

Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Haringey's Homelessness Strategy 2008-2011: Review of First Year and Looking Forward to 2010-2011

Report of: Rosie Green, Housing Strategy and Partnerships Manager

Purpose

The purpose of this report is to inform the IHB of the progress of the first year of the Homelessness Strategy 2008-2011 and to consider the outcomes of the planning event for years 2 and 3.

Summary

The review of the first year of the Homelessness Strategy and looking forward to 2010-2011 can be found at Appendix 1.

There are 64 key actions for completion in the 3 year strategy. Of these, 59 are in the first year. This was necessary due to the high levels of homelessness in the Borough and was, and still is, a key priority for Strategic and Community Housing Service.

The Strategy's nine Delivery Groups have undertaken a considerable amount of work in Year 1 with significant success. In order to keep this momentum; agree that the remaining actions are still appropriate; identify any gaps and ensure the structure of the Delivery Groups is appropriate to take forward the remaining work a review and planning event was held on 14th September 2009.

Legal/Financial Implications

None identified.

Recommendations

- i. That the IHB note the successes of the first year of the Homelessness Strategy.
- ii. That the IHB consider the outcome of the review and planning event held on 14th September 2009.
- iii. That the IHB consider how they wish to monitor the performance of this

strategy (links to Monitoring Performance of the Housing Strategy sub-strategies agenda item).

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Appendix 1

Haringey's Homelessness Strategy 2008-2011 – Review of the first year and looking forward to 2010-2011

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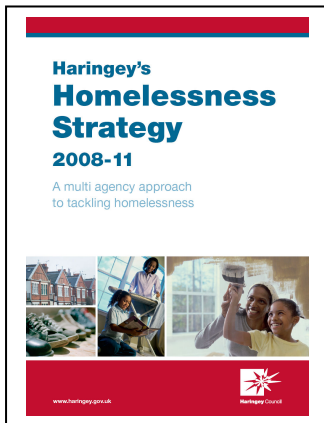


Haringey's Homelessness Strategy 2008-2011

Review of the first year and looking forward to 2010-2011



Background



Haringey's 2008 -11 Homelessness Strategy was launched in September 2008. The strategy was developed in partnership with all agencies involved with tackling homelessness. The aims are to deliver efficiently managed and co-ordinated advice, housing and support services for those who are homeless or at risk of homelessness. The strategy acknowledges and seeks to address the associated problems that people who are homeless may experience.

The numbers of households living in Temporary Accommodation (TA) are high. In April 2007 there were 5867 households and we are working to reduce this number to 2603 by December 2010. As well as this we need to implement measures that reduce the number of people who become homeless in the first place by offering good quality advice and a range of housing options.

In order to improve services and demonstrate value for money, the Council has also set itself a target of reducing its use of emergency accommodation (the most expensive type of self-contained TA that it uses) by more than 85% by the end of March 2010.

The key objectives of the Homelessness Strategy are to:

1. Actively support and promote a partnership approach to preventing homelessness
2. Invest in early intervention and effective homelessness prevention
3. Increase the supply of affordable homes
4. Provide choice and encourage independence
5. Halve, by 2010, the number of homeless households in temporary accommodation
6. Improve the quality and suitability of temporary accommodation
7. Work proactively to safeguard children and vulnerable adults
8. Improve customer service, involvement and satisfaction

9. Ensure that our policies and procedures are fair, transparent and widely understood

A Homelessness Strategy Implementation Group (HSIG) was established to oversee the work of nine themed Delivery Groups. These groups comprise of representatives from the range of agencies involved in homelessness issues in the Borough and several are chaired by these organisations. The HSIG reports to the Integrated Housing Board. This multi agency initiative has been essential to ensure we meet the challenges within the strategy and delivers a pan Haringey approach to problem of homelessness.

The Delivery Groups complement the work of the Council's own Service Improvement Groups.

The Homelessness Strategy is one of a suite of strategies that have or will be developed in the next two years to improve housing quality and choices for all Residents of the Borough regardless of tenure. Appendix 1 gives details of these.

Responsibilities of the nine Delivery Group

A **Communications** Delivery Group will assist joint working by improving everyone's knowledge of services, helping services to communicate better with one another, and producing joint publications, including a directory of homelessness services and a health and housing advice pack

The **Partnership** Delivery Group will champion partnership working and the development of a shared strategic approach to tackling homelessness. It will do this by reviewing service delivery, developing shared protocols for referrals, joint working and information sharing, and contributing to area based action planning

A **Customer Experience** Delivery Group will assist the improvement of customer care, maximise service user involvement, increase the amount of consultation undertaken, and ensure the delivery of joined-up, responsive, customer-centred services

The **Children, Young People and Families** Delivery Group will develop initiatives that improve joint working, prevent homelessness and contribute to the achievement of the 5 outcomes in 'Every Child Matters' (stay safe; be healthy; enjoy and achieve; make a positive contribution; and achieve economic wellbeing)

A **Vulnerable Adults** Delivery Group will focus on the needs of rough sleepers, make best use of supported housing, improve move-on from hospital, residential care, hostels and prison, and enable vulnerable people to access support.

The **Homelessness Prevention and Tenancy Sustainment** Delivery Group will oversee changes to the Council's housing advice service, develop a specialist multi agency advice service for BME households, and encourage early intervention

A **Housing Options** Delivery Group will encourage greater independence by promoting a range of affordable alternatives to social housing

The **Temporary Accommodation** Delivery Group will focus on improving the quality and suitability of temporary accommodation, cutting overcrowding and ensuring homeless households are able to plan for, and achieve, a successful move into a settled home

A **Training, Education and Skills** Delivery Group will link homelessness services to employment advisers and establish a series of employment and skills surgeries for homeless people.

Introduction

The purpose of this first year review is not to produce a new strategy but to acknowledge the work already achieved, identify key actions not yet completed within the first year timescale and most importantly plan for the next two years of the strategy.

A full copy of Haringey's homelessness Strategy 2008-2011 can be found at www.haringey.gov.uk

Because of the urgency of the work required to reduce the numbers of homelessness people in Haringey many of the actions were for completion within the first year. These will also put the 'building blocks' in place in order to further develop homelessness work and achieve agreed outcomes.

There are **64 key** actions within the strategy, many of which have several specific actions. **59** of these **key** actions are for the first year alone and it is acknowledged that this was a significant challenge to complete within this timescale. As well, a number of the specific actions for Years 2 – 3 are well on their way to completion.

Of the 59 key actions for this year, 29 have been achieved, 25 are getting there and 5 not achieved. Many factors have impacted on the 'getting there's' and the 'not achieved' actions not being completed. These range from the postponement of the action until the restructure is complete or the original task is more complex than first thought and the timescale will take longer, thus ensuring it is implemented comprehensively.

Number of Key actions completed for Year 1

No. of key actions for Year 1	No. Achieved	No, Getting There	No. not Achieved
59	29	25	5

Number of specific actions for Years 1 -3 and number completed

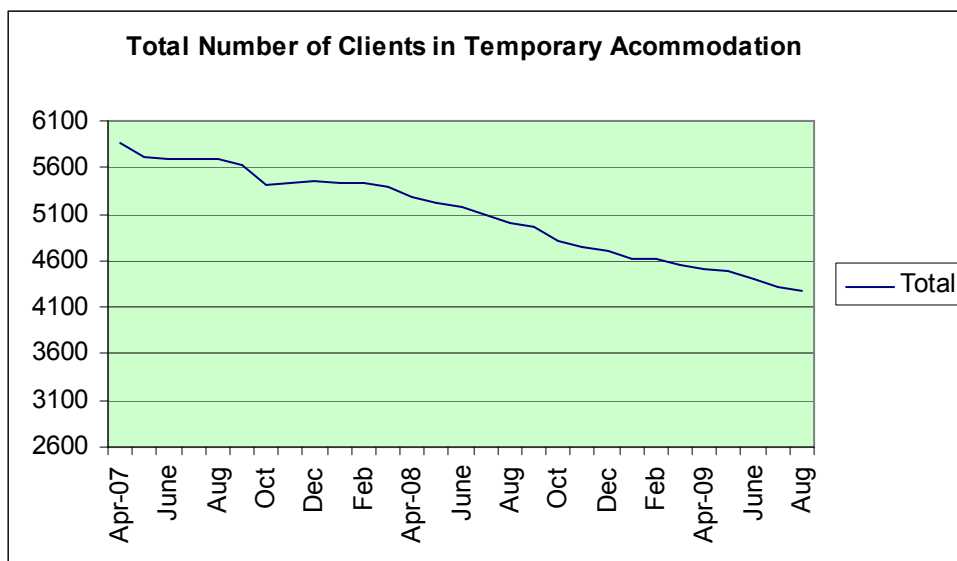
No. of specific actions 2008-11	No. achieved	%
234	107	46%

The updated Action Plan (at end of this review) details the work in Year 1 that the groups have achieved.

This has also been a difficult year with the economic recession which has impacted on the number of new homes built as developers have found it difficult to raise the finance plus the impact on personal income with more unemployment, reduced working hours and less mobility in the jobs market.

Achievements in the first year

All of the key actions achieved will have contributed to realise the aims of the strategy, but there are several which have a significant impact. The headline outcome is that there has been a significant reduction in the number of people in Temporary Accommodation. We are well on the way to meeting the target of 2603 in December 2010. At the time of writing (21.8.09) this has reduced to **4283** from a total of **5867** in April 2007. We do recognise however, that there is still a considerable amount of work to do in order to achieve this.



Key achievements include:

Restructure of the Strategic and Community Housing Service (SCHS)

This is due to be concluded in September 2009 and changes the role of SCHS from one of a direct housing provider to that of providing advice and offering choice by developing other housing options.

The new staffing structure will support TA reduction by clarifying roles and responsibilities, re-aligning teams and services, improving communication and joint working, increasing accountability and encouraging partnership working.

It draws together the homelessness and lettings functions, and establishes specialist housing advice, housing options and private sector lettings teams in order to prevent homelessness, provide settled housing and reduce the Council's use of temporary accommodation.

A new Job Description and Person Specification have been produced for all posts within Strategic and Community Housing Services. These ensure that everyone has a clear understanding of what is required of them and how they are expected to contribute to the reduction of temporary accommodation.

The **Housing Advice Team** will provide comprehensive advice on all aspects of housing (including landlord and tenant law, harassment and unlawful eviction, disrepair, rent and mortgage arrears, the housing implications of domestic violence and/or relationship breakdown, defending possession proceedings and the assessment of welfare benefits and tax credits) in order to improve housing conditions and prevent homelessness.

The **Housing Options Team** will provide expert advice on the full range of options (including affordable home ownership, private rented accommodation, the sanctuary scheme, mutual exchanges, sheltered housing, moving from under occupied social housing, and moving out of Haringey), together with the eligibility criteria, in order to enable service users to make an informed decision on which options will best meet their housing and support needs.

The **Private Sector Lettings Team** will work proactively with private landlords to make it easier for people who are living in temporary accommodation or about to become homeless to find and keep good quality, affordable, well managed private rented accommodation.

The **Vulnerable Adults Team** will undertake a more facilitative role, improving the co-ordination and delivery of support, the quality and effectiveness of support planning, and the access and move-on arrangements in supported housing, in order to deliver better outcomes and prevent homelessness.

The **Private Sector Housing Improvement Team** will work proactively with the Housing Advice and Options Team to improve housing conditions and secure tenancy nomination rights to empty homes brought back into use.

The **Housing Needs and Lettings Team** brings together the procurement and management of temporary accommodation, the administration of the housing register, the assessment of housing need, the investigation and determination of homelessness applications, and the letting of social housing.

This new group includes the **Homelessness Team** (charged with responsibility for authorising all placements in temporary accommodation) and a **Home Visiting Team** that plays a vital role in verifying applicants' circumstances, investigating and preventing parental exclusions, undertaking occupancy checks in TA, and promoting housing options.

Reduction of Temporary Accommodation (TA)

The TA Reduction Plan is in place with a specialised team working to reduce temporary accommodation. Auto-bidding and a number of other mechanisms have been put in place to drastically reduce TA figures.

An individual letter has been sent to households in TA about how to bid for a home on Home Connections and also about how the Council may bid on their behalf (autobidding).

Listening to and engaging our customers

To improve our service we need to listen and respond to what our customers say and involve them in shaping service delivery.

This has been a successful but we now we need to develop this work further

Temporary Accommodation Users Forum. We have held three of these in the last year and they are increasingly well attended. The Forum is used as an opportunity to give information but more importantly to gather views and thoughts of people in TA to help us improve the quality of our services.

We also produce a Moving on Magazine for all people in TA and the Forum tell us what they want to see in the magazine. There are 2 editions produced each year and as well we include stories of people who have moved on from TA and what this has meant to them.



Temporary Accommodation Workshops

As part of the Homelessness Strategic priority 6, (to 'Improve the quality and suitability of temporary accommodation') a day of workshops was arranged to obtain the views of residents of temporary accommodation (TA). The event took place on the 12th June 2009 and 11 residents attended, contributing to 3 workshops.

The three workshops considered

- what properties would be suitable and where these should be located
- what issues and circumstances the Council should take into account when allocating temporary accommodation
- under what circumstances TA residents should be prioritised for a transfer

There was good discussion on these issues and service users views will help us develop new guidance.

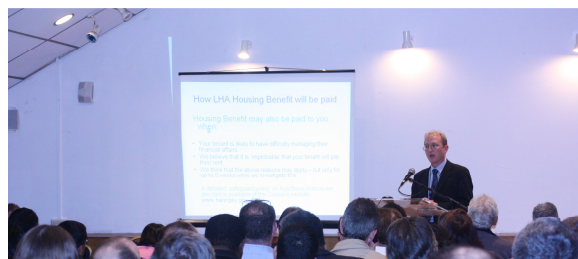
Training, Education and Skills event. This event held in May had over 180 attendees who came and met a range of 16 organisations involved with getting people into training or work. Those who could not attend were sent information packs.

On the day 34% of attendees applied for jobs and 46% signed up for courses.

Feedback from this event has shown the value of the day and people who attended have asked for this to be repeated. It is our intention to do so.

Landlords Forum

There have been two forums so far plus



a North London sub-region forum.
In excess of 80 people have attended each of these events.

The aims of these meetings are to give information and develop a good working relationship between the Council and Landlords in the Borough, give relevant information that supports landlords. For example, the Council commissioned Savills to research the housing market in Haringey and the impact on private sector lettings. We also had Councillor Bob Harris, Cabinet Member for Resources and Tim Fisher, Deputy Head of Benefits and Local Taxation, Haringey Council run a session on Housing Benefit as this is an area of frustration for some landlords.

There is also a regular newsletter to give information to landlords.

Although we have made a good start in working with the private rented sector we need to further develop this to ensure we offer an effective and high quality service to both landlords and their tenants.

Rent arrears

A Rent Arrears Planning Group (consisting of staff from the relevant services and partners) planned the first meeting of the Rent Arrears Forum (Chaired by the Metropolitan Housing Trust) which took place on 24th April 2009. The forum includes representatives from SCHS, Housing Benefit, Supporting People, Youth Offending, Homes for Haringey, Registered Social Landlords, the Voluntary sector and Safer Communities. The forum considered the top 5 causes of rent arrears, what can be done to prevent arrears and who the key agencies that can make a difference are. These meetings will continue.

Rough sleepers

A rough sleepers count was carried out by over forty volunteers from the council and its partners (ten rough sleepers were found in the borough on the night of the count). On the back of this, our bid for funding from CLG was successful to establish an outreach service to rough sleepers in the borough and produce a comprehensive directory of services for rough sleepers.

A multi-agency Rough Sleepers Strategy Project Group has been set up and has met twice so far. The strategy is due for completion in 2010.

Actions and challenges for year 2

Although much has been achieved in Year 1 we must now plan for Years 2 and 3 of the strategy.

To do this we held a review and planning event on 14th September 2009 where the aims were to:

- present an overview of the key actions achieved
- ask delegates their view on the impact the strategy has had so far
- agree priorities for the forthcoming year
- given that new areas of work have developed over the past year, have we missed anything
- discuss and realign structure of Delivery Groups to meet these targets/priorities if appropriate
- identify any challenges to achieving priorities

About 50 people attended the event with good representation from different services within Haringey Council, Registered Social Landlords, Homes for Haringey, the Third Sector and schools.

After presenting the overview, we asked for people's reflections on the Homelessness Strategy using Turning Pont technology (the same as on 'Who wants to be a Millionaire') to initiate discussion. We asked:

Q1. What impact has the Homelessness strategy had so far?

- A. Very high (8%)
- B. High (29%)
- C. Medium (53%)
- D. Low (5%)
- E. Very low (5%)

Q2. Has the strategy improved working relations between the agencies to deliver an improved service?

- A. Strongly agree (18%)
- B. Agree (51%)
- C. Neither agree nor disagree (23%)
- D. Disagree (3%)
- E. Strongly disagree (5%)

Q3. Have the actions and timescales for Year 1 been realistic?

- A. Yes (32%)
- B. No (35%)
- C. Don't Know (33%)

Q4. Do the delivery groups need re-aligning?

- A. Yes (61%)
- B. No (19%)
- C. Don't know (19%)

Q5. Are there any actions not identified that we need to consider to reduce homelessness in the Borough?

- A. Yes (42%)
- B. No (34%)
- C. Don't know (24%)

Further comments from the floor included:

- Housing are now taking positive steps to reduce homelessness and there is now an overall sense of appropriate planning which is a positive change
- Concerns are now being dealt with by the Housing Service
- There is more sharing of information and access to databases which has enabled improved joint working
- Rent arrears forum has proven to be a vehicle for successfully sharing data and learning from each other
- Work is needed to homeless in all types of accommodation as opposed to just TA
- Need better communications to build on what we have done so far
- Good progress is being made through the delivery groups
- Minutes and notes are efficient

In the workshops we explored the answers to the questions posed and then focussed on the future structure of the Delivery Groups*. An exercise was carried out to align the remaining key actions to each Delivery Group. There followed in-depth discussion about what do these actions actually mean and resulted in some being given to a different Delivery Group.

We then introduced three groups that need to be established and where should they fit:

1. The Move-on Strategy Project Group
2. The Rough Sleepers Strategy Project Group
3. Gypsy and Traveller Strategy Project Group

Discussion followed about the rationalisation of the Delivery Groups and each workshop had different views on this. Concerns were expressed about the resources required to support this number of groups if there is no reduction.

The proposed structures from the 4 groups will now be considered and a new arrangement will be agreed by the Chairs of the Delivery Groups. This Review will be updated to include this when it is agreed.

Overall feedback was that we need to ensure that the customer experience is firmly at the heart of the work of all groups and we now need to consider how this work is taken forward.

Other key issues we need to think about including are:

- Review the Terms of Reference for the Housing Strategy Implementation Group and the Delivery Groups
- Support for people with no recourse to public funds
- Encourage information sharing (especially within the Third Sector)
- A family information service is required
- There is a need to break through bureaucracy and take responsibility when dealing with vulnerable people. This requires agreed protocols between services

- Explore the need for 'crash pad' type accommodation until services can assess clients needs

Again consideration will be given to these and included if appropriate.

* The Prevention and Tenancy Sustainment Delivery Group has decided as that it has completed all but 2 of its actions it does not need to continue to meet and therefore the 2 actions need to transfer to another Group.

The Partnership Delivery Group and the Communications Delivery Group have merged as there is overlap between these 2 groups for some actions.

Year 1 Homelessness Strategy Action Plan Update

Housing Options Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
18: Set up a rent deposit scheme for homeless people deemed by the Council not to be in 'priority need'	July 2009	Getting there	Money is now available to set up rent deposit scheme. Scheme now needs to be developed and implemented
19: Establish a multi-disciplinary Private Sector Lettings Team that has the skills and capacity to procure and let at least 750 assured shorthold tenancies each year	Nov 2008	Achieved	
20: Making it easier for low income households to access the private rented sector, and maximise the council's tenancy nominations rights to private rented accommodation	April 2009	Getting there	<p>The work of the private sector lettings team was promoted at the Training, Education and Skills event in May 2009. Further promotion is ongoing through various surgeries, workshops, the TA User Forum and the Landlords Forums.</p> <p>Private sector incentive schemes need to be reviewed and agreed. The group will produce a 'Good Lettings Guide' for private landlords. The PSL team will produce a Private Sector Lettings Strategy</p>
22: Provide tenants of social housing with the advice and assistance required to enable them to move successfully into the private rented sector	July 2009	Getting there	<p>Restructure of SCHS (Sept 09) will establish a specific Housing Advice team.</p> <p>Rent deposit schemes to be extended to help tenants who are in overcrowded households</p> <p>Overcrowding and underoccupation strategy to be developed 2009/10</p>
23: Make best use of local supported housing.	April 2009	Getting there	<p>Audit to be undertaken Sept-Oct 09</p> <p>A multi –partnership approach will be used to deliver Move on Strategy</p>

KEY ACTION	DATE DUE	STATUS	COMMENTS
			by 31.3.10
24: Provide and actively promote a range of affordable housing options	Jan2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
25: Establishing a Housing Options Team that provides specialist, comprehensive advice on the full range of housing options	Dec 2008	Achieved	
37: Work proactively with private landlords and residents of TA persuading them to accept a new arrangement involving an assured shorthold tenancy (AST)	April 2009	Achieved	Although the specific actions due this year have been completed, the strategic priority to halve the numbers of households in temporary accommodation (TA) by December 2010 continues. As at 21.8.09 the figure is 4,283 for TA and included in this is 1525 for emergency accommodation (EA)
56: Manage the expectations of customers better, by publicising the location of social housing, together with details of average waiting times and how often homes become available:	Sept 2009	Getting there	We are waiting for data from one RSL, then IT services will develop map. Map has been tested already. In year 2 of this strategy will be looking to develop this map further to show which estates are managed by which RSL – this will enable us to develop the Common Managements Standards agenda

Partnership Delivery Group (merged with the Communications Group June 09)

KEY ACTION	DATE DUE	STATUS	COMMENTS
1: Review the role, relevance and attendance of local forums, ensuring clear terms of reference	Dec 2008	Achieved	
3: Develop protocols for referrals, joint working and information sharing	June 2009	Getting there	Protocols have been mapped. Now need to disseminate information and train frontline staff
4: Review the roles, responsibilities and access arrangements of advice support and accommodation providers:	Sept 2009	Not achieved	This action has been delayed as the Homelessness Strategy Implementation Group (HSIG) agreed that a survey (which was originally agreed) would not be thorough enough. It was instead agreed that an independent survey of advice and support services was to be undertaken. This has not yet been commissioned although the idea of linking it into HAVCO's review of voluntary organisations has been raised
47: Adopt a shared strategic approach to the provision of housing and support for homeless children, young people and vulnerable adults	July 2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
60: Improve communication and the co-ordination of services, encouraging joint-working and meeting customer's needs more quickly and efficiently	June 2009	Getting there	This is being undertaken in conjunction with KA3 (Develop protocols for referrals, joint working and information sharing). Examples of good practice when sharing information have been identified and the group must review these and agree new protocols where necessary.

Communications Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
2: Provide briefings on local services, housing options and the prevention of homelessness	Feb 2009	Achieved	
5: Produce a directory of homelessness services	Sept 2009	Getting there	Information has been gathered and checked for accuracy. Now requires formatting and agreement by Group
26: Produce a health advice pack for people who are homeless and/or living in temporary accommodation (also linked to Action 44)	Oct 2009	Achieved	This will be included in the directory (Action 5) and also information sheets have been produced and included in packs given to temporary and emergency accommodation residents (Action 44) Where residents receive a Supporting People support service health information and advice is given. This monitored through the SP Quality Assessment Framework and contract monitoring.
35: Improve residents' understanding of the Home Connections Scheme, and target those households that have not been bidding but have enough points to bid successfully for a settled home	Jan 2009	Achieved	
44: Provide all TA Residents with up-to-date details of local health, education and employment services (linked to Action 26)	April 2009	Achieved	See Action 26 above
63: Improve the way we describe our			Although specific tasks completed as detailed in the action plan, this work

KEY ACTION	DATE DUE	STATUS	COMMENTS
policies and procedures in order to ensure that they are widely understood	Sept 2009	Achieved	is ongoing

Prevention and Tenancy Sustainment Delivery Group

This group has stopped meeting as it has achieved all but 2 of its key actions. These will be reassigned to another Delivery Group.

KEY ACTION	DATE DUE	STATUS	COMMENTS
7: Establish a Housing Advice Team that provides specialist, comprehensive advice on all aspects of housing	Oct 2008	Achieved	
10: Actively promote take-up of the Sanctuary scheme (offering victims of violence the option of remaining in their homes):	June 2009	Achieved	The sanctuary scheme is in place and managed by Hearthstone and the SCHS Communications Officer is due to publish and distribute a leaflet to promote it.
12: Work with Homes for Haringey and RSLs to ensure that tenants who are in breach of their tenancy conditions are actively encouraged to access local advice services	March 2009	Achieved	See Action 26 and 44
13: Establish a rent arrears forum attended by local social landlords, the DWP, Benefits Service and local advisers	April 2009	Achieved	
33: Reduce the demand for TA, preventing homelessness and discharging the council's duties promptly and efficiently	Oct 2008	Achieved	Although the specific actions due this year have been completed, the strategic priority to halve the numbers of households in temporary accommodation (TA) by December 2010 continues. As at 21.8.09 the figure is 4,283 for TA and included in this is 1525 for emergency accommodation (EA)

KEY ACTION	DATE DUE	STATUS	COMMENTS
34: Amend the lettings policy to ensure that it assists the prevention of homelessness and reduces use of TA	Jan 2009	Getting there	The policy is finished and is currently being edited before the consultation process starts. The Lettings Policy is due to commence April 2010

Children, Young people and Families Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
9: Improve procedures for dealing with care leavers, in order to improve planned move on and the prevention of homelessness	April 2009	Getting there	Research is being undertaken by the group to identify examples of good practice. This will be presented to the Children, Young People and Families workshops organised for 28.9.09, which will identify opportunities for improvement, particularly in relation to the prevention of homelessness and the accessing of appropriate housing and support
43: Work proactively with health and social care professionals (including health visitors, district nurses and social workers) to ensure continuity of health care, social care and child development checks	April 2009	Achieved	
46: Ensure that no homeless families or 16/17 year olds are placed in B&B except in an emergency and then only for up to six weeks	April 2009	Achieved	
47: Adopt a shared strategic approach to the provision of housing and support for homeless children and young people	July 2009	Getting there	Research is being undertaken and findings will be presented to the C, YP and F workshops on 28.9.09. Recommendations will then be made to improve early intervention and support through better, joined up services. A shared, three year vision will be developed based on these outcomes.
48: Improve joint working (especially between Housing and Children's Services) to help children and young people achieve the 5 'Every Child Matters' outcomes	July 2009	Getting there	Workshops 28.9.09 will discuss this and make recommendations (see above)

KEY ACTION	DATE DUE	STATUS	COMMENTS
50: Undertake a holistic needs assessment and tailor support packages to the specific needs of families	Sept 2009	Getting there	The group has looked at a holistic tool used by front line staff as an example and from this will produce a checklist of support needs to be used by all services
53: Address the needs of children who have special needs, complex medical conditions or child protection plans	June 2009	Not achieved	
54: Address the needs of children who are carers for disabled parents, are not at school, have been placed outside Haringey, moved because of domestic violence or whose parents have been found intentionally homeless	June 2009	Not achieved	

Training, Education and skills Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
27: Align Haringey's homelessness services (including the opportunities for service user involvement) with the Haringey Guarantee and the local training, education and employment advisers	April 2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
28: Ensure that the decent homes investment creates local training and employment opportunities that support Haringey's plans to tackle worklessness amongst homeless households	Jan 2009	Achieved	
29: Work proactively with the Council's Recycling Service and Haringey's largest employers to create local training and employment opportunities for homeless people:	Jan 2009	Getting there	Work is progressing on this
30: Establish an employment skills surgery for residents of temporary accommodation:	June 2009	Achieved	

Vulnerable Adults Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
8: Undertake a rough sleeper's count and develop a strategy for reducing rough sleeping in Haringey	March 2009	Getting there	A rough sleepers count was carried in Nov 2008. Funding has been obtained from the CLG to enhance outreach to rough sleepers in the borough. A Rough Sleepers strategy is currently being developed and due for completion in 2010.
9: Improve procedures for dealing with hospital discharge and prison leavers, in order to improve planned move on and the prevention of homelessness	June 2009	Achieved	Additionally the group will undertake further research to identify examples of good practice before making any required amendments to existing procedures.
10: Actively promote take up of the Sanctuary Scheme (offering victims of violence the option of remaining in their homes)	June 2009	Getting there	Following research undertaken the group will be drawing out conclusions and recommendations to provide further early intervention and support from this research
14: Establish an assertive outreach service to help rough sleepers off the street:	Sept 2009	Getting there	The Rough Sleepers Strategy Steering Group successfully obtained funding from CLG to establish an outreach service for rough sleepers. Service now needs to be established.
31: Assess the merits and feasibility of introducing a Pathways approach to supported housing:	June 2009	Getting there	Work is progressing an establishing a Pathways approach
42: Ensure that all vulnerable households are provided with access to support	April 2009	Achieved	
47: Adopt a shared strategic approach to the provision of housing and support	July 2009	Achieved	Following on from the specific action the group will be setting out a shared, three year vision, with clear objectives planned outcomes and

KEY ACTION	DATE DUE	STATUS	COMMENTS
for homeless vulnerable adults:			defined success measures.
50: Undertake a holistic needs assessment and tailor support packages to the specific needs of vulnerable adults	Sept 2009	Getting there	Work is progressing on this

Temporary Accommodation Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
36: Generate automated Home Connections bids for residents of TA who have enough points to make a successful bid for a settled home but are not willing to do so	April 2009	Achieved	
38: Invest in voluntary and community sector support providers to assess the needs of households in TA and prepare them for move on	April 2009	Getting there	After pilot completed a common method for assessing families' housing and support needs and a standard checklist for move-on will be developed. The financial implications for support providers in supporting move-on in such a way are to be estimated (and resources identified)
39: Work proactively with RSLs to convert temporary homes into settled accommodation:	March 2009	Getting there	Work is progressing on this
40: In consultation with service users and stakeholders, produce new guidance covering the procurement and allocation of TA, and transfers within TA	April 2009	Getting there	Following consultation work already undertaken, the group will issue and oversee the implementation of new guidance on the procurement and allocation of TA together with transfers within TA
41: Improve the physical condition of TA (ensuring that all properties are well-managed and that all repairs are completed within agreed timescales) through routine inspections and by ensuring the robust enforcement of contracts and standards	April 2009	Getting there	Work is progressing and even when specific targets are met, some of this work is ongoing
45: Apply the lessons learned from the Overcrowding Pathfinders project to	April 2009	Achieved	

KEY ACTION	DATE DUE	STATUS	COMMENTS
alleviate the effects of overcrowding in temporary accommodation			
51: Improve the quality and range of temporary accommodation, to meet the needs of families and minimise the disruption to children	April 2009	Achieved	
52: Ensure that households move on to suitable accommodation with the support they need	Sept 2009	Not achieved	The group will undertake this in conjunction with Action 32 due for completion July 2010 and the Move on Strategy due March 2010

Customer Experience Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
55: Improve the quality of customer care and ensure that all customers are treated with courtesy and respect	April 2009	Getting there	There are a number of specific actions within this key action. Some have been completed but others have been postponed until the restructure of SCHS is complete
57: Actively seek feedback from service users and stakeholders (through regular focus groups, forums and surveys) to measure the quality and effectiveness of local homelessness services	June 2009	Achieved	
58: Develop and actively promote a range of opportunities for service users to get involved in shaping, monitoring and improving services	June 2009	Getting there	There are a number of specific actions within this key action. Some have been completed but others have been postponed until the restructure of SCHS is complete
59: Produce and publicise an annual programme of consultation and service user involvement	April 2009	Not achieved	This has been postponed until the SCHS restructure is complete
64: Consult with stakeholders (and undertake an Equalities Impact Assessment) before making significant changes to policies or the delivery of services	April 2009	Achieved	

