

## **ACCOMMODATION AGENCIES WITHIN WARWICK DISTRICT COUNCIL AREA**

Warwick District Council maintains a Registration Scheme for people requiring accommodation in this area. Applicants will be required to complete an application form which will register them for accommodation with all the housing providers in the area. The Council and Housing Associations each continue to have their own criteria as to whom they will house but each application will be assessed under the Unified Points Scheme.

### **CHARITIES AND TRUSTS**

Christian Alliance Housing Association Binswood Lodge 44 Binswood Avenue Leamington Spa	Accommodation for Single People Tel: (01926) 335402
Fry Housing Trust Avon House Leamington Spa	Accommodation for Single People and a Floating Support Service Tel: (01926) 425445
Mayday Trust 17 Augusta Place Leamington Spa	Accommodation for Single People and Small Families Tel: (01926) 882808
The South Warwickshire Plato Trust Woodloes House Woodloes Avenue Warwick	Accommodation for People with Mental Health Problems Tel: (01926) 498869
The Young Housing Project 38 High Street Leamington Spa	Accommodation and Floating Support Service for Young Single People under 25 Years of Age Tel: (01926) 883179
The Salvation Army Chapel Street Leamington Spa	Emergency Accommodation Tel: (01926) 883613/450708 or 0800 1692090
Chase Guildhouse Chase Avenue London Road Coventry	Accommodation for Single People Tel: 024 76 302694
Coventry Cyrenians, 7 Raglan Street, Coventry.	Accommodation for Single People Tel: 024 76 228099
The Young Homeless Project The Arches Industrial Estate Spon End Coventry	Accommodation for Unit 15 KOKO Single People under 25 Years of Age Tel: 024 76 715113
St Faiths Shelter 143 Warwick Road Coventry	Accommodation for Women and Children Only Tel: 024 76 502800

Beauchamp House  
Coten End  
Warwick

Accommodation for Single People  
Tel: (01926) 401643

Newbold Lodge  
Newbold Street  
Leamington Spa

Accommodation for Care Leavers  
Tel: (01926) 885491

Warford Lodge  
79 Radford Road  
Leamington Spa

Accommodation for Mothers and Babies.  
Tel: (01926) 336435

**Warwickshire County Homelessness Strategy Conference**

**2<sup>nd</sup> November 2002**

**1 Introduction**

District Councils in Warwickshire will produce their first Homeless Strategies in July 2003. The main aims of the conference were:

- To raise awareness of the issues.
- To promote good practice across the county.
- To give a county perspective to the individual district strategies.

The purpose of this report is to:

- Summarise the national, regional and sub regional issues.
- Extract the main outcomes from the workshops.
- Comment on how authorities might use the lessons learnt from the conference.

**2 Background**

2.1 The Homelessness Act 2002 introduces a new requirement on local authorities to produce a homelessness strategy. The Act requires local authorities to carry out a homelessness review, followed by the publication of a homelessness strategy. The first strategy needs to be published by July 2003.

2.2 Section 3 of the Act sets out what a homelessness strategy should contain. The focus on the prevention of homelessness signals a change in emphasis away from responding to crisis situations. This includes support for those who have been homeless before to prevent them becoming homeless again. Authorities need to involve other agencies, the health service, social services, the police and the voluntary sector in the design and delivery of their homelessness strategies. Section 1 of the Act enables the authority to require assistance from the social services authority in formulating the strategy and social services must take the homelessness strategy into account in exercising their functions within the district.

## **3 The National, Regional and Sub Regional Issues**

### **3.1 National**

Alistair Jackson, Shelter's Director of Policy noted that the focus was now on the wider picture, building on core reactive work. He referred to the report. "More than a Roof" which states that it is important to understand what the most effective response to homelessness should be and what would prevent people becoming homeless in the first place. Evidence nationally shows that many homeless families, for example were homeless once before.

Alistair said that there was no blueprint for the "ideal strategy". One of the challenges for Warwickshire will be how to quantify hidden homeless people. They are people who may not contact the authority because they think that they will not be helped because they are not in a priority group. He asked delegates if they ask people who run local hostels for information about people they are turning away.

He concluded by saying that national programmes are based on:

- Evidence based policy i.e. what works.
- Links to Community Strategies and Health Improvement Programmes.

It is important to adopt a multi agency approach, recognising that the sum is greater than the individual parts. There needs to be a recognition that one agency on its own is unlikely to solve the problems but a package of measures may do so.

### **3.2 Regional**

Jean Templeton, Managing Director of St Basils outlined the regional position under three main headings:

#### **Overview**

Although regional statistics are available, there is not enough analysis below the headline figures. For example, in the West Midlands, there is the highest rate of homeless acceptances outside London. This could be a good thing indicating a high service standard. However, it might also be a bad thing, an indication that advice and assistance services are not adequate.

## **People and Place**

There needs to be a recognition that there are a number of factors which contribute to homelessness. Jean said that it is important that prevention initiatives begin with young people. A lot may be going on in Warwickshire in connection with life skills training, for example, but is enough being done to connect these initiatives?

## **Regional Response**

The regional partnership includes all the key players and there is therefore the opportunity to influence and take actions. It is important to get homeless needs included in the regional strategy. Jean reminded the conference that the West Midlands is a very diverse region. There are examples of both low demand and pressure for new housing. In some instances it may be more appropriate for Warwickshire to work with counties not in the West Midlands e.g. Northamptonshire.

### **3.3 Sub Regional**

Christine Kerr, Chief Executive of Nuneaton and Bedworth BC talked about homeless needs and trends in Warwickshire. She pointed to a number of common themes in the five housing strategies in the county.

Supply:

- Increasing prices in owner occupied housing.
- Shortage of affordable housing.
- Unfitness in the private sector and limited resources to improve things.

Needs:

- Smaller homes for single people.
- Rising elderly populations.
- Some pockets of low demand.

Homeless trends across the county show some marked differences. Between 1998-01 homeless acceptances fell; (402-339) while nationally they were going up. During the same period, three of the five districts reported an increase in acceptances. Christine noted a number of achievements in response to identified priorities including:

- Cross county, multi agency response to domestic violence.
- Floating support schemes e.g. for single men and young parents.

- A recognition of the link between housing and homelessness and other plans and strategies.

### **3.4 Supporting People**

Kevin Reynolds, Project Manager with the Warwickshire Supporting People Team talked about the role of supported housing in meeting the needs of homeless people and the contribution which Supporting People can make to a joined up approach to homelessness.

- Needs: In Warwickshire, there will be a county wide supported housing needs survey to feed into the Supporting People five year strategy for July 2003.
- Monitoring and Review: For the first time there will be a comprehensive monitoring and review system for the sector.
- County wide approach: The Supporting People strategy reflects county wide priorities and homeless strategies will need to mirror both the current Supporting People Shadow Strategy and the forthcoming 5 year Supporting People Strategy.

## **4 Workshop Feedback**

### **4.1 Young People**

#### **4.1.1 Main Problem Areas**

- Lack of suitable accommodation to rent.
- Existing schemes are not flexible enough. This means that follow up is not sufficient to prevent homelessness re occurring.
- “One and only chance syndrome”. Again this refers to the need to recognise that assistance may be required for a range of problems over a period of time.

Other problem areas mentioned were:

- Lack of emergency accommodation.
- Need to improve attitudes towards young people, particularly in statutory agencies.
- There are problems delivering services in rural areas.

#### 4.1.2 What Works.

- Specialist workers.
- Move on and floating support in association with core services.

Other features mentioned were:

- Good multi agency partnerships.
- Mediation arrangements for “estranged” young people.
- Young persons Forums.

#### 4.1.3 Cross Boundary Working

- In the future initiatives will probably only be viable if they are cross county.
- A County wide “Night Stop”.
- Good access to the Supporting People database.
- Provision for 16-18 year old asylum seekers. At the moment, this only exists in Coventry.

Other issues mentioned were:

- Links with the Youth Offending Team (YOT) which is county wide.
- Links with Coventry housing for a.

## **4.2 Domestic Violence and Harassment**

#### 4.2.1 Main Problem Areas.

- Lack of emergency specialist accommodation in the North of the County.
- There are cultural/BME issues. These include language barriers, isolation and access to services.
- There are still some problems with sharing/access to information. This inhibits multi agency action and co ordination.

Other problems mentioned were:

- Under reporting.
- Limited housing related support available to victims. This makes it difficult to break the cycle of abuse.

- Housing not represented on the newly formed Domestic Abuse Multi Agency Team.
- Support for perpetrator varies-limited priority for re housing and access to anger management courses.
- Differing levels of and access to services for victims who are owner occupiers.
- Actions to enforce tenancy conditions can delay a positive outcome for victims.

#### 4.2.2 What Works.

- More reliance on witness statements rather than the victims.
- Development of Domestic Abuse multi-agency teams.
- Develop a harassment policy for Warwickshire by the police authority.
- Use of Anti Social Behaviour (ASB) orders, good behaviour contracts, restraining orders and injunctions.
- Information sharing protocols including housing associations.
- Mutual assistance between Districts to facilitate emergency re housing. Good practice was identified particularly between Nuneaton and Bedworth BC and North Warwickshire BC.

#### 4.2.3 Cross Boundary Working.

- A cross authority approach to re housing perpetrators.
- Development of support/key worker networks throughout the county to play an advocacy role between the individual and the agencies trying to assist.
- The development of joint policies/protocols to address policies, procedures and information sharing.
- Improved housing benefit performance including Liaison with private and social landlords.
- Improved advice, mediation and advocacy services.
- Developing floating support.
- Multi agency assessment and housing representation on the Domestic Abuse Multi Agency Teams.
- Common policies in accessing services.

### 4.3 Older People

#### 4.3.1 Main Problem Areas.

- Lack of adapted accommodation.

- Problems getting support packages.

Other problems mentioned were:

- Stigma/Image problem. Homelessness not recognised by someone who has a house even though it may not be appropriate.
- No accommodation available for short term letting to address needs such as rehab following hospital discharge.
- Lack of general support in the community. People may be elderly and isolated. They may not have a specific need but nevertheless would benefit from support which would serve a preventative function. Transport can be a specific problem.

#### 4.3.2 What Works.

- Staff commitment.
- Partnership working includes hospitals.
- Joint working and communication between agencies.

#### 4.3.3 Cross Boundary Working.

- A better record of where adapted properties are would be facilitated by a county wide register of adapted properties, linked to choice based lettings.
- Work towards joint policies at a county level.
- Develop floating support schemes.

### 4.4 Prevention

#### 4.4.1 Main Problem Areas.

- Lack of resources.
- Stigma.
- Fast tracking housing benefit.

Other problem areas mentioned were:

- Not getting cases soon enough.
- Some parents eager for children to leave.

#### 4.4.2 What Works.

- Joint assessment-a multi agency approach.
- Individual support packages.

- Tenancy support workers who would be available from the start of a tenancy and be available to follow up problems at an early stage.

Other examples given were:

- Debt counselling and money advice.

#### 4.4.3 Cross Boundary Working.

- More co ordination particularly with regard to exclusions.
- Community education.
- A county wide housing register for consistency.

## 4.5 Offenders

### 4.5.1 Main Problem Areas.

- Lack of accommodation.
- No county wide perspective until Supporting People.
- Group perceived as being undeserving.

Other issues were:

- Difficulties in re settling offenders without the right support.
- Re housing is often available in areas stigmatised as areas of crime and therefore often not suitable for re housing offenders.
- Lack of suitable move on accommodation. This prevents those who are ready being able to live independently and means that places do not become available for those who need them.
- No cross authority arrangements are in place for re locating offenders who may pose a risk in their own community.

### 4.5.2 What Works

- Floating Support.
- Multi agency working and dialogue.

Other examples given were:

- Accommodation provided by probation gives a good package of support.

- Where move on arrangements exist, (e.g. Warwick DC), they work well.

#### 4.5.3 Cross Boundary Working.

- Housing should investigate whether or not there is a role for housing services in the development of Criminal Justice Centres.
- There is a need to balance the supply of accommodation to this group across the county. At present, accommodation for offenders is concentrated in two areas, Warwick DC and Nuneaton and Bedworth BC.

Other needs identified were:

- Move on arrangements need to be considered on a county wide basis. Offenders in temporary accommodation are often from another area and wish to return there.
- The necessity to re house very high risk offenders away from the areas where their victims live.

## 5. Conclusions

### 5.1 Needs Assessment.

Recurrent themes in the conference were:

- The “hidden homeless”, those who do not contact agencies because they do not think they are entitled to any help.
- One of the objectives of the Homelessness Act is to carry out an analysis of need and to implement a strategy to deal with it.

This raises some questions including:

- How will this be done?
- Will additional resources be made available?

### 5.2 Rethinking Homelessness

A new approach needs to be adopted which views homelessness not, as one of the workshops put it as “a one off event with a beginning, a middle and an end,” but a continuum. This starts with education and

early prevention. If required, it includes a sensitive emergency service. It recognises the need for ongoing support.

### **5.3 Redefining Homelessness**

The homeless brand and the need to change it was referred to by two of the speakers at the beginning of the conference. Examples were given of the difficulties faced by the homeless young people simply because of the perception about them held by the community at large. Stigma was also raised in the workshop on older people and how that stigma may prevent them seeking assistance. It is unlikely that these perceptions can be changed overnight. Nevertheless, there are links to some other conclusions and consideration should be given as to what actions may be taken to gradually change people's views of the homeless.

### **5.4 Breaking Down Barriers**

Another conference theme was the belief that the statutory services put up barriers to the homeless. In the question and answer session at the end, there were two questions about this. The first was about young people's preference to talk to the voluntary sector. The lack of staff time in the statutory sector to carry out interviews was mentioned. Another questioner asked if there were any examples of councils improving access. This raises further questions including:

- What opportunities exist for the statutory and voluntary sectors to learn from each other locally and county wide?
- Are there/should there be opportunities for sharing/swapping staff to facilitate learning and the sharing of good practice.

### **5.5 Service Standards**

One of the questioners at the end remarked that customers should receive the same standard of service throughout the county. Despite the panel's reservations about resources and the need for local variation, there was a recognition that this is an important issue, not least because service standards or the lack of them is often remarked upon in BVR inspection reports. The panel comments included:

- The conference is the first step towards common standards.

- Common (not minimum) standards would be useful.

## **5.6 A Multi Agency Approach**

This was another recurrent theme and a number of good working examples were given.

- How will examples of good practice in parts of the county be extended to other parts?
- If Warwickshire takes steps to introduce service standards throughout the county, will other agencies be brought on board too?

## **5.7 Implementation and Resources**

When summing up the morning session Debby Wheatley made the point that it was pointless having the best strategy in the world if it wasn't implemented or doesn't work. Consideration needs to be given to the best ways of driving homelessness strategies in Warwickshire forward.

Alex Roche.

November 2002

## **Comments & Observations – County Homelessness Strategy Conference 2002**

*“Its pointless having the best strategy in the world if it wasn’t implemented or doesn’t work”* Debby Wheatley – County Homeless Strategy Conference 4.11.02

### **Introduction**

This document draws together the thoughts of the sub group who organised Warwickshire’s County Homelessness Strategy Conference. Hopefully it summaries our thoughts in respect of the way forward and how we best use the outcomes of the event productively.

Obviously these are not the only issues and certainly not the only solutions but we hope that this is of some use.

### **Feedback on the day**

Generally speaking the majority of the delegates enjoyed the speakers contributions and approximately 94% of the delegates felt that they were able to contribute (to the degree they wanted to) in the afternoon workshops.

Ninety five percent of the delegates felt that the conference should be held again within two years 71% favouring an annual event. A large majority also felt that the event was a useful tool for the collection of information to feed into District Homelessness Strategies.

In addition to the above the event was heralded as an example of good practice in the December edition of the CIH good practice guide.

### **Possible ways forward**

On the day there was a tangible sense that Warwickshire had made a big step forward and the feed back from those attending the event the event seems to support this impression.

The challenge as Debby Wheatley the chair of the event identified is to move productively in a direction that solves some of the problems identified on the day.

Those districts represented on the body that organised the event have agreed that they would like the report to form an appendix to their Homelessness Strategies.

To this end the group that set up the event has given some consideration the ways forward and has set out some recommendations below based on their feelings:

- Where relevant, effective working groups or forum already exist that specifically deal with the workshop areas the report be submitted to these. The outcomes of the workshops be compared to existing strategic objectives and an action plan be formed to begin to address the issues identified. This could include the Warwickshire Domestic Violence Board, Better Government for Older People Group, Probation Accommodation Group etc. etc.
- The completed report be presented to Warwickshire Chief Housing Officers Group in order to be fed into those local Homelessness Strategies, where there was no representation at a strategic level on the Sub Group organising the event.
- The completed report be presented to the Supporting People Core Strategy Development Group or Health, Probation and Social Services.
- Consideration needs to be given to how the issues raised in the workshops looking at prevention of homelessness and issues around sharing of good practice, commonality of service standards etc. etc. should be taken forward, due to the lack of a specific group to address these issues.
- Consideration be given to any future event and how this will be funded and how initiatives resulting from this years event should be reported back to those attending.

**ORGANISATIONAL PROFILES AND CURRENT PROJECTS**

Housing Agency	No. Units of Accom.	Name of Project	Type of Accom.	Client Group	Level of Agency Support	L.A. Contribution	Staffing Levels
Mayday Trust	11	William Wallsgrove House	Shared houses	Mixed gender Single people Single parents	High	Service Level Agreements for move-on accommodation £4,322.00 per qtr.	2 F/T
	16		Shared facilities	Mixed gender Single people Single parents Small families	Low	SLA for move-on accommodation.	3 F/T
Christian Alliance Housing Association	23	Binswood Lodge	Shared facilities	Single women 16-50 years and Single men 18-30 years	High	SLA for move-on accommodation.	8 F/T
	5	Warford Lodge	Shared facilities	Mother and baby	High	WDC property eased to, and managed by CAHA.	4 F/T
	8	Newbold Lodge	Shared facilities	Care leavers Mixed gender	High	WDC property sold to CAHA and SHG for conversion.	3 P/T
Young Homeless Project	12	Dispersed Properties	Shared facilities	Young single people	Low	SLA for move-on accommodation.	8 F/T 3 P/T 1 Health Worker additional member Dec.'02
			Single units Floating support	Mixed gender Under 25 years		Property for floating support scheme £11,000 p.a. grant.	
		Housing Advice Counselling/Mediation Service, Health Promotion, Rent Deposit & Nightstop					

Housing Agency	No. Units of Accom.	Name of Project	Type of Accom.	Client Group	Level of Agency Support	L.A. Contribution	Staffing Levels
Fry Housing Trust	9	Avon House	Shared facilities	Single ex-offenders + 4 Bedspaces for Mentally disordered offenders.	Medium Low	SLA for move-on accommodation	4 F/T
	18	Dispersed properties		Single ex-offenders	Medium		
	12	Dispersed properties		"	Floating Support		
South Warks Plato Trust	49		Shared units	Single people and couples with mental health problems	Low	SLA for move-on accommodation	3 F/T
	4	Charles Gardner Road	Single units	Single people and couples with mental health problems	Low	Properties leased to and managed by Trust	
Orbit Housing Association	6	Beauchamp House	Shared facilities	Single people	Medium	SLA for move-on accommodation	2 F/T
	6	Beauchamp House	Single units	Single people	Medium	SLA for move-on accommodation	
Probation Service						5 units per year from WDC.	Probation Service
Salvation Army	9	Eden Villa Hostel Housing Action Project – advice & assistance	Direct access shared facilities	All homeless above age 16. Emergency 24 hour call	Medium/High	Move-on accommodation	3 F/T 1 P/T
Warwickshire Housing/Drug Support Scheme	Up to 14	Dispersed properties	Single units	Substance misuse	Medium	-	2 F/T

## **Trends in Homelessness**

### **Summary**

Trends in homelessness decisions for applicants who were eligible, unintentionally homeless and in priority need from January 2000 to September 2002 have been examined. Projections for the numbers of all applicants are around 170 per year (for the standard trend) or 200 (for the higher recent trend).

The higher total trend is associated with higher trends for two categories of applicants: males over 25 years, and ethnicity other than white.

### **Introduction**

As part of the development of a homelessness strategy for Warwick District Council, trends in homelessness decisions by the Housing Department from January 2000 to September 2002 have been examined. The intention was to establish whether numbers were relatively constant or if there were upward or downward trends. This applied both to total numbers and to trends of specific groups who might have specific needs.

### **Method**

Standard reports from the Housing Department were examined. These contain information both on the number and type of decisions made, and some detail about applicants. Decisions fell into the following categories:

- a) Eligible, unintentionally homeless & priority need;
- b) Eligible, homeless, priority need but intentionally so;
- c) Eligible, homeless, but not in priority need;
- d) Eligible, but not homeless;
- e) Ineligible households.

This report concentrates on the first category: eligible, unintentionally homeless & priority need.

Applicants were also categorised down by a variety of demographic factors, including ethnicity, age & sex, and makeup of households. Information on these categories was presented separately, so that cross-tabulation was not possible (for instance to examine both ethnicity and age). The numbers in some categories were too small for independent analysis and they have been combined.

Categories included:

1. Applicants' ethnicity:
  - a) White;
  - b) African/Caribbean;
  - c) Indian/Pakistani/Bangladeshi;
  - d) Not available;
  - e) Other.

Only numbers for white ethnicity were large enough to be examined alone. "Not available" has not been charted, and the other categories have been combined as "other than white ethnicity".

2. Applicants' age and sex:
  - a) Female, under 25;
  - b) Female, 25 and over;
  - c) Male, under 25;
  - d) Male, 25 and over.

3. Households:
  - a) One person households;
  - b) Couple with child;
  - c) Single parent;

Trends were analysed using "Winchart" Statistical Process Control software. This produces a chart of the values over time for each variable, with upper and lower confidence intervals and the mean. Different charts can be fitted to the data to examine upward to downward trends, and changes over shorter periods within the total. Unusually high or low individual points or runs can be identified.

"All applicants" will be the most important category, but others have been included in case they point to a need for different sorts of provision.

### Results

The results are aggregated in Table 1 on page 4. Most of the variables are steady with little change in trend, but a few increased from late 2001 or early 2002. For these (ie, "all", "other than white ethnicity", and "males over 25 years") results are given for both a standard projection (using all the data) and a high projection (using the recent higher trend). The differences are not always large and may not be operationally significant.

The table includes:

- Projected annual mean: the number of cases projected to occur in future years assuming the trend (standard or high) is followed;
- Estimated annual range (high and low): there is a degree of uncertainty associated with the projection, because of random variation. The ranges given should cover the actual results in 95% of years;
- Estimated monthly peaks and troughs: There is considerably more variation around the monthly figures because they are smaller, so that there may be peaks in demand, much higher than the average. These could put short term pressures on the system.

Numbers will not necessarily sum to the total.

### Comments

The all applicants chart is compatible either with a flat trend or a slight rise in the most recent year. Applicants of white ethnicity make up the majority, and show no change over the period. There has been a small recent increase in applicants of other than white ethnicity though the proportion remains relatively small.

Female applicants outnumber males, particularly females over 25 years. However, there has been a recent increase in males over 25 years which if continued would put them on a par. There was a jump in male applicants under 25 in July to September 2002, but this is too short a period to allow conclusions as to its significance.

Household make up numbers – couples with children, single or lone parents and one person households – have not changed over the period examined.

### Further Research

Additional work is being undertaken by a member of the Substance Misuse Initiative as part of a degree. The subject of the dissertation will be “The Rationale behind the Homelessness Act 2002, and the impact on Warwick District Council”. This work will concentrate on offenders and ex-offenders.

<b>Table 1. WDC homelessness: projected numbers of applicants eligible, unintentionally homeless and with priority need</b>						
(source: WDC homelessness decisions, Jan 2000-Sep 2002)						
		<b>Projected Annual mean:</b>	<b>Est. annual range (95% confidence):</b>		<b>Est. monthly:</b>	
<b>Applicants:</b>	<b>Estimate:</b>		<b>High</b>	<b>Low</b>	<b>Peak</b>	<b>Trough</b>
	<b>Std</b>	171	196	145	25	2
<b>All</b>	<b>High</b>	197	225	169	29	4
<b>White ethnicity</b>	<b>Std</b>	149	173	125	23	1
<b>Other than white ethnicity</b>	<b>Std</b>	15	23	7	4	0
	<b>High</b>	24	34	14	6	0
<b>Female &lt;25 yrs</b>	<b>Std</b>	40	53	27	9	0
<b>Female 25+ yrs</b>	<b>Std</b>	68	84	52	14	0
<b>Males &lt;25 yrs</b>	<b>Std</b>	14	22	7	5	0
	<b>Std</b>	49	63	35	9	0
<b>Males 25+ yrs</b>	<b>High</b>	72	89	55	13	0
<b>Couple with child</b>	<b>Std</b>	22	31	13	6	0
<b>Single parent</b>	<b>Std</b>	36	48	24	13	0
<b>One person household</b>	<b>Std</b>	25	40	15	8	0

## **HOUSING STRATEGY SERVICE AREA PLAN**

**2005/2006**

1. SCOPE OF SERVICE AREA
2. CURRENT SERVICE PERFORMANCE AND STANDARDS
3. ASSESSMENT OF KEY SERVICE ISSUES
  - 3.1.1 Key Service Issues
  - 3.1.2 Cross Cutting Issues
  - 3.1.3 Key Service Risks
4. DRAFT SERVICE TARGETS, ACTION PLAN & RESOURCES
  - 4.1 Targets and resources for continuing current service delivery
  - 4.2 Targets actions and resources for service improvements
  - 4.3 Summary of performance targets 2004/05 to 2007/08

## 5. PROPOSALS TO MATCH PLANS TO RESOURCES

### 5.1 Summary Statement outlining shortfalls

### 5.2 Options to redirect resources to improvement targets

## **1. SCOPE OF SERVICE AREA**

**1.1** The services covered by this Service Plan are provided under the following activity headings and include:-

<b>Function</b>	<b>Activity</b>	<b>Customers</b>	<b>Mandatory</b>
Housing Strategy	Develop a Housing Strategy for the district. Establish a Local Strategic Partnership.	Community	Mandatory service
Common Registration Scheme	Management, nominations, medical assessments, review and update. Assess housing needs.	12 member organisations, applicants, public.	Mandatory service
Housing Advice and Homelessness	Homelessness Strategy, Advice Service, Process Homeless Claims, Provision of temporary accommodation, Identify and fulfil special needs.	Public Voluntary and Statutory Organisations.	Mandatory service
Provision of Affordable Housing	Assess demand, manage financial resources. Joint Commissioning Process. Negotiate affordable housing element.	RSLs, Developers, Public.	Mandatory service
Private Sector Housing	This work is dealt with by the Environmental Health Department, in close liaison with the Housing Department.	RSLs, Developers, Public.	Mandatory service

**1.2** This Service Area Plan relates to the Housing Services Portfolio, held by Councillor Alan Boad, and is overseen by the Social Overview and Scrutiny Committee, chaired by Councillor Judith Falp.

**1.3** . The headline priorities of the Corporate Strategy 2003-2007, which are linked to this Service Area are as follows:-

Headline Priority	Contribution -
CO.1 Manage our services openly, effectively and efficiently	Significant contribution - advertise all affordable housing vacancies, extend internet information and access. Extensive partnership working.
CO.2 Improve our services to provide a cleaner and greener community	Significant contribution - Instrumental in delivering new, affordable housing on brown field sites for sustainable communities.
CO.3 To promote and contribute to a safer and healthier community.	Some contribution to promoting healthier lifestyles with the provision of high quality accommodation.
CO.4 Support a prosperous mixed economy	Provision of mixed tenure developments.
CO.5 Enhance the culture of the area	No direct contribution.
<p>CO.6 Meet the housing need.</p> <p>(2), To increase the number of affordable houses in the district.</p> <p>(3), To improve the quality of housing.</p>	<p>Lead service.</p> <p>Joint Commissioning process. Assess the demand within the district and investigate ways to meet that demand.</p> <p>By setting standards for new properties and working with RSLs and Private Sector to improve existing homes.</p>
CO.7 Target resources to the areas of greatest need.	<p>Significant contribution - Promoting benefits, supporting voluntary agencies and promoting equal opportunities.</p> <p>BME Study to promote equality of opportunity.</p> <p>Housing Needs Study to quantify need.</p> <p>Impact assessments to assist in attaining Equality Standard Level 3 by 2007.</p>