

**Wyre Borough Council**  
**Homelessness Strategy 2008 – 2013**

**Update**

**June 2009**

## **Introduction**

Welcome to the first update of Wyre Borough Council's second homelessness strategy.

The strategy is being updated because of a number of completed actions in the action plan and also due to the Government's response to the implications for housing and homelessness stemming from the economic downturn.

The key aims of the strategy remain:

- Prevent homelessness wherever possible
- Develop effective multi agency working
- Provide a safety net of accommodation and support
- Monitor changing needs and our performance

## **Equality Impact Assessment**

Both the original homelessness strategy and this update have been assessed using the Council's Equality Impact Assessment procedure to ensure that no groups are disadvantaged by the strategy.

## **Consultation**

The update has been available on the Council's website for comments and circulated to all members of the Wyre Homelessness Forum. A formal consultation event was held on 1<sup>st</sup> June 2009 where partners provided comments on the draft strategy.

## **Achievements of the Second Wyre Homelessness Strategy**

A significant number of actions from the strategy action plan have already been achieved:

- The Sanctuary Scheme has been developed and monitoring is in place
- Two new Homeless Prevention officers are in post
- There has been some good progress with the Credit Union which is now awaiting endorsement from the Financial Standards Authority  
Once this has been achieved the Rent Bond Capital will be reassigned
- The mediation element of the Action Learning Centre has been extended

- Local Housing Allowance awareness raising sessions have been delivered by Housing Benefit staff to the main private landlords in the Borough
- A vulnerability policy for Local Housing Allowance has been developed
- An awareness raising session on floating support has been delivered by DISC to the Homelessness Forum
- Housing Options internal procedures have been amended so that all applicants are offered floating support
- New Housing Options leaflets have been developed
- Housing Options outreach surgeries are in place
- Work is ongoing in developing the National Housing Advisory Service joint working agreement between Wyre CAB and SHELTER
- A protocol has been drafted and agreed for Priority and Prolific Offenders and is ready to be signed
- A Homeless Prevention Protocol has been agreed with Wyre Housing Association and is also ready to be signed
- Protocols have been drafted with the PCT, Social Services and progress has been made with the Information Sharing Protocol and Service Level Agreement with Probation. It is anticipated that these will all be signed off in 2009
- Responsibility for managing the Private Sector Leasing Scheme has transferred to the Housing Options Team
- The Wyre Homelessness Forum has also been reconvened
- A year's funding was secured from the Wyre Local Strategic Partnership to develop an emergency bed at YMCA George Williams House and a 'Crash Pad' has been developed
- A pilot Night Stop scheme has been developed with Fylde
- A Supported Lodgings scheme is in place
- Progress has been made by Fylde Coast Women's Aid to secure both revenue and capital funding for a Women's Refuge
- Work has commenced on the Sub Regional Choice Based Lettings(CBL) Scheme and Common Allocation's policy

- The Interim Allocations Policy now gives priority to people in supported housing and a move on protocol is in place with supported housing providers

## **Homelessness in the Wyre LSP Action Plan**

The Wyre Strategic Partnership (LSP) has recognised the importance of the prevention of homelessness in as part of its wider agenda for the Borough.

The action plan commits the Partnership to delivering the homelessness strategy generally and in particular the following actions:

- Developing a protocol for the prevention of homelessness between Registered Social Landlords, the Council and other organisations
- Working in partnership with Fylde and Blackpool Borough Councils to develop a sub regional choice based lettings scheme
- Developing a supported housing scheme for women experiencing domestic abuse
- Implementing the Government Mortgage Rescue Scheme

## **Development of the Regenda Homelessness Strategy**

The main social housing provider in Wyre is the Regenda Group. The association has developed a comprehensive homelessness strategy to cover its operations in all areas where it holds housing stock.

The association has identified Wyre as one of the five key local authorities with which to build partnership working where it can have the greatest impact on homelessness and the use of temporary accommodation.

A lead officer from Regenda currently attends all arranged meetings and ad-hoc events around Homelessness within the Borough.

Regenda is currently working with Wyre BC in relation to regional CBL scheme and common allocation policy.

A protocol for housing offenders was drafted in February 2009

The Association has reviewed services that tackle homelessness, reviewed good practice and consulted with staff and partners. This has highlighted areas for development that have been formatted into an action plan.

Actions for Regenda in Wyre include:

- Audit existing nomination agreements and:
  - Identify good practice example of a nomination agreement and:

- Renegotiate nomination agreements to follow good practice
- Develop improved money advice services
- Organise joint training for frontline staff with local authority homelessness prevention services

## The Economic Downturn

Given the depth of the recession, the logical conclusion is that more people will approach the local authority seeking housing help. At the same time there are many others who will be affected but may be reluctant to seek help or unaware of the services available. The impact may not be seen immediately in higher levels of homelessness but undoubtedly more people will be in difficulties.

Repossessions in Wyre rose from 257 in 2005/6 to 330 in 2007/8 (the latest yearly figures available) the table below provides a detailed breakdown of the statistics

	Possession Orders 2006/7	Possession Orders 2007/8	Difference	% Difference	Orders as a % of Households 2006/7	Orders as a % of Households 2007/8
Wyre	257	330	73	28	0.54	0.67
North West Total	16683	2188	5205	31	0.57	0.74
National Total	115424	129927	14503	13	0.54	0.60

A debt advice worker has been appointed by the Council to provide a front line debt advice service. The Council will also look to coordinate action to reduce the risk of homelessness caused by an increase in private rented sector rent arrears cases.

The Government has made a number of recommendations to local authorities for strategic actions to address the situation and has also provided financial support for both local authorities and households facing difficulties with housing due to the economic recession.

## Sub Regional Funding

The Government has made funding available to local authorities to tackle housing problems caused by the recession.

The sum of £30,000 has been made available to the four authorities in north Lancashire – Blackpool, Fylde, Lancaster and Wyre. The four authorities have agreed that the money can be used more efficiently by splitting the allocation four ways.

## Homelessness Prevention Fund

The Government has also made additional funding available to local authorities by uplifting their existing homelessness grant payments. Wyre Borough Council will receive £ 38, 000. This is a one off payment.

This funding has been made available to prevent homelessness through repossessions. It is important to ensure that this funding supports the maximum number of households in need of financial assistance, enabling them to stay in their homes. Financial assistance through small loans (where possible) allows money to be recycled to help other households in the local authority area in the future. The Council already has its own Homelessness Prevention (DHIS) budget, which will be expanded to incorporate these new monies.

The Government estimates that most loans made by a local authority will be in the range of range from £1,000 to £3,000 per household although any one loan should be capped at a maximum of £5,000 available at 0% interest.

### **Enhanced Support for Mortgage Interest**

The Support for Mortgage Interest scheme helps people who are out of work with their mortgage interest payments.

The scheme has been temporarily enhanced to increase the help available

The main changes are:

- The waiting period has been reduced from 39 weeks to 13 weeks
- The value of a property on which support will be available has been increased to £200,000
- The rate of interest has been frozen at 6.08%

Job Centre Plus will administer the scheme.

### **Homeowners Mortgage Support Scheme**

Homeowners Mortgage Support (HMS) will enable eligible borrowers to cut their monthly mortgage interest payments to affordable levels for up to two years to help them get back on track with their finances if they suffer a temporary loss of income.

For example, HMS could benefit a household who have had working hours reduced or overtime cut or perhaps had two incomes and are now relying on one pay packet at the moment.

HMS is not a 'payment holiday', as households will have to pay back the money eventually.

Mortgage lenders will administer the scheme.

## **Mortgage Rescue Scheme**

The Mortgage Rescue Scheme (MRS) is a homelessness prevention tool that is intended to provide an additional safety net for up to 6,000 vulnerable households who are at risk of losing their home through repossession over the next 2 years.

Depending on their specific circumstances, homeowners eligible for help under the MRS may be offered either:

- A **shared equity option**, which enables the homeowner's monthly mortgage payments to be reduced

Or

- **Government Mortgage to Rent** which enables the homeowner to remain in the property as an RSL tenant on an assured short hold tenancy, paying an intermediate rent

This scheme will be administered in line with government guidance by the Housing Options service; it will not alter the Council's statutory obligations under the homelessness legislation.

## **Delivering the Strategy**

The actions in the strategy action plan will continue to be delivered by small focussed groups.

Overall responsibility for delivery of the Wyre Homelessness Strategy remains with the Housing Options Manager who will receive progress reports from the groups.

The Housing Options Manager will report to the Wyre Homelessness Forum and the Wyre Strategic Partnership Housing Theme Group.

## **Action Plan**

The action plan shows how the aims of the strategy will be achieved, who will be involved in achieving them and how the achievements will be reported to key stakeholders and the public.

### **Re- prioritisation of Actions due to Recession**

Certain actions from the original action plan have had their end date put back. This is in order to focus resources and capacity onto actions that will help to address the negative impact of the recession on housing and homelessness.

## **Reviewed Actions**

Some actions have now been removed from the original action plan due to reviews indicating that they were no longer relevant or had significantly changed due to circumstances

### **Youth Homelessness**

Instead of a developing a family mediation service, the mediation element of the Action Learning Centre has been extended. Mediation is also a key component of the Crash Pad. This has reduced the need to make home visits in cases of potential youth homelessness.

A Night Stop scheme was piloted in partnership with Fylde but uptake was so low that it was determined that the scheme was unviable for both the Councils involved and the providers.

### **Floating Support**

Despite awareness raising sessions, take up of the floating support service has remained low. To address this, a new action will be introduced that will prioritise Wyre applicants on the DISC waiting list.

### **Desk top reviews**

There have been no acceptances on the grounds of health or age since the action plan was produced. The need for review is therefore unnecessary.

## **Ongoing Actions**

Some actions remain ongoing as they are only part completed.

## **New Actions**

Apart from the actions to extend the Crash Pad and agree with DISC a new system for prioritising their waiting list to award preference to Wyre applicants, all the actions below stem from the Council's response to the recession. Some will be time limited but others may remain a part of the Housing Options service after the recession has ended:

The following actions are to be added to the action plan in response to the economic climate:

- Agreeing a local communication strategy to encourage people to come forward as early as possible for advice
- Agreeing priority referral processes into money advice from the local authority, court desk and other key agencies, where there is a risk of homelessness

- Agreeing with social housing providers that they will adopt the Communities & Local Government rent arrears pre action protocol for social landlords
- Developing a 'benefits take-up campaign' with the Council's Housing Benefit service
- Developing a landlord hotline to enable early intervention from the Housing Options service when they are considering serving notice advising landlords what the service can do to help them.
- Amending the drafted Wyre HA protocol agreeing that the main Social Landlords will suspend possession proceedings until there is no alternative left and that Ground 8 will not be used in order to seek possession of a property for rent arrears
- Working with Housing Benefits to mail shot landlords to advise them of the Local Housing Allowance vulnerability policy
- Developing joint work with the local court desk
- Implementing the Mortgage Rescue Scheme
- Distributing the NHAS and Housing Options leaflets to relevant agencies
- Reviewing the Local Housing Allowance vulnerability policy with the Housing Benefit department
- Training Housing Options advisors to provide a basic core level of money advice
- Training Housing Options staff on new mortgage related products
- Revising the Council's Discretionary Housing Incentive Scheme Policy to include Mortgage Repossessions
- Working in partnership with the WBC Regeneration Team and the Job Centre to offer Housing Advice surgeries to individuals who are facing redundancy

# **Preventing Homelessness**

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
The Council needs to update the information it provides to the public	Update the Council website	September 2009	<b>WBC Homelessness Prevention Officer</b>	Information sources updated to include new Government Mortgage Products	Staff Time	Wyre Housing Strategy  Wyre Sustainable Community Strategy	Work is ongoing – pages drafted

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
A national joint working agreement for housing advice has been developed by SHELTER and the Citizen's Advice Bureaux	Adopt National Housing Advisory Service joint working agreement between Wyre CAB and SHELTER	December 2009	<b>WBC Housing Options Manager</b>  <b>SHELTER Lancashire Manager</b>  <b>Wyre CAB Manager</b>	Agreement adopted and implemented  Reflection of other agencies prevention outcomes in P1E	Staff Time	Wyre Housing Strategy  Government Homelessness Strategy	Initial meetings held. Amendments agreed.

**Preventing homelessness by providing advice and information**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
There has been an increase in the number of repossession orders enacted in Wyre	Arrange a meeting with the local court desk	September 2009	<b>WBC Housing Options Manager</b>	Better working relationship with the court desk Identification of opportunities to intervene in repossession cases	Staff Time	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by providing advice and information**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
Service user feedback indicates a preference for a permanent Housing Options Service to be provided in Fleetwood	Assess the need for a permanent Housing Options Office in Fleetwood	September 2011	<b>WBC Housing Options Manager</b>	Office established	Staff Time	Wyre Housing Strategy  North West Homelessness Strategy	Not scheduled yet

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that the public are aware of the options available to combat Homelessness due to repossession	Agree a local communication strategy to encourage people to come forward for advice as early as possible	December 2009 and ongoing	<b>WBC Housing Options Manager</b>  <b>WBC PR and Consultation Manager</b>	Strategy agreed and implemented  Increased information for customers and agencies	Sub Regional Funding	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that households are offered good quality money advice by housing agencies	Train Housing Options Advisors to provide a basic core level of money advice	March 2010	<b>WBC Housing Options Manager</b>	Front line officers able to provide core level money advice	Sub Regional Funding	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that households are offered good quality advice on Government backed mortgage related products by the Housing Options service and assisted in court if necessary	Train Housing Options Advisors to provide advice on Government mortgage related products and court proceedings	December 2009	<b>CLG Advisor</b> <b>WBC Housing Options Manager</b>	Front line officers able to provide advice on Government mortgage related products	Sub Regional Funding	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by providing advice and information**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that households facing court proceedings have access to relevant leaflets	Distribute the NHAS and Housing Options Leaflets	September 2009	<b>WBC Homelessness Prevention Officer</b>	Increased information for customers and agencies  Leaflets distributed  Distribution list updated	Sub Regional Funding	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by working with Housing Benefits**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that all households who are entitled to help with housing costs are taking up appropriate benefit	Develop a 'benefits take-up campaign' with the Council's Housing Benefit service	December 2009	<b>WBC Housing Options Manager</b>  <b>WBC Contact Centre Manager</b>  <b>WBC PR and Consultation Manager</b>	Campaign publicised	Housing Benefit Admin Subsidy	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by working with Housing Benefits**

<b>Baseline position</b> <b>June 2009</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
We need to ensure that vulnerable households who are entitled to help with housing costs do not become homeless through Local Housing Allowance	Mail shot main landlords to advise of LHA vulnerability policy	December 2009	<b>WBC Housing Options Manager</b>  <b>WBC Contact Centre Manager</b>	Procedure agreed and implemented	Staff Time	Government Repossessions Policy	Not Applicable New Action

### Preventing homelessness by working with Housing Benefits

Baseline position June 2009	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
We need to ensure that vulnerable households who are entitled to help with housing costs do not become homeless through Local Housing Allowance	Amend the LHA vulnerability policy	December 2009	<b>WBC Housing Options Manager</b>  <b>WBC Contact Centre Manager</b>	Procedure agreed and implemented	Staff Time	Government Repossessions Policy	Not Applicable New Action

### Preventing homelessness by amending the DHIS

Baseline position June 2009	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
We need to ensure that people at risk of homelessness due to Mortgage Repossessions are able to benefit from the Discretionary Housing Incentive Scheme	Amend the DHIS policy to incorporate payments to clear Mortgage Arrears and to reflect organisational changes	September 2009	<b>WBC Housing Options Manager</b>	Policy amended and agreed by Portfolioholder	Government Repossessions Prevention Fund	Government Repossessions Policy	Not Applicable New Action

### Preventing homelessness by implementing the Mortgage Rescue Scheme

Baseline position June 2009	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
We need to ensure that people eligible for the Mortgage Rescue Scheme do not become homeless due to repossession	Train staff to implement the scheme	December 2009	<b>CLG Advisor</b>	Staff trained	Sub Regional Funding	Government Repossessions Policy	Not Applicable New Action
	Publicise the scheme	December 2009	<b>WBC Housing Options Manager</b>	Scheme publicised			

### Preventing homelessness by amend the DISC waiting list

Baseline position June 2009	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
The Floating support service is under utilised in Wyre	Amend the DISC waiting list so that priority is given to Wyre residents whilst Wyre is not receiving its allocation of hours	March 2010	<b>DISC Floating Support Manager</b>	Full utilisation of allocated floating support hours in Wyre	Staff Time	Wyre Housing Strategy  North West Homelessness Strategy	Not Applicable New Action

**Preventing homelessness awarding priority to people working with criminal justice and drug and alcohol agencies**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
People working with criminal justice and alcohol and drug services currently have no priority in the Council's allocation policy	Amend interim housing allocations policy to give priority to people working with those agencies who qualify via a re-housing protocol	March 2010	<b>WBC Housing Options Manager</b>	10% increase in the number of people working with criminal justice and drug and alcohol agencies who are re-housed in settled accommodation against a base of previous year	Staff time	Lancashire DAAT Treatment Plan  Lancashire Supporting People Strategy  NPS Lancashire PPO Strategy  Lancashire Premium Service Protocol for PPO	Protocol drafted and agreed by all partners

**Preventing homelessness by amending the Council's interim housing allocation policy**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
The Council has an interim allocations policy and housing register whilst assessing the viability of a sub regional Choice Based Lettings Scheme	If the sub regional Choice Based lettings Scheme is not viable, we will adopt a robust allocations policy and adopt appropriate measures for managing the housing register in accordance with Government guidelines	September 2010	<b>WBC Housing Options Manager</b>	Appropriate allocation scheme and mechanism in place to manage register	TBC	North West Homelessness Strategy	Not Scheduled Yet

### Preventing homelessness by increasing access to the private sector

Baseline position	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
<b>June 2009</b>							
Evidence suggests that the current bond scheme has not been particularly effective in increasing access to the private sector	Reassign the bond scheme capital to the new Face to Face Credit Union (Wyse Money)	March 2010	<b>WBC Housing Options Manager</b>  Face to Face Manager	At least 5 households using the Credit Union to secure accommodation in the first year	Government Homelessness Grant (existing)  Fylde and Wyre Strategic Partnerships	Wyre Housing Strategy  North West Homelessness Strategy	Bond monies returned to Council  Awaiting accreditation of Credit Union by FSA

### Preventing homelessness by working with private landlords

Baseline position	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
<b>June 2009</b>							
Landlords wanting to contact the Housing Options Service do not have a direct number and are not always aware of prevention work done by Council	Develop a dedicated phone line for landlords and publicise this. Send out information to landlords advising them what the service can do to prevent homelessness.	December 2009	<b>WBC Housing Options Manager</b>	A dedicated phone line established  Leaflet produced  Landlords contacted	Staff time Existing budgets	Wyre Housing Strategy  North West Homelessness Strategy	Not Applicable New Action

# **Multi Agency Working**

**Preventing homelessness by working with agencies who have early warning of redundancies**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
We need to ensure that households who are facing redundancy are offered timely housing advice	Work in partnership with Regeneration Team and Job Centre to identify employees facing redundancy	December 2009 and ongoing	<b>WBC Housing Options Manager</b>  <b>WBC Contact Centre Manager</b>	Notification mechanism agreed and implemented	Staff Time	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness through access to money advice**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
We need to ensure that people at risk of homelessness are able to access debt advice services quickly	Agree priority referral process to WBC Debt Advice worker and CAB from Housing Options Service and other key agencies	December 2009	<b>WBC Housing Options Manager</b>  <b>WBC Debt Advice Worker</b>	Process agreed	Government Repossessions Prevention Fund	Government Repossessions Policy	Not Applicable New Action

**Preventing homelessness by awarding priority to people working with criminal justice and drug and alcohol agencies**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
People working with criminal justice and alcohol and drug services currently have no priority in the Council's allocation policy	Develop a re-housing protocol with criminal justice and drug and alcohol agencies that will allow eligible clients to qualify for priority	March 2010	<b>Wyre Borough Council Housing Options Manager</b>	10% increase in the number of people working with criminal justice and drug and alcohol agencies who are re-housed in settled accommodation against a base line of the previous year	Staff time	Lancashire DAAT Treatment Plan  Lancashire Supporting People Strategy  North West Homelessness Strategy  NPS Lancashire PPO Strategy  Lancashire Premium Service Protocol for PPO	Protocol drafted and agreed by all partners

**Developing multi agency protocols to prevent homelessness caused by eviction**

<b>Baseline position</b> <b>June 2008</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
CLG introduced a Rent Arrears Pre Action Protocol	Agree with Social Housing Providers that they will adopt the CLG Rent Arrears Pre Action Protocol for Social Landlords	December 2009	<b>Wyre Housing Association Neighbourhood Manager</b>  <b>Great Places Regional Manager</b>  <b>Places for People Area Manager</b>	Best practice is adhered to. Internal audit and procedure walk through shows that procedures reflect protocol principles	Staff Time	North West Homelessness Strategy	Not Applicable New Action

**Developing multi agency protocols to prevent homelessness caused by eviction**

<b>Baseline position</b> <b>June 2008</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
A homelessness prevention protocol between the Council and Wyre Housing Association has been drafted. This needs amending and rolling out to the other RSLs	Amend the draft to agree that the RSLs will suspend possession proceedings until no option and that Ground 8 will not be used to seek possession.	December 2009	<b>WHA Neighbourhood Manager</b>  <b>Great Places Regional Manager</b>  <b>Places for People Area Manager</b>	Protocol agreed and implemented	Staff Time	Wyre Housing Strategy  Housing Corporation Homelessness Strategy  Regenda Homelessness Strategy	Initial protocol drafted between WBC and WHA

### Developing multi agency protocols with Criminal Justice Agencies

Baseline position	What will we do	When will we do it by	Who will deliver	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
June 2008			<b>Lead in bold</b>				
The current Service Level Agreement with the Probation Service needs to be updated to ensure it is still relevant	Update Service Level Agreement	March 2010	<b>Wyre Borough Council Housing Options Manager</b>  <b>National Probation Service Accommodation Officer</b>	Improved inter agency working review meetings	Staff time	National Reducing Re offending Plan  North West Homelessness Strategy	Amendments made Data Protection Officer Input
The Information Sharing Protocol with the Probation Service needs to be signed	Sign Information Sharing Protocol		<b>Wyre Borough Council Housing Options Manager</b>  <b>National Probation Service Accommodation Officer</b>				

### Developing multi agency protocols with Children's Social Care Services

Baseline position	What will we do	When will we do it by	Who will deliver	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
June 2008			<b>Lead in bold</b>				
The current protocol with Children's Social Care Services needs to be updated in light of a recent House of Lords judgement <i>G v LB Southwark</i>	Revise current protocol for 16 & 17 year olds	March 2010	<p><b>Wyre Borough Council Young Person's Housing Options Advisor</b></p> <p>Fylde Borough Council Housing Policy Officer</p> <p>Lancashire County Council Adult and Children's Social Care Services Wyre Initial Assessment Team Manager</p>	Protocol updated and agreed	Staff Time	<p>Every Child Matters</p> <p>North West Homelessness Strategy</p> <p>National Youth Homelessness Strategy</p>	Initial meeting held

### Developing multi agency protocols with Children's Social Care Services

Baseline position June 2008	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
The current protocol with Adult and Community Services for intentionally homeless families needs to be agreed and implemented	Implement protocol	March 2010	<p><b>Wyre Borough Council Housing Options Manager</b></p> <p>Lancashire County Council Adult and Children's Social Care Services Manager(s)</p> <p>Lancashire County Council Adult and Children's Social Care Services Wyre Initial Assessment Team Manager</p>	Protocol agreed and implemented	Wyre Borough Council	<p>Wyre Housing Strategy</p> <p>Lancashire Supporting People Strategy</p> <p>Every Child Matters</p> <p>North West Homelessness Strategy</p>	Protocol drafted

### Developing multi agency protocols with health services

Baseline position	What will we do	When will we do it by	Who will deliver	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
June 2008			<b>Lead in bold</b>				
Families placed in temporary accommodation are not routinely linked to health services	Develop a protocol with the PCT to ensure that homeless families in temporary accommodation are linked to a Health Visitor	Dec 2009	<b>Wyre Borough Council Housing Options Manager</b>  Fylde Borough Council Housing Policy Officer  North Lancashire PCT Public Health Improvement Specialist  YMCA George Williams House Manager	All families placed in temporary accommodation offered the option of referral to Health Visiting services	Staff time	Every Child Matters	Initial meetings held

# **Providing a Safety Net**

## Wyre Borough Council Homelessness Strategy 2008

### Providing a safety net and eliminating the use of Bed and Breakfast accommodation for young people

#### Medium term priority

Baseline position July 2008	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
One year's funding was secured from the LSP to develop a 'Crash Pad' for young people. This expires in 31 <sup>st</sup> December 2010	Extend the funding to maintain an emergency bed at YMCA George Williams House	January 2010	<b>Wyre Borough Council Housing Options Team Manager</b>  YMCA George Williams House Manager	No young people placed in Bed & Breakfast from target date.	Annual cost of £9000 from the DHIS budget	Government Homelessness Strategy  Lancashire Supporting People Strategy  North West Homelessness Strategy  National Youth Homelessness Strategy	Budget Identified In principle agreement from provider

**Providing a safety net for domestic violence victims**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
<p>Domestic violence is a major cause of homelessness in Wyre</p> <p>There is no Women's Refuge in Wyre</p> <p>Current data suggest that there is a need for 3 -4 family units</p>	<p>Develop a supported housing scheme providing a 9AM – 9PM service</p>	<p>December 2009</p>	<p><b>Fylde Coast Women's Aid Service Manager</b></p> <p>Wyre Borough Council Community Safety Manager</p> <p>Wyre Borough Council Housing Options Manager</p>	<p>1 Funding secured</p> <p>2 Property purchased</p> <p>3 Schemes open</p>	<p>Capital: Charitable source</p> <p>Revenue: Supporting People</p>	<p>Wyre Community Safety Strategy</p> <p>Lancashire Domestic Violence Strategy</p> <p>Lancashire Supporting People Strategy</p>	<p>Capital funding secured</p> <p>In principle agreement for revenue funding from Supporting People</p>

**Providing a safety net for people with complex needs**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>			<b>Lead in bold</b>				
The review identified an unmet need for supported accommodation for single homeless people with drug / alcohol problems and offending backgrounds	Develop up to 3 properties for shared occupation by clients of Langley House Trust	September 2011	<b>Langley House Trust Housing Director</b>  Wyre Borough Council Housing Options Manager  DAAT Locality Manager  Supporting People Contracts Manager / Officer	1 Funding secured  2 Properties purchased  3 Scheme open	Capital: Eaves Brook Housing Association (Housing Corporation TBC)  Revenue: Supporting People TBC	Wyre Community Safety Strategy  Lancashire Supporting People Strategy  Lancashire Drug and Alcohol Team Treatment Plan  National Reducing Re offending	Not scheduled yet

**Providing a safety net for people with complex needs**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2009</b>							
Service user consultation indicates a need for an intensive floating support service for single people with drug / alcohol problems and offending backgrounds	Develop an intensive floating support service	September 2011	<b>Langley House Trust Housing Director</b>  Wyre Borough Council Housing Options Manager  DISC Floating Support Manager  Supporting People Contracts Manager / Officer  DAAT Locality Manager	Post established	Supporting People TBC	Wyre Community Safety Strategy  Lancashire Supporting People Strategy  Lancashire Drug and Alcohol Team Treatment Plan	Not scheduled yet

# **Assessing Future Need and Monitoring Performance**

### Assessing need and ensuring that no one has to sleep rough in Wyre

Baseline position	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
<b>June 2009</b>							
Although the available evidence indicates that there are no rough sleepers in Wyre, the Council wishes to confirm this	Carry out a rough sleeper 'Hotspot' count	December 2009	<b>Wyre Borough Council Housing Options Manager</b>	Count carried out	Wyre Borough Council	Government Homelessness Strategy  Lancashire Supporting People  North West Homelessness Strategy  National Youth Homelessness Strategy	Not scheduled yet

### Monitoring changing needs

Baseline position	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
<b>June 2009</b>							
The Council and the YMCA need to ensure that the current provision remains appropriate to needs	Monitor occupancy and void levels at YMCA George Williams House Explore option of allowing Fylde BC to access the service  Explore option of taking a 'whole scheme approach' to the number of children accepted	September 2009 and quarterly thereafter	<b>Wyre Borough Council Housing Options Manager</b>  <b>YMCA George Williams House Manager</b>	Monitoring carried out	Existing Capacity	Lancashire Supporting People Strategy	Outstanding

### Monitoring changing needs

Baseline position	What will we do	When will we do it by	Who will deliver Lead in bold	Outcomes	Where will the resources come from	Which other strategies will this support	What progress have we made
<b>June 2009</b>							
The Equality Impact Assessment showed that there is a lack of knowledge regarding homelessness and housing issues for gay, lesbian, bisexual and trans young people.	<p>Desktop Review of National and Local Research</p> <p>Contact Lancashire Young Peoples LGBT Officer to assess local situation</p> <p>If research indicates need for action to be followed up</p>	July 2010	<b>Wyre Borough Council Housing Options Manager</b>	Research carried out	Existing Capacity	Equality and Diversity Strategy	Not Applicable New Action

# **Actions for a Fylde Coast Homelessness Action Plan**

<b>Baseline position</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<b>June 2008</b>			<b>Lead in bold</b>				
There is a need to ensure a consistency of approach to housing allocations across the 3 boroughs	Develop a common allocations scheme	July 2010	<b>Housing Options Manager – BBC</b>  <b>Interim Housing Manager – FBC</b>  <b>Options Manager – WBC</b>	Common Allocation Policy adopted by all three boroughs	Staff Time	Blackpool, Fylde and Wyre Housing and Homelessness Strategies	A common allocations working group has been established and considerable progress made towards a draft policy
There is a need to ensure a consistency of approach to homelessness prevention work with RSL partners across the 3 boroughs	Develop protocol with social landlords operating in all three boroughs, agreeing how homelessness prevention will be incorporated into their procedures	July 2010	<b>Interim Housing Manager - FBC</b>	Protocol adopted by all parties	Staff Time	Blackpool, Fylde and Wyre Housing and Homelessness Strategies  Housing Association Homelessness Strategies	Local progress made

<b>Baseline position</b> <b>June 2008</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
A sub regional Choice Based Lettings Scheme is needed to comply with forth coming legislation and to provide a consistent response across the 3 boroughs	Develop a Sub Regional Choice Based Lettings Scheme	July 2010	<b>Choice Based Lettings Steering Group</b>	Scheme in place	Department for Communities and Local Government has provided £100.000 initial funding  Blackpool, Fylde and Wyre Borough Councils  RSL Partners	Blackpool, Fylde and Wyre Housing and Homelessness Strategies	Project board established  Implementation group established  Project lead appointed
The lack of a working protocol has caused difficulties in housing people being discharged from hospitals (including mental hospitals) without accommodation	Develop common hospital discharge protocol	July 2010	<b>Housing Options Manager – BBC</b>	Protocol agreed and adopted	Existing Capacity	Blackpool, Fylde and Wyre Housing and Homelessness Strategies	Not scheduled yet

<b>Baseline position</b> <b>June 2008</b>	<b>What will we do</b>	<b>When will we do it by</b>	<b>Who will deliver</b> <b>Lead in bold</b>	<b>Outcomes</b>	<b>Where will the resources come from</b>	<b>Which other strategies will this support</b>	<b>What progress have we made</b>
<p>There is a recognised need to provide training on housing options and homelessness to all front line advice agencies</p> <p>This training may be best delivered on a sub regional basis</p> <p>Blackpool has recognised expertise in this field</p>	Develop and implement joint training on homelessness prevention across the sub region	July 2010	<b>Housing Advice Manager - BBC</b>	Training Courses delivered	Existing Capacity plus fees from participating agencies	Blackpool, Fylde and Wyre Housing and Homelessness Strategies	Not scheduled yet
All 3 councils wish to ensure they are providing a service that is efficient, fair and good value for money	Develop Benchmarking between Blackpool, Fylde and Wyre Housing Advice/Options Services	July 2010	<b>Housing Advice Manager – BBC</b>  <b>Housing Options Manager – WBC</b>  <b>Interim Housing Manager – FBC</b>	Benchmarking criteria agreed and regular exercises undertaken	Existing Capacity	Blackpool, Fylde and Wyre Housing and Homelessness Strategies	Not scheduled yet