

The Homelessness Strategy  
2013 – 2018

Draft

## 1.0 Vision and Strategic Aims

**Our Vision is: To prevent and respond to homelessness by ensuring that we provide a range of effective targeted services that respond to our customer needs**

We have 4 key strategic aims:

### **Strategic Aim 1 – Preventing and relieving homelessness through a robust partnership approach**

We are aware that in order to provide cost-effective and responsive services we cannot work in isolation. We will deliver our services in partnership with our voluntary and statutory sector partners to provide the best possible solutions.

### **Strategic Aim 2 - Increasing access to safe, warm, healthy & affordable accommodation**

We will continue to maximise the opportunities for differing accommodation choices for homeless persons and person threatened with homelessness and continuing to increase the accommodation choices available persons in housing need.

We will continue to develop and deliver a suitable private rented sector offer for all client groups that includes support for both clients and landlords. We need to ensure that those most affected by the welfare reforms are able to access a range of accommodation solutions and we will make best use of the private rented sector.

Every resident of Peterborough should have access to safe warm healthy and affordable housing. The ability to live in decent housing has prime influence on their quality of life, their life expectancy and the opportunities available to the to work study and access leisure, sport and cultural activities.

### **Strategic Aim 3 – Reduce and prevent rough sleeping**

Rough sleeping is the most visible form of homelessness and where people are the most vulnerable. We will continue to build on our partnership approach to reducing and relieving rough sleeping. This work will include projects that will enable the city to deliver the No Second Night Out principles.

### **Strategic Aim 4 - Promoting settled lifestyles and sustainable communities**

Ensuring that homeless households are given the support to resettle within the community and thrive through purpose and encouragement.

## 2.0 Introduction

This is our third refresh of the Homelessness Strategy and sets out the strategic aims for Peterborough City Council and its partners for tackling and preventing homelessness between 2013 and 2018.

The strategy has been developed within the context of national and local issues and identifies four strategic aims that will drive forward the homelessness agenda in the coming years in Peterborough.

The Homelessness Act 2002 placed a duty on local authorities to develop a Homelessness Strategy and to renew this every five years.

The previous Homelessness Strategy published in 2008 made an important contribution to both tackling and preventing homelessness in Peterborough. The strategy built on partnership working whilst maximising homeless prevention opportunities and contributed to an increase in homeless

preventions.

The key achievements from the 2008 Strategy include;

- Mortgage Rescue Scheme established and assisted 27 households who would have become homeless without intervention.
- Multi-Agency rough sleeping Task and Targeting Group established in April 2010.
- All homeless persons provided with information on where they can register with a GP.
- Framework established for Unlawful Evictions and 3 successful convictions achieved.
- Rough Sleeper database established with multi-agency viewing rights.
- Tenancy Relations Officer post created and recruited to.
- 2010 Temporary Accommodation target action plan created and implemented.
- Notification system established to notify the Local Education Authority (LEA) within 10 working days when children in temporary accommodation are not attending school.
- Continued prevention of homelessness with partners
- Waiting times reduced by new delivery of Housing Needs Service.
- All homeless persons attending the Housing Needs service are signposted to Peterborough Streets Day Centre and other support services.

This strategy will build on our achievements whilst strengthening our partnerships and seek to address our new challenges.

With the 2002 Homelessness Act, the government made homelessness prevention a priority by providing increased funding to tackle homelessness, setting challenging targets for prevention and placing requirements on local housing authorities to produce Homelessness Strategies. The Homelessness strategy was to be informed by a review of performance, current service provision and estimated future need. The Act stated that the focus of these strategies was to be on prevention measures, as well as emphasising the importance of offering advice to all people in housing need.

There are a number of National strategies and guidance that have helped to shape this Homelessness Strategy these include:

**Making every contact count: A joint approach to preventing homelessness (2012)** sets ten local challenges for housing authorities to ensure that every contact local agencies make with vulnerable people and families really counts to ensure that we prevent households, regardless of household make up from reaching a crisis point where they are faced with homelessness.

**Sustainable Communities: settled homes; changing lives (2005): Homelessness Prevention**, reduction in the use of temporary accommodation by 50% by 2010, from 2010 B&B no longer suitable for 16/17 year olds.

**Sustainable Communities: Homes For All (2005): Choice Based Lettings schemes** in all local authorities in England by 2010.

**Making Every Adult Matter (MEAM), September 2009**

**Tackling Homelessness (2006):** recognises the role of registered providers of social housing in preventing homelessness through partnership working, sustainable communities, allocation and management policies and better use of existing stock.

**No One Left Out: Communities Ending Rough Sleeping (Nov 2008):** aimed to end rough sleeping in UK for more than one night by 2012.

No Second Night Out. This government plan sets out six joint commitments to ensure multi agency working to give local people the tools to tackle rough sleeping and put an end to second nights out on the street.

Developing Homelessness Strategies, Specialist Advisors' Local Authority Toolkit, December 2012

We have embraced homelessness prevention and have made considerable progress with developing tools and services that are able to maximise our opportunities to prevent homelessness. During 2011/12 we prevented homelessness for 206 households and relieved homelessness for 48 households.

We will continue to build on our partnerships and will develop innovative ways to deliver services and prevent homelessness alongside addressing the impact of Welfare Reform.

There is an unprecedented amount of policy and economic change that will impact on homelessness during the life of this strategy. Preparing for the impact of welfare and policy reform will be a key priority.

The Localism Act 2011 brings local authorities more freedom and flexibility in the allocation of social housing through being able to reorganise how housing registers are managed to reflect local need. The private rented sector will be able to be used to bring the main homelessness duty to an end.

These changes will enable local authorities to make flexible decisions on accommodation and whether the need can be met adequately without the offer of social housing. In adopting this new approach the valuable resource of social housing will be freed up for those in the greatest need.

Registered Providers will be able to create new forms of tenure. Tenancies for life for new social housing tenants can be replaced by fixed term flexible tenancies of two, five or 10 years renewable depending on household circumstances.

The Welfare Reform Act 2012 introduced a wide range of initiatives to make the benefits system fairer and easier to navigate, with the overarching emphasis of getting people back into work, and making work pay.

However, these changes are likely to have a negative impact on levels of homelessness across the country. These changes are:

### **Change to the Shared Room Rate**

Since April 2012 those under 35 will only be eligible for housing benefit to rent a room in shared accommodation. This will mean an increase in demand for cheaper accommodation more often than not family dwellings, which have been converted into houses in multiple occupation. These properties have to meet minimum standards and should be licensed.

### **Change to Local Housing Allowance Rates [LHA]**

Also since April 2012, LHA rates have been increased annually in line with the Consumer Price Index instead of being varied by the average market rents in an area. These levels have previously been changed from being set at 50% of the average rent in the broad market rental area (BMRA) to 30%. This has meant benefit claimants are now only able to afford three out of ten properties in the private rented sector.

The effective change is that households may have a shortfall in available funds to pay rent. Raising awareness of these changes to those affected will be essential, Discretionary Housing Payments may be able to assist with short term shortfalls.

April 2013 saw the introduction of the a size criteria. This only applies in the social rented sector (eg council and housing association properties) for working age tenants replicating the size criteria that applies to housing benefit claimants in the private sector under LHA rules.

This means that people living in houses larger than they need (under occupiers) will have to move somewhere smaller or make up the difference in rent because their housing benefit will be reduced.

There is a 14% cut for those deemed to be under occupying by one bedroom and a 25% for those under occupying by two or more bedrooms.

### **Capping Local Housing Allowance**

Changes in the LHA rates in April 2012 removed the 5 bedroom rate. This meant that households living in a five bedroom or more property are now only be able to claim up to the maximum rate for a four bedroom property. This means that large families renting in the private rented sector may have a shortfall in rent if they are living in a property with more than four bedrooms.

### **Universal Credit 2013**

Will bring households benefit payment including housing cost into one single payment for people of working age. Direct payments to landlords will cease. This will result in landlords having no guarantee that rent will be paid and will directly impact of the numbers of private sector landlords willing to consider claimants alongside a possible increase in rent arrears that may lead to eviction and homelessness.

### **The Benefit Cap 2013**

The benefit cap will apply to people aged 16 - 64 of working age receiving benefits including housing cost. The benefit cap will ensure that families who are not engaged in employment do not receive more in benefits than the average working family. Maximum benefits will be set at £26,000 annum for couples & £18,000 per annum for singles out of work.

All the above will place additional strain on services, whilst households struggle to cope with their income reductions and struggle to meet their housing costs. Additionally, public spending cuts, changes to the Housing Allocations policy to reflect localism, the introduction of affordable rents, new forms of tenure and the impact of un-ring fenced supporting people funding and imminent reductions that this will bring offer further challenges for the delivery of services. We will continue to monitor the impact of these changes through the Homelessness Strategy Steering Group and when necessary update the Strategy to tackle the impacts.

**Changes to the homelessness duty** – In November 2012, as a result of the Localism Act 2011, the law changed and gave Council's the power to discharge their homelessness duty into suitable accommodation with a private landlord.

However, in order for the offer to be considered suitable the property and landlord must meet certain minimum standards.

The Council must be of the view that the accommodation is in a reasonable physical condition; that the landlord has taken reasonable fire safety precautions; has taken reasonable precautions to prevent the possibility of carbon monoxide poisoning in the accommodation; the landlord is a fit and proper person; the property has a valid energy performance certificate (EPC) and gas safety certificate and that the tenancy is for a minimum fixed term of 12 months. Where applicants become homeless again within two years, the original authority will retain the duty. This homelessness strategy fits with the overall housing strategy framework

**Strategic Aim 1** - Prevent homelessness and reduce levels of homelessness against the main causes for presentations through evidence based research and resource allocation

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
1.1	Deliver early intervention to prevent homelessness	1. Increase the number of households where homelessness is prevented or relieved by advice provided.	Increase number of homelessness preventions reported in P1E return by 20% year on year.	3. Reduce and prevent rough sleeping 4. Promoting settled lifestyles and sustainable communities		Housing Needs Housing Needs Information & Data Officer
1.2	Develop self-help tools for those able to turn information into action.	1. Utilise the PCC website, the Peterborough Homes website and web-kiosks in the customer service centre to provide information relating to private sector landlords, social housing, tenant and landlord rights, direct access hostels, supported accommodation and homelessness.	Develop universal text that can be used across all media types and update the relevant web pages by the end of December 2013	2. Increasing access to safe, warm, healthy & affordable accommodation		Rob Smith – Housing Needs Review & Procedures Officer Housing Needs – Information & Data Officer
		2. Develop information pages for non-priority homeless persons.	Produce information text for the web pages and upload by the end of August 2013			Rob Smith – Housing Needs Review & Procedures Officer Housing Needs – Information & Data Officer
		3. Update the PCC web pages to include details of private sector landlords who are accredited with contact information and types of property they offer.	Produce the accredited landlords list and upload to the PCC website by the end Oct 2013. Update the list monthly to ensure it is current			Adam Cliff – Empty Homes Officer Housing Needs – Information & Data Officer
		4. Add pages to the PCC website detailing, which private sector landlords who have been prosecuted in the last 12 months to prevent flow of tenants towards poor landlords.	Produce a list of landlord prosecuted and upload to the PCC website by the end December 2013. Update the list monthly to ensure it is current.			Joanne Hodges – Senior Enforcement Officer Gareth Brighton – Housing Needs Tenancy Relations Officer Housing Needs – Information & Data Officer

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		5. Produce a potential tenant checklist detailing what to look for when viewing properties i.e. EPC, gas safe certificate, security, working heating	Produce information text for the checklist for the web pages and upload by the end of August 2013			Joanne Hodges – Senior Enforcement Officer Gareth Brighton – Housing Needs Tenancy Relations Officer
1.3	Offer a comprehensive prevention service, with advice and support for single people as well as families in need	1. Ensure continued funding to maintain the current Single Homeless Project Officer Role in the Housing Needs team or ensure the knowledge and working practices are transferred across the rest of the Housing Needs Team.	Continued funding for role agreed or roles and responsibilities of the Single Homeless Project Officer are distributed amongst the remaining members of the Housing Needs Team	2. Increasing access to safe, warm, healthy & affordable accommodation		Sean Evans – Housing Needs Manager Jurga Tonkuniene – Housing Needs Single Homeless Project Officer
		2. Demonstrate effectiveness of the role in order to support bid for funding of role by producing report to show number of single persons supported into accommodation and employment since 2012	Report produced demonstrating the effectiveness of the role by the end of December 2013	3. Reduce and prevent rough sleeping		Sean Evans – Housing Needs Manager Jurga Tonkuniene – Housing Needs Single Homeless Project Officer
1.4	Work with RSL partners to develop an action plan to minimise homelessness as a result of welfare reform and the introduction of universal credit	1. Establish working group through the Financial Inclusion Forum.	Working group established by the end June 2013	None		Leonie McCarthy – Social Inclusion Manager RSL partners Sean Evans – Housing Needs Manager
		2. Carry out research to establish jam jar scheme.	Research completed and information/literature is made available for clients by the end August 2013			Sarah Hebblethwaite – Deputy Housing Needs Manager
		3. Set up jam jar scheme for RSL tenants in receipt of welfare benefits.	Ensure 'Jam Jar' scheme is available to all renting tenants prior to the introduction of universal credit in October 2013			Leonie McCarthy – Social Inclusion Manager RSL partners Sarah Hebblethwaite – Deputy Housing Needs Manager
1.5	Improve partnership working, joined up services, communication	1. Develop a joint training programme for front line staff.	Training Matrix developed and delivered to all front line housing staff by the end March 2014.	None		Sean Evans – Housing Needs Manager

Develop a basic training

Rob Smith – Review & Procedures Officer

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
	and understanding of homelessness and housing issues at an operational level.		programme for customer service and children's services staff to be introduced as part of their induction by the end of July 2014.			
		2. Ensure all forums and meetings focus on improving communication, dispelling myths, joint working and assessing good practice.	Ensure attendance at relevant forums/meeting by March 2014			Sean Evans – Housing Needs Manager Housing Needs Team
		3. Develop a training programme specifically around private sector landlords, houses in multiple occupation and selective licensing to be delivered to partner services.	Training Programme developed and schedule completed to deliver to partners by December 2013. 1 <sup>st</sup> round of training delivered by August 2014			Joanne Hodges – Senior Enforcement Officer Gareth Brighton – Housing Needs Tenancy Relations Officer
		4. Develop and deliver training courses/drop in question and answer sessions (with appropriate advertising) for private sector landlords to provide education on the legislation relating to housing standards, houses in multiple occupation, selective licensing, tenancy relations.	Training Programme developed and schedule completed to deliver to private sector landlords by March 2014. 1 <sup>st</sup> round of training delivered by December 2014			Joanne Hodges – Senior Enforcement Officer Gareth Brighton – Housing Needs Tenancy Relations Officer
1.6	Reduce number of homeless presentations as a result of private sector landlords taking possession action through s.21 accelerated possession procedure to end an Assured Shorthold Tenancy	1. Produce questionnaire to establish reasons for evictions, etc.	Questionnaire produced by September 2013	4. Promoting settled lifestyles and sustainable communities		Sarah Hebblethwaite – Deputy Housing Needs Manager Carole Wheatley – Information & Data Officer Private Sector Landlords Peterborough County Court
2. Contact Court to establish top 10 private sector landlords applying for possession orders.	Contact made with court and information obtained by November 2013					
3. Distribute questionnaires to Top 10 and through the Landlords Forum	Questionnaires distributed by January 2014					

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		4. Responses collated and key findings used to develop prevention tools.	Responses collated and findings examined. Recommendations considered by April 2014			
1.7	Provide tailored advice to homeowners at risk of homelessness Reduce the number of homeless presentations due to mortgage arrears.	1. Continue to maximise the Governments Mortgage Rescue Scheme	Continue to promote the Governments mortgage rescue scheme with a view to increasing the uptake by 20% until the scheme ceases during 2013/14	2. Increasing access to safe, warm, healthy & affordable accommodation		Sean Evans – Housing Needs Manager Hayley Flaxman – HNO Mortgage Specialist
		2. Develop systems to identify households at risk of homelessness due to mortgage arrears at an early stage	Develop procedures for dealing with pre action notifications received from mortgage lenders to engage with households before possession action in the courts is taken by August 2013			Hayley Flaxman – HNO Mortgage Specialist
		3. Develop the role of a Housing Needs Officer specialising in mortgage advice.	Provide training to the mortgage specialist to assist clients in exiting homeownership where homelessness prevention is not possible by December 2013			Sean Evans – Housing Needs Manager
1.8	Reduce the number of homeless presentations due to parents no longer willing to accommodate their children.	1. Develop literature to dispel myths with regard to youth homelessness	Literature produced, uploaded to the PCC website and available in the Customer Service Centre by January 2014	4. Promoting settled lifestyles and sustainable communities		Sarah Hebblethwaite - Deputy Housing Needs Manager PCC Media Team
		2. Work with supported housing providers to maximise opportunities for young people to access accommodation	Develop a local supported housing allocations panel to manage referrals and accommodation pathways to ensure appropriate allocations of accommodation at supported housing projects by March 2014			Sarah Hebblethwaite - Deputy Housing Needs Manager Supported Housing Providers
		3. Work with voluntary sector organisations to support a bid to re-establish education in schools programme	Training programme established and agreement made with education to include on the PHSE programme by March 2014			Sarah Hebblethwaite - Deputy Housing Needs Manager Education
		4. Work with Children's social services to develop a protocol to ensure all 16/17 year olds who present to the authority are dealt with via joint assessment process at the point of	Introduce protocol and integrate joint assessments by April 2013			Sean Evans - Housing Needs Manager Wendi Ogle-Welbourne – Assistant Director

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		crisis.				Childrens Services Adolescent Intervention Service
		5. Develop information on the reality of private renting (info on houses in multiple occupation, rent and top ups, pictures etc on the reality of house sharing, managing on limited income, pitfalls to watch out for etc aimed at young people and which can be used to try and prevent homelessness and offered in schools as training under PSHE sessions	Information produced and agreement made with education to provide info include on the PHSE programme by March 2014			Sarah Hebblethwaite - Deputy Housing Needs Manager Education
1.9	Review the prison release procedure to maximise the opportunities to prevent homelessness	1. Review the current prison release procedures and produce a protocol, which ensures prisoners who will be NFA on release have information relating to housing prior to release.	Procedure for NFA persons agreed and implemented by September 2013	3. Reduce and prevent rough sleeping		Sarah Scase – Housing Needs Officer HMP Peterborough The One Service
1.10	Take steps to reduce the number of homeless presentations due to friends and relatives no longer willing to accommodate	1. Integrate home visits into the process of taking a homeless application. 2. Produce literature detailing alternative housing options and assist households with alternatives prior to them becoming homeless.	Integrated visits established by December 2013 Literature produced and made available by January 2014	3. Reduce and prevent rough sleeping		Sarah Hebblethwaite - Deputy Housing Needs Manager PCC Media Team
1.11	Take steps to reduce the number of homeless presentations due to hospital discharges.	1. Refresh, agree and implement Hospital Discharge Protocol. 2. Stop Hospital discharges to Bayard Place	Hospital Discharge Protocol implemented and discharges to Bayard Place stopped by March 2014.	2. Increasing access to safe, warm, healthy & affordable accommodation 4. Promoting settled lifestyles and sustainable communities		Sean Evans – Housing Needs Manager Peterborough City Hospital CPMHT Jeanette Gibson – Housing Medical Advisor Adult Social Care - Transfer of Care Team

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
1.12	Research the development of an eviction prevention fund using funds from Homelessness Grant to prevent families becoming homeless.	<ol style="list-style-type: none"> <li>1. Carry out research to establish average level of rent arrears for families presenting as homeless.</li> <li>2. Project cost of piloting scheme to provide interest free loan to repay rent arrears and stay in current accommodation.</li> <li>3. Present cost of establishing scheme against cost of accommodating in temporary accommodation.</li> <li>4. Establish scheme.</li> </ol>	<p>Research completed by August 2014</p> <p>Report produced with recommendations by October 2014</p> <p>Reduction in homeless presentations and use of temporary accommodation year on year</p>	None		<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>Carole Wheatley – Intelligence &amp; Data Officer</p>
1.13	Carry out quarterly Mystery shopper exercise on all Housing Services.	<ol style="list-style-type: none"> <li>1. Work with partner agencies to carry out quarterly mystery shopper exercise.</li> <li>2. Utilise results of mystery shopping experience to improve service</li> <li>3. Review outcomes to ensure all services are acting on results</li> </ol>	<p>Mystery shopper exercises produced and timetables completed by October 2013</p> <p>1<sup>st</sup> round of exercises completed by March 2014</p> <p>90% satisfaction ratings achieved by March 2015</p>	None		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Sharon Malia – Housing programmes Manager</p> <p>Russell Carr – Care &amp; Repair Manager</p> <p>Partner Agencies</p>
1.14	Work with Drink sense to consider options for community detox for alcohol dependant tenants at risk of homelessness	<ol style="list-style-type: none"> <li>1. Arrange meeting with Drinksense to establish feasibility of community detox.</li> <li>2. Conclude on feasibility of establishing community detox for this group.</li> </ol>	<p>Meeting arranged and discussions completed by November 2013</p> <p>Feasibility established by January 2014</p>	<ol style="list-style-type: none"> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Drinksense</p> <p>RSL Partners</p>
1.15	Research reasons for repeat homelessness and develop an action plan to work to reduce levels	<ol style="list-style-type: none"> <li>1. Analyse applications and produce report for the reasons of repeat homelessness within the last 12 months.</li> <li>2. Develop action plan</li> </ol>	<p>Reasons for repeat homelessness established by December 2013</p> <p>Action plan developed by March 2014</p> <p>Repeat Homelessness numbers reduced year on year</p>	<ol style="list-style-type: none"> <li>3. Reduce and prevent rough sleeping</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Carole Wheatley – Intelligence &amp; Data Officer</p>

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
1.16	Review staff training and requirements for all Housing needs staff and develop staff training plans	<ol style="list-style-type: none"> <li>1. Review individuals training history and training needs.</li> <li>2. Establish individuals training plan.</li> </ol>	Training identified and matrix drawn up by October 2013	<ol style="list-style-type: none"> <li>2. Increasing access to safe, warm, healthy &amp; affordable accommodation</li> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Rob Smith – Review &amp; Procedures Officer</p>
1.17	Invest time and resources into regional and national joint working through appropriate representation.	<ol style="list-style-type: none"> <li>1. Attend Regional Homelessness meetings.</li> <li>2. Attend national and regional seminars.</li> <li>3. Work with Homeless Link to ensure knowledge of national and regional good practice.</li> </ol>	Ensure representation at both regional meetings and national and regional seminars by December 2013	<ol style="list-style-type: none"> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p>
1.18	Promote homelessness prevention as the cornerstone of Housing and maximise prevention opportunities through utilisation of the available homelessness prevention grant	<ol style="list-style-type: none"> <li>1. Maximise opportunities to prevent homelessness by Housing Needs staff utilising Homelessness Prevention Fund in innovative and creative ways.</li> <li>2. Promote homelessness prevention amongst other council departments and partners</li> </ol>	A 20% increase in the number of homelessness preventions recorded year on year throughout the life of the strategy.	None		<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>All Housing Needs Officers</p>
1.19	Ensure applicants experiencing difficulties in meeting their housing costs are able to access appropriate specialist advice	<ol style="list-style-type: none"> <li>1. Map current debt advice provision available in the city and analyse referral data</li> <li>2. Prioritised advice for those who are threatened with homelessness within the next 28 days because of debt management issues</li> <li>3. Produce an information leaflet for service users to advise what is available and where</li> </ol>	<p>Debt advice mapping exercise completed by September 2013</p> <p>Ensure prioritised debt advice remains available for clients faced with homelessness throughout the period of the strategy</p> <p>Information leaflet produced and information made available on the PCC website by the end of December 2013</p>	<ol style="list-style-type: none"> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Hayley Flaxman – Housing Needs Officer</p> <p>Citizens Advice Bureau</p> <p>Salvation Army</p> <p>PCC Media Team</p>

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1.20	Take appropriate steps to ensure that following the removal of the eligibility for the 1 bedroom LHA rate for people aged between 25 – 34 those who fall into the exemption categories are aware of the exemptions and how to apply.	<ol style="list-style-type: none"> <li>1. Produce information on the exemption groups and make it available in the customer service centre and on the PCC website.</li> <li>2. Create and maintain a list of hostels that meet the DWP guidance to be excluded from housing benefit reforms.</li> </ol>	<p>Produce Literature and upload to PCC website by March 2014.</p> <p>List produced by August 2013</p>	3. Reduce and prevent rough sleeping		<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>All Housing Needs Officers</p> <p>Serco – Housing Benefits</p>
1.21	Work with partner RSL's and private sector landlords to develop a tenant at risk panel to identify at earliest opportunity vulnerable tenants at risk of homelessness.	<ol style="list-style-type: none"> <li>1. Establish a working group including RSL's and key private sector landlords in the city.</li> <li>2. Develop procedures to increase opportunities to prevent homelessness.</li> <li>3. Utilise information through a Task and Targeting working group.</li> </ol>	At risk panel established and terms of reference and procedures established by the end August 2013	<ol style="list-style-type: none"> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Rob Smith – Review &amp; Procedures Officer</p> <p>RSL partners</p> <p>Private Sector Landlords</p>
1.22	Work with RSL partners to develop a training flat for those who have experienced previous tenancy failure.	<ol style="list-style-type: none"> <li>1. Contact LA's and Homeless Link to establish good practice when setting up training flat.</li> <li>2. Investigate outcomes from MEAM training flat in Cambridge.</li> <li>3. Establish a working group including partner agencies and RSL's to develop training flat.</li> </ol>	<p>Pathway developed for those who are excluded from accommodation because of behaviour or previous tenancy sustainment issues by October 2013</p> <p>Accommodation and support is available for vulnerable persons whose behaviour does not meet social norms and who are currently excluded from hostels by March 2014</p>	<ol style="list-style-type: none"> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>RSL partners</p> <p>CPMHT</p> <p>Housing Related Support</p> <p>Adult Social Care</p>

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1.23	Ensure that the Housing Needs Service continues to be able to utilise part of DHP pot as a homelessness prevention tool.	<ol style="list-style-type: none"> <li>1. Ensure that Housing Needs contributes to the review and development of the DHP policy.</li> <li>2. Maintain current access arrangements</li> </ol>	Continued use of the DHP pot to prevent homelessness through the life of the strategy	None		Sean Evans – Housing Needs Manager PCC Serco Client Team Serco– Housing Benefit
1.24	Raise awareness of Impact of welfare benefit reforms and discharging of duty into the private rented sector.	<ol style="list-style-type: none"> <li>1. Deliver information workshop to partner agencies.</li> <li>2. Printed Information produced for the public</li> <li>3. Information uploaded to the PCC website</li> </ol>	<p>Information workshops delivered by end December 2013</p> <p>Information leaflets produced by the end of October 2013</p> <p>Info uploaded to the OPCC website by November 2013</p>	<ol style="list-style-type: none"> <li>2. Increasing access to safe, warm, healthy &amp; affordable accommodation</li> <li>3. Reduce and prevent rough sleeping</li> </ol>		Sarah Hebblethwaite - Deputy Housing Needs Manager Housing Needs Officers
1.25	Set up and facilitate quarterly Homelessness Strategy review & steering group meetings	<ol style="list-style-type: none"> <li>1. Facilitate Homelessness Strategy Steering Groups on a quarterly basis.</li> </ol>	Strategy Steering Groups established and delivered quarterly from adoption of the strategy to its conclusion	<ol style="list-style-type: none"> <li>2. Increasing access to safe, warm, healthy &amp; affordable accommodation</li> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		Sean Evans – Housing Needs Manager Sarah Hebblethwaite – Deputy Housing Needs Manager
1.26	Promote homelessness prevention on a strategic level with partner RSL's through the CBL Operations Board	<ol style="list-style-type: none"> <li>1. Continue to develop prevention agenda through the RSL partners Operations Board</li> <li>2. Develop and implement pre eviction protocols with all partners</li> </ol>	A reduction in RSL eviction resulting in rent arrears year on year throughout the life of the strategy	<ol style="list-style-type: none"> <li>2. Increasing access to safe, warm, healthy &amp; affordable accommodation</li> <li>3. Reduce and prevent rough sleeping</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		Sean Evans – Housing Needs Manager RSL Partners

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
1.27	Mortgage Scheme for first time buyers	1. Maximise opportunities for first time buyers to access Lloyds TSB Mortgage Scheme through promotion of scheme as a 'real' option.	An increase in the number of first time buyers accessing Lloyds TSB Mortgage Scheme.	4. Promoting settled lifestyles and sustainable communities		Stephen Pilsworth
1.28	Work with Job Centre Plus to identify key persons as a contact for all homeless persons	1. Identify contact at Jobcentre and arrange to meet. 2. Establish joint working procedures. 3. Protocol agreed and implemented.	Contact identified and protocol established by end March 2014	3. Reduce and prevent rough sleeping		Sarah Scase – HNO Rough Sleeper Outreach
1.29	Ensure the needs of homeless people are considered in relevant strategies	1. Attend meeting and events to ensure homeless persons are considered in all local strategies.	Housing representations at key meetings and events by end December 2013	2. Increasing access to safe, warm, healthy & affordable accommodation 3. Reduce and prevent rough sleeping 4. Promoting settled lifestyles and sustainable communities		Belinda Child – Strategic Housing Manager Sean Evans – Housing Needs Manager
1.30	Ensure effective referral processes between Housing and Children's Specialist Services	1. Develop protocol and joint working procedures. 2. Deliver joint training to Housing Needs and Children's Services. 3. Implement protocol and joint working. 4. Review on a quarterly basis.	Protocol and joint working procedures established. Joint training delivered. Protocol implemented. Quarterly reviews completed.	2. Increasing access to safe, warm, healthy & affordable accommodation 3. Reduce and prevent rough sleeping 4. Promoting settled lifestyles and sustainable communities		Sean Evans – Housing Needs Manager Wendi Ogle Welbourne - Children's Services
1.31	Deliver Sanctuary Scheme work to enable the victims of domestic violence to continue to live	Work allocated on receipt and completed in a timely manor.	Work allocated on receipt and completed in 7 days for < £200 jobs 14 days for £200 - £500 and 28 days > £500	4. Promoting settled lifestyles and sustainable communities		Russ Carr Housing Options Vetted Contractors

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
	in their current homes preventing violence and homelessness.					
1.32	To deliver benefits advice to care & repair clients and where appropriate refer on to expert advice services. The aim is to maximise the income of vulnerable people to enable them to maintain their tenancies or freeholds and not fall into arrears which prevents illness and homelessness.	Staff trained in the changes April and Oct 2013	To check benefit entitlement in all grant cases and increase income for over 30 clients in 2013/14	4. Promoting settled lifestyles and sustainable communities		Agency Caseworkers Housing Programmes Ferret Systems DIAL
1.33	Provide advice and refer clients to other services to ensure they are housed in suitable, safe and warm properties	n/a	Refer on 500 clients in the final year	None		Russ Carr
1.34	Maintain Housing Related Support funding to focus on preventing homelessness by developing a supported housing pathway	<p>1. Continue to fund support staff delivering housing related support in hostel settings, delivering drop services and delivering floating, outreach support.</p> <p>2. Re-design services to deliver support in hostels to move on accommodation to independent accommodation with floating support in order to achieve an effective pathway of support to obtain and maintain suitable accommodation in both</p>	<p>Funding for Housing Related Support is maintained at existing levels throughout the life of the strategy</p> <p>A clear pathway of support to tenancy sustainment is achieved</p> <p>An increase of clients moving through the support services into independent accommodation and</p>	<p>2. Increasing access to safe, warm, healthy &amp; affordable accommodation</p> <p>3. Reduce and prevent rough sleeping</p> <p>4. Promoting settled lifestyles and sustainable</p>		Sharon Malia – Housing Programmes Manager

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		the social and private rented sector for the vulnerable client groups supported.	a reduction in homeless presentations	communities		
1.35	Maintain a strategically placed Home Improvement Agency	1. Ensure the Home Improvement Agency continues to operate within Strategic Housing to ensure effective processes and procedures, data sharing and decision making is maintained and enhanced.		2. Increasing access to safe, warm, healthy & affordable accommodation 3. Reduce and prevent rough sleeping 4. Promoting settled lifestyles and sustainable		Belinda Child – Strategic Housing Manager

## Strategic Aim 2 - Increasing access to safe, warm, healthy & affordable accommodation

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
2.1	Maximise opportunities for persons accessing private rented sector accommodation	<ol style="list-style-type: none"> <li>Promote and develop Rent Deposit Scheme.</li> <li>Work with Peterborough Streets to maximise referrals of single persons to Crisis Private Rented Sector scheme.</li> <li>Work with partners to make best use of funding sources</li> </ol>	<p>Increase in the number of Rent Deposits awarded year on year throughout the life of the strategy.</p> <p>Increase in the number of persons assisted by Peterborough Streets while Crisis funding is maintained</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> <li>Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>Peterborough Streets</p> <p>Axiom Housing Association</p>
2.2	Develop relationships with private sector landlords	<ol style="list-style-type: none"> <li>Improve relations with private sector landlords through education delivered by Tenancy Relations Officer.</li> <li>Ensure attendance at the Housing benefit private sector landlords forum &amp; the quarterly NLA meetings.</li> <li>Carry out survey with private sector landlords to establish barriers and suitable solutions in encouraging them to rent to households who may be in receipt of benefit.</li> </ol>	<p>Increase in the number of private sector landlords working with the Housing Needs service.</p> <p>Ensure attendance at the Housing benefit private sector landlords forum &amp; the quarterly NLA meetings throughout the life of the strategy</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> </ol>		<p>Gareth Brighton – HNO Tenancy Relations</p> <p>Private Sector Landlords</p>
2.3	Continue on-going support, advice and enforcement with private sector landlords to improve housing conditions and management.	<ol style="list-style-type: none"> <li>Continue to work with private sector landlords providing both support and enforcement to improve housing conditions.</li> </ol>	<p>Fewer homeless presentations as a result of accommodation being unreasonable for persons to continue to occupy by December 2014</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> <li>Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Jo Hodges – Senior Housing Enforcement Officer</p> <p>Housing Needs Team</p>
2.4	Promote and encourage private landlords to become accredited with the NLA and develop an Approved Register of Private Sector	<ol style="list-style-type: none"> <li>Establish an Approved Private Sector Landlords list.</li> <li>Promote accreditation and encourage good practice within the private rented sector in the city.</li> </ol>	<p>Approved landlord list produced and made available on the PCC website by end August 2013</p> <p>Landlord accreditation scheme introduced with a substantial base of landlords to further market and</p>	<ol style="list-style-type: none"> <li>Promoting settled lifestyles and sustainable communities</li> </ol>	<p>Accreditation scheme launched in February 2013, with some landlords already signed up, and further enquiries received</p>	<p>Adam Cliff – Empty Homes Officer</p> <p>Carole Wheatley – Intelligence &amp;</p>

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
	Landlords in the city.		promote the scheme by march 2014			Data Officer
2.5	To increase housing stock availability through the reuse of empty homes.	<ol style="list-style-type: none"> <li>To promote and actively market the Empty Homes Partnership to empty home owners.</li> <li>To increase interest in the scheme through members, the public and through media release</li> </ol>	<p>To increase stock availability by introducing a minimum of 100 properties to the scheme, and have them let through the CBL system.</p> <p>Promote the scheme so that all those eligible are aware of what is on offer to them</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> <li>Promoting settled lifestyles and sustainable communities</li> </ol>	Currently, there is one lease signed and in the hands of Cross Keys for refurbishment, with a further two in the pipeline to join the scheme in the near future.	Adam Cliff – Empty Homes Officer
2.6	Explore options for the development of supported lodgings scheme	<ol style="list-style-type: none"> <li>Contact YMCA to discuss the feasibility of establishing supported lodging in line with model currently operated in Cambridgeshire.</li> <li>Develop report to outline costs, savings to be made and recommendations for establishing model of supported lodgings.</li> <li>Establish a supported lodging scheme in Peterborough.</li> </ol>	<p>Discussion undertaken by end March 2014</p> <p>Report produced by end August 2014</p> <p>Scheme established by</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> <li>Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>YMCA</p>
2.7	Maximise the opportunities for the best use of social housing stock	<ol style="list-style-type: none"> <li>Refresh of Bedrooms Standards Policy in line with welfare reforms.</li> <li>Promote the benefits of CBL2 and maximise the opportunities it brings to improve the CBL experience for customers</li> </ol>	<p>Bedroom Standards Policy refreshed.</p> <p>CBL2 established.</p> <p>August 2013</p>	<ol style="list-style-type: none"> <li>Preventing homelessness through partnership working</li> <li>Promoting settled lifestyles and sustainable communities</li> </ol>		Sean Evans – Housing Needs Manager
2.8	Refresh of allocations policy	<ol style="list-style-type: none"> <li>Re-write allocations policy to reflect changes as a result of localism and housing needs.</li> </ol>	<p>New Allocation Policy agreed and implemented by August 2013</p> <p>Northgate Housing System upgraded to latest supported version and maintained by December 2013</p>	<ol style="list-style-type: none"> <li>Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>Northgate</p> <p>Serco ICT</p>

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
2.13	Explore options for rooms in a Home where the Landlord befriends	<p>1. Investigate good practice in this area.</p> <p>2. Explore feasibility through voluntary and faith based groups.</p> <p>3. Identify suitable Landlords and pilot for 6 months.</p>	<p>Investigations complete by March 2014</p> <p>Feasibility established.</p> <p>Scheme piloted by March 2015</p>	4. Promoting settled lifestyles and sustainable communities		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>All voluntary sector and faith based partners</p>
2.14	Process Disabled Facility Grant applications to assist aged & disabled adults & children to live independently to the full extent the budget allows.	Continued flow of applications throughout the financial year in line with quarterly targets	Spend 100% of the DFG budget in 2013/14	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and sustainable communities</p>		<p>Russ Carr Occupational Therapy Housing Programmes Vetted Contractors Supporting People</p>
2.15	Install Minor Aids & Adaptations to assist aged & disabled adults & children to live independently	Continued delivery to June. New contract tender and award by 1 June 2013. Continued delivery to April 2014	Delivery A&A in line with contract details in 2013/14	4. Promoting settled lifestyles and sustainable communities		<p>Suzanne Baronowski Occupational Therapy Vetted Contractors</p>
2.16	To deliver the Repairs Assistance programme to improve HHSRS defect in properties of vulnerable people to enable them continue to live safely in their homes.	Continued flow of applications throughout the financial year in line with quarterly targets	Spend 100% of the RA budget in 2013/14	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and sustainable communities</p>		<p>Russ Carr Housing Programmes Vetted Contractors Supporting People</p>
2.17	Complete Repairs & Disabled Adaptation work that is privately funded. To ensure properties are suitable for the resident to continue to live in.	Steady flow of work throughout the year.	Undertake 20 jobs in the 2013/14 financial year.	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and sustainable communities</p>		Agency Surveyors
2.18	Find alternate funding to assist with disabled facility and repairs grant work to enable independent living.	Continues work privately funded or part funded e.g. client/charitable contributions	Achieve £100,000 of alternate funding in 2013/14	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and</p>		Agency Caseworkers

	Objective	Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
				sustainable communities		
2.19	Delivery Disabled Relocation Grants to allow disabled adults and children to remain living at home.	Completion of identified cases without delay	Completion of all identified cases in 2013/14 within 4 weeks of identification of an alternate property.	1. Preventing homelessness through partnership working		Russ Carr Housing Programmes Housing Options Vetted Contractors
2.20	Maximise supply of available housing by bringing empty homes back into use	<p>1. Identification of suitable properties for the Empty Homes Partnership with Cross Keys Homes</p> <p>2. Identification of nuisance , long term empty properties for potential enforcement action – including Empty Dwelling Management Orders, Enforced Sale and Compulsory Purchase</p> <p>3. To investigate all reported empty property and to negotiate, advise and monitor owners to bring back the properties into use through informal means</p> <p>4. To raise awareness of the Empty Homes issue and to promote the service and strategy to owners, neighbours and those affected by empty homes</p>	<p>100 properties brought back into use through the Empty Homes Partnership and available through CBL by March 2015</p> <p>80 properties brought back into use and available through CBL per annum</p>	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and sustainable communities</p>		<p>Sharon Malia – Housing Programmes Manager</p> <p>Adam Cliff – Empty Homes Officer</p>
2.21	Maximise opportunities for people to access suitable accommodation in the private rented sector	<p>1. Promote and encourage private sector landlords to become accredited on Peterborough's Accreditation Scheme run in conjunction with the NLA</p> <p>2. Work in conjunction with the NLA to develop training materials and packages to achieve skill and knowledge development of accredited landlords and encourage</p>	<p>Increase in number of accredited landlords operating in the city</p> <p>All properties operated by accredited landlords meet the suitability of accommodation criteria and are free from Cat 1 hazards</p> <p>Approved Register of private rented sector properties is</p>	<p>1. Preventing homelessness through partnership working</p> <p>4. Promoting settled lifestyles and sustainable communities</p>		Adam Cliff – Lead Officer for Accreditation

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		<p>good practice within the private rented sector</p> <p>3. Ensure the suitability of accommodation requirements are met in properties used for discharging duty</p>	compiled and maintained			
2.22	Provide Disabled Facility Adaptations to enable independent living	<p>1. Maintain the PCC's capital programme for Disabled Facility Grants at levels to meet anticipated demand for adaptations</p> <p>2. Provide reasonable and practicable adaptations to meet the long term housing needs of disabled people</p> <p>3. Match clients on the housing register with medical priority to appropriate properties becoming available through CBL ensuring existing adapted social housing is fully utilised with minimal additional adaptation required</p> <p>4. Work with Occupational Therapy and Housing Programmes to identify suitable solutions for young disabled people living in fully adapted parental homes to achieve independence when parents report difficulty with continuing care.</p>	<p>100% of capital programme for Disabled Facility Grants is achieved per annum</p> <p>All adapted social housing is fully utilised</p>	1. Preventing homelessness through partnership working		Sharon Malia – Housing Programmes Manager
2.23	Utilise Repairs Assistance Funding to enable vulnerable, low income home owners to remain living in suitable accommodation	1. Maintain the PCC's capital programme for Repairs Assistance at levels to meet anticipated demand for assistance to remedy Category 1 hazards in the home	100% of capital programme for Repairs Assistance is achieved per annum	4. Promoting settled lifestyles and sustainable communities		Sharon Malia – Housing Programmes Manager
2.24	The continued delivery of Works in Default cases to mitigate HHSRS hazard in privately	Completion of identified work ad hoc	Completion of all referrals within the agreed time limits in 2013/14	1. Preventing homelessness through partnership working 4. Promoting settled lifestyles and		Russ Carr / Paul Evans Housing Enforcement Vetted

Objective	Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
rented properties to allow people to reside in safe environments and prevent homelessness.			sustainable communities		Contractors

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## Strategic Aim 3 – Reduce and prevent rough sleeping

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
3.1	Reduce flow of rough sleepers	<ol style="list-style-type: none"> <li>1. Work with partner agencies to identify persons at risk of rough sleeping.</li> <li>2. Deliver training sessions to partner agencies to prevent homelessness including tenant rights and responsibilities.</li> </ol>	<p>Risk factors identified and group established to identify individuals by August 2014</p> <p>Training delivered by October 2014</p>	1. Preventing homelessness through partnership working		<p>Sarah Scase – HNO Rough Sleeper Outreach</p> <p>Peterborough Streets</p> <p>Aspire</p> <p>Drinksense</p> <p>Police</p> <p>UKBA</p> <p>Housing Forum members</p>
3.2	Reduce incentives for people to remain in street based lifestyles	<ol style="list-style-type: none"> <li>1. Work with police and city centre services to reduce begging and busking.</li> <li>2. Work with faith-based sector to ensure services are accessed by the needy not the greedy to sustain street based lifestyles.</li> <li>3. Work with police and UKBA to continue to carry out enforcement action.</li> </ol>	<p>Reduction in anti social behaviour in anti social behaviour and the numbers of persons becoming entrenched in street based lifestyle</p> <p>Ongoing</p>	4. Promoting settled lifestyles and sustainable communities		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Police</p> <p>City Centre Manager</p> <p>Safer Peterborough Partnership</p> <p>UKBA</p>
3.3	Develop point of arrest service to persons with no fixed abode.	<ol style="list-style-type: none"> <li>1. Contact police to discuss risks, positives, negatives of establishing a point of arrest service.</li> <li>2. Create and agree protocol using good practice evidence.</li> <li>3. Establish services to enable all rough sleepers in custody are</li> </ol>	<p>Meet with police to discuss feasibility of the service.</p> <p>Protocol agreed.</p> <p>Service established by March 2015</p>	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> <li>4. Promoting settled lifestyles and sustainable communities</li> </ol>		<p>Sarah Scase – HNO Rough Sleeping Outreach</p> <p>Police</p> <p>UKBA</p>

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		contacted by the rough sleeper outreach officer.				
3.4	Work with voluntary sector organisations to deliver 'No Second Night Out.'	1. Support partner agencies to deliver NSNO through the funding of the Homelessness Transitions Fund.	NSNO implemented. April 10th	1. Preventing homelessness through partnership working 4. Promoting settled lifestyles and sustainable communities		Sarah Hebblethwaite – Deputy Housing Needs Manager  Partner Agencies  Axiom Housing Association  Peterborough Streets
3.5	Continue to work with faith Sector to develop services to empower rough sleepers to leave the streets and not sustain street based lifestyles.	1. Map current service provision provided by Faith Sector. 2. Identify gaps and duplicated services. 3. Contact all Faith Based Groups to deliver information training including service awareness and referral routes.	Faith sector provision mapped, gaps identified and training delivered by the end May 2014	1. Preventing homelessness through partnership working 4. Promoting settled lifestyles and sustainable communities		Sarah Hebblethwaite – Deputy Housing Needs Manager  Sarah Scase – HNO Rough Sleeper Outreach  All faith based groups
3.6	Develop personalised budgets for entrenched rough sleepers	1. Research and produce reports identifying good practice and cost based outcomes for personalised budgets. 2. Identify persons to be considered for personalised budgets and project cost in line with pilot projects. 3. Produce report on outcomes, associated costs and feasibility of establishing in Peterborough.	Personalised budgets established for entrenched rough sleepers developed by April 2014.	1. Preventing homelessness through partnership working 4. Promoting settled lifestyles and sustainable communities		Sarah Hebblethwaite – Deputy Housing Needs Manger  Christine Spooner -Homeless Link

## Strategic Aim 4 - Promoting settled lifestyles and sustainable communities

Objective		Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
4.1	Explore options for developing resettlement programme for people with substance misuse	<ol style="list-style-type: none"> <li>1. Arrange meeting with Aspire to discuss resettlement programme.</li> <li>2. Conclude on feasibility of establishing programme.</li> </ol>	Meeting arranged, and discussions completed Feasibility established and programme established by January 2015	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> <li>3. Reduce and prevent rough sleeping</li> </ol>		<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Aspire</p>
4.2	Work with partners on a strategic level to promote and develop access to mental health services for homeless persons	<ol style="list-style-type: none"> <li>1. Identify referral routes into mental health assessment services</li> <li>2. Ensure clients are referred into services where required</li> </ol>	<p>Referral routes identified.</p> <p>Referrals made and mapped to progress provision by August 2014</p>	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> <li>3. Reduce and prevent rough sleeping</li> </ol>		<p>Sean Evans – Housing Needs Manager</p> <p>CPMHT</p>
4.3	Work with partners to improve mental health amongst homeless persons	<ol style="list-style-type: none"> <li>1. Identify level of support and map services alongside opportunities for improving mental health.</li> </ol>	Supported mapped and opportunities identified by October 2014	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> </ol>		<p>Sarah Hebblethwaite Adult Social Care Assertive Outreach Team</p>
4.4	Explore the need for detoxification facilities in Peterborough	<ol style="list-style-type: none"> <li>1. Identify key partner agencies.</li> <li>2. Map existing services and levels of need.</li> <li>3. Quantify cost of alcohol misuse to the city.</li> <li>4. Produce report outlining findings and detailing clear recommendations</li> </ol>	Aims to enable that detoxification facility are accessible to vulnerable adults in the city	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> <li>3. Reduce and prevent rough sleeping</li> </ol>	The investment in detox services should reduce costs to homelessness and health service by contributing to minimising harm and chaos experienced by service users.	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Drinksense</p> <p>Safer Peterborough partnership</p>
4.5	Continue to develop joint working with the Learning Disabilities Partnership	<ol style="list-style-type: none"> <li>1. Continue representation on the learning disabilities partnership board and associated forums</li> <li>2. Ensure that service users with learning disabilities receive the required support to make applications and obtain suitable accommodation through the choice based lettings scheme</li> </ol>	<p>Continued attendance at the LDPB</p> <p>Link into the service for the accommodation officer in adult social care to assist clients in applying for accommodation</p> <p>Literature produced and uploaded to the PCC website by December 2014</p>	<ol style="list-style-type: none"> <li>1. Preventing homelessness through partnership working</li> </ol>		<p>Hayley Flaxman – Housing Needs Officer</p> <p>Learning Disabilities Partnership Board</p>

	Objective	Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		3. Develop literature relating to services offered by Housing Needs in easy read formats				
4.6	Apply and utilise available Warm Homes & Healthy People funding to prevent excess winter deaths, falls and accidents and enable people to live in warm and safe homes	Dept of Health Announcement Oct 2013. Application Nov. Award Dec.	Application in Nov. If successful full utilisation of funding Dec to March 2014  Dec-March 2014	1. Preventing homelessness through partnership working		Russ Carr Dept of Health PECT Salvation Army Age UK Public Health Housing Programmes Vetted Heating Engineers
4.7	Deliver Heating Grants to utilise the entire budget to enable people to continue to lived independently in homes with adequate heating and hot water.	Continued flow of applications throughout the financial year in line with quarterly targets	Spend 100% of the Heating budget in 2013/14	2. Increasing access to safe, warm, healthy & affordable accommodation		Paul Evans Housing Programme WHHP partnership. HP scheme Supporting People
4.8	Deliver a Handyperson Service to older & vulnerable people to enable people to continue to live independently	The amount of Interventions and spend at quarterly intervals compared to targets	Help 3,000 people to live independently in 2013/14 and up to the allocated budget. Limit.	2. Increasing access to safe, warm, healthy & affordable accommodation		Lorraine Game Supporting People. Vetted Handyperson Contractors Age UK
4.9	Ensure people who are in fuel poverty or are experiencing difficulties in meeting their energy costs are signposted to appropriate funding streams and advice services	1. Utilise the Winter Warmth Partnership referral mechanism to signpost eligible clients to: Peterborough's Collective Switching Scheme Care & Repair Benefit Entitlement Checks DIAL Benefit Entitlement Checks Affordable Warmth ECO funding through British Gas Heating Grants through Care & Repair Peterborough Community	100% of capital programme for Repairs Assistance allocated to Heating measures is achieved per annum  An increase in Affordable Warmth ECO referrals into British Gas by 31 <sup>st</sup> March 2015  ECO funded energy efficiency improvements in pilot project areas delivered by 31 <sup>st</sup> March 2015	1. Preventing homelessness through partnership working		Sharon Malia – Housing Programmes Manager  Russ Carr – Care & Repair Manager

	Objective	Key Actions / Milestones	SMART targets	Linked Strategic Aims	Progress	Lead Officer/Key Partners
		Assistance Scheme CAB/Salvation Army for debt advice  2. Signpost eligible clients to ECO and Green Deal funding opportunities provided by the Council's Strategic Partnership with British Gas	An increase in Green Deal Assessments being carried out and Green Deals being taken up in the LA area			

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