

# Wycombe Homelessness Strategy Action Plan 2014 – 2019

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## Q4 2016/17 Outcomes, Q4 2017/18 Outcomes and Q4 2018/19 Monitoring

### Section 1 - Recommendations from the Homelessness Review by Jenkins Duval

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
<b>1. Continue to develop the Council's Housing Options Service</b>	1.1 Service improvements arising from the Lean Systems Review	Housing Service Manager & Housing Options Team	WDC staff within an improved service structure	a) Improved service structure to be in place by April 2014;  b) Carry out 6 monthly reviews thereafter	<b>GREEN</b> – a) Improved staff structure in 2014;  b) New staff structure in place from April 2016	<b>GREEN</b> – a) Senior officer seconded - to help with HRA; b) Appointments made to 4 fixed term posts - 3 Prevention & 1 Landlord Liaison	<b>GREEN</b> – a & b) Officers in post, providing a service in accordance with the HRA 2017
	1.2 Introduction of a feedback form for customers of the Housing Options service	Housing Options Team & agencies assisting clients	WDC staff time – within existing resources	a) Feedback form to be introduced by July 2014 & blank copies provided to agencies for use; b) Findings reviewed every 6 months and input to service improvements	<b>GREEN</b> – Housing Options team 'survey-monkey' online customer survey launched on 13 April 2016	<b>GREEN</b> – Total of 77 replies received to the survey since the initial contact sent in April 2016. Not yet enough data on which to base a report	<b>GREEN</b> – Total of 85 replies received to the survey since the initial contact sent in April 2016. Not yet enough data on which to base a report

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	1.3 Increase percentage of online applications to the Housing Register	Housing Options Team & agencies assisting clients	Actions to encourage online applications to Housing Register	2012/13 baseline = 35%; target is to increase percentage year on year – report annually	<b>N/A</b> – Action completed	<b>N/A</b>	<b>N/A</b>
	1.4 Provide officers with more opportunity to prevent & address homelessness	Housing Options Team	WDC staff time – within existing resources	Restructure the department for more efficient use of staff time / free up officer time for casework - by Sept 2014	<b>GREEN</b> – New Restructure completed and in operation	<b>GREEN</b> – Senior officer seconded & appointments made to fixed-term posts to help with HRA	<b>GREEN</b> – Officers in post, providing a service in accordance with the HRA
<b>2. Deliver sufficient, appropriate temporary accommodation</b>	2.1 Cease use of Bed and Breakfast Accommodation other than in exceptional circumstances or emergencies	Housing Options Team	WDC staff time - to make use of other TA options	Nil use of B&B for families – monitor and report quarterly <i>(amended by the Subgroup during 2017 to all households - the position for families only is shown in section 2, item 2.10)</i>	<b>RED</b> – Number of family households in B&B in 2016/17: End of Q1: 14 End of Q2: 16 End of Q3: 13 End of Q4: 6 - there were no properties available to let in Saunderton	<b>RED</b> – Number of households in B&B in 2017/18: End of Q1: 11 End of Q2: 24 End of Q3: 13 End of Q4: 9 (including 2 single people for more than 6 weeks)	<b>RED</b> – Number of all households in B&B in 2018/19: End of Q1= 9 End of Q2= 5 End of Q3= 8 End of Q4:11 (including 4 single people for more than 6 weeks)

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	2.2 Upgrade Saunderton Lodge to improve the accommodation	Housing Service Manager	Capital Finance (amount to be assessed)	a) Report to Cabinet by April 2014; b) Subject to approval, carry out improvements – timescale to be agreed	<b>AMBER</b> – Project Board & manager are appointed. Detailed costs & requirements being worked up for Members	<b>AMBER</b> – The Council has agreed to build a new TA block in HW – subject to the grant of planning permission etc.	<b>AMBER</b> – The project is subject to the grant of planning permission - application submitted December 2018; <i>(Approved April 2019).</i>
	2.3 Use or sell (to procure alternative temporary accommodation ) the 8 WDC owned miscellaneous properties – timescales for actions being subject to approval	Housing Service Manager	£806,000 raised from sale of the first four unsuitable homes and another £254,000 from sale of the fifth on 02/12/15 due to poor condition; a sixth house in poor condition to auction on 27/06/18	Actions to be progressed in accordance with Cabinet decision in November 2013 – timescale to be agreed	<b>AMBER</b> – AST partnership with Bucks Housing Association for 4 properties – all 4 acquired by BHA & two are already let; works being carried out to the other 2 prior to letting	<b>GREEN</b> – AST scheme with Bucks HA for 4 properties completed.  An RP has been appointed to carry out an AST 2 scheme for 8 dwellings in 2019	<b>GREEN</b> – AST 2 - Harrow Churches HA has already identified 4 potentially suitable properties and is looking at others

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
<b>3. Improve access to and increase use of the Private Rented Sector</b>	3.1 Closer working with private sector landlords – to increase access to private rented sector housing	Private Renter Sector Officer; WRDGS	WDC staff time, local Forums; WRDGS staff time	a) Hold regular Landlord Forum meetings; b) Achieve an increased use of the private rented sector – monitor and report quarterly – WHF revised target revised in June 2015 to 15 per quarter (previously 25 per quarter)	a) <b>AMBER</b> – Meetings held on 17/11/16 & 29/03/17  b) <b>RED</b> - Total number of WDC applicants taking lets in PRS = 52: Q1 = 14 Q2 = 11 Q3 = 16 Q4 = 11	a) <b>AMBER</b> – Landlord Forum proposed for 25/06/18  b) <b>GREEN</b> - Total number of WDC applicants taking lets in PRS = 71: Q1 = 20, Q2 = 14, Q3 = 24, Q4 = 13 WRDGS in Q1 Housed 10; 8 in Q2, 10 in Q3 & 6 in Q4; Rescued 19 tenancies in Q1, 11 in Q2, 10 in Q3 & 12 in Q4 Sustained 11 in Q1, 13 in Q2, 6 in Q3 & 34 in Q4.	a) <b>GREEN</b> – Landlord Forum met in Feb 2019; next meeting is July 2019 b) <b>GREEN</b> - Total number of WDC applicants taking lets in PRS = 63: Q1 = 15 Q2 = 17 Q3 = 20 Q4 = 11 WRDGS Housed 29 in Q1, 16 in Q2, 13 in Q3 & 5 in Q4; Rescued 24 tenancies in Q1, 10 in Q2, 18 in Q3 & 15 in Q4; Sustained 5 in Q1, 11 in Q2, 13 in Q3 & 11 in Q4.

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	3.2 Discharge homelessness duty to the Private Rented Sector	Housing Options Team	WDC staff time - extra post in team	a) Commence discharge of homelessness duty to Private Rented by Jan. 2014 b) Increase use year to year monitor and report quarterly	<b>GREEN</b> – Discharges via PRS offer in 2016/17: 0 in Q1 0 in Q2 1 in Q3 1 in Q4 Total = 2	<b>GREEN</b> – Discharges via PRS offer in 2017/18: 2 in Q1 1 in Q2 1 in Q3 0 in Q4 Total = 4	<b>GREEN</b> – Discharges via PRS offer in 2018/19: 2 in Q1 0 in Q2 3 in Q3 0 in Q4 Total = 5
<b>NB. Target 3.3 deleted June 2015</b>	3.3 Investigate potential to co-locate WRDGS and the Council's own scheme	Housing Service Manager	WDC staff time; office space	a) Prepare an options report by Spring 2014; b) Future actions subject to findings	<b>N/A</b> – Not now possible due to WDC staff moves within the QVR offices	<b>N/A</b>	<b>N/A</b>
<b>4. Tackle Rough Sleeping</b>	4.1 a) Continue to gather information on people sleeping rough in the district in accordance with DCLG guidance	Housing Options Team and partner agencies - to be verified by Homeless Link	WDC housing staff and volunteers from local agencies and Police support	a) Continue regular rough sleeper (RS) meetings; b) Carry out an annual Street Count/ Estimate of people sleeping rough in the district	<b>GREEN</b> - a) Rough sleeper (RS) meetings take place on a regular basis; b) RS estimate of 13 confirmed for Nov. 2016	<b>GREEN</b> - a) Rough sleeper meetings take place on a regular basis; b) RS estimate of 14 confirmed for Nov. 2017	<b>GREEN</b> - a) Rough sleeper meetings take place on a regular basis; b) RS estimate of 24 confirmed Nov. 2018

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
	b) Monitor numbers of 'sofa-surfers' and prison leavers	Housing Options Team and CAB		c) Work with the CAB to monitor the number of people & provide the information	N/A – WHF agreed to this target being removed	N/A	N/A
	4.2 a) Monitor the current Outreach and NSNO for the sub-region service (including the B&B funding, emergency beds, reconnection funding and personalisation funding) - assisting rough sleepers access accommodation & support to ensure the performance is in accordance with the specifications;	WDC Housing Service and BOSH Group Members	WDC housing staff time; and if the service is to be funded in future, finance will be required	a) Reduced incidences of rough sleeping in the Wycombe District NB – WHF June 2015 agreed to delete text "having NSNO in place throughout 2013/14"	<b>a) AMBER – Outreach Service reports - Wycombe totals 2016/17:</b> <b>Referrals:</b> April–June:24 July–Sept: 29 Oct - Dec: 38 Jan–Mar: 30  <b>Verified:</b> April–June: 5 July–Sept: 12 Oct - Dec: 10 Jan–Mar: 13	<b>a) AMBER – Outreach Service reports - Wycombe totals 2017/18:</b> <b>Referrals accepted for verification:</b> April–June:39 July–Sept: 36 Oct - Dec: 44 Jan–Mar: 50  <b>Verified:</b> April–June:26 July–Sept: 17 Oct - Dec: 14 Jan–Mar: 29	<b>a) AMBER – Outreach Service reports - Wycombe totals 2018/19:</b> <b>Referrals accepted for verification:</b> Apr–June: 41 July–Sept: 37 Oct - Dec: 53 Jan–Mar: 43  <b>Verified:</b> Apr–June: 26 July–Sept: 15 Oct - Dec: 29 Jan–Mar: 17

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	b) Review outcomes when contracts end and assess if successful			b) If successful, aim to secure resources for commissioning of the services for a further period	b) <b>GREEN</b> - Outreach & e-bed service in place for all of 2016/17	b) <b>GREEN</b> - Outreach & e-bed service in place for all of 2017/18	b) <b>GREEN</b> - Outreach & e-bed service in place for 2018/19
	c) Consider options for 2015 and beyond			c) Monitor and report 6 monthly thereafter	<b>GREEN</b> – The outreach service continued in 2017/18	<b>GREEN</b> – The outreach service is continuing in 2018/19	<b>AMBER</b> - The outreach service is continuing in 2019/20
	4.3 Continue to make the case for complex needs clients to access the countywide hostel services	WDC and Bucks housing leads	Staff time	Increase uptake of complex needs clients from the streets of Wycombe District - monitor and report quarterly	<b>GREEN</b> – Long term rough sleepers continue to be discussed, including NRPF clients	<b>GREEN</b> – Long term rough sleepers continue to be discussed, including NRPF clients	<b>GREEN</b> – Long term rough sleepers continue to be discussed, including NRPF clients



<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	4.4 a) Monitor the worklessness initiatives for individuals who have previously slept rough b) Review outcomes when the current contracts end and assess if successful c) Consider options for 2015 and beyond	WDC and Bucks housing leads	WDC staff time and some financial resource	a) Clients being able to take part in training, gain skills / knowledge to be able to take employment b) If successful, aim to secure resources to commission the service for a further period- to be agreed c) If continued, monitor & report at 6 monthly intervals	<b>N/A</b> – The scheme has ended (no funding to continue) - WHF in June 2015 agreed to delete this target	<b>N/A</b>	<b>N/A</b>
<b>5. Bucks Home Choice Allocations Policy Review</b>	5.1 Operate an amended Bucks Home Choice Allocations Policy to reflect the local needs	Housing Options Manager / Bucks Home Choice	WDC staff time	Subject to Member approval in Dec. 2013, amended policy in operation by April 2014	<b>AMBER</b> – Right to move implemented; to be written into policy via BHC review	<b>AMBER</b> – Starting to work on new policy in light of the Code of Guidance	<b>AMBER</b> – Policy agreed by Council at CDC/SBDC & WDC; aim is to fully implement by Autumn 2019

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	5.2 Carry out an annual review of Bucks Home Choice to ensure it is meeting the needs	Housing Service Manager / Housing Options Manager	WDC staff time	Review annually and report findings	<b>AMBER</b> – 2016 review of annual lettings carried out; full BHC review from 2016 - 2017/18	<b>AMBER</b> – not reviewed this year but allocation figures for Wycombe can be reported	<b>AMBER</b> – BHC review ongoing; allocation figures for Wycombe can be reported
<b>6. Address the Impacts of Welfare Reforms</b>	6.1 Gain an understanding of the housing impacts of the various Welfare Reform changes & attend the Bucks Network Welfare Reform Task & Finish Group	Housing Service Manager and Housing Options Manager	WDC staff time, financial may also be needed	a) Carry out detailed analysis of people affected by the various elements of Welfare Reform & identify the implications;  b) Work with Registered Providers, agencies and private sector landlords to address issues	a) <b>GREEN</b> – Bucks Network and Welfare Reform Group ongoing; Info on BHC website & households are assisted case by case  b) <b>AMBER</b> – Welfare Reform Group & WHF Management Subgroup discussions	a) <b>GREEN</b> – Meetings with DWP & Welfare Reform Group ongoing; Info on BHC website & households are assisted case by case  b) <b>AMBER</b> – Stakeholders, Welfare Reform Group & WHF Management Subgroup discussions	a) <b>GREEN</b> – Wycombe Welfare Reform Group has ended - now the DWP Stakeholder meeting is established. Info on BHC website & households are assisted case by case  b) <b>AMBER</b> – Stakeholder meetings include example case discussions

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
	6.2 Under-Occupation Deduction– a) Raise awareness of DHP assistance and opportunity for move / exchange	WDC Housing Options Manager	WDC staff time	a) Prepare suitable publicity material and distribute – also update the Council’s website – by January 2014	a) <b>GREEN</b> – The approach is customer self-service; information & advice / links are available on the BHC website	a) <b>GREEN</b> – The approach is customer self-service; information & advice / links are available on the BHC website	a) <b>GREEN</b> – The approach is customer self-service; information & advice / links are available on the BHC website
<b><i>NB – June 2015 agreed to delete text “Investigate the need and scope for an incentive scheme to assist households needing to downsize” and amended the target as shown</i></b>	b) Assist households needing to downsize by making effective use of transfer opportunities via Bucks Home Choice;  c) Work with HB team to ensure a consistent message is sent from the Council encouraging the seeking of early assistance	Housing Service Manager and Registered Providers  Housing Options Team and HB Team	Financial resources  Staff time	b) Monitor the numbers of households downsizing via Bucks Home Choice  c) Regular engagement of officers from the two teams and reporting of actions	b) <b>AMBER</b> – Numbers downsizing via CBL transfer: Q1 = 6; Q2 = 8; Q3 = 7; Q4 = 6. Total: 27 Others - mutual exchanges & RP initiatives  c) <b>GREEN</b> – The Housing Service Manager has meetings with the HB team managers	b) <b>AMBER</b> – Numbers downsizing via CBL transfer: Q1 = 3; Q2 = 7; Q3 = 5; Q4 = 4. Total: 19 Others - mutual exchanges & RPs assist some c) <b>GREEN</b> – Housing Service Manager meets with HB managers	b) <b>AMBER</b> – Numbers downsizing via CBL transfer: Q1 = 2 Q2 = 7 Q3 = 3 Q4 = 2 Total: 14  c) <b>GREEN</b> – Housing Service Manager meets with HB managers

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
	6.3 Universal Credit – raise awareness and be able to inform & advise households - aiming to avoid debts and rent arrears	Housing Options Team, agencies including CAB	WDC staff time	<p>a) Raise awareness of UC &amp; basic bank accounts</p> <p>b) Staff training as to exemptions etc.</p> <p>c) Make IT facilities available at WDC</p> <p>d) Monitor the impacts of UC, respond with actions if possible and keep under review Timescales to be agreed - based on Govt. timetable</p>	<p>a) <b>AMBER</b> – Welfare Reform Group discuss each meeting; new benefit cap from Nov 2016</p> <p>b) <b>GREEN</b> – Staff training on WR completed</p> <p>c) <b>GREEN</b> – Up to 7 terminals available at WDC CSC</p> <p>d) <b>AMBER</b> – UC introduced in Bucks Nov. 2015; impacts to be considered</p>	<p>a) <b>AMBER</b> – Welfare Reform Group discuss each meeting; UC transition to full service in Wycombe in Sept. 2018</p> <p>b) <b>GREEN</b> – Staff training on WR completed</p> <p>c) <b>GREEN</b> – Up to 7 terminals available at WDC CSC</p> <p>d) <b>AMBER</b> – UC introduced in Bucks Nov. 2015; impacts to be considered</p>	<p>a) <b>AMBER</b> – Stakeholder meetings discuss. Full service in Wycombe since Sept. 2018</p> <p>b) <b>GREEN</b> – Staff training on WR completed</p> <p>c) <b>GREEN</b> – Up to 7 terminals available at WDC CSC</p> <p>d) <b>AMBER</b> – UC impact still causing delays in rent payments for TA</p>

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
	6.4 Benefit Cap – Provide targeted advice and assistance to those affected by the benefit cap before it causes homelessness	Housing Options Team and HB Team	WDC staff time	<p>a) Contact to be made with the affected households to offer support &amp; access to resources</p> <p>b) Provide additional training for front line staff</p> <p>c) Regular liaison between the HB and Housing Options teams regarding the affected households and regular meetings with Jobcentre+</p>	<p>a) <b>RED</b> – There is a particular impact on nominations to TA - affected by benefit cap as most RPs will not reduce rents</p> <p>b) <b>GREEN</b> – further Welfare Reform training carried out</p> <p>c) <b>GREEN</b> – day to day cases dealt with by duty officers and HB trouble-shooter; DWP officer attends Welfare Reform Group (WRG) meetings</p>	<p>a) <b>AMBER</b> – People in 3 bed homes affected. Advice given on how to come off the benefit cap. Working with HB, use DHP to pay off arrears and look for other accommodation</p> <p>b) <b>GREEN</b> – Staff training on WR completed</p> <p>c) <b>GREEN</b> – day to day cases dealt with by duty officers and HB trouble-shooter; DWP officer attends WRG meetings</p>	<p>a) <b>GREEN</b> – Advice now being given on how to come off the benefit cap. Working with HB, use DHP to pay off arrears and look for other accommodation</p> <p>b) <b>GREEN</b> – Staff training on WR is completed</p> <p>c) <b>GREEN</b> – day to day cases dealt with by HB officers and dedicated HB officer for the Housing options team; DWP officer attends WRG</p>

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
<b><i>NB – June 2015 agreed to delete target – issue now superseded</i></b>	6.5 LHA- Investigate the local effect of the 30th percentile	Housing Service Manager	WDC staff time	Consider options for local market research - details to be agreed	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
	6.6 Shared Accommodation Rate (SAR) – maximise opportunities for hostel move-on accommodation	Housing Options Team	WDC staff time	Seek opportunities with RPs and the PRS - in partnership with stakeholders – Detailed actions and timescales to be agreed	<b>AMBER</b> – a) OTW has contacted M 4 Money to arrange visits & meet tenants b) Deletion of this target recommend – unlikely to be achieved	<b>AMBER</b> – a) Another workshop session by M 4 Money is to be arranged at the OTW b) <b>N/A</b> - WHF Core Group in June 2017 agreed to delete target	<b>AMBER</b> – a) Workshop session by M 4 Money not yet held  b) <b>N/A</b>
<b>7. Reviewing Joint Working and Protocols</b>	7.1 Continue to prioritise homelessness services	Housing Service Manager & Housing Options Team	Staff time and financial	Continue to work with organisations to provide services and referrals for clients by targeting resources for training, networking, funding etc.	<b>RED</b> – Housing service managers met with Social Care Families team in Sept. 2016 but no further progress made	<b>AMBER</b> – The District Councils have agreed a draft; now with Bucks CC to consider	<b>GREEN</b> – Final version of Protocol for intentionally homeless families with children signed by WDC and also by Bucks CC

<b>Aims</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q3 2018/19</b>
	7.2 Monitor the impacts of the recently agreed protocol for 16/17 year olds across the county	Housing Service Manager	Staff time	Quarterly monitoring and reporting	<b>GREEN</b> – Protocol signed in October 2015 and WDC Officers raised awareness with Social Care at the September 2016 meeting	<b>GREEN</b> – Protocol signed in October 2015 and Social Care senior managers have advised that this is working well	<b>GREEN</b> – Protocol signed in October 2015 and no recent issues
<b>8. Social Lettings Agency</b>	8.1 Investigate the scope to create a local social lettings agency	Housing Service Manager	Financial	Recommendation to Cabinet by September 2015	<b>N/A</b> - Deletion of this target recommend – unlikely to be achieved	<b>N/A</b> - WHF Core Group in June 2017 agreed to delete this target	<b>N/A</b> - WHF Core Group in June 2017 agreed to delete this target
<b>9. Deliver affordable settled accommodation</b>	9.1 Work with Registered Providers to develop additional affordable / social housing	Registered Providers – in partnership with WDC Housing Service	Financial	a) Deliver affordable / social housing in line with annual targets; Quarterly monitoring and reporting	<b>RED</b> – a) Affordable /social homes delivered in 2016/17 = 13 in Q1, 18 in Q2, 6 in Q3 & 11 in Q4. Total = 48 (Estimate 64 but scheme delays)	<b>AMBER</b> – a) Affordable /social homes delivered in 2017/18: 3 in Q1, 17 in Q2, 43 in Q3 & 6 in Q4 Total = 69 - higher than the previous year	<b>GREEN</b> - a) Affordable /social homes delivered: 110 in Q1 - (Extra-Care) 48 in Q2 11 in Q3 28 in Q4 Total = 197 (includes 110 Extra Care)

Aims	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
				b) Work with Bucks CC to assist in the provision of appropriate supported housing accommodation	<b>GREEN</b> - b) Construction of the Extra-Care scheme in High Wycombe is progressing on site	<b>GREEN</b> - b) Construction of the Extra-Care scheme in HW is nearing completion	<b>GREEN</b> - b)(i) Hughenden Garden Village Extra-Care scheme completed in Spring 2018  (ii) Bucks CC held workshop meeting on a draft Market Position Statement for Housing and Accommodation. No specific outcomes to date; further meetings to be held



## Section 2 – Actions for the DCLG Gold Standard for Homelessness Service

DCLG 'Gold Standard' Challenge	What will we do?	Who will deliver this?	Resources needed	Target/ Outcome	Outcomes Q4 2016/17	Outcomes Q4 2017/18	Progress Q4 2018/19
2.1	Adopt a Corporate commitment to prevent homelessness	WDC– Housing Service.	Commitment from WDC staff and elected Members	Approval of a new Strategy by the Council and regular reporting to the Cabinet Member	<b>GREEN</b> - Homelessness Strategy / Action Plan 2014-19 in operation	<b>GREEN</b> - Homelessness Strategy / Action Plan 2014-19 in operation	<b>GREEN</b> - Homelessness Strategy / Action Plan 2014-19 in operation
2.2	Partnership work with voluntary sector and agencies to address support, education, employment & training needs	BOSH Group and partners	Initial funding from Central Government, delivered via BOSH Group	No rough sleepers in the Wycombe District without having been subject to a plan by January 2014	<b>GREEN</b> – Plans for rough sleepers are discussed at the regular meetings of the rough sleepers group	<b>GREEN</b> – Plans for rough sleepers are discussed at the regular meetings of the rough sleepers group	<b>GREEN</b> – Plans for rough sleepers are discussed at the regular meetings of the rough sleepers group
2.3	Housing Options prevention service, with written advice to all clients	WDC Housing Service	Within existing	Inclusion of letter within standard procedures to clarify the advice delivered to clients	<b>GREEN</b> – Interviews continue to be followed up with a letter within 10 working days	<b>GREEN</b> – Interviews continue to be followed up with a letter within 10 working days	<b>GREEN</b> – Letters replaced with individual Personal housing plans - duty under the HRA

	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
2.4	No second night out model in place	All agencies	Initial funding from Central Government - BOSH Group	No person to spend 2 <sup>nd</sup> night out as homeless - Winter 2013/14 and onwards	<b>AMBER</b> – Model in place but NSNO not always possible	<b>AMBER</b> – Model in place but NSNO not always possible	<b>AMBER</b> – Model in place but NSNO not always possible
2.5	Housing pathways agreed or in development with each key partner and client group, to include appropriate accommodation and support	WDC Housing Service and all agencies	To be assessed and agreed with partner organisations	To continue regular meetings with agencies regarding rough sleepers and pursue agreed actions	<b>GREEN</b> - regular meetings take place regarding rough sleepers; actions are agreed and pursued	<b>GREEN</b> - regular meetings take place regarding rough sleepers; actions are agreed and pursued	<b>GREEN</b> - Pathways now within Personal housing plans as officers work to prevent / relieve homelessness
2.6	Develop suitable private rented offer for all client groups, including advice and support for both clients and landlords	WDC Housing Service; WRDGS	DHP, homelessness prevention fund	A scheme of private rented accommodation to be available to all	<b>GREEN</b> – PRS scheme in operation	<b>GREEN</b> – PRS scheme in operation	<b>GREEN</b> – PRS scheme in operation

	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
2.7 <b>June 2015 agreed to delete the references to the mortgage rescue scheme – ended</b>	Active engagement in preventing mortgage repossessions	Partner agencies and WDC Housing Service	WDC staff time	Monitor the number of approaches for advice from households in mortgage arrears	<b>GREEN</b> - Approaches for advice re mortgage arrears: Q1 = 8 Q2 = 3 Q3 = 6 Q4 = 5 Total = 22	<b>GREEN</b> - Approaches for advice re mortgage arrears: Q1 = 2 Q2 = 0 Q3 = 3 Q4 = 6 Total = 11	<b>GREEN</b> - Approaches for advice re mortgage arrears: Q1 = 2 Q2 = 0 Q3 = 2 Q4 = 6 Total = 10
2.8	Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually	All agencies	WDC staff time	Strategy in place by Dec 2013 and reviewed annually Report to the 6 monthly meetings of the WHF Core Group	<b>GREEN</b> – Review of 2014-19 Strategy Action Plan is carried out at the WHF meetings	<b>GREEN</b> – Review of 2014-19 Strategy Action Plan is carried out at the WHF meetings	<b>GREEN</b> – Review of 2014-19 Strategy Action Plan is carried out at the WHF meetings
2.9	No placement of 16/17 year old into B&B	WDC Housing Service/ BCC	Emergency bed/protocol with SSD	No 16/17 year old in B&B	<b>GREEN</b> – 2015/16 - no 16/17 year olds placed in B&B during Q1, Q2, Q3 or Q4	<b>GREEN</b> – 2016/17 - no 16/17 year olds placed in B&B during Q1, Q2, Q3 or Q4	<b>GREEN</b> – 2017/18 - no 16/17 year olds placed in B&B during Q1, Q2, Q3 or Q4

	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
2.10	No placement of families into B&B unless in emergency and then for less than 6 weeks	WDC Housing Service	Better use of TA and prevention of homelessness	No placement of families in B&B from Sept 2013	<b>RED</b> – Number of families in B&B at end of Q1 = 14, Q2 = 16, Q3 = 13, Q4 = 6 including one for more than 6 weeks	<b>RED</b> – Number of families in B&B at end of Q1 = 11, Q2 = 24, Q3 = 13, Q4 = 6 None for more than 6 weeks	<b>RED</b> – Number of families in B&B at end of Q1 = 4 Q2 = 1 Q3 = 2 Q4 = 7 None for more than 6 weeks

### Section 3 - Actions for Specific Client Groups

<b>Client Group</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
3.1 People being excluded by parents / family / friends	a) Develop a robust approach to parental/ family/ friend exclusions b) Raise awareness in partner agencies / services to enable early identification of potential crises	WDC Housing Service	WDC Staff Time	Produce clear process map leaflet to aid understanding of processes and options available	<b>AMBER</b> – Consultation proposed on draft factsheet: 'leaving home'	<b>AMBER</b> – The website includes reference to the HRA	<b>AMBER</b> – The website includes reference to the HRA

<b>Client Group</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
3.2 People facing termination of Assured Shorthold Tenancies	Understand which landlords/ agencies are seeking termination of AST's to try to prevent the need to do so.	WDC Housing Service	WDC Staff Time	Mapping of landlords/ properties and agencies where termination of AST is cause for approach	<b>AMBER</b> – To be actioned by mid-2017	<b>AMBER</b> – New landlord liaison post to assist understanding of issues and resolve	<b>AMBER</b> – The landlord liaison officer is helping clients and landlords
3.3 Women Escaping Violence	Develop a new protocol for closer working with Women's Aid	WDC Housing Service	WDC Staff Time	a) To have an agreed protocol in place by Summer 2014; b) Shadowing of roles by each service; c) Housing Options surgeries at the women's aid refuge to ensure all options are made available- not just homelessness; d) Increased use of sanctuary scheme as a possible option	<b>AMBER</b> – No action proposed at present - WWA agreed not required	<b>AMBER</b> – No action proposed at present - WWA agreed not required	<b>AMBER</b> – No action proposed at present - WWA agreed not required

<b>Client Group</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
3.4 People Leaving Hospital who are also known rough sleepers	Develop a new protocol for people being discharged from hospital, to include those with complex needs and may have health issues.  The revised wording above was agreed by the WHF in 2016	WDC, Bucks housing leads and the Community Mental Health Service	Staff time	To have an agreed protocol in place by Summer 2014 which aims to prevent hospital leaver rough sleepers from going back to the streets	<b>AMBER</b> – Target date changed to late 2017 - agreed by the WHF. Some progress made - hospitals now contacting WDC by email form prior to discharge	<b>AMBER</b> – In progress - draft protocol prepared; waiting for approval from all parties	<b>AMBER</b> – In progress - draft protocol prepared; to be pursued with other parties
3.5 People Leaving Prison who are also known rough sleepers	Develop a new protocol for prison leavers, to include those with complex needs - including exploring any scope for use of Probation funding. This revised wording was agreed by WHF in June 2016	WDC, Bucks housing leads and the Probation Service	Staff time	To have an agreed protocol in place by Summer 2014 which aims to prevent prison leaver rough sleepers from going back to the streets	<b>AMBER</b> – target date for having an agreed protocol is late 2017 - agreed by the WHF in June 2016	<b>AMBER</b> – draft protocol discussed with Probation in Dec 2017 & a follow-up meeting arranged - but did not take place; BD trying to make contact	<b>AMBER</b> – draft protocol discussed in July with the new manager at Probation, who wanted time to consider; BD to contact again

<b>Client Group</b>	<b>What will we do?</b>	<b>Who will deliver this?</b>	<b>Resources needed</b>	<b>Target/ Outcome</b>	<b>Outcomes Q4 2016/17</b>	<b>Outcomes Q4 2017/18</b>	<b>Progress Q4 2018/19</b>
3.6 Community Groups	Understanding of why people from some community groups appear more likely to face homelessness than others	WDC housing Service	WDC Staff Time	a) Target community leaders to raise awareness of housing options and services available; b) Mapping areas to understand if customers from certain wards are more likely to seek assistance	<b>AMBER</b> – Next review date is late 2017 - Amended date of late 2017 was agreed by the WHF in June 2016	<b>AMBER</b> – This action needs to be reviewed	<b>AMBER</b> – BD checked the 2017/18 approaches based on ethnicity & found them broadly consistent with the HW community profile
3.7 Pregnant Single Women	Consider possibilities to provide more specialist accommodation for pregnant single applicants	WDC Housing Service, BCC <i>Supporting People Team</i> (now Children & Young Persons)	WDC and BCC staff time – and potentially financial resources	Discuss needs with providers using evidence gathered as to need for increased services	<b>N/A</b> - WHF in June 2016 agreed to delete this target	<b>N/A</b>	<b>N/A</b>
3.8 Families Considered to be Intentionally homeless	Develop a new protocol for closer working with Social Services	WDC housing leads and BCC Social Services	WDC and BCC staff time	To have an agreed protocol in place by Summer 2014;  Amended date of late 2017 was	<b>RED</b> – Housing service managers met with Social Care Families	<b>AMBER</b> – Now with Bucks CC - the Districts have agreed a draft	<b>GREEN</b> - Final version of Protocol for intentionally homeless families with

				agreed by the WHF in June 2016	team in September 2016 but no further progress		children signed by WDC and also by Bucks CC
3.9 Drug and Alcohol Misusers	Develop links with the agencies	WDC Housing Service and agency teams	WDC and agency staff time	To be agreed with the agencies	<b>AMBER</b> – OASIS/ STARS are feeding in to SMART – who attend meetings to discuss rough sleepers	<b>AMBER</b> – Groups amalgamated as “One Recovery Bucks” - sometimes attending meetings to discuss rough sleepers	<b>AMBER</b> – One Recovery Bucks regularly attending meetings to discuss rough sleepers

### Summary of progress

RAG Assessment	Number of Actions with that Assessment; Q4 2018/19
Red	2
Amber	18
Green	31
N/A	8
<b>TOTAL</b>	<b>59</b>