private sectors and how to access accommodation together with information on any financial help to which they may be entitled to assist with meeting their housing costs | All service users | Information pack developed and distributed. | 2009 ONGOING | Sean Evans | |
| | 7.17 Integration with digital television services enabling the properties let through the Choice Based Lettings scheme to be advertised on digital television services | All service users | Advertisements implemented. | 2009 NOT ACHIEVED | Housing Options: Carole Wheatley | |