

**Shropshire Council**  
**Interim Homelessness Strategy 2010-2011**  
**Consultation Document**

**This is the consultation document for the Interim Homelessness  
Strategy Action Plan 2010-2011**

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## **Interim Homelessness Strategy Action Plan 2010-2011 DRAFT**

### **Introduction**

#### **Shropshire Interim Homelessness Strategy Action Plan 2010 - 2011**

Further to the publishing of the first countywide Homelessness Strategy from 2003-2008, in July 2008 Shropshire Homelessness Strategy Implementation Group (HSIG) published a review of the original Strategy and formulated an Action Plan for 2008/09.

In order to re-align the Shropshire Homelessness Strategy with the Shropshire Housing Strategy an Interim Homelessness Strategy Action Plan has been developed (2010/11) which carries forward actions from the 2008/2009 Homelessness Strategy.

From 2011 both Strategies will be reviewed to develop a Shropshire Housing Strategy and a Shropshire Homelessness Strategy, both to run in parallel from 2011-2014.

The Homelessness service now sits within the Shropshire Council Housing Options Team, and as such is embedded within broader advice and prevention services.

In turn the Housing Options Team is with the Council's Housing Community team which comprises 'Partnerships & Commissioning' (Supporting People) and 'Private Sector Housing'. This has reinforced the new Unitary Council's arrangement to emphasise more joined-up working through wider partnerships to prevent and manage homelessness.

We will work in line to the government strategy for tackling homelessness "Sustainable Communities: settled homes; changing lives" (ODPM, March 2005) which sets out the Government's plans on reducing homelessness further and halving the number of households in temporary accommodation by 2010.

Shropshire Housing Strategy acts as the over-arching document to the Homelessness Strategy, and this identifies the importance of homelessness prevention, especially "the promotion of advice and assistance to help maximise income and reduce housing related debts that threaten settled accommodation" (Shropshire Housing Strategy 2009-2011, p4).

The Interim Homelessness Strategy Action Plan is developed around the objectives for the Housing Options Service, which are outlined below:

- Focus on early intervention that prevents homelessness from occurring and allows for planned solutions to housing needs
- Provide appropriate support to vulnerable people to enable them to develop the skills needed to sustain their tenancies
- Ensure there is a joined up approach to tackling homelessness

- Promote a wider range of tenure options and choices to help meet housing needs

The Interim Homelessness Strategy Action Plan is committed to Equality and Diversity, and is determined that service delivery and content of the Strategy will reflect this. An Equalities Impact Assessment will be completed for the proposed Interim Homelessness Strategy Action Plan 2010-2011.

The more specific challenges that the Interim Homelessness Strategy Action Plan will work towards through the Housing Options Service and other associated services in Shropshire are as follows:

- ◆ A need to increase the range of housing options and prevention pathways available in all parts of the County
- ◆ A need to increase accommodation for single people or to make allowances for the under-occupation of stock
- ◆ A need to respond flexibly to the support and housing needs of older households
- ◆ A need to increase the provision of affordable housing
- ◆ A need to address the requirements of specific vulnerable groups who are likely to experience the broader problems associated with social exclusion. E.g. – rough sleepers; gypsies and travellers
- ◆ A need to reduce the use of temporary accommodation for homeless families
- ◆ A need to facilitate ‘move-on’ from temporary accommodation and supported housing projects
- ◆ A need for Registered Providers to collectively formulate their own homelessness action plans which reflect the priorities contained within the Shropshire Homelessness Strategy

### **National Context & Performance Indicators**

Shropshire continues to work towards the Government’s target to half the number of households living in temporary accommodation (TA).

For Shropshire this means reducing the use of temporary accommodation to no more than 158 at any one time.

### **The Outcomes And Difference We Want To Make (Including Targets For Change)**

By 2011 we will have achieved a transformation of Temporary Accommodation (TA) in the numbers of people using it and in the way we use it. This will be in the context of increased use of prevention to help people avoid repeat homelessness.

The outcomes for TA set out below are for the people we cannot prevent from becoming homeless through primary prevention interventions.

TA will provide a platform for people to order their lives before they move into sustainable and appropriate accommodation that reconnects them with family, community, work and promotes their independence.

TA will act as key part of our secondary prevention tool kit with an emphasis on planning with people who have been homeless to help them develop new skills, networks and support that means they substantially reduce their risk of being homeless in the future.

TA will act as a brief but positive intervention for families and individuals whilst we assess their homelessness applications.

TA will be promoted as **scarce** but positive intervention for homeless families and individuals at their most vulnerable not as accommodation of last resort when other services have been unable to work effectively with families or individuals.

TA will be managed in a way that ensures it delivers excellent outcomes for customers and gives good value for money.

Our targets for the reduction in the use of TA are as follows:

- 2010/11 households in temporary accommodation 80
- 2011/12 households in temporary accommodation 75
- 2012/13 households in temporary accommodation 70

### Performance Indicators

This Interim Strategy Action Plan has been shaped by the need to meet national and local targets. The national target that is reported directly to CLG is:

NI 156 : Number of households living in Temporary Accommodation

The local targets set by Housing Options are monitored monthly.

For Temporary Accommodation the National Indicator is:

NI 156 : Number of households living in Temporary Accommodation

## **Regional & Sub-Regional Partnerships**

### **Regional Partnerships**

The West Midlands Regional Housing Strategy identifies four sub-regional housing market areas (HMA's) in the West Midlands Region; North, South, Central and West. Shropshire forms the West Housing Market area along with Herefordshire.

Shropshire feeds into regional working as the County is represented at the West Midlands Regional Homelessness Strategy Implementation Group (WMRHSIG), and this group is shaped by the West Midlands Regional Homelessness Strategy.

### **Sub-regional Partnerships**

Shropshire works with Herefordshire to complete a SMART Action Plan. The areas share best practice and learn from each other (ie. 16/17 co-ordinators project in Shropshire and Hereford completing a youth strategy).

Shropshire HSIG share information on trends and best practice with Hereford on a sub-regional level and at the West Midlands Regional Homelessness Strategy Group (WMRHSIG).

## **Review of the 2008/2009 Action Plan**

This is the consultation document for the Interim Homelessness Strategy Action Plan 2010-2011. It represents an update of the 2008/2009 Homelessness Strategy Action Plan.

The 2008/2009 Action Plan has an added column for the updates of what each objective has achieved or completed in terms of the targets set. The “pre-July” actions have updates and the “post-July” objectives will be carried forward if still appropriate.

The paragraph numbers below refer to numbering in the Interim Action Plan

To evaluate the achievements of the 2008/2009 Action Plan, each objective is presented below for the five groups:

- 1) Vulnerable Adults
- 2) Minority Groups
- 3) Young People
- 4) Establishing Need
- 5) Homelessness Prevention

## 1) Vulnerable Adults

A) HOUSEHOLDS LEAVING THE ARMED FORCES							
<p><b><u>What were the Objectives?</u></b></p> <p><b>1.1 To engage with Armed Services welfare services to tackle/prevent the prevalence of homelessness with ex-armed forces personnel</b></p> <p><b>1.2 Ensure that we are following legal and best practice guidance with regards allocations and local connection rules for former armed forces personnel</b></p> <p><b>4.5 To gain an understanding of the number of ex-armed forces personnel that are returning to the County with housing issues</b></p> <p><b><u>What has been achieved?</u></b></p> <p>Since April 2007, households for whom leaving the HM Forces was the main reason for the loss of their last settled home and were found to be eligible, unintentionally homeless and in priority need was as follows;</p> <table><tbody><tr><td>2007/2008</td><td>1 applicant household</td></tr><tr><td>2008/2009</td><td>2 applicant households</td></tr><tr><td>April – June 2009 (Shropshire Council) households</td><td>0 applicant</td></tr></tbody></table>	2007/2008	1 applicant household	2008/2009	2 applicant households	April – June 2009 (Shropshire Council) households	0 applicant	<p><b><u>Where are we now?</u></b></p> <p>While those who leave the armed forces and get accepted through the homelessness route will continue to be recorded (as above), they will not have a dedicated target as the statistics show such a low number. Statistics will be difficult to record due to no information being recorded once someone is discharged from the services. Response will be made on a case by case basis.</p> <p><b>TARGETS to carry forward</b></p> <p>It has now been agreed that a representative of SSAFA will attend HSIg meetings and be involved in the consultation process.</p>
2007/2008	1 applicant household						
2008/2009	2 applicant households						
April – June 2009 (Shropshire Council) households	0 applicant						

## B) DOMESTIC VIOLENCE

### What were the objectives?

- 1.3 Ensure the provision of suitable accommodation and proactive support for people fleeing domestic violence
- 1.4 Provide proactive homelessness prevention service through timely legal advice for people suffering domestic violence
- 2.6 Cases of Domestic Violence and homelessness for people within a minority group are dealt with effectively and in tune with their individual needs

### What has been achieved?

Domestic Violence is consistently one of the main reasons for loss of the last settled home for applicant households found to be eligible, unintentionally homeless and in priority need in Shropshire.

Domestic Violence is defined by the Home Office as "any violence between current and former partners in an intimate relationship, wherever the violence occurs. The violence may include physical, sexual, emotional and financial abuse." Domestic violence occurs across society regardless of age, gender, race, sexuality, economic status and geography.

Some Government agencies and parts of the voluntary sector use slightly different definitions to fit their particular needs. For example, the Association of Chief Police Officers (ACPO) definition includes other family members as well as partners; and the Crown Prosecution Service (CPS) definition includes any criminal offence arising out of physical, sexual, psychological, emotional or financial abuse between current or former partners or family members.

'Target hardening' work has been developed and funding of £5,000 was gained through Safer Communities to progress with a Sanctuary Scheme and is held by MARAC.

HSIG representation is made at every MARAC and County DV Forums.

The HSIG will take into consideration the Domestic Violence Strategy Action Plan 2008/2011

### **TARGETS to carry forward**

Sanctuary scheme developed, set-up and implemented (HSIG & DV Officer)

Homelessness Action Plans implemented with Registered Providers and developed

MOPP Audit to investigate allocation of move-on accommodation to people fleeing domestic abuse.

Support update of Domestic Abuse Strategy and review of service provision in the County

Evaluation of the use of specific written guidance for housing options for specific groups.

## C) MENTAL HEALTH

### What were the Objectives?

- 1.5 Evaluate the need for the provision of suitable move-on / supported accommodation for people with mental health problems**
- 1.6 Increase cross-discipline training for awareness of mental health / housing issues**
- 1.7 Develop early identification and prevention protocol for those in tenancies suffering from mental health problems**
- 1.8 Assess the need for floating support for people that fall below the threshold and out of the mental health single referral process**
- 1.9 Provide a pro-active homelessness prevention service for people with mental health issues**
- 1.10 Review/ assess the existing mental health hospital discharge protocol**

### What has been achieved?

Mental health hospital discharge protocol reviewed and report published. Now being reviewed with Shelton Hospital to continue monitoring. Monitored through the HSIg Officer and internal monitoring forms completed by Housing Options staff. Success of mental health hospital discharge protocol used to extend the concept to general needs hospitals across the County. Protocol to be signed by General Needs Hospitals.

Single referral meetings established and representation made at meetings from Housing Options. HSIg represented on Strategic

Mental Health Board for strategic objectives.  
Mental health scheme co-ordinator in post, who works alongside Housing Options.

### **TARGETS to carry forward**

Sign-up all general needs hospitals to common discharge protocol  
MOPP audit to investigate allocation of move-on accommodation to people with mental health issues.  
Further develop training to address any awareness issues  
Homelessness Action Protocol for Registered Providers

## D) EX OFFENDERS / SUBSTANCE MISUSE

### What were the Objectives?

- 1.11 To ensure that the Shropshire Homelessness Strategy is aligned with other strategic documents relevant to offenders
  - 1.12 To increase the amount of accommodation and tenancy support available to RESIT project in Shropshire
  - 1.13 To share best practice and further develop the RESIT project in partnership with Herefordshire
  - 1.14 To extend the provision of appropriate accommodation in a suitable location and support for ex-offenders through increased cross-authority working with Telford
  - 1.15 To ensure the timely referral of eligible homeless prison-leavers to the RESIT project or other appropriate arrangements
  - 1.16 To ensure the delivery of a targeted 'homelessness prevention' education within prisons and the community
  - 1.17 To ensure that ex-offenders and substance misusers have access to appropriate accommodation options
- 5.5 Continuation of the RESIT project in Shropshire

### What has been achieved?

Accommodation units sourced from former district/borough councils. RESIT under review to consider it's feasibility to continue or be re-launched in a different format.  
Ring-fenced money remains with SHA for rent in advance/deposits/bonds.

### **TARGETS to carry forward**

To re-launch the provision for accommodation of ex-offenders in partnership with partner agencies

Development of partnership working with offenders and ex-offenders in the context of Integrated Offender Management is at an early stage but will be progressed through 2010/11

## E) OLDER PEOPLE

### What were the Objectives?

**1.18 To establish the accurate housing support needs of older people at risk of homelessness**

**1.20 Extend the provision of affordable and accessible housing for older people**

### What has been achieved?

Homeless applications from older people remain relatively low. There are however emerging trends relating to the suitability of accommodation for older people: under-occupation across all sectors contributing to fuel poverty and financial hardship; condition of property in the private sector; suitability of properties for adaptation; proximity to services and family support networks; the need for housing support services to remain independent

### Age of applicant households accepted as homeless

	2007/08	2008/09	2009/10
16-24	160	116	94
25-44	188	106	93
24-59	39	25	19
60-64	4	2	5
65-74	3	2	2
75+	4	2	1
TOTAL	398	253	214

### **TARGETS to carry forward**

Support the development of the Older People and Housing Strategy, and use this Strategy to inform the Homelessness Strategy.

F) HOSPITAL DISCHARGE PROTOCOL	G) STRATEGIC ALIGNMENT
<p data-bbox="188 236 539 268"><u>What were the Objectives?</u></p> <p data-bbox="188 304 1070 403"><b>1.19 Promote effective multi-agency working and joint understanding of roles and responsibilities between health and housing</b></p> <p data-bbox="188 440 533 472"><u>What has been achieved?</u></p> <p data-bbox="188 475 1093 539">The Hospital Discharge Protocol developed for mental health services has been extended to general needs hospitals within Shropshire.</p> <p data-bbox="188 576 562 608"><b>TARGETS to carry forward</b></p> <p data-bbox="188 611 1093 675">To ensure protocols are signed between the general needs hospitals and housing options and then monitored to allow further development.</p>	<p data-bbox="1126 204 1485 236"><u>What were the Objectives?</u></p> <p data-bbox="1126 239 1989 303"><b>1.21 To ensure that the Shropshire Homelessness Strategy is aligned with other relevant strategic documents</b></p> <p data-bbox="1126 339 1473 371"><u>What has been achieved?</u></p> <p data-bbox="1126 408 2045 539">The renewed Homelessness Strategy will be aligned with other relevant documents. The draft document 2010-2011 will determine the renewed strategy from 2011-2014 will be re-aligned with the Housing Strategy.</p> <p data-bbox="1126 608 1503 639"><b>TARGETS to carry forward</b></p> <p data-bbox="1126 643 2007 707">Re-align Homelessness Strategy with Shropshire Housing Strategy 2011-2014</p>

## H) PEOPLE AT RISK OF ROUGH SLEEPING

### What were the Objectives?

1.22 To investigate the need for a replication of the Shrewsbury Ark project in other areas of the County

### What has been achieved?

The Ark feeds reports directly to the Rough Sleepers Task Force Group.

The Rough Sleepers Task Force Group has extended across the County through the transition to a Unitary authority.

Research about women rough sleeping undertaken.

The Ark has multi-agency involvement involving substance misuse, adult education and the Shropshire Housing Alliance.

Multi-agency provision of accommodation with support through the winter period 1009/10. Two people moved on to settled accommodation

### **TARGETS to carry forward**

Investigate the need for an official CLG rough sleepers count, taking into account advice from CLG.

Complete investigations about rough sleeping across Shropshire and gather local intelligence.

## 2) Minority Groups

### **A) CUSTOMER SERVICES & COMMUNICATION**

#### What were the Objectives?

**2.1 Ensure that HSIg are involved in Customer Service Group Work that provides accessible information for vulnerable groups**

#### What has been achieved?

A Service Level Agreement has been drawn up between Customer Services (CS) and the Housing Options Team (HOT)

#### **TARGETS to carry forward**

To develop work between HOT and CS by appointing a Housing Options Assistant to act as a dedicated member of staff for this target. Statistics reported to Housing Options (volume of calls, type of calls etc)

'Click on completion' to complete and monitor outcomes on eForms  
Unavoidable contact completed and monitored on a regular basis  
SLA for CBL enquiries to Customer Services  
SLA for general housing options enquiries  
SLA for Out-Of-Hours  
SLA for Temporary Accommodation Maintenance Out-Of-Hours

#### What were the Objectives?

**2.2 Ensure that information is published throughout all mediums in languages relevant to the people living in Shropshire**

**2.3 Increase the awareness of different cultures with homelessness / housing service providers to allow effective service delivery and sign-posting**

**2.5 All agencies coming into contact with people from a minority community are able to effectively sign-post people to the correct service provider**

#### What has been achieved?

Housing Options leaflet published Spring 2009 to supply information. Service delivery culturally aware and complimented by sign-posting to specialist agencies where relevant.

#### **TARGETS to carry forward**

To investigate the need to publish in different languages across Shropshire. Increase awareness through staff training.

B) HOUSING ALLOCATIONS	C) GYPSIES AND TRAVELLING PEOPLE
<p><u>What were the Objectives?</u>  <b>2.4 To have housing allocations policies that are culturally sensitive so as to not exclude a minority service user group</b></p> <p><u>What has been achieved?</u>  The Shropshire Affordable Housing Allocation Policy &amp; Scheme was effective from 1<sup>st</sup> June 2009 and is committed to “Equal Access To Affordable Housing For All”.</p> <p><b>TARGETS to carry forward</b>  Support for the Task &amp; Finish Group for the review of the Shropshire Affordable Housing Allocation &amp; Scheme.</p>	<p><u>What were the Objectives?</u>  <b>2.7 Work in partnership with the Planning Department and co-ordinate the authority’s response to Gypsies &amp; Travellers who are homeless</b>  <b>2.8 Encourage housing and planning strategies to include the provision of the required number of caravan pitches in the prevention of homelessness</b></p> <p><u>What has been achieved?</u>  The recommendations contained within the Gypsy and Traveller Accommodation Assessment for site provision in Shropshire were considered as part of the development of the relating to the provision of new accommodation for Gypsies, Travellers and Travelling Showpeople, which was produced in March 2010.</p> <p><b>TARGETS to carry forward</b>  The Regional Spatial Strategy Policy Statement has established clear targets for future provision in Shropshire as follows:</p> <ul style="list-style-type: none"> <li>• 93 permanent pitches for Gypsies and Travellers by 2017, of which 63 should be provided by 2012. Of these, 12 have been provided to date.</li> <li>• 20 transit pitches should be provided by 2017</li> <li>• 9 Showpeople plots should be provided within the area of Herefordshire, Shropshire and Telford by 2012</li> </ul> <p>Shropshire Homelessness Strategy will support these targets.</p>

### 3. Young People

### 4. Establishing Need

<b>INTEGRATED HOMELESSNESS AND HOMELESSNESS PREVENTION SERVICES FOR YOUNG PEOPLE</b>	<b>IMPROVE CONSISTENCY AND ACCURACY OF DATA</b>
<p><u>What were the Objectives?</u></p> <p>3.1 Improve the consistency and accuracy of data collection to better inform future strategies 3.2 Promote effective multi-agency working and joint understanding of roles and responsibilities 3.3 Provide pro-active homelessness prevention services 3.4 Extend the provision of accommodation available for young people 3.5 Provide responsive housing support services</p> <p><u>What has been achieved?</u></p> <p>Continued effective working with the Children’s Trust and quarterly feedback on agreed targets for LPSA8. Established 16/17 year old co-ordinators countywide, exclusively for 16/17 year olds who are homeless, who are under threat of homelessness or who need housing advice. A full service review is being undertaken as current funding is from Housing Options, Supporting People and Children and Young People Services(CYPS). Mediation for 16-24 year olds has been operated through the Shropshire Housing Alliance.</p> <p><b>TARGETS carried forward</b> Support service review of 16/17 year old co-ordinators. Review and evaluate the mediation project Development of a Shropshire Young People’s Housing Strategy in partnership with Children and Young People’s Services</p>	<p><u>What were the Objectives?</u></p> <p>4.1 Improve the consistency and accuracy of data collection to better inform future strategies 4.2 Ensure that data collection for the under 25 age group is conducted inline with other agencies to produce an accurate account for the County 4.3 Ensure the accurate collection of homelessness prevention statistics across Shropshire 4.6 Establish a better understanding of the number of people who are admitted to hospital and who have potential housing problems 4.7 Learn from regional best practice</p> <p><u>What has been achieved?</u></p> <p>Data collection for the under 25 age group is quarterly submissions of the LPSA8 target statistics. Analysis of data continues from the P1E HSIG representation at relevant armed forces meetings</p> <p><b>TARGETS to carry forward</b> Analysis from the P1E to continue and be more in depth. Data collection to improve around Housing Options Service.</p> <p>Housing Options service to deliver monitoring through internal indicator of “Performance Plus”.</p>

## 5. Homelessness Prevention

A) EXPLORE MORTGAGE RESCUE AND COURT DESK SCHEMES FOR SHROPSHIRE	B) IMPLEMENTATION HOMLESSNESSNESS PREVENTION INITIATIVES
<p><u>What were the Objectives?</u></p> <p>5.1 Explore the relevance of a mortgage rescue scheme in Shropshire</p> <p>5.2 Establish a Court Desk facility across the County as an early intervention scheme for people under threat due to arrears</p> <p><u>What has been achieved?</u></p> <p>Mortgage rescue scheme is operated in Shropshire. Mortgage enquiries are completed and monitored. All government schemes (“products”) are utilised and all staff are fully aware.</p> <p>A ‘court desk’ facility is established across the county through Citizen’s Advice Shropshire (CAS) in three of Shropshire’s courts. Early notification from lenders for repossession.</p> <p><b>TARGETS to carry forward</b></p> <p>Identify ‘mortgage worries’ champion within housing</p> <p>Record and monitor all mortgage enquiries and early notifications from lenders</p> <p>Work with CAS to record and monitor Court Desk activity as part of homelessness prevention work.</p> <p>Investigate financial inclusion and financial advice to link in with homelessness and housing advice.</p> <p>Complete a Mortgage Rescue Action Plan.</p>	<p><u>What were the Objectives?</u></p> <p>5.3 Where appropriate use existing mediation service as early intervention</p> <p>5.4 Ensure that Ground 8 (mandatory ground) is only used in extreme cases in Shropshire and has Executive Director approval</p> <p>5.6 To make better use of the information gained during the housing registration process</p> <p>5.7 Tenancy training for all vulnerable service user groups in Shropshire</p> <p>5.8 Recognise the importance of independent housing advice in the prevention of homelessness</p> <p><u>What has been achieved?</u></p> <p>From April 2009, there has been a contract with the Shropshire Housing Alliance for the delivery of mediation, independent housing advice and rent/deposit services within Shropshire.</p> <p>Ground 8 addressed through Homelessness Action Plan for Registered Providers.</p> <p>Housing register is now held across Shropshire by Shropshire HomePoint with one allocation policy and scheme for the entire county. Information gathered by Shropshire HomePoint can be used as early identification for Housing Options intervention.</p> <p><b>TARGETS to carry forward</b></p> <p>Evaluate the mediation project.</p> <p>Implement Shropshire Homelessness Action Plan (Housing Providers)</p> <p>Develop homelessness prevention “triggers” : Shropshire HomePoint.</p>

C) PROVISION OF TEMPORARY ACCOMMODATION AND SUPPORT	4) SUPPORTING INDEPENDENT LIVING
<p><u>What were the Objectives?</u></p> <p>5.9 Extend the provision of accommodation options to prevent the need for emergency accommodation</p> <p>5.10 Extend the provision of supported lodgings to prevent young people needing emergency accommodation</p> <p>5.11 Dedicated homelessness prevention officers</p> <p>5.12 To sustain and reduce further the use of temporary accommodation in Shropshire by 2010</p> <p><u>What has been achieved?</u></p> <p>An overarching aim for the County, is to significantly reduce the number of households who need to live in temporary accommodation. The government has set a national target for all Local Authorities to reduce their use of temporary accommodation by 50%. Due to the challenging nature of this target, a temporary accommodation plan is being formulated and will be adopted. Through a detailed service review, the provision of supported lodgings for young people will be investigated and evaluated. Homelessness Prevention Officers in place within Housing Options.</p> <p><b>TARGETS to carry forward</b></p> <p>To develop and implement a temporary accommodation plan within Shropshire</p> <p>To continue to actively reduce the number of households using temporary accommodation through utilising options for other suitable accommodation</p> <p>To only access B&amp;B in emergency situations.</p> <p>Reduce the use of B&amp;B for families.</p>	<p><u>What were the Objectives?</u></p> <p>5.13 Link housing and employment skills training provision to encourage people into work</p> <p>5.14 Reduce fuel poverty and improve private sector housing conditions in Shropshire</p> <p><u>What has been achieved?</u></p> <p>Links to Private Sector Housing “Empty Properties to Homes” and the grants for empty properties to bring them back into use.</p> <p><b>TARGETS to carry forward</b></p> <p>Support development of the “Empty Homes Strategy”</p> <p>Nominations secured for a period of time once property is back in use.</p> <p>Protocol with Shropshire Housing Alliance to identify those who want to access private sector accommodation.</p> <p>Liaise with Private Sector Housing re: fuel poverty and private sector housing conditions.</p>

## SUMMARY OF MAIN TARGETS

Re-align the Homelessness Strategy with the Housing Strategy for Shropshire

SSAFA Representation on HSIG

Sanctuary scheme

Homelessness Action Plans for Registered Providers

MOPP Audit

Review the Mediation project

Support update of Domestic Abuse Strategy and review of service provision in the County

Work in partnership to plan for people at risk of rough sleeping

Evaluation of the use of specific written guidance/information/leaflets for housing options for specific groups (i.e domestic abuse, mental health, 16/17 year olds)

To develop and implement a temporary accommodation plan within Shropshire.

To continue to actively reduce the number of households using temporary accommodation through utilising options for other suitable accommodation

To only access B&B in emergency situations

Reduce the use of B&B for families

Identify 'mortgage worries' champion within housing  
Record and monitor all mortgage enquiries and early notifications from lenders and prepare a Mortgage Rescue Action Plan.  
Work with CAS to record and monitor Court Desk activity

Prepare a directory of Homelessness, Housing Advice and related services

Develop work with customer services and communication.

Support and contribute to the service review of 16/17 year old coordinators.

Support the development of the Older People's Housing Strategy

Work with general needs hospitals for sign-up to a discharge protocol.

Re-launch the accommodation of ex-offenders in Shropshire

Support development of the "Empty Homes Strategy"

**SHROPSHIRE HOMELESSNESS STRATEGY ACTION PLAN  
2008/2009**

**Updated  
Shropshire Interim Homelessness Strategy Action Plan 2010 - 2011**

Produced by the Shropshire Homelessness Strategy Implementation Group (HSIG)



## 2008 – 2009 HOMELESSNESS STRATEGY ACTION PLAN

The Following Plan sets out the Homelessness Strategy Implementation Group's aims over the next twelve months and beyond. To enable the effective planning of implementation, the plan includes targets and milestones which will add to the achievement of listed objectives.

**This Plan has been updated to form the Shropshire Interim Homelessness Strategy Action Plan 2010 – 2011.**

## 1. Vulnerable Adults

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
1.1	<b>To engage with Armed Services welfare services to tackle / prevent the prevalence of homelessness within ex-armed forces personnel</b>	<p>1.To identify specific areas where homelessness prevention methods can be maximised in armed forces environment</p> <p>2. Develop new working relationships with key partners in Armed Forces / Defence Housing Executive in particular where there are bases within the Shropshire Council Area.</p> <p>3. Work with British Legion / Soldiers, Sailors, Airmen and Families Association,</p> <p>and other veterans organisations to maximise capacity / resources and attract external funding where possible</p>	<ul style="list-style-type: none"> <li>Ensure that Registered Social Landlord's homelessness action plan gives reasonable preference to this service-user group</li> <li>HSIG to facilitate a meeting with key partners in the Armed Forces</li> <li>Facilitate joint understanding of roles and services through the implementation of joint training</li> <li>The Homelessness Strategy Implementation Group to ensure that homelessness prevention approaches are provided consistently throughout the County and are developed inline with other strategies / priorities from other partners and stakeholders</li> </ul>	Pre-July 2009	<p>British Legion, Soldiers, Sailors, Airmen and Families Association, Defence Housing Executive, Registered Social Landlords</p> <p>Will evolve post Unitary</p>	<p>Not Viable but communicated on case by case basis</p> <p>Martin Taylor Smith is the British Legion Contact in Shropshire. Invite to HSIG meeting to confirm what is already happening.</p> <p>Contacted SSAFA for contact Feb 2010. Syd Hopgood to attend future HSIG meeting</p>
1.2	<b>Ensure that we are following legal and best practice guidance with regards allocations and local connection rules for former armed forces personnel</b>	<ol style="list-style-type: none"> <li>Work closely with all partners to ensure consistency of approach</li> <li>Ensure that service users are consulted on proposals within the Registered Social Landlord's homelessness action plan</li> <li>Carry out a regular review of</li> </ol>	<ul style="list-style-type: none"> <li>Work with floating support / Supporting People / external partners to develop services for those leaving armed forces accommodation</li> <li>If appropriate, develop a 'working group' to monitor and review success of Registered Social</li> </ul>	Post July 2009	<p>British Legion, Soldiers, Sailors, Airmen and Families Association,</p>	<p>This has been considered as part of the Task &amp; Finish Group for the review of the Shropshire Affordable Housing Allocation Policy &amp; Scheme , no action at present for ex-services personnel.</p>

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
		procedures to ensure that new and existing services remain fit for purpose	Landlord homelessness action plan and support services		Defence Housing Executive, Registered Social Landlords	
1.3	<b>Ensure the provision of suitable accommodation and proactive support for people fleeing Domestic Violence</b>	<ol style="list-style-type: none"> <li>1. Develop target hardening</li> <li>2. Target other relevant resources to make best use of in relation to target hardening</li> <li>3. Ensure that Registered Social Landlord's homelessness action plan gives reasonable preference to this service-user group</li> <li>4. Assess 100% of applicants who come through the homelessness route with Domestic Violence, through the use of the Home Office tool kit</li> </ol>	<ul style="list-style-type: none"> <li>• Continue to ensure Homelessness Strategy Implementation Group representation on Multi-Agency Risk Assessment Conferencing and within local and Countywide Domestic Violence forums</li> <li>• Link in with the roll-out of the Supporting People's VRON programme</li> <li>• Link Domestic Violence cases into the Move-On policy</li> <li>• Audit with Move-On Plans Protocol (MOPP)</li> </ul>	Pre-July 2009	MARAC, DV Forums, Stronger Safer Communities, Supporting People, Registered Social Landlords	<p>Encouraged Registered Providers to include provision in their Homelessness Action Plan 2009-2010.</p> <p>Shropshire Allocation Policy &amp; Scheme awards 10% of vacant properties for move-on. HOT working in joint partnership to develop a Sanctuary Scheme.</p>
1.4	<b>Provide proactive homelessness prevention service through timely legal advice for people suffering from Domestic Violence</b>	<ol style="list-style-type: none"> <li>1. Draw up a Unitary Communications Strategy in partnership with the County's Domestic Violence Forum, for Domestic Violence zero tolerance stance to include:</li> <li>2. Ensure that the Registered Social Landlord's homelessness action plan provides a co-ordinated approach for people with Domestic Violence issues</li> <li>3. Ensure that a range of legal options are advertised at the earliest point to enable homelessness prevention</li> <li>4. All agencies and services linked with housing and Domestic Violence to agree common legal information source for the County</li> </ol>	<ul style="list-style-type: none"> <li>• Link in with local solicitors</li> <li>• Link in with schools homelessness education project to ensure that up to date legal advice is featured within the lesson plans</li> <li>• Link in with the schools homelessness education project to develop a Domestic Violence section within the teaching resources</li> <li>• Link in with the development of the Domestic Violence section within the Registered Social Landlord's homelessness action plan</li> </ul>	Post July 2009	Multi-Agency Risk Assessment Conference, Domestic Violence Forums, Stronger Safer Communities, Supporting People, Registered Social Landlords, Children's Trust	On-going. Target to be carried forward.

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
		Develop initiatives to ensure that Shropshire promote a zero tolerance stance to Domestic Violence within tenancies				
1.5	<b>Evaluate the need for the provision of suitable move-on / supported accommodation for people with mental health problems</b>	<ol style="list-style-type: none"> <li>Identify specific areas where homelessness prevention methods can be maximised in mental health environment</li> <li>Provide a seamless pathway into accommodation for people with mental health issues</li> <li>Further develop working relationships with key partners in mental health teams / Primary Care Trust / Supporting People etc</li> </ol>	<ul style="list-style-type: none"> <li>Address seamless pathway into accommodation for people with mental health issues through the development of a Move-On protocol</li> <li>Address seamless pathway into accommodation for people with mental health issues through the development of the Registered Social Landlord's homelessness action plan</li> <li>Collate information to ascertain the level of need within the County compared with supply across the area and identify gaps</li> <li>Effective use of services and resource gaps</li> <li>Extend / improve working with Assertive Outreach Teams and contact with Housing Support Officers</li> <li>Work with private landlords / Shropshire Housing Alliance to increase access into private rented accommodation</li> <li>Embed a single referral mechanism for people with mental health issues in Shropshire, by appointing a County Co-ordinator</li> </ul>	Pre July 2009	Primary Care Trust, Assertive Outreach Teams, Community Mental Health Teams Registered Social Landlords, Shropshire Housing Alliance, Supporting People	<p>Move-on protocol to be developed.</p> <p>All supported accommodation is accessed through a mental health scheme co-ordinator and 'Single Referral' meetings for mental health and a strategic steering group has been set up.</p> <p>Registered Providers currently have their own Homelessness Action Plans but there is a need to develop a 'One Shropshire' document and this will be encouraged to be adopted by each Provider.</p> <p>Strategic Steering Group has been formed and will work to ascertain the level of need.</p> <p>Working with Private Sector to maximise nominations gained through the Empty Properties to Homes Grants.</p> <p>County Co-ordinator is in post.</p>
1.6	<b>Increase cross-discipline training for awareness of mental health / housing issues</b>	<ol style="list-style-type: none"> <li>Further develop Homelessness Strategy Implementation Group training to address any awareness issues</li> <li>Forge closer working</li> </ol>	<ul style="list-style-type: none"> <li>Awareness training to be included in Homelessness Strategy Implementation Group training manual for 2008 / 2009</li> </ul>	Post July 2009	Primary Care Trust, Assertive Outreach Teams, Community	On-going. Target to be carried forward.

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
		relationships with Community Mental Health Teams / Assertive Outreach Teams  3. Evaluate the use of specific written guidance for housing / mental health access to housing	<ul style="list-style-type: none"> <li>Homelessness Strategy Implementation Group to develop and review current information leaflets that are available for access to housing for those with mental health issues</li> </ul>		Mental Health Teams Registered Social Landlords, Shropshire Housing Alliance, Supporting People	
1.7	<b>Develop early identification and prevention protocol for those in tenancies suffering from mental health problems</b>	<ol style="list-style-type: none"> <li>Work closely with all partners to ensure consistency of approach and delivery Countywide</li> <li>Ensure Service Users are consulted on any protocol proposals</li> <li>Ensure that protocol is adequately advertised to potential service users</li> <li>Build in process of regular review to ensure that protocol remains fit for purpose</li> <li>Actively encourage stock holding colleagues to adopt Registered Social Landlord's homelessness action plan</li> </ol>	<ul style="list-style-type: none"> <li>Carry out a review of rent arrears procedure in order to build in an early identification process</li> <li>Work with specialist floating support providers / Supporting People / external partners to further develop services for those with mental health issues</li> <li>Registered Social Landlord homelessness action plan</li> </ul>	<b>Post July 2009</b>	Primary Care Trust, Assertive Outreach Teams, Community Mental Health Teams Registered Social Landlords, Shropshire Housing Alliance, Supporting People, Shelter, National Institute for Mental Health Education and CIPSA.	On-going. Target to be carried forward.
1.8	<b>Assess the need for floating support for people that fall below the threshold and out of the mental health single referral process</b>	<ol style="list-style-type: none"> <li>Implement work with Supporting People through the Virtual Referral Online Network (VRON)</li> <li>Measure and evaluate gaps in service / support provision</li> <li>Develop a Move-On protocol</li> <li>Registered Social Landlord's homelessness action plan</li> <li>Clarification of secondary mental health eligibility criteria</li> </ol>	<ul style="list-style-type: none"> <li>Assist Supporting People in the implementation of Virtual Referral Online Networks across North, South and Central Shropshire</li> <li>Evaluation of the Virtual Referral Online Network process</li> <li>Include mental health training as part of the 2008 / 09 Homelessness Strategy Implementation Group's training programme</li> <li>Registered Social Landlord's homelessness action plan</li> </ul> <p>Move-On protocol</p>	<b>Post July 2009</b>	Primary Care Trust, Assertive Outreach Teams, Community Mental Health Teams Registered Social Landlords, Shropshire Housing Alliance, Supporting People, Shelter	On-going. Target to be carried forward.

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1.9	<b>Provide a pro-active homelessness prevention service for people with mental health issues</b>	1. Assist in the introduction of tenancy survival courses for vulnerable people	<ul style="list-style-type: none"> <li>Investigate the potential for funding this project</li> <li>Evaluate the current tenancy survival training package</li> </ul>	Pre July 2009	Community Mental Health Teams, Primary Care Trust, Registered Social Landlords	Review tenancy training. Explore opportunities for housing support officers to carry out tenancy training.
1.10	<b>Review / assess the existing mental health hospital discharge protocol</b>	<ol style="list-style-type: none"> <li>Work closely with all the stakeholders in order to assess and review effectiveness</li> <li>Include Service users / practitioners to critically assess / update / amend the protocol</li> <li>Work with Crisis Resolution to jointly monitor the numbers.</li> </ol>	<ul style="list-style-type: none"> <li><i>If appropriate develop a 'working group to monitor and review success of protocol and support services.</i></li> <li>Critical review of protocol and action plan to be delivered to all partners</li> <li>Assess the success of the mental health hospital discharge protocol</li> <li>Introduce to other hospitals in the County as a general hospital discharge protocol</li> </ul>	Pre July 2009	Primary Care Trust, Crisis Resolution Team, Shelton Hospital, Supporting People	<p>Hospital Discharge Protocol Evaluation Report produced in June 2008.</p> <p>PCT sign-up to new Shropshire Council protocol. Rolled-out to general hospitals.</p>
1.11	<b>To ensure that the Shropshire Homelessness Strategy is aligned with other strategic documents relevant to offenders</b>	<ol style="list-style-type: none"> <li><i>To ensure that the Shropshire Homelessness Strategy is consistent with the national, regional and local housing authority strategic vision in relation to ex-offenders and substance misusers.</i></li> <li><i>To ensure that the Shropshire Homelessness Strategy is consistent with Supporting People's strategic vision in relation to vulnerable ex-offenders and substance misusers.</i></li> <li><i>To ensure that the Shropshire Homelessness Strategy is consistent with the strategic vision of agencies such as the West Mercia Probation, Shropshire's Crime &amp; Disorder Partnerships and the County's</i></li> </ol>	<ul style="list-style-type: none"> <li><i>The refreshed Homelessness Strategy must inform and be informed by all other relevant strategic documents and service planning groups.</i></li> <li><i>HSIG 'Champions' (lead officers) to attend meetings and provide specialist knowledge on homelessness issues for agency partners and strategic planning groups – e.g. : Probation, Drug &amp; Alcohol Action Team, Mental Health and Substance Misuse treatment teams and Supporting People core Strategy Group.</i></li> <li><i>HSIG to ensure that evolving homelessness services, prevention initiatives and support projects compliment the strategic priorities of our partners – e.g. : Probation in addressing the</i></li> </ul>	Pre July 2009	Supporting People, Crime & Disorder Partnership, Drug and Alcohol Action Team Crisis Resolution Team, Primary Care Trust, Registered Social Landlords, Assertive Outreach Team	<p>Representation on MAPPA</p> <p>Representation on relevant boards/projects</p> <p>Homelessness Strategy will take into account all relevant strategic documents.</p>

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
		<p><i>Adult Joint Commissioning Group in relation to homeless ex-offenders and substance misusers.</i></p> <p>4. <i>Exploration of protocol with Crisis Resolution Team and housing authority to provide a crisis bed to allow a multi-agency assessment for people with mental health and housing issues</i></p> <p>5. <i>Adoption of the approved mental health and supported housing policy document</i></p> <p>6. <i>Ensure inclusion of targets within the approved mental health and supported housing document are included within the Registered Social Landlord's homelessness action plan</i></p>	<p>housing needs of 'Prolific and other Priority Offenders' (PPOs) and Drug and Alcohol Action Team (DAAT) in addressing the housing needs of clients in the Drug Intervention Programme (DIP)</p> <ul style="list-style-type: none"> <li>• <i>Ensure HSIG representation on MAPPA</i></li> <li>• <i>Homelessness Strategy Implementation Group involvement in the consultation process with regards to the mental health supported housing policy</i></li> <li>• <i>Homelessness Strategy Implementation Group representation in the development of the Registered Social Landlord's homelessness action plan</i></li> </ul>			<p>Registered Providers currently have their own Homelessness Action Plans but there is a need to develop a 'One Shropshire' document and this will be encouraged to be adopted by each Provider.</p>
1.12	<p><b>To increase the amount of accommodation and tenancy support available to RESIT project in Shropshire</b></p>	<p>1. <i>Bridgnorth District Council and Oswestry Borough Council to identify an appropriate unit of accommodation to be made available through the RESIT project</i></p> <p>2. <i>A minimum of 75% of Registered Social Landlords in Shropshire to make at least 1 unit of accommodation available for use through the RESIT partnership.</i></p> <p>3. <i>A minimum of 1 unit of private rented sector accommodation in each of the 5 district areas of Shropshire to be available for use through the RESIT partnership.</i></p>	<ul style="list-style-type: none"> <li>• <i>Homelessness Strategy Implementation Group discussions with relevant Local Authority Housing Managers to achieve signed agreement to provide at least 1 unit for nomination through RESIT.</i></li> <li>• <i>Homelessness Strategy Implementation Group discussions with relevant Registered Social Landlord Housing Managers to achieve signed agreement to provide at least 1 unit for nomination through RESIT.</i></li> <li>• <i>Homelessness Strategy Implementation Group</i></li> </ul>	<p><b>Pre July 2009</b></p>	<p>Registered Social Landlords, Stronger Safer Communities, Youth Offending Service, Supporting People, Probation Services, NACRO</p>	<p>The housing of ex-offenders is to be re-launched.</p> <p>On-going work with landlords and the landlords forum for private sector accommodation – being identified by the Shropshire Housing Alliance.</p>

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		<p>4. To ensure that tenancy support is available for 100% of service users accommodated through RESIT.</p>	<p>discussions with private sector landlords and landlord forum groups to achieve signed agreement of at least 1 unit in each of the 5 district areas for nomination through RESIT.</p> <ul style="list-style-type: none"> <li>Homelessness Strategy Implementation Group discussions with Supporting People to achieve the commissioning of sufficient tenancy support to meet the identified needs of all service users accommodated through RESIT. (Note: RESIT cannot be fully operational until this has been achieved).</li> </ul> <p>To secure long-term multi-agency / Supporting People funding to allow LAA and other strategic targets to be met through this project</p>			
1.13	<p><b>To share best practice and further develop the RESIT project in partnership with Herefordshire</b></p>	<ol style="list-style-type: none"> <li>The development of a RESIT project model and multi-agency partnership in Herefordshire.</li> <li>The adoption of a RESIT project in Herefordshire to provide consistent models of assessment, support and accommodation provision for ex-offenders across the West Housing Market Area.</li> </ol>	<ul style="list-style-type: none"> <li>Shropshire Homelessness Strategy Implementation Group / RESIT members to meet with Herefordshire's Homelessness Strategy Implementation Group and obtain 'in principle' agreement to replicate model.</li> <li>Herefordshire's Homelessness Strategy Implementation Group to establish own multi-disciplinary / agency RESIT project group to develop the accepted model in their local context.</li> <li>Herefordshire RESIT group to launch local protocol for LHA, Supporting People, RSL's and agency partners.</li> <li>Herefordshire RESIT to operate</li> </ul>	<p><b>Post July 2009</b></p>	<p>Registered Social Landlord's, Stronger Safer Communities, Youth Offending Service, Supporting People, NACRO, Probation Services, Herefordshire Homelessness Strategy Implementation Group, West Housing Market Area Homelessness Strategy Implementation</p>	<p>The housing of ex-offenders is to be re-launched.</p>

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
			<p><i>in parallel with Shropshire RESIT providing consistent model across the West HMA.</i></p>		Group	
1.14	<p><b>To extend the provision of appropriate accommodation in a suitable location and support for ex-offenders through increased cross-authority working with Telford</b></p>	<ol style="list-style-type: none"> <li>1. <i>The establishment of a strategic group across Shropshire and the Borough of Telford &amp; Wrekin to enable better partnership working and the sharing of best practice with regards the resettlement of ex-offenders in both areas.</i></li> <li>2. <i>To work jointly with the Borough of Telford and Wrekin to establish a core bank of information that monitors the number of people being admitted and discharged from prisons in the West Midlands, who have a connection to the two areas.</i></li> <li>3. <i>Identification and application of external funding opportunities to enable possible housing / support / training projects to be developed for ex-offenders returning to Shropshire or Telford</i></li> </ol>	<ul style="list-style-type: none"> <li>• <i>Establish an annual meeting with the Borough of Telford &amp; Wrekin's Prisoner Resettlement group to share existing protocols that have been developed with prisons feeding into Shropshire.</i></li> <li>• <i>Establishment of a partnership agreement that will highlight how information will be shared between the Shropshire &amp; Telford groups and illustrate how local information will be fed to other local and regional strategic groups.</i></li> <li>• <i>Development of joint monitoring techniques to understand the numbers of ex-offenders who are presenting at Local Authorities in Shropshire and Telford with a Shropshire connection.</i></li> <li>• <i>Development of a standard letter template for prisoners to complete (whilst in prison) and send to Local Authorities, informing homelessness and housing advice teams of tenancy situation upon admission to prison</i></li> <li>• <i>The development of common information tools (leaflets / DVD's / posters) for prisoners, for use inside all prisons that feed back into Shropshire</i></li> <li>• <i>Continuation of Shropshire and Telford representation on the</i></li> </ul>	<p><b>Post July 2009</b></p>	<p>Registered Social Landlords, Stronger Safer Communities, Youth Offending Service, Supporting People, Probation Services, NACRO, Telford &amp; Wrekin's Homelessness Strategy Implementation Group</p>	<p>The housing of ex-offenders is to be re-launched</p>

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
			Regional Reducing Re-offending Action Plan: Cross Authority Offender Housing Group			
1.15	<b>To ensure the timely referral of eligible homeless prison-leavers to the RESIT project or other appropriate arrangements</b>	1. 100% of eligible homeless prison leavers to be referred to the relevant Housing Options Service no less than 28 days before a planned release from prisons in Shropshire	<ul style="list-style-type: none"> <li>To develop early identification criteria and joint referral documentation between custodial agencies and the Homelessness Strategy Implementation Group / RESIT.</li> <li>To provide joint training on use of the agreed referral documentation.</li> <li>To implement use of the agreed referral documentation.</li> <li>To review use of the referral documentation.</li> </ul>	Pre July 2009	<p>Part of new RESIT programme</p> <p>Registered Social Landlords, Stronger Safer Communities, Youth Offending Service, Supporting People, Probation Services, HMP Shrewsbury, NACRO</p>	The housing of ex-offenders is to be re-launched
1.16	<b>To ensure the delivery of a targeted 'homelessness prevention' education within prisons and the community</b>	<ol style="list-style-type: none"> <li>Investigate the feasibility of linking tenancy training within prisons to pre-release requirements.</li> <li>Investigate the feasibility of linking tenancy training within prisons to conditions within Local Authority rent deposit</li> <li>Link tenancy training within prisons to Supporting People support plan.</li> </ol>	<ul style="list-style-type: none"> <li>RESIT co-ordinator to link with Staffordshire offender resettlement programme to investigate potential training providers</li> <li>Link with Youth Offending Service / Probation / NACRO to investigate possible amendments to release criteria</li> <li>Link with Supporting people to investigate possible amendments to support plan criteria</li> <li>Link in with relevant housing providers to investigate possible amendments to rent deposit criteria</li> <li>Liaison between RESIT Co-ordinator and NACRO resettlement Officers in the prison(s) to be established to</li> </ul>	Pre July 2009	<p>Stronger Safer Communities, Youth Offending Service, Supporting People, Probation Services, HMP Shrewsbury, NACRO</p>	<p>Shropshire Allocation Policy &amp; Scheme recognises priority groups.</p> <p>Shropshire Housing Alliance have ring-fenced money within the funding for rent-in-advance/deposits for the re-housing of ex-offenders through RESIT.</p>

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			<p><i>ensure that all prisoners with identified housing issues are supported through training whilst in custody</i></p> <p>RESIT Co-ordinator to track RESIT candidates during the 3 months after release, to establish the success of the tenancy and so the effectiveness of the homelessness prevention training courses offered within the prison as part of the RESIT project.</p>			<p>Resit Co-Ordinator has carried out Audit. No Resit Co-Ordinator in post after 27<sup>th</sup> February 2009 due to lack of funding</p> <p>The Shropshire Housing Alliance will track any applicants within tenancies that have had use of the ring-fenced funding for rent deposits or rent in advance.</p>
1.17	<p><b>To ensure that ex-offenders and substance misusers have access to appropriate accommodation options</b></p>	<ol style="list-style-type: none"> <li>1. To ensure that social housing allocation policies /nomination agreements recognise the priority groups</li> <li>2. To ensure that that homelessness prevention funds and rent bond / deposit schemes in respect of access to private rented housing are sufficiently targeted towards ex-offenders and substance misusers</li> <li>3. To support increases in the delivery of affordable housing (separate from move-on accommodation) across Shropshire in line with regional and sub-regional strategies, Supporting People Commissioners and our joint LPSA8 targets</li> </ol>	<ul style="list-style-type: none"> <li>• Review LHA / Registered Social Landlord's allocations policies and nomination agreements</li> <li>• Make recommendations and lobby for the implementation of any necessary changes regarding perceived discriminatory exclusion clauses or lack of relative priority etc to help promote best practice on access to accommodation for this client group</li> <li>• Review the use / effectiveness of homelessness prevention funds and qualification criteria for the different rent bond and deposit schemes operating in Shropshire</li> <li>• Make recommendations and implement any necessary changes regarding perceived discriminatory exclusion clauses or lack of relative priority etc to help promote best practice on access to accommodation for this client group</li> <li>• Demonstrate active support and promotion of new affordable housing schemes and tenancy support initiatives</li> </ul>	<p><b>Pre July 2009</b></p>	<p>Will be achieved at adoption of new Allocation policy for Unitary</p> <p>Registered Social Landlords, Stronger Safer Communities, Youth Offending Service, Supporting People, Probation Services, HMP Shrewsbury, NACRO</p>	<p>Shropshire Affordable Housing Allocation Policy &amp; Scheme in place since 1<sup>st</sup> June 2009</p> <p>Implementation of a Shropshire Exclusion &amp; Suspension group to monitor those excluded/suspended from Shropshire HomePoint.</p> <p>Rent bond and deposit scheme operated through Shropshire Housing Alliance as part of the Private Sector Accommodation Scheme.</p>

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1.18	<b>To establish the accurate housing support needs of older people at risk of homelessness</b>	1. Identify why older people become homeless in Shropshire	<ul style="list-style-type: none"> <li>Establish baseline data for homelessness acceptances for those over 60</li> <li>Identify housing provision for those faced with homelessness</li> </ul>	Post July 2009	Supporting People	On-going. Target to be carried forward. Older People and Housing Strategy
1.19	<b>Promote effective multi-agency working and joint understanding of roles and responsibilities between health and housing</b>	1. Continue to develop scope of the existing mental health hospital discharge protocol to cover all hospitals in the County for people who are homeless or at risk of homelessness	<ul style="list-style-type: none"> <li>Monitor progress of existing protocol to check delivery and effectiveness</li> <li>Identify the hospitals that serve the County's residents</li> <li>Take steps to instigate discussion with key personnel at identified hospitals</li> <li>Adopt protocol</li> </ul>	Post July 2009	Crisis Resolution Team, Primary Care Trust, Registered Social Landlords, Assertive Outreach Team	Existing protocol with mental health hospital within Shropshire.  General needs hospitals identified in Shropshire.  Contact made with hospitals in Shropshire.  Discussions completed with majority of hospitals and protocol presented.  Sign up and adoption of protocols to be completed.
1.20	<b>Extend the provision of affordable and accessible housing for older people</b>	<p>1. Agree capital limits and other lettings criteria by reviewing all allocations policies</p> <p>2. Homelessness Strategy Implementation Group to work with planning policy colleagues to insist on lifetime homes standard</p>	<ul style="list-style-type: none"> <li>Review existing allocation policies to identify policy on equity limits</li> <li>Assess impact of existing policies on older people and highlight concerns to housing providers if necessary</li> </ul>	Post July 2009	Planning, Supporting People, Registered Social Landlords	Shropshire Affordable Housing Allocation and Scheme from 1 <sup>st</sup> June 2009 and is under review, and will be continually monitored.
1.21	<b>To ensure that the Shropshire Homelessness Strategy is aligned with other relevant strategic documents</b>	<p>1. Work with all accommodation providers through the development Registered Social Landlord's homelessness action plan</p> <p>2. To ensure that the Shropshire Homelessness Strategy is consistent with Shropshire's Supporting People's Strategy and that there is the flexibility in Shropshire regarding the delivery of services</p>	<ul style="list-style-type: none"> <li>The refreshed Homelessness Strategy must inform and be informed by all other relevant strategic documents and service planning groups</li> <li>Homelessness Strategy Implementation Group 'champions' (lead officers) to attend meetings and provide specialist knowledge in homelessness issues for agency partners and strategic planning groups – e.g. Probation, Drug &amp; Alcohol Action Team, Mental Health and Substance Misuse treatment teams and Supporting People core strategy group</li> </ul>	Pre July 2009	Registered Social Landlords, Supporting People, Drug and Alcohol Action Team, Probation, Children's Trust, Shropshire Local Area Agreement, Mental Health, Domestic Violence	Registered Providers Homelessness Action Plan to be developed with Providers.  Supporting People Strategy and all other relevant strategic documents will inform the Homelessness Strategy.

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	UPDATE
1.22	<p><b>To investigate the need for a replication of the Shrewsbury Ark project in other areas of the County</b></p>	<ol style="list-style-type: none"> <li>1. Ensure that a full evaluation of the service is completed periodically as the service evolves</li> <li>2. Work through the Homelessness Strategy Implementation Group to ensure that the group remains aware of current service levels</li> <li>3. Through Shrewsbury Ark, conduct exercise that allows the early identification of mental health issues in rough sleepers</li> <li>4. Re-launch the regionally developed Presenter Survey across all service providers in the County</li> </ol>	<ul style="list-style-type: none"> <li>• Production of timely reports by Shrewsbury Ark to be fed back into the Rough Sleepers Task Force Group and then into Homelessness Strategy Implementation Group</li> <li>• Re-production of the Presenters Survey and update of the database containing all service providers addresses and contact details.</li> <li>• Establish a project plan that identifies mental health issues within rough sleepers accessing the Ark.</li> <li>• Tie primary research conducted through the Ark on mental health issues for Rough Sleepers with the expected female rough sleepers research to be carried out by the Mental Health team.</li> <li>• Further enhance the multi-agency involvement in the Ark</li> </ul>	<p><b>Post July 2009</b></p>	<p>Shrewsbury Ark, Rough Sleepers Task Force Group, Mental Health Team</p>	<p>Service is monitored and feeds directly into the Rough Sleepers Task Force Group.</p> <p>Multi-agency involvement at the Ark involving a retired school teacher for adult education, substance misuse, and the Shropshire Housing Alliance.</p>

## 2. Minority Groups

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	Update
2.1	Ensure that HSIG are involved in Customer Service Group work that provides accessible information for vulnerable groups	<ol style="list-style-type: none"> <li>Ensure that all information produced on housing and homelessness is accessible to all</li> <li>Identify where migrant workers / community go to for help</li> </ol>	<ul style="list-style-type: none"> <li>Ensure that private sector housing team adopt this target for the services that they offer</li> <li>Link with Supporting People and Housing Benefits</li> <li>Ensure that HSIG are represented on the Customer Service Project to influence information included on websites / portals etc</li> </ul>	Pre July 2009	Supporting People, Housing Benefits, Private Sector Housing Team, Shropshire Partnership	To be taken forward
2.2	Ensure that information is published throughout all mediums in languages relevant to the people living in Shropshire	<ol style="list-style-type: none"> <li>Investigate the different types of languages that are spoken in the County</li> <li>Provision of information on local housing allowance and its role in homelessness prevention</li> <li>In partnership with Customer Services, ensure that LanguageLine facilities are available</li> <li>In partnership with Customer Services, ensure that hearing loops and Braille material are available for deaf / hard to hearing &amp; blind / visually impaired</li> </ol>	<ul style="list-style-type: none"> <li>Link in with the Shropshire Partnership</li> <li>Ensure that information is distributed to areas that are accessed by migrant workers / community</li> </ul>	Post July 2009	Shropshire Partnership	Target to be carried forward
2.3	Increase the awareness of different cultures with homelessness / housing service providers to allow effective service delivery and sign-posting	<ol style="list-style-type: none"> <li>Ongoing training for front-line staff, volunteers and councillors</li> <li>Ensure that performance development plans for each service include the need for training / awareness raising for staff on minority group</li> </ol>	<ul style="list-style-type: none"> <li>Include training on BME / Asylum Seekers / Gypsies and Travellers within the HSIG training programme</li> <li>Link in with the Shropshire Partnership</li> </ul>	Post July 2009	Pressing need to pick up early in Service Plan for Housing Options Service Registered Social Landlords, Housing and homelessness advice teams, Shropshire Partnership	On-going Target to be carried forward

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	Update
2.4	<b>To have housing allocations policies that are culturally sensitive so as to not exclude a minority service user group</b>	<ol style="list-style-type: none"> <li>Evaluate Shropshire's Registered Social Landlord's allocation policies</li> <li>Ensure that any new allocation policy developed is subject to Equality Needs Impact Assessment</li> </ol>	<ul style="list-style-type: none"> <li>Identify from the emerging work who the Homelessness Strategy Implementation Group need to engage with to enable work on the development of culturally sensitive allocations policies to be implemented</li> </ul>	<b>Post July 2009</b>	Registered Social Landlords, Shropshire Partnership	On-going Target to be carried forward
2.5	<b>All agencies coming into contact with people from a minority community are able to effectively sign-post people to the correct service provider</b>	<ol style="list-style-type: none"> <li>Ensure that contact is established with all outreach initiatives in the County</li> <li>Provide all outreach initiatives in the County with information on homelessness that will allow them to sign-post effectively</li> </ol>	<ul style="list-style-type: none"> <li>Link with existing outreach projects such as the Citizens Advice Bureau, Victim Support to begin to establish a database</li> <li>Create a general information tool that illustrates who the service providers are with contact details</li> <li>Develop specific guidance notes / leaflet for service providers and outreach initiatives to give to Gypsies and Travellers / BME / Asylum Seekers who are expressing a housing issue.</li> </ul>	<b>Post July 2009</b>	Citizens Advice Bureau, Victim Support, Gypsy Liaison Team, Registered Social Landlords, Shropshire Partnership	On-going Target to be carried forward
2.6	<b>Cases of Domestic Violence and homelessness for people within a minority group are dealt with effectively and in tune with their individual needs</b>	<ol style="list-style-type: none"> <li>Evaluate the best model to deal with homelessness and Domestic Violence issues for a person within any minority group and consider implementation in Shropshire</li> </ol>	<ul style="list-style-type: none"> <li>Link with Gypsy &amp; Traveller Liaison Officers</li> <li>Link in with the Shropshire Partnership</li> </ul>	<b>Pre July 2009</b>	Domestic Violence forums, Multi-Agency Risk Assessment Conferences, Domestic Violence Co-ordinator, Stronger Safer Communities, Shropshire Partnership	Moved into DV
2.7	<b>Work in partnership with the Planning Department to co-ordinate the authority's response to Gypsies &amp; Travellers who are homeless</b>	<ol style="list-style-type: none"> <li>Link in with the Gypsy &amp; Traveller sub-regional partnership</li> <li>Develop a protocol with Planning to ensure joined up working</li> <li>Research, evaluate and adopt best practice in relation to</li> </ol>	<ul style="list-style-type: none"> <li>Homelessness Strategy Implementation Group to be a part of the Shropshire &amp; Herefordshire Gypsy &amp; Travellers Group</li> <li>Work with planning to address the different definitions of</li> </ul>	<b>Post July 2009</b>	Gypsy & Traveller Liaison Group, Shropshire Partnership	<b>Refer back to G &amp; T group.</b>

Ref.	Objective	Targets	Milestones towards achievement	Target Date For Objective	Delivery partners and stakeholders	Update
		Gypsy's and Travellers who's requirements are not bricks & mortar	<p>homelessness that both service providers use</p> <ul style="list-style-type: none"> <li>• Look at the Cambridge project</li> <li>• Evaluate the resource implications of adopting any best practice model</li> </ul>			
2.8	<b>Encourage housing and planning strategies to include the provision of the required number of caravan pitches in the prevention of homelessness</b>	<ol style="list-style-type: none"> <li>1. Work with Planning and Housing to influence planning and enforcement policy</li> <li>2. Develop a protocol between housing and homelessness advice and Enforcement to address temporary accommodation solutions for Gypsies and Travellers in crisis</li> </ol>	<ul style="list-style-type: none"> <li>• Homelessness Strategy Implementation Group involvement in the relevant steering groups</li> <li>• Homelessness Strategy Implementation Group involvement in relevant strategy consultation</li> </ul>	<b>Pre July 2009</b>	Registered Social Landlords, Planning, Enforcement, Gypsy and Traveller Liaison Group	<p><b>The recommendations contained within the Gypsy and Traveller Accommodation Assessment for site provision in Shropshire were considered as part of the development of the Regional Spatial Strategy Policy Statement relating to the provision of new accommodation for Gypsies, Travellers and Travelling Showpeople, which was produced in March 2010. The document has established clear targets for future provision in Shropshire as follows:</b></p> <ul style="list-style-type: none"> <li>□93 permanent pitches for Gypsies and Travellers by 2017, of which 63 should be provided by 2012. Of these, 12 have been provided to date.</li> <li>□20 transit pitches should be provided by 2017</li> <li>□9 Showpeople plots should be provided within the area of Herefordshire, Shropshire and Telford by 2012</li> </ul>

### 3. Young People

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners and Stakeholders	Update
3.1	<b>Improve the consistency and accuracy of data collection to better inform future strategies</b>	<ol style="list-style-type: none"> <li>1. Continued partnership working with the Shropshire Children's Trust to satisfy objectives to prevent young people from becoming homeless.</li> <li>2. Regular snapshot sample surveys of homeless young people in the County</li> </ol>	<ul style="list-style-type: none"> <li>• Continue to ensure Homelessness Strategy Implementation Group representation on the Children's Trust Housing Action Group</li> <li>• Provide quarterly feedback on agreed targets for LPSA8</li> <li>• Agree working practices with voluntary sector housing advice partners in accordance with Best Value Performance Indicator (BVPI) guidance</li> <li>• Continue to monitor progress of LPSA8 delivery plan</li> <li>• Agree survey specification with Shropshire Housing Alliance and other agencies dealing with young people</li> </ul>	<b>Post July 2009</b>	Shropshire Children's Trust, Leaving Care Team, Shropshire Housing Alliance, Supporting People	<p>Representation on Children's Trust Housing Action Group and Children's Trust Area Meetings.</p> <p>Continued monitoring of LPSA8</p> <p>Service Review of 16/17 year old co-ordinators to collect data.</p>
3.2	<b>Promote effective multi-agency working and joint understanding of roles and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Establish 16/17 Care Co-ordinators Countywide (Southern, Central and Northern)</li> <li>2. Embed the ISA process</li> <li>3. To agree and operate Pathway Plans to provide a co-ordinated approach</li> <li>4. To establish a system that avoids young people having to be evicted from placements before they are considered for housing</li> <li>5. To reduce levels of crime through targeted support of those young</li> </ol>	<ul style="list-style-type: none"> <li>• Agree how the findings of the evaluation are to be applied in each locality</li> <li>• Mainstream the current short-term resources committed to existing projects</li> <li>• Increase funding to enable Countywide service delivery</li> <li>• Ensure all housing staff are trained in the ISA process</li> <li>• Engagement of housing providers in the process</li> </ul>	<b>Post July 2009</b>	Children's Trust, Stay Safe Team, Leaving Care Team, Youth Offending Service, Probation,	<p>16/17 co-ordinators established and funded between Housing Options, Supporting People and CYPS.</p> <p>Full service review to be completed.</p>

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners and Stakeholders	Update
		<p>people most at risk of offending</p> <p>6. Ensure that all young people leaving care have a Pathway Plan which should address accommodation needs</p>	<ul style="list-style-type: none"> <li>Embed Team Around the Child process</li> <li>Ensure that Supporting People services are directed to those most at need. Appropriate referrals through the use of Pathways.</li> </ul>		Supporting People	
3.3	<b>Provide pro-active homelessness prevention services</b>	<p>1. Ensure that a consistent approach to front-line intervention aimed at preventing homelessness</p> <p>2. To ensure that 100% of young people requiring a needs assessment are made aware of tenancy rights and their rights under housing and child care legislation plus any benefits that may be available to them</p>	<ul style="list-style-type: none"> <li>Implement agreed practices across all areas</li> <li>Embed the mediation for young people in Shropshire aged 16-25 process operated by the Shropshire Housing Alliance</li> <li>Ensure that all homelessness and housing advice staff are aware of specialist services available to young people and that referral pathways are embedded into service plans and that staff form closer working relationships with the Leaving Care Team</li> <li>To ensure that homelessness and housing advice service provides advice on tenancy rights etc both within offices and on an out-reach basis</li> <li>Leaving Care Team Floating Support Scheme</li> <li>Ensure that the legal section of the homelessness education project in schools is kept up to date.</li> </ul>	Pre July 2009	Children's Trust, Stay Safe Team, Leaving Care Team, Youth Offending Service, Probation, Supporting People	<p>Mediation project by the Shropshire Housing Alliance.</p> <p>Continued LPSA8 monitoring.</p> <p>Service Review 16/17 year old co-ordinators to investigate provision of homelessness prevention for young people.</p>

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners and Stakeholders	Update
			<ul style="list-style-type: none"> <li>Continue to monitor levels of homelessness prevention for young people via the LPSA8 methodology</li> </ul>			
3.4	<b>Extend the provision of accommodation available for young people</b>	<ol style="list-style-type: none"> <li>Identify the level of need and most appropriate provision of emergency accommodation for young people in the County</li> <li>Undertake further research to assess the levels of need and appropriate solutions for single people in the County - especially those between the ages of 18 and 25 that are not currently addressed by hostel provision</li> <li>To implement a Move-On Plans Protocol with all housing providers, key partners and stakeholders</li> <li>To assist the Youth Offending Service (YOS) in ensuring that 100% of young people are in suitable accommodation at the end of their orders</li> <li>Establish alternatives to the use of Bed &amp; Breakfast to prevent its use</li> </ol>	<ul style="list-style-type: none"> <li>Work with Supporting People, the Children's Trust and other partners to evaluate current provision of supported accommodation for young people who prove to be the most challenging to place</li> <li>Ensure that resources are directed where they are most needed to tackle hotspots of housing need for young people in the County</li> <li>Evaluate current allocation policies and assess priority given to those young people needing to leave supported accommodation</li> <li>Embed a Move-On Protocol to ensure that priority is given to young people leaving supported accommodation</li> <li>The needs of young offenders are recognised within housing allocations policy</li> <li>To ensure Youth Offending Service are represented at the Homelessness Strategy Implementation Group to help shape future services</li> <li>Linking work on young people with RESIT, mental health and substance misuse initiatives</li> </ul>	<b>Post July 2009</b>	Shropshire Children's Trust, Leaving Care Team, Shropshire Housing Alliance, Supporting People, Move-On Pathway Protocol, Youth Offending Service	Service Review 16/17 year old co-ordinators to investigate provision and possible extension of accommodation for young people.

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners and Stakeholders	Update
			<ul style="list-style-type: none"> <li>Ensure a Shropshire housing representative attends Youth Offending Service meetings</li> </ul>			
3.5	<b>Provide responsive housing support services</b>	<ol style="list-style-type: none"> <li>Ensure that all available support provision is targeted to meet each individuals specific needs</li> <li>To ensure that a choice of suitable accommodation is available to young people</li> </ol>	<ul style="list-style-type: none"> <li>Work with Supporting People to introduce Virtual Referral Online Network across the County</li> <li>Establish outcomes which will be monitored to track the progress of Virtual Referral Online Network to ensure that all relevant 16-25 years olds are accessing available services</li> <li>Fewer young people spending longer periods in temporary housing</li> <li>Fewer young people leaving care being offered / having to accept priorities in 'hard to let' areas</li> <li>Housing needs must be linked with safeguarding, vulnerable young people, those leaving care and young mums at risk, placed in 'hard to let' areas and at risk of tenancy failure</li> <li>Ensure that no Bed &amp; Breakfast accommodation is used for 16/17 year olds apart from in an emergency situation</li> </ul>	Pre July 2009	Supporting People, Virtual Referral Online Network, Leaving Care Team, Stay Safe Team, Registered Social Landlords, Shropshire Housing Alliance	Service Review 16/17 year old co-ordinators to investigate provision of responsive support services for young people.

#### 4. Establishing Need

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
4.1	Gain an understanding of the number of people who are not owed a non-statutory duty and who are aged over 25	1. For one quarter extract all non-statutory homelessness cases for those over 25 years of age and cross reference with Supporting People and information kept with Voluntary Sector service providers, to establish how many people have accessed support	<ul style="list-style-type: none"> <li>Decide what information is to be collected and reviewed</li> <li>Identify a quarter to focus on</li> <li>Create a timetable for the project that allows sufficient time to analyse and evaluate the results</li> </ul>	Post July 2009	Supporting People	
4.2	Improve the consistency and accuracy of data collection to better inform future strategies	<ol style="list-style-type: none"> <li>Ensure that all Local Authorities in Shropshire and the West Housing Market Area, collect data in the same format as each other to allow information to be used to decide strategic priorities and to inform future strategies</li> <li>Ensure that partners within voluntary organisations are kept aware of the information that Local Authorities are collecting and are able to collect and contribute separate statistics to provide an overall picture of homelessness in Shropshire / West Housing Market Area</li> </ol>	<ul style="list-style-type: none"> <li>Share all new initiatives on data collection methods to be shared with all strategic partners</li> <li>Ensure that all strategic partners are aware of new projects involving data collection and analysis to avoid duplication / double counting</li> <li>Ensure that evolving homelessness monitoring techniques feed into the strategic priorities of our partners</li> </ul>	Post July 2009	West Housing Market Area Homelessness Strategy Implementation Group, Shropshire Housing Alliance	
4.3	Ensure that data collection for the U25 age group is conducted inline with other agencies to produce an accurate account for the County	1. Data collection for the U25 age group to be developed inline with the Shropshire Local Area Agreement / Children's Trust objectives	<ul style="list-style-type: none"> <li>Quarterly submission of P1E and LPSA8 target statistics to the Shropshire Children's Trust to enable the monitoring of targets set out within the Local Area Agreement</li> <li>Homelessness Strategy Implementation Group representation at Children's Trust Housing Action Group meetings</li> <li>Continued partnership working with colleagues in the voluntary sector</li> </ul>	Pre July 2009	Shropshire Local Area Agreement, Children's Trust, Shropshire Housing Alliance	LPSA8

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
4.4	Ensure the accurate collection of homelessness prevention statistics across Shropshire	1. Analyse data from the P1E		Pre July 2009	Shropshire Local Area Agreement, Children's Trust, Shropshire Housing Alliance	Quarterly update to provide to partners on Headline figures and trends
4.5	To gain an understanding of the number of ex-armed forces personnel that are returning to the County with housing issues	1. Develop new working relationships with key partners working with the armed forces locally and nationally	<ul style="list-style-type: none"> <li>Ensure that the Homelessness Strategy Implementation Group are represented at relevant armed forces meetings / events</li> <li>Creation of working group between the Homelessness Strategy Implementation Group and local ex-armed forces service providers</li> </ul>	Pre July 2009	British Legion, Soldiers, Sailors, Airmen and Families Association,, Defence Housing Executive	On-going
4.6	Establish a better understanding of the number of people who are admitted to hospital and who have potential housing problems	<ol style="list-style-type: none"> <li>Continuation and development of the hospital discharge protocol to cover all hospitals in the County</li> <li>Partnership working with the Primary Care Trust to establish a data collection tool within the hospitals</li> <li>Link with the Crisis Resolution team to establish an early notification process</li> </ol>	<ul style="list-style-type: none"> <li>Establish contacts within the County's hospital</li> <li>Complete an evaluation of the current hospital discharge protocol</li> <li>Primary Care Trust representation on the Homelessness Strategy Implementation Group</li> <li>Re-launch of the Health and Housing Options Partnership in Shropshire</li> </ul>	Post July 2009	Crisis Resolution Team, Primary Care Trust	<p><b>Hospital Discharge Protocol Evaluation Report produced in June 2008</b></p> <p>Existing protocol with mental health hospital within Shropshire.</p> <p>General needs hospitals identified in Shropshire.</p> <p>Contact made with hospitals in Shropshire.</p> <p>Discussions completed with majority of hospitals and protocol presented.</p> <p><b>Sign up and adoption of protocols to be completed.</b></p>

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
4.7	Learn from regional best practice	1. Liase with Birmingham City Council	<ul style="list-style-type: none"> <li>Invite representation from Shropshire County Council Lesbian, Gay, Bisexual and Transgender Group (LGBT)/Voluntary Assembly onto the new Homelessness Strategy Implementation Group</li> </ul>	Pre-July 2009	Birmingham City Council, Voluntary Assembly, LGBT	On-going. Target to be carried forward.

5. Homelessness Prevention

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
5.1	<b>Explore the relevance of a mortgage rescue scheme in Shropshire</b>	<ol style="list-style-type: none"> <li>Evaluate the scheme running in Herefordshire</li> <li>Link in with Registered Social Landlords and Registered Social Landlords homelessness action plan</li> </ol>	<ul style="list-style-type: none"> <li>Find and bid for funding to enable an Registered Social Landlord partner to run a scheme in Shropshire</li> <li>Consider using capital funding (if available) to finance a scheme in Shropshire</li> </ul>	<b>Post July 2009</b>	Registered Social Landlords, Herefordshire HSI	Mortgage Rescue along with all other mortgage products offered and enquiries monitored throughout Shropshire. Mortgage 'champion' with Housing Options identified. Mortgage Rescue Action Plan to be completed.
5.2	<b>Establish a Court Desk facility across the County as an early intervention scheme for people under threat due to arrears</b>	<ol style="list-style-type: none"> <li>Tie in with other relevant courts in the West Midlands</li> </ol>	<ul style="list-style-type: none"> <li>Evaluation of the Court Desk pilot project running in Shrewsbury</li> <li>Replicate the Shrewsbury pilot in other courts</li> <li>Application for funding</li> <li>Partnership agreement between regional Local Authorities</li> <li>Tie-in with the work of the regional Homelessness Strategy Implementation Group</li> </ul>	<b>Post July 2009</b>	Shrewsbury & Atcham Borough Council	Court Desk pilot project completed and replicated across Shropshire to provide service in North, Central and South. CLG confirmed funding will continue for Court Desk project. Project run by Citizens Advice Shropshire and monitoring provided. Evaluation and monitoring of service to continue.
5.3	<b>Where appropriate use existing mediation service as early intervention</b>	<ol style="list-style-type: none"> <li>Evaluate the current mediation service being operated by the Shropshire Housing Alliance</li> </ol>		<b>Pre July 2009</b>	Shropshire Housing Alliance	<b>Evaluation of the mediation service and report produced by SHA. Housing Options to fund mediation cases on an individual basis.</b>
5.4	<b>Ensure that Ground 8 (mandatory ground) is only used in extreme cases in Shropshire and has Executive Director approval.</b>	<ol style="list-style-type: none"> <li>Ensure no housing provider uses Ground 8 in Shropshire</li> <li>with Establish a single contract an appropriate provider for rent deposit schemes in Shropshire</li> </ol>	<ul style="list-style-type: none"> <li>Inclusion in the Registered Social Landlord's homelessness action plan</li> <li>Use of frontline prevention funding</li> <li>Ensure that the Housing Corporation are a co-signatory to</li> </ul>	<b>Post July 2009</b>	Registered Social Landlords, Housing Corporation, Planning	Inclusion in the proposed Registered Providers Homelessness Action Plan

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
			<p>the Registered Social Landlord's homelessness action plan</p> <ul style="list-style-type: none"> <li>Apply for funding</li> </ul>			
5.5	<b>Continuation of the RESIT project in Shropshire</b>	<ol style="list-style-type: none"> <li>Agree protocols with prisons that feed into the County</li> <li>Link in with more Registered Social Landlord partners</li> <li>Secure the RESIT Co-ordinator post</li> </ol>	<ul style="list-style-type: none"> <li>Continued by-in from all partners</li> <li>Link with the Supporting People Pathways project with Stronger Safer Communities</li> <li>Apply for funding</li> <li>Inclusion in the Registered Social Landlord homelessness action plan</li> </ul>	<b>Pre July 2009</b>	Registered Social Landlords, Supporting People, Probation Services, Youth Offending Services, HMP Shrewsbury	<b>RESIT to be reformed as broader partnership.</b>
5.6	<b>To make better use of the information gained during the housing registration process</b>	<ol style="list-style-type: none"> <li>Make sure that there is an early notification system in place for potential evictions from RSL property</li> </ol>	<ul style="list-style-type: none"> <li>Registered Social Landlord representative on Homelessness Strategy Implementation Group</li> <li>Local Authorities to be a part of the Registered Social Landlord's decision making process re: evictions</li> <li>Inclusion in the Registered Social Landlord's homelessness action plan</li> </ul>	<b>Pre July 2009</b>	Registered Social Landlords	<p><b>Shropshire Affordable Housing Allocation Policy and Scheme. Shropshire HomePoint produces 'triggers' for evictions, 'asked to leave', etc.</b></p> <p><b>Representation of Registered Providers on HSIG.</b></p> <p><b>Inclusion in the proposed Registered Providers Homelessness Action Plan. Housing Options Officers to engage with Registered Providers to offer early intervention with evictions and tenancy management.</b></p>
5.7	<b>Tenancy training for all vulnerable service user groups in Shropshire</b>	<ol style="list-style-type: none"> <li>Evaluate models of tenancy training proposed by RESIT / Hospital discharge protocol (mental health)</li> </ol>	<ul style="list-style-type: none"> <li>Source suitable training</li> <li>Advertise training to target groups</li> </ul>	<b>Post July 2009</b>	Registered Social Landlords, Supporting People, Probation Services, Youth Offending Services, HMP Shrewsbury, Crisis Resolution Team, Primary Care Trust, Mental Health Team, Assertive Outreach Team	Evaluation of tenancy training needed.
5.8	<b>Recognise the importance of independent housing advice in the prevention of homelessness</b>	<ol style="list-style-type: none"> <li>Ensure that there are readily available access points for people in housing crisis</li> <li>Create register of appropriate agencies to provide this service</li> </ol>	<ul style="list-style-type: none"> <li>Continued partnership working with colleagues in the voluntary sector</li> </ul>	<b>Post July 2009</b>	<p>Already done in preparation for April</p> <p>Shropshire Housing Alliance, Customer Service Project Team</p>	Shropshire Housing Alliance provide independent housing advice.

	Objective	Targets	Milestones towards achievement	Target Date	Delivery Partners & Stakeholders	Update
5.9	<b>Extend the provision of accommodation options to prevent the need for emergency accommodation</b>	1. Investigate the feasibility of a 'rent a room' scheme	<ul style="list-style-type: none"> <li>Target under occupied houses</li> </ul>	<b>Post July 2009</b>	Shropshire Housing Alliance, Registered Social Landlords	Investigations carried out with Shropshire Housing Alliance.
5.10	<b>Extend the provision of supported lodgings to prevent young people needing emergency accommodation</b>	1. Project with Stay Safe Team	<ul style="list-style-type: none"> <li>Identify lodging providers</li> <li>Identify funding</li> <li>Assess options</li> </ul>	<b>Post July 2009</b>	Stay Safe Team	Service Review 16/17 year olds to investigate provision of accommodation for young people.
5.11	<b>Dedicated homelessness prevention Officers</b>	<ol style="list-style-type: none"> <li>Officers to have the capacity to target areas of high acceptance under homelessness legislation</li> <li>Ensure that Officers have the capacity to be 'out in the field'</li> </ol>	<ul style="list-style-type: none"> <li>Provision of adequate front-line funding</li> <li>Link in to other relevant strategies (Registered Social Landlord's homelessness action plan / housing strategy).</li> <li>Investigate areas of best practice</li> </ul>	<b>Post July 2009</b>	<p>Already done in preparation for April</p> <p>Registered Social Landlords, Local Authority housing and homelessness teams</p>	Homelessness Prevention Officers employed. All Housing Options Officers developed to ensure capacity for both prevention and homelessness enquiries. Continue to develop through staff training.
5.12	<b>To sustain and reduce further the use of temporary accommodation in Shropshire by 2010</b>	1. Reduce Bed & Breakfast accommodation and save money to re-invest	<ul style="list-style-type: none"> <li>Employ spend to save ethos</li> <li>Develop Continue to new HSI group to establish better partnerships with other service providers</li> </ul>	<b>Post July 2009</b>	Registered Social Landlords, Local Authority housing and homelessness teams, Private landlords	Target for Reduction of use of Bed & Breakfast achieved for Shropshire. Working group for maximising benefits. Monitor and report success of 'spend-to-save' ethos
5.13	<b>Link housing and employment skills training provision to encourage people into work</b>	1. Promote the benefits of working / financial independence to people accessing the Local Authority for housing help and advice	<ul style="list-style-type: none"> <li>Link in with the existing County Group</li> </ul>	<b>Post July 2009</b>	Shropshire County Council	This objective will be carried forward to the new Strategy. Support for development of the Financial Inclusion Strategy.
5.14	<b>Reduce fuel poverty and improve private sector housing conditions in Shropshire</b>	<ol style="list-style-type: none"> <li>Staff training</li> <li>Ensure that this objective is carried forward onto the refreshed Unitary Homelessness Strategy</li> </ol>	<ul style="list-style-type: none"> <li>Training and information session</li> <li>Referrals between Housing Options / Housing advice and private sector staff</li> </ul>	<b>Post July 2009</b>	Housing Options, Private Sector	This objective will be carried forward to the new Strategy.