



AGENDA

NOTE: In the case of non-members, this agenda is for information only

- Committee - **POLICY DEVELOPMENT AND REVIEW PANEL 3**
- Date & Time - **TUESDAY, 10TH JULY, 2007 AT 10.00 AM**
- Venue - **NORFOLK ROOM, THE CONFERENCE SUITE, ELIZABETH HOUSE, DEREHAM**

Members of the Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to Committee.

Panel 3 Members:

Mr R.G. Kybird (Chairman)	Mr R. Kemp
Mrs S.R. Howard-Alpe (Vice-Chairman)	Mr J.P. Labouchere
Mr G.P. Balaam	Mr B. Rose
Mr P.J. Duigan	Mr F.J. Sharpe
Mrs D.K.R. Irving	Mr M. Spencer

PERSONS ATTENDING THE MEETING ARE REQUESTED TO TURN OFF MOBILE TELEPHONES

Committee Services
Elizabeth House, Walpole Loke,
Dereham Norfolk, NR19 1EE

Date: Friday, 29 June 2007

PART A

ITEMS OPEN TO THE PUBLIC

	<u>Page(s)</u> <u>herewith</u>
1. <u>MINUTES</u> To confirm the minutes of the meeting held on 12 June 2007.	1 - 5
2. <u>APOLOGIES</u> To receive apologies for absence.	
3. <u>URGENT BUSINESS</u> Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Members' Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.	
4. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u> To note the names of any non-members wishing to address the meeting.	
5. <u>ADDITIONAL HMO LICENCING</u> Report of the Principal Environmental Health Officer.	6 - 7
6. <u>HOMELESSNESS STRATEGY REVIEW ACTION PLAN - ANNUAL REVIEW REPORT</u> Report of the Homelessness (Strategy and Development) Officer.	8 - 48
7. <u>WORK PROGRAMME</u> To receive the Work Programme and note any amendments.	49
8. <u>NEXT MEETING</u> To arrange the future meetings of Policy Development and Review Panel 3.	

PROTOCOL

The Working Style of the Policy Development & Review Panels

This document sets out the roles of Members and Officers, and the general principles to be adopted by the Policy Development & Review Panels (PD&RP) overseeing the Panel's mode of operation.

Member Leadership

Members of the Panel will undertake scrutiny topics as directed by the Overview & Scrutiny Commission (O&SC) and will recognise that best practice identifies scrutiny as a Member-led activity. The Panel will expect Cabinet members, to take responsibility for answering their questions about topics which primarily relate to the Council's activities.

A Constructive Atmosphere

Meetings of the Panel will be constructive and not judgmental. Panel recognises and accepts that effective scrutiny is best achieved through challenging and constructive enquiry. People giving evidence at Panel should be given due respect and not made to feel under attack.

Independence

Members of the PD&RP will not be subject to whipping arrangements by the party groups.

Respect and Trust

Meetings will be conducted in a spirit of mutual respect and trust.

Consensus

Members of the Panel will work together and, while recognising political allegiances, will attempt to achieve consensus and agreed recommendations. There will be recognition that the Panel has a primary duty to scrutinise on behalf of the community.

Openness and Transparency

The PD&RP's business will be open and transparent, except where there are sound reasons for protecting confidentiality. The minutes of the Panel's meetings will explain the discussion and debate so that they can be understood by an outside reader.

Impartial and Independent Officer Advice

Officers who advise and support the Panel will give impartial and independent advice, as officers support all members of the Council.

Regular Review

There will be regular reviews of how the scrutiny process is working, and a willingness to change if it is not working effectively.

Programming and Planning

The Panel will have a programme of work assigned by the Overview & Scrutiny Commission. The Panel will be able to suggest additional topics for review through the O&SC for approval in the work programme. Before each topic is commenced, the O&SC will agree the scope of the exercise, what information they will need initially, and which members, officers and external witnesses they wish to see.

Managing Time

The Panel will aim to conclude the business of each meeting in reasonable time. The order of business will be arranged as far as possible to minimise the demands on the time of witnesses. Where possible, members should give advance notice of specific questions being provided at the time of the meeting to save items being deferred.

-BRECKLAND COUNCIL

At a Meeting of the

POLICY DEVELOPMENT AND REVIEW PANEL 3

**Held on Tuesday, 12 June 2007 at 10.00 am in
Gallery Bar, Watton Sports Hall, Watton**

PRESENT

Mr R.G. Kybird (Chairman)	Mr R. Kemp
Mr P.J. Duigan	Mr J.P. Labouchere
Mrs D.K.R. Irving	Mr M. Spencer

In Attendance

Laura Apps-Green	- Community Development Officer
Anita Brennan	- Strategic Housing Manager
Mark Broughton	- Scrutiny Officer
Sian Hall	- Senior Committee Officer
Martin Seymour	- Health Improvement Officer
Robert Walker	- LSP Officer
Kirsty Webber-Walton	- Walking for Health Co-ordinator

Action By

24/07 MINUTES

- (a) Affordable Housing Thresholds Site Viability Study – January 2007
(Minute No. 21/07 (d))

Members sought clarification on the viability of contractors providing 40% of affordable housing on every site regardless of the number of houses planned.

In response the Strategic Housing Manager stated that the viability study would be written into the Local Development Framework (LDF) and decisions would be made on a site by site basis. Panel 1 were in the process of discussing the housing issue in more detail in relation to the LDF and housing were in always in consultation with planning regarding this issue.

- (b) Minutes

The Minutes of the meeting held on 20 March 2007 and the Joint Minutes Panel 1 held on 6 March 2007 with confirmed and signed as a correct record.

RESOLVED that the Minutes of the meeting held on 20 March 2007 and the Joint Minutes of Policy Development and Review Panel 1 and 3 held on 6 March 2007 were confirmed and signed as a correct record.

Action By

25/07 APOLOGIES

Apologies for absence were received from Mrs S. R. Howard-Alpe and Mr F. J. Sharpe.

26/07 EXCLUSION OF PRESS AND PUBLIC

RESOLVED that under Section 100(a)(4) of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following item (Minute No. 27/07) of business on the grounds they involve the likely disclosure of exempt information as described in paragraph 3 of Schedule 12a to the Act.

27/07 URGENT BUSINESS

(a) Breckland Housing Register – Award of Contract

The Chairman had agreed to take this item as urgent business. The reason for the urgency was to ensure that Members of the Panel had the opportunity to discuss the award of the Breckland Housing Register contract before it was presented to Cabinet on 18 June 2007.

The Strategic Housing Manager presented the report, which explained that the initial expressions of interest in the detailed specification had materialised into two full tenders. A stringent evaluation process had taken place, the results of which were reported. The circulated pro forma b, which had identified and explained various areas addressed during the evaluation process, referred to a budget shortfall over the five years of the proposed contract, the funding for which needed to be allocated via the Star Chamber process. It was also pointed out that, in order to align with the six year rolling budget, the service would need to be maintained beyond year five of the contract and, if accepted, it was proposed that a full review take place in year three to ascertain marketing opportunities and associated efficiencies.

The options available were to award the five year contract to administer the Housing Register and introduce a Choice Based Lettings Scheme on behalf of the Council be awarded to the preferred tenderer identified through evaluation, i.e. ARP Trading Ltd, or not to award the contract. The tender submitted by ARP Trading scored more highly through the evaluation process than the other tender and, although not the most competitive tender in terms of cost, it had demonstrated a more appropriate approach to service delivery, it represented the lowest levels of risk and was more innovative in that it would provide the Council with more opportunities to deliver cashable and non cashable savings during the period of the contract.

Members requested that a progress report on the improvement of the management of the Housing Register be provided six months after the contract had been awarded and that a representative from the successful contractor be present at that meeting.

Action By

RECOMMEND that Overview and Scrutiny recommend to Cabinet that

- (1) the contract to administer the Housing Register and introduce a Choice Based Lettings Scheme on behalf of Breckland Council be awarded to ARP Trading Ltd;
- (2) a five year contract term be awarded to 2012, at a cost of £1,328,093.00; and
- (3) a comprehensive review be undertaken in year three of the contract into the future options for delivery of the service.

RESOLVED that a progress report on the management of the Housing Register be provide six months after the contract had been awarded and that a representative from the successful contractor be available at that meeting.

28/07 BIG LOTTERY CHILDREN'S PLAY

The Community Development Officer submitted a report which outlined the development of a Breckland Play Strategy and the potential for bringing £238,000 of external lottery funding into the district.

There were four key requirements which needed to be met to enable an application to the Big Lottery for funding. These were:-

- The Setting up of a Play Partnership

This had been done successfully under the auspices of the Local Strategic Partnership (LSP). Key stakeholders were invited to be part of the Forum in September 2006. Representatives on the Forum included: Police, Breckland Council, Norfolk Rural Community Council, Primary Care Trust, Sure Start Thetford, Voluntary Youth Services, Planning Policy, Equalities and elected member.

- The Development of a Portfolio of Projects in the District

These projects had to be agreed and endorsed by the Play Forum and should be evenly spread across the district.

- Formal Application to the Big Lottery

The deadline for the application would be 10 September 2007. The application for the £238,000 had to be made by the district council. The community development team was leading on the application and would be responsible for monitoring the projects, managing spend and working in partnership with delivery groups to implement the projects in the portfolio.

- Development of a Breckland Play Strategy

This was developed in partnership and endorsed by both Breckland Council and the LSP Play Forum.

Action By

Following a number of workshops research as shown that young people wanted:-

- Adventurous challenging play that involved some risk.
- Clean play areas with bins, somewhere to sit with dog restrictions.
- To feel safe from other people – design would be an important factor.
- Accessible play opportunities somewhere where they could reach by foot or bicycle.

With regard to whether the bid would be successful the Local Strategic Partnership Officer stated the bids had been designed to satisfy the Lottery Bid Form and there was a balance between the urban and rural areas. There was good evidence base for the project bids as each area involved had been subject to a village appraisal. If a bid was not successful there were a small number of reserve bids which would be put forward if the lottery felt that a project would not be viable. It was noted that each project had been carefully tailored to the area.

In response to queries regarding further play provision, especially for the 14-17 year old age range, the Community Development Officer stated that the lottery bid formed part of a longer, broader strategy which would cover a five year period and would contain action plans for the future of play provision within Breckland.

Concern was raised with regard to the sale of school playing fields which had occurred in recent years. In response the Health Improvement Officer stated that Sport England was a statutory consultee for any matters relating to school play areas.

With regard to the figures relating to the health of Breckland residents the Members requested that the Norfolk Primary Care Trust Epidemiologist would attend a future meeting to discuss the information relating to health trends in Breckland.

The Strategy had been produced in consultation with the Planning Policy Team and therefore the information regarding play areas would be contained within the Local Development Framework.

Members queried whether toilet facilities would be provided as part of the projects and were informed that as one of the objectives of the projects was to make play accessible those using the play areas should be close enough to their homes. Further to this as funding was limited the majority proportion of that funding would be spent on the actual play equipment.

RESOLVED that the Overview and Scrutiny Committee recommend that the Cabinet adopts the Play Strategy and approves the submission of a bid tot the Big Lottery Fund for the sum of £238,000.

Action By

29/07 HEALTH IMPROVEMENT WORK PROGRAMME

The Health Improvement Officer provided a general overview of the progress made within regard to the Health Improvement Work Programme.

With regard to the Exercise Referral Scheme negotiations were in progress to establish a local scheme in North Elham. Members suggested that in order to increase the knowledge of the scheme posters should be put in the British Heart Foundation shops.

Teenage Health Clinics had been established in Dereham, Swaffham and Thetford and it was hoped that a clinic would be launched in Watton.

A Father's Day event had been organised to develop parenting skills through encouraging active play.

The Health Improvement Officer gave a presentation on the Walking for Health Scheme.

As the Scheme had been so successful and a Walking Co-ordinator had been employed through the keystone partnership to manage and expand the scheme. Although in order to expand the scheme volunteers would be needed to lead the walks. All volunteers were given training which included first aid training.

Members agreed that it would be interesting to determine the health benefits of gardening and working on allotments. The Health Improvement Officer stated that an allotment scheme had been set-up in Fenland to help young parents grow their own vegetables.

The Walking Co-ordinator stated that the scheme was always being promoted and would be targeted at a number of different groups in the future to enable social inclusion.

RESOLVED that the information be noted.

30/07 WORK PROGRAMME AND FUTURE MEETINGS

The Scrutiny Officer took Members through the work programme and meeting schedule, as detailed in the report. The following changes to the work programme were noted:-

- Monitoring of the Homeless Strategy would be deferred until September 2007.
- Add BVPI 166 regarding Pest Control

31/07 NEXT MEETING

It was noted that the next meeting of Policy Development and Review Panel 3 would be held on 10 July 2007 both at 10.00 a.m.

The meeting closed at 12.30 pm

CHAIRMAN

BRECKLAND COUNCIL

COMMITTEE — Policy Development and Review Panel 3 - 10 July 2007
REPORT OF THE OPERATIONS MANAGER Commercial
(Author: Gordon Partridge, Principal, Environmental Health Officer)

ADDITIONAL HMO LICENSING

Summary: This report summarises the progress of the proposed additional licencing scheme for Houses in Multiple Occupation.

1. BACKGROUND

- 1.1 The Housing Act 2004 introduced licencing for Houses in Multiple Occupation, (HMOs)
- 1.2 For HMOs consisting of 3 or more stories and occupied by at least 5 persons in at least 2 households the licencing is mandatory. Section 56 of the Act allows for a Local Housing Authority. (LHA), to designate all or part of it's area as subject to an additional licencing scheme in relation to specified types of HMO. Such a designation cannot come into force until it has been confirmed by the appropriate national authority.
- 1.3 The LHA has to consider that a significant proportion of the specified HMOs are being managed sufficiently ineffectively as to give rise, or likely to give rise: to one or more particular problems either for those occupying the HMOs or for members of the public. We are satisfied that due to the numbers of complaints received from members of the public, and from the conditions found during inspections by officers, that large numbers of HMOs are managed ineffectively.

2. KEY DECISION

- 2.1 This is not a key decision

3. COUNCIL PRIORITIES

- 3.1 The matter raised in this report falls within the following Council priorities:
 - A safe and healthy environment
 - A well planned place to live which encourages vibrant communities
 - A prosperous place to live and work

4. PROPOSALS

- 4.1 It is proposed to designate the whole of Breckland's district for an additional scheme. It is also proposed to specify all types of HMO. (except those specifically exempted by legislation), for inclusion within the scheme. This is because we have found many different types of properties, from bungalows to disused shops. being used to house tenants, often migrant workers, in all parts of the district, both urban and rural.

- 4.2 The contents of the additional scheme will be exactly as those for the mandatory scheme covering management. provision of amenities. fire precautions and means of escape. The charge for the licence will also be the same at £250 per HMO.
- 4.3 As part of the submission to the appropriate national authority of the scheme we have to have consulted widely on the proposals with those likely to be affected including local residents, tenants, landlords, agents and members of the business community. [n addition we will be consulting with fire and police authorities.
- 4.4 Thus far the proposals for the scheme have been communicated to landlords and agents through our regular mailings to them and have been presented at the Landlord's Forum. An article has also appeared in Breckland Voice. A more specific consultation document is being more widely distributed seeking views on the proposals. Consultation is currently in progress with Norfolk Fire and Rescue Service.
- 4.5 The process s currently on track for a report to be prepared for October Cabinet.

5. RECOMENDATIONS

- 5.1 Members are recommended to note the progress of the proposed additional HMO licencing scheme.

Footnote: Recommendation complies with the foilowing Equal Opportunities. Section 17, Crime & Disorder Act 1998. and Human Rights Act 1998

BRECKLAND COUNCIL

Policy Review Panel 3 – 10 July 2007

**REPORT OF THE OPERATIONS MANAGER; COMMERCIAL & COMMUNITY
(Author: POLLY KANE HOMELESSNESS (STRATEGY & DEVELOPMENT) OFFICER
and ANITA BRENNAN STRATEGIC HOUSING MANAGER)**

HOMELESSNESS STRATEGY REVIEW ACTION PLAN – ANNUAL REVIEW REPORT

Summary: Policy Review Panel are requested to approve the annual review of the Homelessness Strategy Review action plan.

1. INTRODUCTION/BACKGROUND

- 1.1 The Council has a statutory duty to produce a Homelessness Strategy under the Homelessness Act 2002.
- 1.2 The Homelessness Act 2002 also requires local authorities to take a more comprehensive approach to tackling homelessness, and the Audit Commission inspection of the Housing Service in May 2005 re-emphasised this message and identified a need for the Council to significantly improve its strategic approach to the provision of homelessness services in the district.
- 1.3 The Homelessness Strategy Review, which replaced the 2003 Homelessness Strategy, was adopted by the Council in August 2006.
- 1.4 In order to ensure the Homelessness Strategy Review action plan is up-to-date and relevant to current Government guidance and Council priorities and is targeted towards producing an efficient, effective and customer-focussed service an annual review has been undertaken.
- 1.5 In consultation with the Council's multi-agency Homelessness Prevention Forum – a panel of over 40 key stakeholder agencies across the statutory and voluntary sectors including RSLs, a draft Action Plan for 2007/08 has been produced for the Panel's consideration.

2. KEY DECISION

- 2.1 This is not a key decision

3. COUNCIL PRIORITIES

- 3.1 The matter raised in this report falls within the following Council priorities:
 - A safe and healthy environment
 - A well planned place to live which encourages vibrant communities
 - A prosperous place to live and work

4. DELIVERY OF HOMELESSNESS STRATEGY REVIEW ACTION PLAN

- 4.1 The recommendations contained in the Homelessness Strategy Review action plan annual review will feed into and align with the Strategic Housing Service Team Plan and Annual Delivery Plan targets for 2007/08 and form the basis for the development and improvement of the Housing Advice & Homelessness Service

5. OPTIONS AVAILABLE

- 5.1 To approve the annual review of the Homelessness Strategy Review action plan
- 5.2 To not approve the annual review of the Homelessness Strategy Review action plan

6. REASONS FOR RECOMMENDATION

The Homelessness Strategy Review action plan identifies areas for improvement across the Housing Advice & Homelessness Service and details action to be taken on specific projects and initiatives.

7. RECOMMENDATION(S)

7.1 To approve the annual review of the Homelessness Strategy Review action plan

Appendices:

**Homelessness Strategy Review Action Plan Annual Review
Homelessness Strategy Review Action Plan 06/07**

Homelessness Strategy Action Plan 2006/07 (colours have been used for ease of reading only)

Aims	Proposed future action	Partner agencies / Lead Officer	By When Short = 3mths from Strategy adoption Medium = 6 mths Long = 12 mths	Additional Resources required?	Action to Date
Prevention of Homelessness & Housing Options					
Concentrate resources and develop policies and protocols towards prevention of homelessness	Maintain Housing Advice & Homelessness team 'split' and develop role of Homelessness Prevention Officers, ensuring focus on prevention work throughout the team	BDC/PWHA SHAO/PHO	Ongoing	Existing staffing resources	2 additional HAO posts created. Team split - 4 Prevention HAOs/1.4 Assessment HAOs
Develop accessible, sustainable and suitable housing options - all households	Develop protocols with LSVT partner and RSLs to reduce possession actions and agree responses to threats to tenancy sustainment Assess the need for a direct lettings scheme in the private rented sector in consultation with stakeholders and landlords Investigate new housing options initiatives and commission if appropriate Assess the need for a lodgings register and commission if appropriate	BDC/partner RSLs SHAO BDC SHAO BDC SHM/PHO/HSADO BDC/Partner agency HSADO/PHO/SHAO	Medium Short Long	Existing staffing resources Homelessness Prevention Budget Homelessness Prevention Budget/ ODPM funding	'Early Warning' system put in place with PWHA re-threatened evictions. Initial research undertaken. Scheme publicised in 'Voice' and register of interested landlords being maintained Lodgings register commissioned March 06 to secure 40 bedspaces within 1 st 12 months

Develop accessible, sustainable and suitable housing options - young people	Assess the need for and feasibility of a supported lodgings scheme	BDC HSADO/SHAO	Short	Existing staffing resources	Analysis of service demand underway
	Assess need for and feasibility of 'crashpad' scheme	BDC HSADO/SHAO	Short	Existing staffing resources	Analysis of service demand underway
	Develop outreach/information service for schools and colleges	BDC/schools & colleges HSADO/SHAO	Medium	ODPM funding	
	Assess need for and feasibility of 'Foyer' type scheme	BDC HSADO/SHAO/PHO	Long	Existing staffing resources	Analysis of service demand underway
	Assess viability and support for Youth Homelessness Forum	BDC/key youth agencies HSADO/SHAO/PHO	Short	ODPM funding	Initial discussion with partner agencies underway. Benchmarking July 06. Provisional date for first forum Sep 06
Develop accessible, sustainable and suitable housing options - victims of domestic violence	Develop 'Sanctuary Scheme' to provide security measures for victims wishing to remain in their own homes	County-wide scheme/ contracted installer HSADO	Jun-06	Homelessness Prevention Budget	County-wide Sanctuary scheme due to be launched June 06. Staff training & Agency information session 29 June 06. Breckland is lead of the development group
	Maintain & monitor PWHA DV protocol - review regularly	BDC/PWHA/Leeway Advocacy Officer SHAO/HAOs	Ongoing	Existing staffing resources	Protocol developed and initiated Jan-06
Continue and expand Rent Deposit Loan Scheme	Review existing scheme and budgetary provision	BDC HSADO/PHO	Apr-06	ODPM funding/ Homelessness Prevention Budget	Rent Deposit Loan Scheme established – 27 loans made to 16 June 06
	Put in place effective payment arrears recovery system	BDC HSADO/SHAO/SHAO/ HLO	Short	Existing staffing resources/ ODPM funding	HLO liaising with Finance dept. to put effective recovery mechanism in place
Establish need and develop accessible, sustainable and suitable housing options for people sleeping rough	Carry out rough sleepers count and use data to establish need	BDC/multi-agency HSADO	Mar-06	Homelessness Prevention Budget	Rough Sleepers Count carried out March 2006 – 1 person found sleeping rough, and signs of other recent rough sleeping
	Establish baseline target	BDC HSADO	Mar-06	Existing staffing resources	Baseline Target established as 1

Ensure all households accepted as statutorily homeless receive follow-up interviews on risk basis	Produce action plan to address evidenced need and improve performance against BVPI	BDC/multi-agency HSADO	Medium	Homelessness Prevention Budget/ ODPM funding	
Increase provision of affordable housing in the district	Maintain and monitor interview timetables to ensure tenancies both sustained and sustainable	BDC SHAO/HAOs	Ongoing	Existing staffing resources	Interviews taking place at 3, 6, 9, 12, 18 & 24 month intervals
Maximise number of empty properties brought back into use	To work towards delivering 165 affordable units per annum	BDC/partners SHM/E&PO	By 2010	Main sources: H Corp SHG/ Contributions from developers/ On-site developer provision/ Recycled capital grant from RSLs/ LA discounted land	
Temporary Accommodation	Form Joint Operational Teams to review and make recommendations on forward plans - feed into Private Sector Strategy	BDC/property owners/partners SHM/PEHO	Ongoing	Existing staffing resources	JOT teams formed Jan-06
To reduce the use of insecure temporary accommodation by 85% by 2010 from 31 Dec 2004 (national target 50%)	Work towards developing alternatives to temporary accommodation through homelessness prevention options	BDC HSADO/PHA/SHAO/HAOs	Ongoing	Homelessness Prevention Budget/ ODPM funding	Use of temporary accommodation reduced from Dec 04 figure of 68 households to average of 28.25 households for 2005/06
	Establish a private sector leasing scheme in conjunction with qualifying offer scheme	BDC PHO/HSADO/SHAO	Short	Homelessness Prevention Budget/ ODPM funding	Research undertaken to benchmark schemes. Report & recommendations produced June 06

Ensure no households with children or expectant mothers are accommodated in bed and breakfast for more than 6 weeks	Use all available alternative options to meet this target - see Prevention of Homelessness	BDC SHAO/HAOs	Ongoing	Homelessness Prevention budget/ ODPM funding	
	Monitor progress and set procedures in place to tackle non-compliance with target	BDC SHAO	Ongoing	Existing staffing resources	
Provide 1 domestic violence refuge space per 10,000 population	Bid for funding for >8 additional domestic violence refuge spaces in the district	BDC/Partner RSL E&PO/HSADO	Capital bid Mid-06. Expression of interest made to Supporting People for revenue funding	H Corp/ Supporting People	5 existing refuge spaces = 0.48 spaces per 10,000 population.
Ensure temporary/interim accommodation is of a suitable quality standard and in locations which optimise the opportunity for customers to maintain existing support networks and access further suitable support if required	Establish a programme to regularly check the quality of temporary or interim accommodation and review the need to adopt the Greater Norwich grading system for B&B based on the fitness standard.	BDC HSADO/SHAO/HLO	Medium	Homelessness Prevention Budget/ ODPM funding	FT Housing Liaison officer appointed to manage temporary accommodation and nominations to settled accommodation.
	Assess the need to adopt the ODPM hostel review toolkit	BDC HSADO/HLO	Medium	Homelessness Prevention Budget/ ODPM funding	
	Review procedures and practices engaged in placing homeless people in interim accommodation	BDC SHAO	Short	Existing staffing resources	
	Develop a strategic approach to the provision of interim and temporary accommodation to ensure aims are achieved	BDC PHO	Medium	Existing staffing resources	
	Monitor demand for temporary accommodation and review portfolio accordingly	BDC E&PO/SHAO	Ongoing	Existing staffing resources	

Achieve BVPI targets for reducing use of temporary accommodation by means of active homelessness prevention casework BVPI 183a - target <4 weeks BVPI 183b - target <8 weeks BVPI 203 - target >15%	Monitor progress against target and set procedures in place to tackle non-compliance	BDC SHAO/HAOs	Ongoing	Existing staffing resources	
Maximise income	Improve current systems for income collection	BDC SHAO/HLO	Scope options for improvement within Medium timescale	Existing staffing resources	
Optimise existing and future use of hostel resources	Monitor use of Girling House redevelopment and use data to inform review of John Room House	BDC SHAO/E&PO	Ongoing, outcome and recommendations by Oct-06	Existing staffing resources	Shared facility hostel in Dereham converted into 18 self-contained units
Research & Monitoring					
Monitor number of homelessness presentations prevented through housing advice	Monitor progress against BVPI and instigate action to improve performance against target. Target for 06/07 – 2 per 1,000 households	BDC SHAO	Ongoing	Existing staffing resources	Monitoring procedure in place
Ensure policies around housing and homelessness are based on robust information and reflect trends within the housing market	Maximise use of information sources to monitor socio-economic, demographic and housing market trends, including detailed analysis of local trends	BDC HA(S&P)	Ongoing	Existing staffing resources	Housing Policy & Strategy Assistant appointed Jan-04. Monitoring and reporting procedures put in place.
	Undertake analysis of P1E returns to monitor trends in homelessness presentations	BDC HA(S&P)	Ongoing – quarterly	Existing staffing resources	Housing Policy & Strategy Assistant appointed Jan-04. Monitoring and reporting procedures put in place.
	Commission Housing Market Assessment for Breckland as part of sub-regional project	BDC/sub-regional partners E&PO/PHO	Specification ready Apr-06 Results 2007	Housing Services budget	Contractor appointed June 06
Maintain input into Leeway Domestic Violence Monitoring	Check HAOs completing relevant forms and submit in a timely manner	BDC/Leeway WA SHAO/HA(S&P)	Ongoing	Existing staffing resources	Monitoring commenced 01-06. Scheme currently pending.

Develop information gathering processes to establish trends and need	Explore potential value of common monitoring processes including benchmarking existing schemes	BDC/key stakeholders HSADO/SHAO	Sep-06	Existing staffing resources	Some information gathered on existing schemes. Benchmarking ongoing
Support & Advocacy					
Establish and maintain effective intensive money advice service	Review existing scheme and amend to ensure effective working	BDC/CAB and/or alternative partner HSADO/SHAO	Short	ODPM funding	Expressions of interest to be received July 06. Most appropriate scheme to be chosen from these organisations
Establish and maintain effective mediation service	Review existing scheme and amend to ensure effective working	BDC/NFMS or alternative partner HSADO/SHAO	Short	ODPM funding	Review of service underway. Change suggested.
Ensure households in temporary accommodation receive suitable support	Review the level of support given to people in temporary accommodation	BDC PHO	Short	ODPM funding	
Ensure effective signposting/referral arrangements in place for specialist advice/support/advocacy agencies	Develop, initiate and maintain referral systems	BDC HSADO/SHAO	Ongoing	Homelessness Prevention Budget/ ODPM funding	Referral arrangements developed in last 12 months with CAB/NEAA/YMCA/ NFMS/Homestart/Surestart to support existing referral arrangements
Resources & Training					
Provide necessary equipment for front-line service delivery	Review need for IT terminal in interview room	BDC HSADO/SHAO/Corporate	subject to Corporate Review	Homelessness Prevention Budget/ ODPM funding	
	Review need for conference phone in interview room	BDC HSADO/SHAO/Corporate	subject to Corporate Review	Homelessness Prevention Budget/ ODPM funding	
	Review the use of FLARE system for recording and retrieval of Homelessness/Housing advice information	BDC SHAO/Corporate	subject to Corporate Review	Homelessness Prevention Budget/ ODPM funding	
	Investigate back-office support packages and commission if appropriate	BDC HSADO	Ongoing	Homelessness Prevention Budget/ ODPM funding	Benefit and Legal IT packages purchased

Ensure staff training needs planned for	Develop training schedule for 2006/07 for HAOs	BDC SHAO	Short	Homelessness Prevention Budget/ ODPM funding/ Training Budget	Interview skills training undertaken for all HAOs
	Deliver customer care training to staff	BDC SHAO	Ongoing, to commence Mar-06	Homelessness Prevention Budget/ ODPM funding/ Training Budget	Technical training delivered on a personalised ongoing programme
	Assess need for and deliver technical training	BDC SHAO	Ongoing	Homelessness Prevention Budget/ ODPM funding/ Training Budget	Detail of customer contact centre requirements submitted to corporate review
Ensure additional surgeries/presence offices are suitably equipped to deal with housing customers and enquiries	Contribute to corporate review of equipment for customer contact centres	BDC SHM/SHAO/Corporate	In line with corporate review timetable	Homelessness Prevention Budget/ ODPM funding/ Training Budget	Document verification training arranged with HAOs and partner RSLs delivered through ARP - Spring 2006
Deliver cost-effective multi-agency training to optimise skills and knowledge base of relevant agencies including other LHAs	Investigate opportunities for setting up joint training courses - including cascade training - and distribute information to key agencies - arrange if relevant and sufficient interest expressed.	BDC HSADO/SHAO/PHO	Ongoing	Homelessness Prevention Budget/ ODPM funding/ Training Budget/ recharge	
Consultation					
Ensure full consultation on migration to Contact Centre	Develop consultation plan	BDC SHM/Corporate	Jan-07	Existing staffing resources	
Provide comprehensive accessible consultation opportunities to customers and key stakeholders regarding policies and procedures	Develop a consultation strategy for Housing Services - feed into policy development	BDC SHM	Medium	Existing staffing resources	

	Develop systems for involving partners, particularly in rural areas, and customers in monitoring performance and reviewing the continued relevance of strategies on a regular basis	BDC PHO/PEHO	Medium	Homelessness Prevention Budget/ ODPM funding	
	Continue Customer Satisfaction Surveys - feed into policy development Targets: Review surveys to ensure accessibility Compile results Develop protocol for distribution	BDC HA(S&P)	Ongoing - monthly and in accordance with distribution deadlines	Existing staffing resources	Monthly Customer Satisfaction Surveys established March 2005
	Continue Homelessness Prevention Forum - feed into policy development	BDC HSADO	Ongoing - bi-monthly	ODPM funding	Homelessness Prevention Forum re-established June 2005
	Hold Annual Landlord's Forum in line with landlord's wishes - feed into policy development	BDC HSADO/PEHO/ARP	Ongoing Annual	ODPM funding	Landlord Forum 30 September 2005
Strategic Housing Team to be consulted on policies and initiatives at draft stage	Maintain regular contact with team through team and operational meetings and other forms of communication such as emails where appropriate - feed into policy development	BDC PHO/SHAO	Ongoing	Existing staffing resources	Regular team and operational meetings established
Ensure Members fully involved with policy/strategy development	Maintain quarterly portfolio information sessions and ensure all relevant policy/strategy decisions are taken through appropriate political channels	BDC SHM/PHO/SHAO/E&PO/HSADO	Ongoing	Existing staffing resources	Procedures and timetables in place
Maximising use of Housing Stock					
Ensure housing stock is administered to best use and value	Review administration of Social Housing Register and make recommendations to Council on medium term options	BDC/PWHA PHO/SHAO	Short	Existing staffing resources	

	Review in partnership with RSLs designation of stock currently used for elderly and disabled tenants	BDC/RSLs PHO/E&PO/SHAO	TBC	Existing staffing resources	
	Investigate 'incentive to move' schemes operated by key partner RSLs	BDC/RSLs PHO/E&PO/SHAO	Medium	Existing staffing resources	
Information	Review and expand website content	BDC HSADO	Ongoing	Existing staffing resources	Website pages updated to include advice, signposting and downloadable forms and leaflets - Dec 2005. Reviewed and updated regularly
	Review and expand leaflet content in consultation with key stakeholders	BDC HSADO	Ongoing - 1st review June-06	Homelessness Prevention Budget/ ODPM funding	12 leaflets produced May 2005 - distributed to CABs & LSVT partner offices.
	Review out-of hours service	BDC HSADO	Short	Homelessness Prevention Budget/ ODPM funding	Contact details publicised in presence offices and on web site
	Review and amend standard customer/agency communications content and format	BDC SHAO	Ongoing on case-by-case basis. Full review to be carried out by Sep-06	Existing staffing resources	
	Communicate key messages in Housing and Homelessness Strategies to residents through use of media publications	BDC HSADO/PHO/SHAO	Ongoing	Existing staffing resources / ODPM funding	Breckland Voice used to communicate key messages to residents
Provide comprehensive timely and accessible information to residents	Hold Annual Forum and provide training/information on current relevant issues	BDC HSADO/PHO/PEHO/ARP	Ongoing	Homelessness Prevention Budget/ ODPM funding	Landlord Forum held September 2005. Information Day on HA 2004 held 11 April 2006
Provide comprehensive timely and accessible advice to private sector landlords					

Produce quarterly newsletter for private sector landlords	BDC HSADO	Ongoing quarterly - 1st issue Jan-06	Homelessness Prevention Budget/ ODPM funding	1 st newsletter distributed March 2006.
Provide comprehensive timely and accessible advice to private sector tenants	Produce Tenant's Information pack	Short	Homelessness Prevention Budget/ ODPM funding	
Provide comprehensive timely and accessible advice to key agencies	Provide regular statistical information to Homelessness Forum	Ongoing - bi-monthly	Existing staffing resources	Customer satisfaction survey results communicated to Forum
Accessibility & Standards				
Consolidate access to services issues into strategic form	Develop an access strategy in conjunction with the corporate centre, based on research into footfall and need, which clearly identifies how the housing service will: improve access for customers; develop service standards; deliver mandatory customer care training; and use complaints, surveys and other forms of customer consultation to ensure access to services meets customer needs	Short	Existing staffing resources	
Provide an accessible advice service	Review need for local rate or free-phone number	Short	Homelessness Prevention Budget/ ODPM funding	

	Research & pilot Text Messaging service	BDC HSADO/Corporate	Short	Homelessness Prevention Budget/ ODPM funding	Specification drawn up April 2006. Research/benchmarking in place by Steria (IT contractors)
	Research need for additional advice surgeries in Thetford	BDC SHM/Corporate	In line with corporate review timetable	Existing staffing resources	Advice surgery set up in PWHHA Thetford office one day per week
	Research need for additional advice surgeries throughout district	BDC SHM/Corporate	In line with corporate review timetable	Existing staffing resources / ODPM funding	
	Review need for appointment system	BDC PHO/SHAO	Short	Existing staffing resources	
Provide an accessible out-of-hours emergency assistance service	Review out-of-hours service	BDC PHO/Corporate	In line with corporate review timetable - provisionally Jul-06	Homelessness Prevention Budget/ ODPM funding	
Provide a responsive consistent service	Review, publish & monitor robust service standards in consultation with customers	BDC SHM/PHO	Jul-06	Existing staffing resources	Service standards produced and consulted on with Homelessness Forum May 06
Provide a responsive timely complaints procedure	Establish a complaints procedure for Housing Services	BDC PHO	Short	Existing staffing resources	
Ensure rigorous consistent standards are set and maintained	Review daytime homelessness service and produce and publicise service standards	BDC SHAO	Action plan to be completed by Apr-06 for 06/07 year	Existing staffing resources	
Ensure progress against Homelessness Strategy Action Plan is monitored and action taken to ensure targets met	Undertake quarterly review in partnership with Homelessness Forum	BDC PHO/SHAO/HSADO	Ongoing quarterly - commencing 1st Forum meeting after Strategy adoption	Existing staffing resources	Forum consulted on development of Strategy review and Action Plan

Diversity	Consolidate diversity service issues into strategic form	Within six months, develop a diversity strategy in conjunction with the corporate centre, which includes: profiling of customers to inform service development; a comprehensive training package for housing staff to ensure behavioural compliance with good practice and which is tailored to housing specific service delivery issues; and a system for monitoring contractor compliance on equalities and diversity issues.	BDC SHM/Corporate	Short	Existing staffing resources	
Ensure minority groups have equal access to services and housing options	Investigate and address the needs of groups other than gypsies and Portuguese including the needs of HIV customers	BDC SHM/Corporate	Short	Existing staffing resources		
	Develop a BME housing strategy and specifically take account of HMOs	BDC SHM/PEHO	Specification by Jul-06	Funding agreed through Star Chamber process		
	Investigate feasibility of translation of key documents into high demand languages to be available immediately in printed/downloadable format	BDC/Intran HSADO/SHAO	Short	Existing staffing resources / ODPM funding		
Partnership Working	Ensure effective and sustainable case management and nomination agreements in place with partner agencies	Review protocols with partner agencies around case management and nominations to ensure improved services for homeless applicants during assessment and rehousing	BDC/PWHA/other partner RSLs PHO/SHAO	Short	Existing staffing resources	
	Develop protocols with key agencies such as Social Services and DAAT	BDC/key agencies SHAO	Medium	Existing staffing resources		

Develop and maintain good working relationship with LSVT partner	Maintain weekly operations meetings	BDC/PWHA SHAO	Ongoing	Existing staffing resources	Weekly operations meetings in place
Ensure information shared between agencies in timely, comprehensive manner	Investigate feasibility of establishing Inter-Agency Information Sharing Protocol	BDC/Key stakeholders SHAO/HSADO	Medium	Existing staffing resources	
Develop knowledge of key agencies' operations to aid joint working and access to relevant support services for customers	Develop system of visits to key agencies for staff at appropriate service levels	BDC SHAO	Ongoing	Existing staffing resources	Some visits carried out, contact maintained via caseload management
Casework Management					
Determine set percentage of homelessness applications within 33 working days (currently 95%)	Review progress	BDC SHM/SHAO	Ongoing	Existing staffing resources	100% of applications determined and notified from 31/08/05 – date (Feb 06)
Determine 100% of review application within 56 days	Monitor progress against target and set procedures in place to tackle non-compliance	BDC SHM/SHAO	Ongoing	Existing staffing resources	
	Monitor progress against target and set procedures in place to tackle non-compliance	BDC SHM/PHO	Ongoing	Existing staffing resources	
	Develop full set of procedures for Housing Advice and Homelessness service	BDC SHAO	Medium	Existing staffing resources	
Monitor number of homelessness acceptances where the same duty had been accepted towards the same applicant/household within last 2 years - Target 06/07 - less than 10%	Monitor progress against target and set procedures in place to tackle non-compliance	BDC SHAO/HAOs	Ongoing	Existing staffing resources	



Homelessness Strategy Review Action Plan

Annual Review 2007

Introduction

Breckland Council's Homelessness Strategy 2003 set out the vision for a new, strategic approach to tackling homelessness. The emphasis of the strategy was moving towards the prevention of homelessness and working together with partner agencies to take a holistic approach, recognising that accommodation itself is not the sole reason for people experiencing housing difficulty.

Since the Strategy was adopted the Housing Advice and Homelessness service has fundamentally changed both culturally and procedurally to move away from management of homelessness as a crisis, to the development of services which have focussed on early intervention and flexible, specialist assistance to prevent homelessness occurring.

The Homelessness Strategy Review was produced and adopted in 2006 to reflect the changes taking place in the Homelessness and Housing Advice service and provide a living, working document that directs the future of the service.

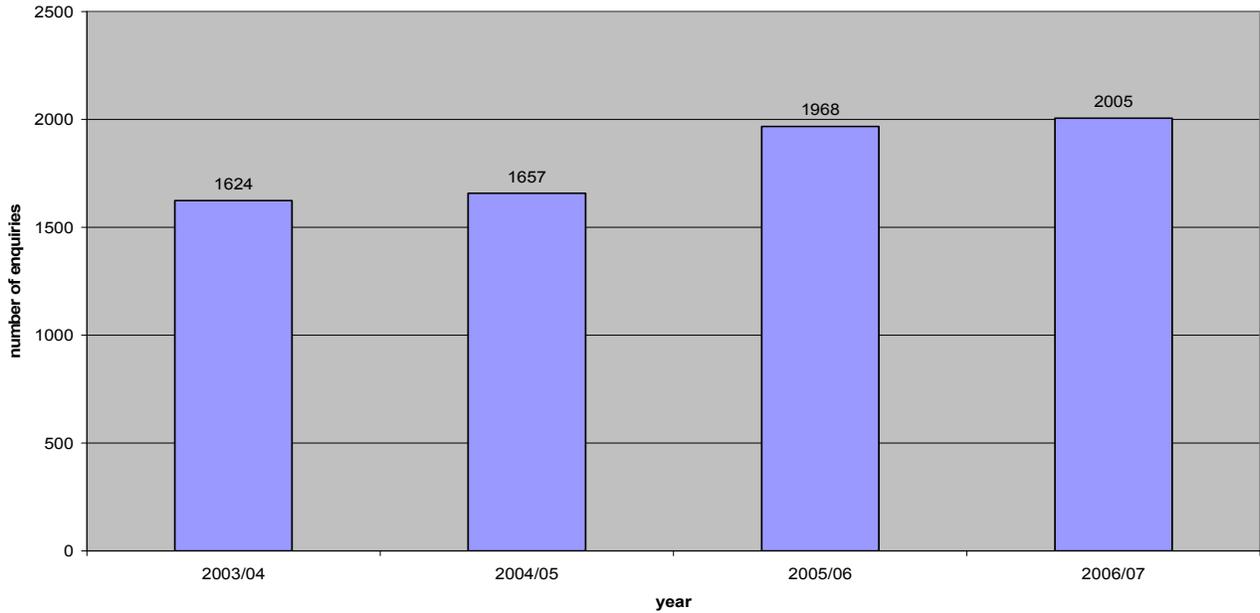
This document is the first annual review of the Homelessness Strategy Review action plan, providing an updated profile of the demands on the Housing Advice and Homelessness service including progress against the 2006 action plan, and setting out the direction of the Housing Advice and Homelessness for the coming year.

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1. Housing Advice Enquiries

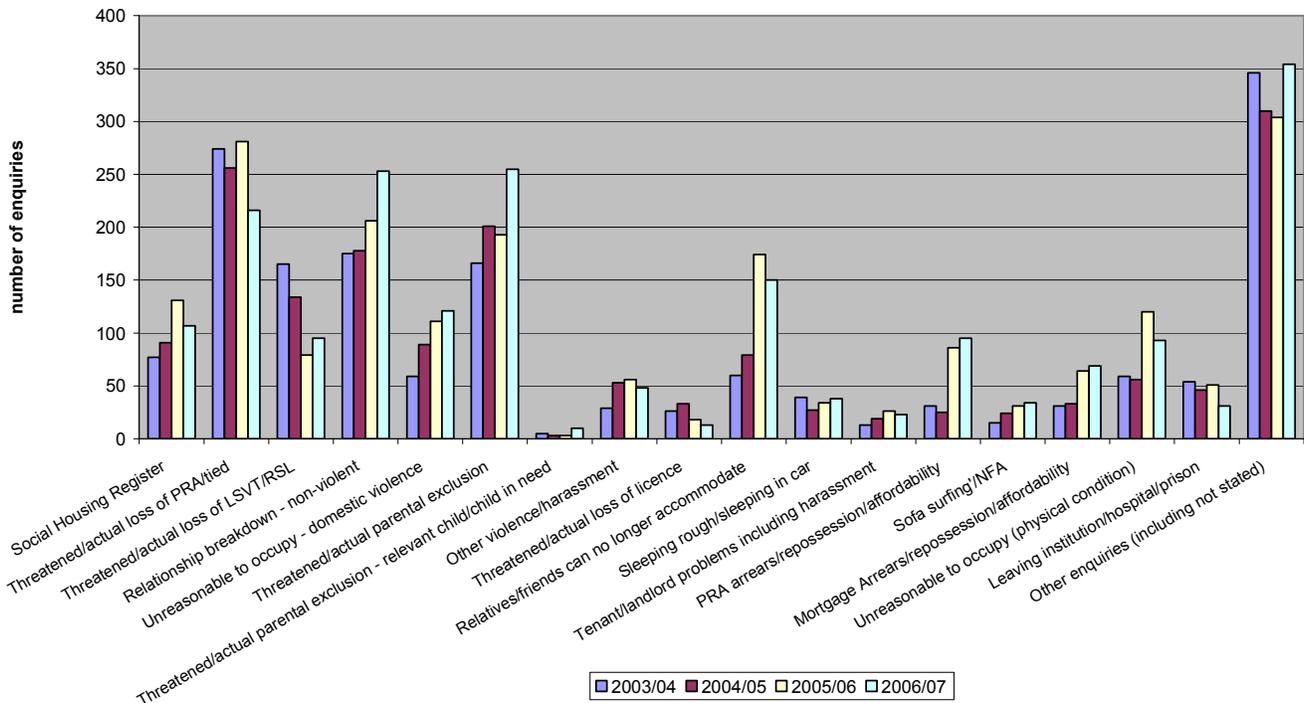
Fig. 1 - Housing Advice Enquiries 2003/04 - 2006/07



1.1 Volume of Enquiries

The number of housing advice enquiries (requests for housing assistance and/or information made by phone, in person or electronically by a customer or agency, which are dealt with in person by a Housing Advisory Officer) received by the Housing Advice & Homelessness Unit is increasing on an annual basis, showing a 20% rise in the number of enquiries between 2003/04 and 2006/07 (Fig.1). These enquiries range from simple requests for information to complex customer circumstances requiring in-depth advice and assistance.

Fig 2 - Reasons for housing advice enquiries 2003/04 - 2006/07



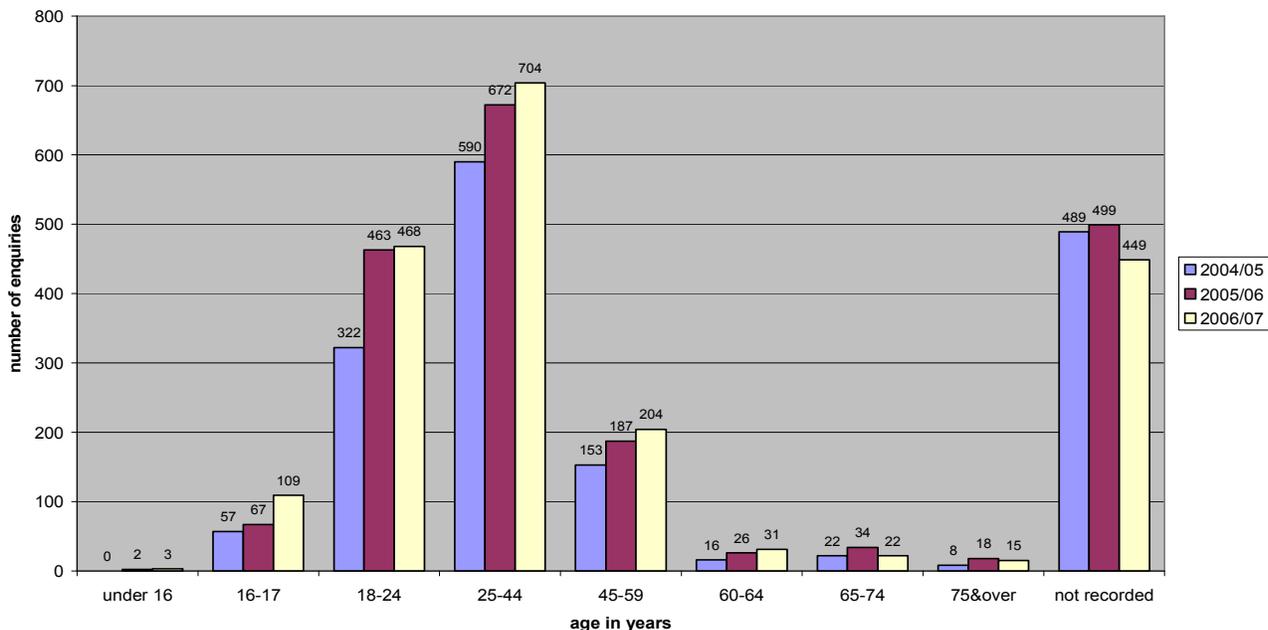
1.2 Reasons for Enquiries

The numbers of housing advice enquiries, usually from young people, relating to parental eviction and other friends/relatives being unable to accommodate has shown a marked increase over the last 2 years, with an increase of over 20% of enquiries relating to parental eviction between 2005/06 and 2006/07. Relationship breakdown, including domestic violence, has also risen as a percentage of enquiries, as has the number of people seeking help due to the physical condition of their properties including overcrowding (Fig 2).

Increased publicity and visibility of the services offered by the Private Sector Housing team, especially among vulnerable members of the community who commonly experience the worst housing conditions, such as migrant workers, can account for a proportion of the increase in reports of unacceptable living conditions. However, the pressure within the housing market, with worrying increases in enquiries relating to the affordability of both rented and mortgaged property has contributed to the number of households living in overcrowded conditions, as they struggle to afford to house themselves appropriately.

A new method of recording the reasons for enquiries has been introduced in 2007, which will record the reason for every enquiry, leading to a more accurate view.

Fig 3 - Housing Advice enquiries by age 2004/05 -2006/07



1.3 Age of customers making enquiries

As expected from the proportion of enquiries relating to parental and relative/friend exclusion, the service is experiencing a marked increase in the number of enquiries from people under 25 years old, particularly those aged 16-17.

Housing options for under 18's are extremely limited because:

- they cannot legally hold a tenancy
- landlords are often unwilling to rent to young people as they are viewed as unreliable
- It is very difficult to arrange receipt of benefits for under 18's
- The Housing Benefit Single Room Rent restriction applies to most childless under-25's which restricts the amount of Housing Benefit to the cost of renting a single room.

- There are limited supported housing options available, and those which do exist are over-subscribed.
- The unaffordability of open market housing particularly affects young people, as they are often on a restricted income

1.4 Availability of social rented housing

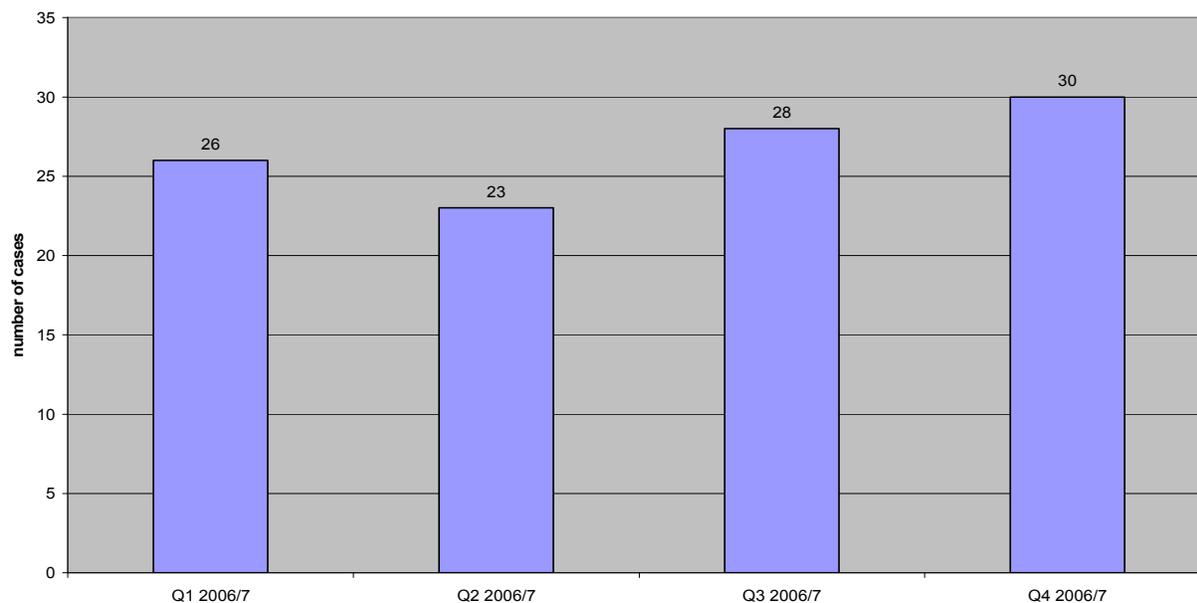
Social Housing also remains inaccessible to many households regardless of age, as demand far exceeds supply. At February 2007 there were 2832 applicants for social housing on the Housing Register, with only 713 available properties throughout 2006/07 in total. Development of new housing stock is still struggling to replace properties lost through preserved Right to Buy and Right to Acquire.

1.5 Conclusion

The Housing Advice and Homelessness service is receiving increased demand year on year. Those seeking help are often people on low incomes and young people for whom housing options are limited, and more needs to be done to meet the needs of this often challenging customer group. The inaccessibility of the housing market for the majority of customers also presents a major challenge to providing affordable and accessible housing options.

2. Homelessness Prevention

Fig 4 - Cases where homelessness has been prevented for >6 months 2006/07



2.1 Homelessness prevention casework

Since the start of 2006/07 we have measured the number of cases where homelessness has been prevented for a period of 6 months or longer through direct work undertaken by our Housing Advisory Officers (Fig 4). This is reported to the Government as a Best Value Performance Indicator.

Only those households who, without this work, would go on to make an application as homeless are counted for this purpose so although the numbers are increasing and reflect well on the work of the team, further work done with those households who might be seen as not having a priority need for assistance under the terms of the legislation are not recorded here.

2.2 Conclusion – Changes in focus and increased resources are producing results

The increase in the number of households where homelessness has been prevented is due to the change in the focus and culture of the Housing Advice & Homelessness Team, including:

- the change in orientation of services away from 'processing' applications as homeless and towards homelessness prevention – with 4 full time prevention officers and only 1.4 working in assessment
- the use of additional resources gained by the team to produce real options for customers experiencing housing difficulties
- the hard work, knowledge and flexibility of the Housing Advisory Officers
- improved partnership working
- increased engagement of specialist agencies offering advice, assistance and advocacy services to ensure accommodation remains sustainable in the medium and long term to customers with complex needs

Examples are given on the next page of the type of successful prevention work undertaken by the Housing Advisory Officers.

Case Study 1

Mr B was due to have his house repossessed the following week. This was prevented through negotiations with his mortgage lender alongside accessing the Intensive Money Advice Service and benefits advice, including an application for Disability Living Allowance.

Case Study 2

Mrs H was finding it impossible to communicate with her adult son who was living with her, and was going to ask him to leave. A referral to the Mediation service allowed communication and son realised he was causing distress. A compromise was reached which allowed him to remain in the family home.

Case Study 3

Mr C was a young man sleeping in a car in his friend's garage. He was found accommodation through the Lodgings Register with the help of the Rent & Deposit Loan Scheme

Case Study 4

Referral to Intensive Money Advice service prevented the revoking of Mr G's lease due to non payment of service charges because illness had reduced his income. The team are still working with Mr G to address longer term affordability issues

Case Study 5

Mr & Mrs E were assisted to successfully avoid repossession after commencement of court action. With our help they obtained a Suspended Possession Order and made an acceptable and affordable arrangement with their landlord to pay their arrears.

Case Study 6

Notification was received from a housing association that Mrs J was due to be taken back to court for possession of the property due to rent arrears of £2,000+ and lack of any payment for two months.

The officer obtained full details of Mrs J's situation – she worked part time but her hours varied and this had affected her housing benefit. In addition to this one of her sons had lived with her and also affected housing benefit entitlement.

Housing Advisory Officer liaised with Anglia Revenues Partnership, Mrs J, the landlord and Mrs J's solicitor to assist with an application to suspend the warrant for possession, which was successful.

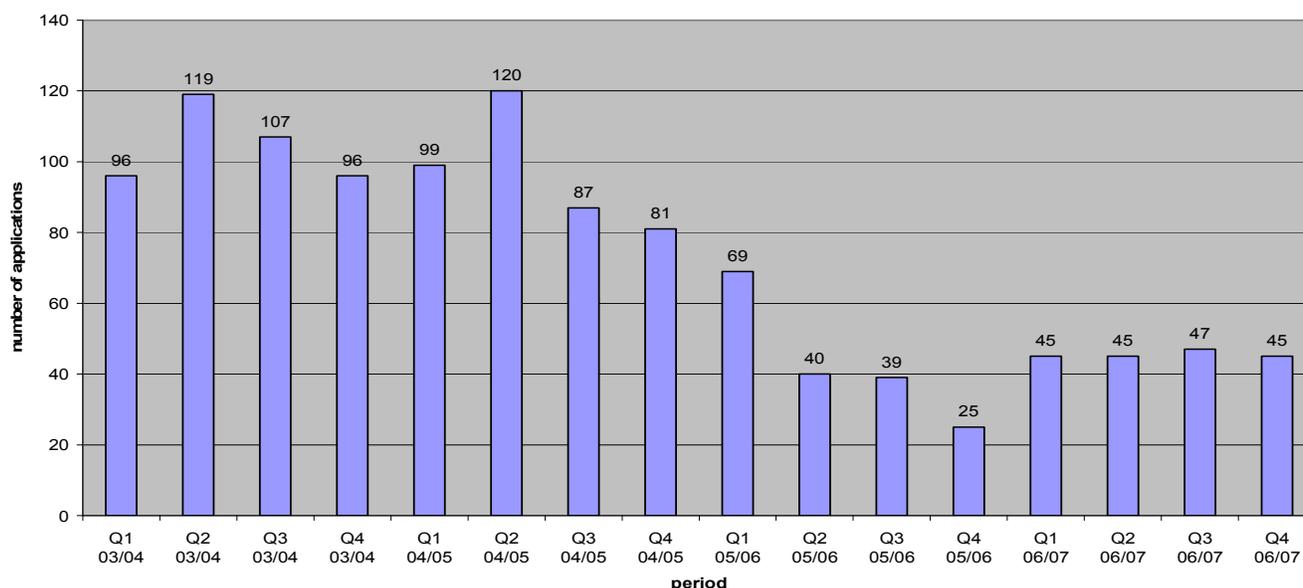
3. Homelessness Applications

3.1 Application numbers

In contrast with the rise in the number of enquiries, the number of applications as homeless has dropped significantly since the end of 2004/05, which correlates with the shift in focus of the Housing Advice & Homelessness Unit towards the prevention of homelessness (Fig 5). The massive reduction in the number of applications during 05/06 reversed slightly during 06/07, and is now stable at around 45 decisions per quarter.

This appears to be partly due to customers approaching us at a stage where their housing difficulties are so complex (including multiple personal needs and multi-lingual difficulties rather than purely housing problems) or so advanced that accommodation has already been lost, that prevention of homelessness is not possible. The small recent increase can also be partially attributed to the growing number of emerging households – young people wishing to or obliged to leave home and live independently.

Fig 5 - Homelessness applications determined 03/04 - 06/07



3.2 Decisions and duties

The number of applications where a decision has been reached to accept a rehousing duty to the household has fallen in line with the overall decrease in applications (Fig 6).

A rehousing duty is accepted where a household's circumstances have been found, after investigations have been undertaken, to fit the following statutory criteria:

- To be eligible for help from public funds
- To be homeless
- To have a priority need
- Not be intentionally homeless
- To have a local connection to the district

This general reduction also applies to households found not homeless.

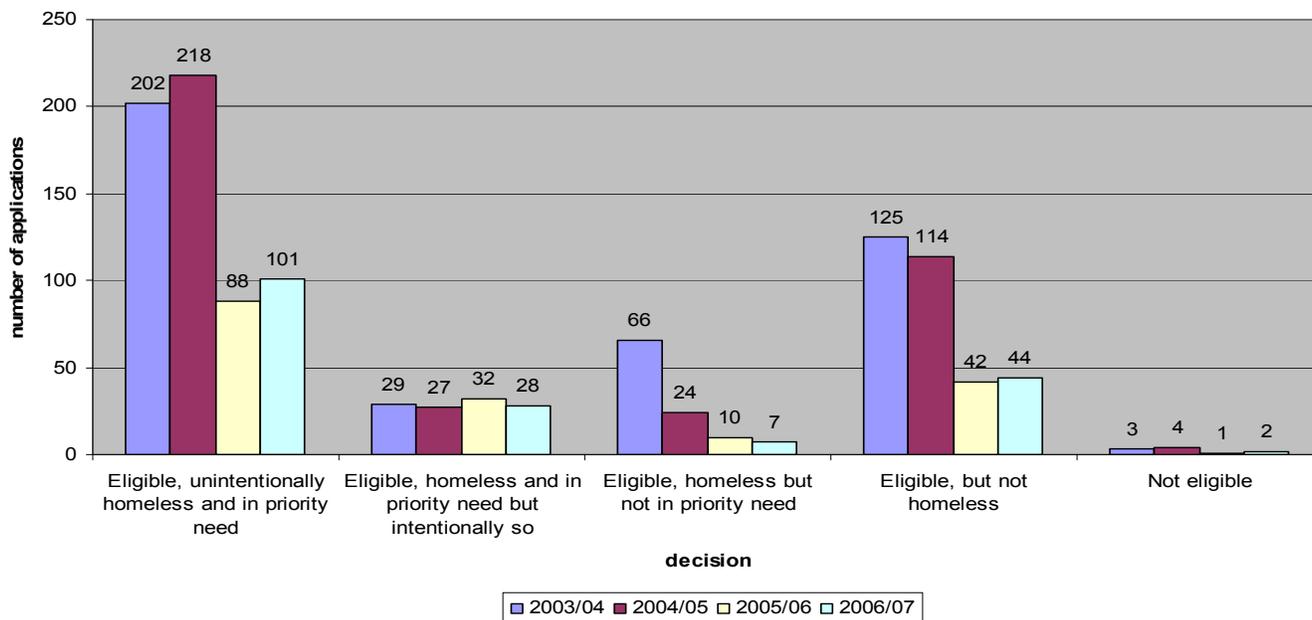
The number of households found intentionally homeless has remained relatively constant over the last four years, and reflects the facts that when people have done or failed to do something which means they lose their accommodation, it is more difficult to intervene and negotiate on

their behalf. Poor conduct of prior tenancies also makes alternative housing options, particularly the private sector, more difficult to access for these households.

The number of applications which resulted in a decision of 'not in priority need' has declined significantly over the last two years. This is due in part to:

- more options being available through the service to solve housing difficulties, meaning people do not see making a homelessness application, even when they have been advised there is little likelihood of it not succeeding, as their only chance of housing, and;
- clear and realistic advice from a Housing Advisory Officer before an application is made, setting out the application process and the levels of investigation undertaken, as well as assisting the customer to resolve their housing difficulties.

Fig 6 - Outcomes of homelessness applications 03/04 - 06/07



3.3 Reasons for Homelessness

For applicants to whom a rehousing duty has been accepted, the main reasons for homelessness (Fig 7) reflect the main reasons people approach us with housing enquiries (Fig 2):

- Eviction by parent or relative/friend
- Relationship breakdown
- Loss of private rented accommodation

Most categories are decreasing numerically in line with the overall decrease in applications and acceptances, but there are several worrying trends.

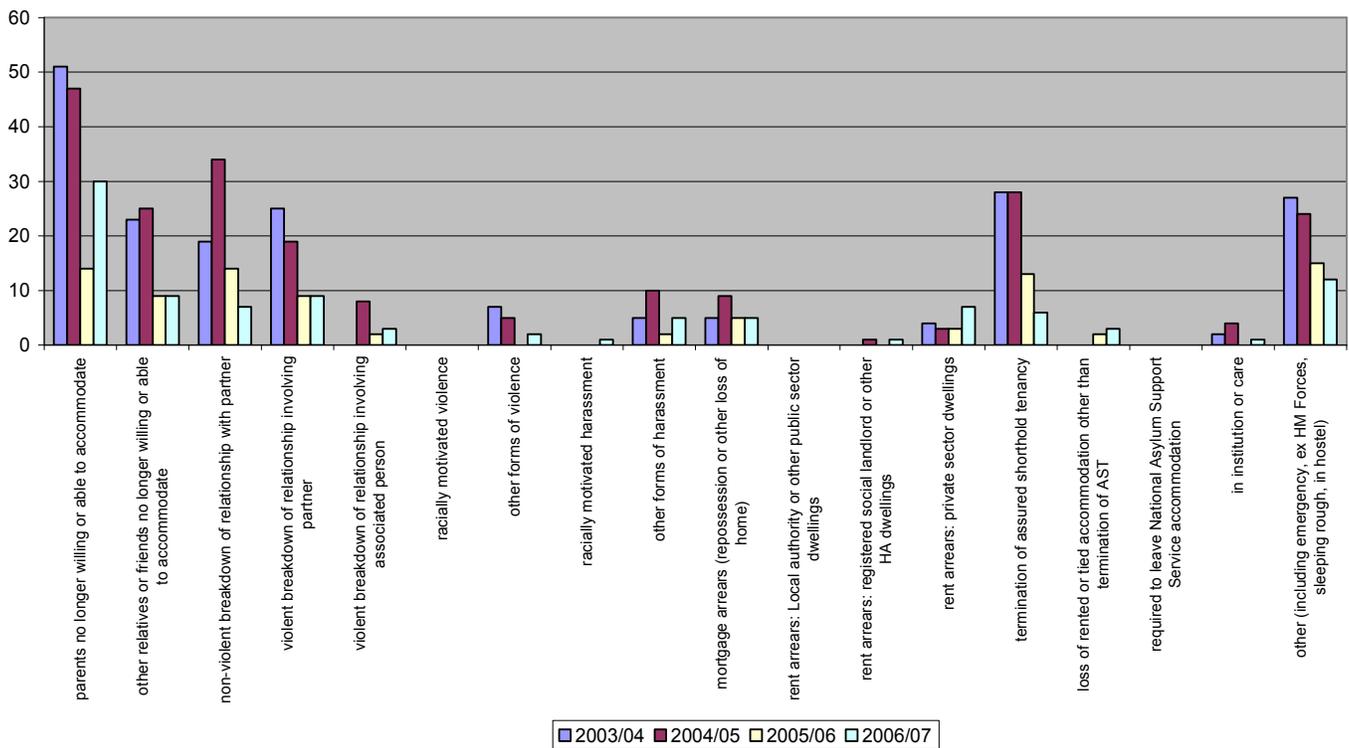
The largest area of growth in Breckland has been parental eviction, which doubled between 2005/06 and 2006/07. It is predominantly people under 25 who experience this situation, and increasing numbers of single young people, young single parents and pregnant young women are being excluded from their family home.

Rent and mortgage arrears in private sector dwellings as the main reason for homelessness is increasing, which also mirrors the trend in housing advice requests (Fig 2).

The increasing unaffordability of private sector homes, and the shortage of social housing may also have a bearing on the parental and relative/friend eviction figures, as more young people are remaining at home past the time they would normally move into independent living, simply because they cannot afford to do so.

The number of applicants accepted where the main reason for homelessness is loss of rented or tied accommodation other than Assured Shorthold tenancy is increasing, although the numbers remain small. This is due in the main to workers experiencing loss of work, leading to the loss of accommodation tied to that work.

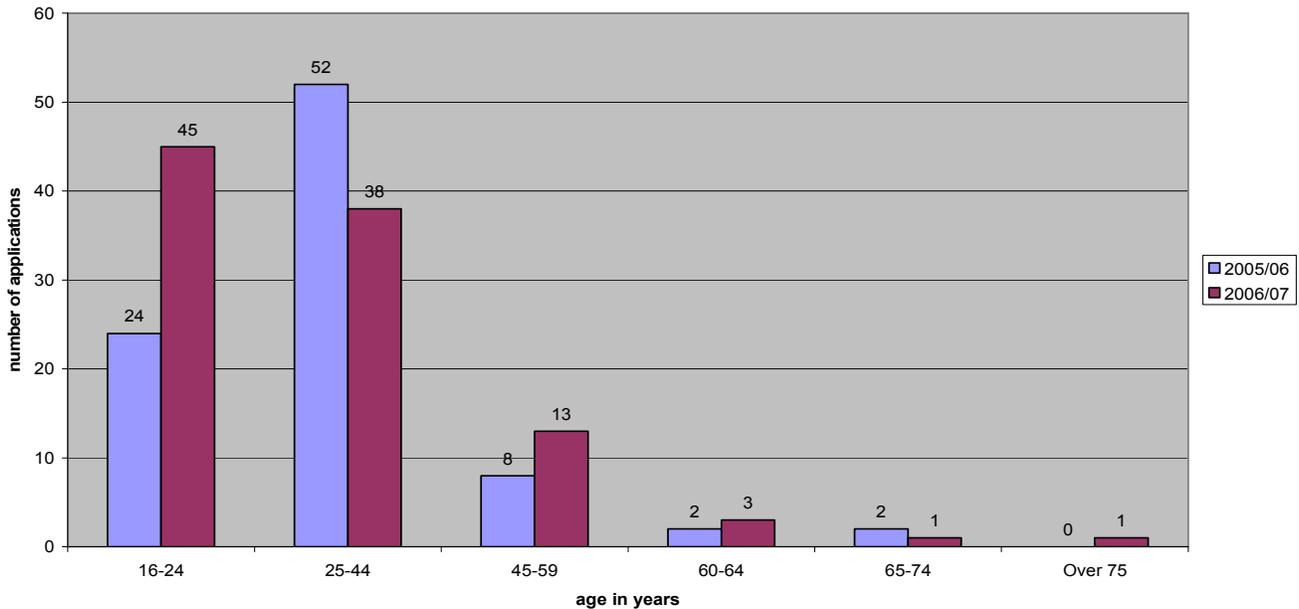
Fig 7 - Main reason for loss of last settled home - households found priority need, unintentionally homeless and eligible 2003 - 2007



3.4 Age of homeless applicants

The age of applicants to whom a rehousing duty has been accepted (Fig 8) has shown that the number of acceptances of applicants under 25 years old has increased markedly. This includes both single people and households with dependent children or a pregnant woman. The number of households where the main applicant is between 25 and 44 years old has decreased, and the older age ranges (over 45) has increased slightly, but really only in reflection of the overall slight increase in applications/acceptances during 2006/07. The number of accepted applicants over retirement age is very low, and although many people in this age range are housed in a settled way, there is some concern that awareness and willingness to engage with available help may also be low with older people.

**Fig 8 - Age of applicants found eligible, unintentionally homeless and in priority need
2005/06 - 2006/07**



Whilst a detailed study has not been undertaken, casework evidence suggests that there are three main reasons for an increase in the number of acceptances of applicants under 25 years old:

- The aforementioned increase in emerging households
- Relatively low incomes in this age group across the board
- Increased demand for social housing equalling reduced capacity to meet demand from those in greatest housing need

3.5 Conclusion – what’s to be done about young people’s housing problems, and how do we make the market accessible?

The most obvious change in demand for services over the last two years is the increase in enquiries and applications from young people.

The predominant reason for seeking help is parental and relative/friend exclusion/eviction, and this can be a particularly difficult area in which to prevent homelessness, due to often deep personal conflict and the consideration of risk to both customer and household. Young people and their complex needs, including extremely limited options with regard to alternative accommodation, require specialist focus and partnership working to resolve.

Many customers have not lived independently before, and lack the life skills to survive in a tenancy without support, requiring targeted services to ensure the tenancy does not fail. The relative shortage of small units of social housing also creates accessibility issues, although this has been recognised and is being addressed in part through the development process.

Another area of growing problems is that of the unaffordability of private rented and mortgaged property. Several interest rate rises and the continuing rise in property prices has left many households who extended their finances to the limit to purchase a property when rates were

lower with real and pressing payment difficulties. Other households are unable to purchase at all:

- Average property purchase price for a 2/3 bedroom house in Breckland
£170,000 (March 2007)
- Average household income in Breckland:
£25,605 (summer 2006)
- Percentage of population of the district earning under £20,000:
52.5%
- On a household income of £20,000 mortgage availability on a standard calculation of 3.5 x income:
£70,000

This means that the majority of households in the district are unable to purchase a family home in many areas in the district.

Mortgage interest rate rises and growing demand has also influenced the rental market, with the average rent for a 2/3 bedroom property in the district being around £550 (May 2007). For those in receipt of Housing Benefit the Reference Rents set by the Rent Office do not reflect the actual cost of renting, leaving a large shortfall in many cases. The private rented sector is the most plentiful and accessible of the options for many customers, but the large deposits and high rents are a barring factor. Work towards making this accommodation more available, affordable, and of a high standard is another area of focus for the Housing Advice & Homelessness service working in partnership with the Private Sector Housing team.

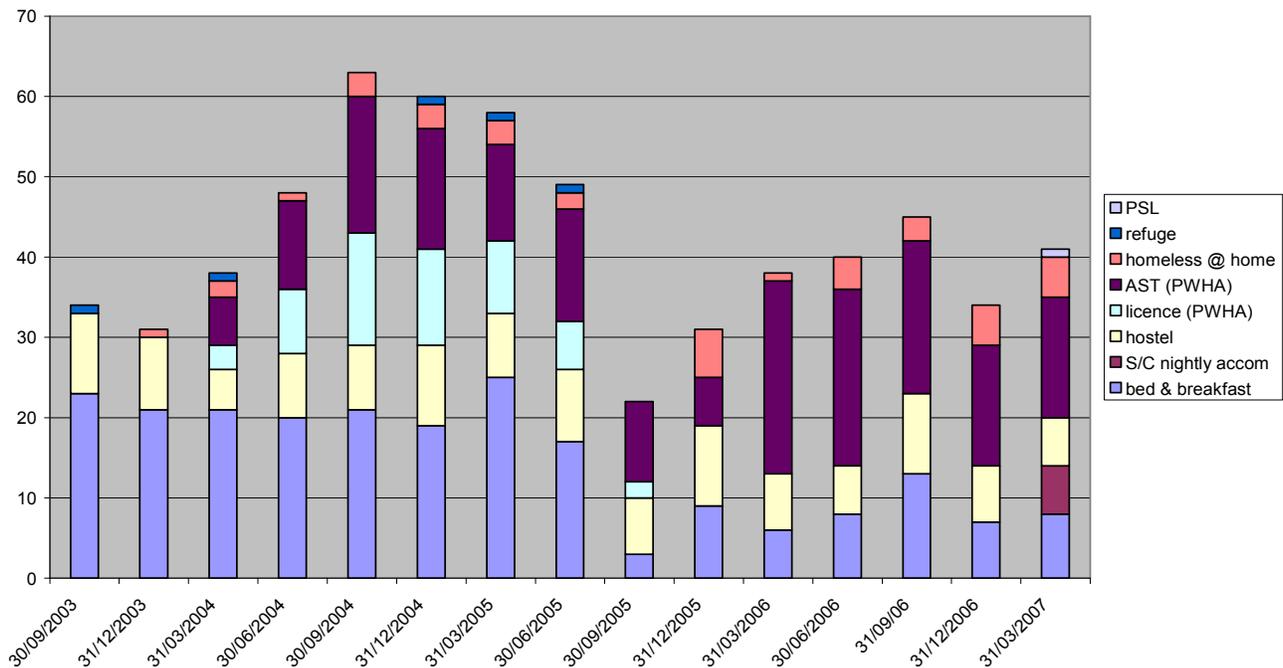
4. Temporary Accommodation

The pattern of temporary accommodation use (Fig 9) reflects the fluctuations in demand from customers making applications as homeless (Fig 5), reducing from a high point of 63 households accommodated in September 2007, to an average of around 40 households in 2006/07.

Despite the increase in applications in 2006/07, use of bed and breakfast has stayed fairly constant, usually remaining at under 10 households housed in this type of accommodation at any one time.

The introduction of the first Private Sector Leasing properties, and the contracting of six units of self-contained nightly accommodation in Dereham at the beginning of 2007/08 has meant that although temporary accommodation is never ideal, customers can be accommodated in self-contained properties in the district, which is far preferable to shared facilities bed and breakfast accommodation some distance away from their established support networks, employment, schools and services.

Fig 9 - Temporary Accommodation occupancy 2003 - 2007



5. Progress against the 2006 Homelessness Strategy Review Action Plan Targets Achieved

This section details the progress made against the targets set out in the 2006 action plan and additional work undertaken, broken down into the sections shown in the 2006 action plan.

5.1 Prevention of Homelessness & Housing Options - we have:

- Maintained the Housing Advice & Homelessness team 'split' – 4 homelessness prevention casework officers to 1.4 homelessness application assessment officers
- Prevented homelessness for over 100 households in 2006/07
- Commissioned & reviewed a Lodgings Register with Solo Housing
- Entered into a nominations agreement with St Matthew Housing – the main provider of supported accommodation in Breckland
- Expanded the Rent & Deposit Loan Scheme – over 50 households helped to access private rented accommodation since 2004
- Introduced a Homelessness Prevention Fund – to fund innovative officer-led homelessness prevention casework
- Brought 11 empty properties back into use in 2006/07 against a target of 10.
- Led the county-wide 'Sanctuary Scheme' proving additional security works in the homes of victims of domestic and other violence if they wish to remain living there
- Continued to work with Peddars Way HA around tenants suffering domestic violence
- Expanded the 'early warning of eviction' system with Peddars Way HA to include Broadland and Wherry HAs, with others under negotiation
- Reviewed and expanded our mediation service to include a service to people suffering relationship breakdown to enable them to reach an amicable solution, as well as offering a service to negotiate solutions to parental/relative evictions
- Worked closely with the specialist Housing Advisor at Mancroft Advice Project/Connexions to provide family intervention work where parental eviction is threatened.

5.2 Temporary Accommodation – we have:

- Improved the quality and location of temporary accommodation by:
 - Introducing a Private Sector Leasing Scheme – by end 2007/08 10 units should be available across the district as temporary accommodation for homeless families
 - Contracting 6 units of nightly paid accommodation in Dereham as an alternative to out-of-district Bed & Breakfast
 - Working with a 'specialist' provider of nightly paid temporary accommodation for 16-25 year olds who provides support alongside accommodation
- Ensured only 1 family with dependent children has been in bed and breakfast accommodation for over 6 weeks since September 2004
- Secured funding and partner RSL for 12 additional domestic violence unit spaces in Thetford
- Reduced use of temporary accommodation from a December 2004 figure of 68 households accommodated to an average of 37 households in 2006/07
- Continuously monitored temporary accommodation need and reviewed portfolio accordingly

5.3 Research & Monitoring – we have:

- Constantly monitored housing market trends and trends in homelessness applications
- Changed the format of our Customer Satisfaction Survey
- Undertaken a Housing Market Assessment including a Housing Needs Survey – results due mid 07/08
- Undertaken a Stock Condition Survey – results due mid 07/08
- Undertaken a BME Housing & Housing Support Needs Survey – results due mid 07/08

5.4 Support & Advocacy – we have:

- Reviewed & expanded Intensive Money Advice service
- Reviewed & expanded Mediation service
- Continued Older Persons' Advocacy service
- Increased support to YMCA Furniture Project
- Contributed fully to Supporting People Floating Support Review & full engaged with new provider to ensure appropriate and timely support is targeted to relevant need groups

5.5 Resources & Training – we have:

- Carried out an in-house multi-agency course of training sessions with Shelter
- Carried out multi-agency mental health training
- Carried out RSL/Housing Advisory Officer Housing Benefit document verification training
- Carried out interview skills training for all Housing Advisory Officers
- Carried out investigative powers/regulations training for all Housing Advisory Officers
- Carried out personal safety training for all Housing Advisory Officers
- Subscribed to benefits calculation and legal IT packages for use by Housing Advisory officers
- Purchased up-to-date relevant publications for use by Housing Advisory Officers
- Contributed fully to corporate review of Customer Contact Centres

5.6 Consultation – we have:

- Developed & distributed annual Consultation Plans
- Held an Information Day with all district RSLs around homelessness, with speakers from CLG, Housing Corporation and National Housing Federation
- Changed format of Customer Satisfaction Surveys and continued on a monthly basis
- Continued and developed multi-agency Homelessness Prevention Forum – seeking views on all service developments at earliest possible stage
- Set up and sustained a Youth Homelessness Prevention Forum
- Held several Landlord Forums, including two focussed on items of special interest
- Carried out comprehensive fieldwork and consultation for forthcoming surveys
- Carried out a consultation exercise with four 6th form colleges around homelessness
- Carried out quarterly information sessions with portfolio Executive and Support Members

5.7 Maximising Use of Housing Stock – we have:

- Commenced review of Housing Register and negotiations ongoing with preferred bidder
- In 05/06 enabled 56 affordable housing units in the district against a target of 52
- In 06/07 enabled 75 affordable housing units in the district against a target of 60
- Appointed a new Enabling & Projects Officer to drive forward the development of new affordable units against a 2007/08 target of 80 units.

5.8 Information – we have:

- Updated and expanded website content and set regular monitoring sessions
- Reviewed and expanded leaflet content
- Produced comprehensive housing advice leaflet for new communities
- Published regular articles in 'Voice' and local press
- Produced regular landlords' newsletter 'Rental Health'
- Provided regular statistical information to Homelessness Forum

5.9 Accessibility & Standards – we have:

- Researched and successfully piloted text messaging service
- Provided additional appointment-based advice surgeries in Thetford and Dereham
- Contributed thoroughly to the development of Customer Contact Centres throughout the district
- Reviewed out-of-hours service and put rota in place to ensure accessibility
- Produced, monitored and reported against robust service standards
- Reported progress against Homelessness Strategy Review Action Plan to Homelessness Forum and Policy Development & Review Panel 3

5.10 Diversity – we have:

- Carried out a BME Housing and Housing Support Needs Survey
- Produced information in a range of languages including a new comprehensive housing information leaflets
- Worked with the Private Sector Housing team around identifying and meeting the needs of migrant workers
- Increased use of interpreter services – one of the largest users in the authority

5.11 Partnership Working – we have:

- Liaised with Children's Services and routinely requested Childern Act assessments for homeless 16/17 year olds
- Held regular meetings with Peddars Way Housing Association around homelessness prevention and management
- Held a sub-regional information day around homelessness with speakers from the CLG
- Developed nominations agreements with partner RSLs
- Developed relationships with development arms of RSLs
- Attended seminars and conferences to learn of good practice and develop relationships
- Led for REAP on the newly formed Regional Homelessness Advisory Panel
- Worked with REAP partners to identify common areas for action and joint working

5.12 Casework management – we have:

- Adopted fortnightly 1-2-1 meetings between Housing Advisory Officers and Senior Housing Advisory Officer
- Held weekly group meetings around prevention/assessment/rehousing
- Determined 88% of application decisions within 33 working days against a target of 90% (small slippage due to staff absence/recruitment delay and challenging cases)
- Repeat homelessness (where a duty is accepted and the same duty had been accepted towards the same household within the last 2 years) at 2.94% against a target of <10%

6. Progress against the 2006 Homelessness Strategy Review Action Plan Target Amendments

This section sets out targets in the 2006 Action Plan which have either not yet been met, or have been amended in light of service demand and/or delivery changes. Again this is broken down into the main areas of the Action Plan.

6.1 Prevention of Homelessness & Housing Options

- Direct Lettings scheme – linked to Supported Lodgings scheme and moved to 2007/08 action plan
- Supported Lodgings scheme – benchmarking underway and to be considered as sub-regional/cross-district scheme in 2007/08 action plan
- Crashpad scheme – linked to supported lodgings and development of young persons' supported accommodation scheme
- Effective arrears recovery system for Rent & Deposit Loan scheme not yet put in place – liaison with Finance underway – capacity/resource issues. Moved to 2007/08 action plan
- Rough Sleepers Action Plan – low priority compared to other customer groups
- Follow-up interviews for households accepted as homeless – capacity issues and relevant BVPI abolished

6.2 Temporary Accommodation

- Target to reduce the use of temporary accommodation by 15% per annum by 2010 reduced to 10% per annum. Still on target for 50% reduction by 2010 as set by CLG, but limited scope for further large reductions following success of 2005/06
- Regular condition inspection timetable – linked to Service Level Agreements with providers and moved to 2007/08 action plan

6.3 Research & Monitoring

- Leeway no longer undertaking Domestic Violence Monitoring
- Explore potential of multi-agency monitoring moved to 07/08 action plan

6.4 Resources & Training

- Provision of equipment in interview rooms linked to corporate CSC Review

6.5 Maximising use of Housing Stock

- Review of use of designated stock and 'incentive to move' schemes linked to Housing Register move to Choice Based Lettings in December 2008

6.6 Information

- Review of standard communications linked to appointment of Principal Homelessness Officer
- Quarterly Landlord newsletter moved to 6 monthly due to maintain content and quality
- Tenant information pack – moved to 2007/08 action plan

6.7 Accessibility & Standards

- Access Strategy linked to corporate strategy development
- Need for local rate or freephone number linked to corporate customer contact role and discussions around Housing's role with the Customer Contact Centre
- Housing Complaint Procedure – corporate procedure in use across the authority

6.8 Diversity

- Diversity Strategy linked to corporate strategy development (BME Housing Needs Strategy undertaken)

6.9 Partnership Working

- Inter-Agency Information Sharing Protocol – moved to 07/08 action plan

7. Homelessness Strategy Action Plan 2007/08

Where existing schemes have been successful and are continuing with routine review only or are ongoing research/monitoring/consultation exercises, they have not been specifically included in this plan

Aims	Proposed Future Action	Partner agencies/ lead officer	Time scale	Resource Implications	Action to date
Prevention of Homelessness & Housing Options					
Provide a more efficient, effective, accessible & accountable social housing application and allocation system	Transfer Housing Waiting List by identifying new partner through open tender process, undertaking detailed contract negotiations with preferred partner, and completing a full operational transfer of all functions and staff	BDC/ Preferred Partner	Q3 07/08	Existing budgets	Preferred partner identified – contract negotiations underway
Concentrate resources & develop policies & protocols towards prevention of homelessness	Recruit & appoint Principal Homelessness Officer	BDC SHO/PHO	Q2 07/08	Redistribution of existing staff resources	job description & person specification drafted
Develop & sustain accessible, sustainable & suitable housing options	Assess need for and develop a Supported lodgings scheme in the private rented sector in conjunction with direct lettings & 'Crashpad' schemes. Examine sub-regional potential for all schemes	BDC HSADO/ SHAO	Q4 07/08 into 08/09	Homelessness prevention budget/CLG grant funding	Research underway
	Assess need & feasibility of supported accommodation scheme for young people. Work up project specification	BDC PHO/SHAO/ PEO/HSADO	Q4 07/08	HCorp / Supporting People /other funding	Need established. Development RSLs seeking sites. Visit to developing scheme 07/07
	Put in place effective arrears recovery system for Rent & Deposit Loan Scheme in liaison with Finance Dept.	BDC PHO/SHAO/ HLO/Finance	Q2 07/08	Dependent on identifying & securing additional staff resources and expertise	Meeting held with Finance 04/07
Work towards an accessible and high quality private rented sector	Introduce a landlord accreditation scheme – benchmark current good practice, draft outline scheme, consult fully with Landlord Forum, finalise scheme & launch	BDC PEHO/ HSADO	Q4 07/08	Existing resources	Good practice benchmarking underway
Increase provision of affordable housing in the district	To work towards delivering 165 affordable units per annum by 2010. Target 80 units 2007/08.	BDC EPO/PHO	2010	Main sources: HCorp SHG/ developers contribution & provision /recycled RSL Capital	Negotiations in progress for units to be completed during 07/08.

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				Grant/ BDC discounted land	Several schemes well advanced
Maximise number of empty properties bought back into use	To bring 8 empty properties back into use (BVPI)	BDC PEHO/PSH team	Q4 07/08	Grants/loans to property owners & enforcement powers	Actively working with owners to bring approximately 20 properties back into use over time
Temporary Accommodation					
Optimise existing & future use of hostel resources	Redevelopment of John Room House: Agree full detailed project, seek political and planning approval and tender for appointment of contractor	BDC PHO/SHAO/ EPO/HSADO	Q4 07/08	Put-aside capital funding /temporary accommodation budget/ possible Supporting People bid	Project Plan drafted & agreed with SHM
To reduce the use of insecure temporary accommodation by 50% by 2010 from 31/12/04	Work towards developing alternatives to temporary accommodation through homelessness prevention options and active casework	BDC PHA/SHAO/ HSADO/ HAOs	Q4 07/08	Homelessness prevention budget/CLG grant	Annual target of 10% reduction set wef 07/08. Currently well on target for 50% reduction.
Ensure no household with children or expectant mothers are accommodated in bed and breakfast for more than 6 weeks	Use all available options to meet this target (BVPI)	BDC SHAO/HAOs	Q4 07/08	Temporary accom budget/Homelessness prevention budget/CLG grant	100% success in achieving this target during 05/06 & 06/07
Provide 1 domestic violence refuge space per 10,000 population	Work with development partner RSL towards providing additional 12 space refuge in south of district (BVPI)	BDC/develop ment partner RSL	Comp -letion 09/10	HCorp/Supporting People funding	Site & partner identified. Plans drawn up. Pre-planning discussions taking place
Ensure temporary/interim accommodation is of a suitable quality standard and location	Establish a programme to regularly check the quality of interim/temporary accommodation and put in place a service level agreement with each provider.	BDC SHAO/HLO/ HSADO	Q2 07/08	Existing resources	SLA drafted and inspection regime discussed
Achieve targets for reducing use of temporary accommodation	Achieve by use of active homelessness prevention case work: <ol style="list-style-type: none"> 1. Average length of stay in B&B for families with children/expectant mother – < 3 weeks (LPI) 2. Average length of stay in hostel for families with children/expectant mother - < 6 weeks (LPI) 3. Average number of families with children/expectant mother in temporary accommodation compared with same point previous year – reduction of 10% (LPI) 	BDC SHAO/HAOs	Q4 07/08	Existing resources	05/06 achievements: <ol style="list-style-type: none"> 1. 2 wks against target of <4 wks 2. 6 wks against target of 9 wks 3. 14.1% reduction against target of 15%
Research & Monitoring					
Develop information-gathering	Explore potential value of common monitoring	BDC	Q4	Existing resources	

processes to establish needs & trends	processes including benchmarking existing schemes	HSADO/ SHAO	07/08		
Resources & Training					
Provide suitable effective tools to enhance homelessness prevention work	Continue use of successfully piloted SMS text messaging service. Expand use where appropriate and contribute fully to corporate assessment/roll-out	BDC HSADO/ HAOs	On-going	CLG grant – text charges only	SMS service piloted successfully. Recommendation to continue use & research corporate uses approved through ICT Board
	Contribute fully to corporate review of equipment for customer contact centres	BDC SHM/SHAO	On-going	Corporate resources	Fully involved in Thetford redevelopment
	Introduce use of Civica APP (formerly FLARE) system for recording & retrieval of homelessness/housing advice information	BDC PHOs	Q3 at earliest	Homelessness Prevention/CLG grant budgets. Relative benefits to be discussed once final costs clear	Full discussions taken place. Satisfied with product benefits. Implementation delayed due to awaiting supplier product enhancements
Deliver relevant effective multi-agency training	Investigate & implement opportunities for setting up joint training courses	BDC HA/SHAO/ PEHO/ HSADO	On-going	Training budget / recharged costs to other agencies is appropriate	Multi-agency Sanctuary Scheme training held 04/06/07
Consultation					
Provide comprehensive accessible consultation opportunities to customers and key stakeholders regarding policies & procedures	Develop consultation plan for move to Choice-based-lettings and commence consultation	BDC SHM PHO (SE)	Q3 07/08	Existing resources / Housing Register budget	
	Hold Annual Landlord Forum	BDC PEHO/ HSADO	Q3 07/08	Existing resources	
Information					
Provide comprehensive, timely & accessible information to private sector tenants	Draft, consult on and produce Tenants' Information Pack	BDC HSADO	Q2 07/08	CLG grant	Information collected for draft pack & draft underway
Provide comprehensive, timely & accessible information to	Hold Annual Landlord Forum & information session of special interest as appropriate. Produce 6-monthly	BDC HSADO/	On-going	Existing resources/CLG grant	HA 2004 information session

private sector landlords	landlords' newsletter	PEHO			held 16/05/07
	Update & distribute Landlord Guide	BDC HSADO/ PEHO	Q2 07/08	Existing resources/CLG grant	Information collected for updates to guide & draft underway
Provide comprehensive, timely & accessible information to young people	Research & benchmark partnership working to develop outreach/information service for schools & colleges. Develop if appropriate services available.	BDC HSADO	Q4 07/08	CLG grant	Monitoring GNHP project work with view to future involvement
Accessibility & Standards					
Provide and accessible advice service	Research need for additional advice surgeries throughout the district an implement in line with corporate review	BDC PHO/SHAO	Corporate T/T	Corporate resources/existing budgets	Additional surgeries in Dereham & Thetford in place
Ensure rigorous consistent standards are met and maintained	Undertake review of prevention & assessment policies, protocols and procedures.	BDC PHO	Q4 07/08	Existing resources – dependent on recruitment of Principal Homelessness Officer	
Diversity					
Ensure minority groups have equal access to services & housing options	Use information gained from BME Housing & Housing Support Needs Survey to inform policy & service development & partnership working	BDC PHOs/PEHO/ SHM	07/08 & on-going	Existing resources	BME Survey undertaken – results mid 07
45	Develop a county-wide Physical & Sensory Disability Housing Strategy	BDC EPO/SHM	Draft Q3 07/08	Existing resources	Draft specification produced
	Monitor usefulness of New Communities housing advice booklet and use to inform future translation/accessibility of information development	BDC HAOs/SHAO /HSADO	07/08	Existing resources	New communities booklet produced in 4 key languages
	Investigate and address the needs of groups other than gypsies & Portuguese	BDC PHOs/SHM	As BME HNS	County-wide resources	
Partnership Working					
Ensure information shared between agencies in a timely & comprehensive manner	Investigate feasibility of establishing Inter-Agency Information Sharing Protocol. If feasible draft protocol	BDC HSADO/ SHAO	Q4 07/08	Existing resources	Information sharing systems/ disclaimers set up with several key stakeholders
Review protocols with partner agencies around case management and nominations to ensure improved services for homeless applicants during	Fully review existing agreements & protocols and implement new where appropriate as part of review and transfer of Housing Register	BDC SHM/PHOs	As HR	As Housing Register review/transfer	Mostly undertaken as part of Housing Register review – nominations to be looked at

assessment & rehousing					separately with RSLs over 07/08
Casework Management					
Monitor number of households where homelessness has been prevented for >6mths as a result of active prevention casework	Target 2006/07 – 2 cases per 1000 households (BVPI)	BDC SHAO/HAOs	Q4 07/08	Homelessness Prevention Budget / CLG grant / existing resources	05/06: 2 cases per 1000 households against target of same
Determine set % of homelessness applications within 33 working days	Target 2007 – 85% (LPI)	BDC SHAO/HAOs	Q4 07/08	Existing resources	06/07: 88% against target of 90%
Determine 100% of review applications within 56 days	Target 2007/08 - 90% (LPI)	BDC SHAO/HAOs	Q4 07/08	Existing resources	06/07: 70% against target of 90% - capacity issues addressed through staffing restructure
Monitor number of repeat homelessness acceptances within last 2 years	Target 2007/08 – less than <10% (LPI)	BDC SHAO/HAOs	Q4 07/08	Existing resources	06/07: 2.94% against target of <10%

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8. Financial Report

This report sets out the expenditure made against the targets set out in the Homelessness Strategy Review Action Plan in 2006/07 and additional expenditure to support the Housing Advice & Homelessness service during this period.

8.1 Homelessness Prevention Initiatives

The main budgets against which expenditure on specific prevention initiatives is made are Breckland's Homelessness Prevention Budget obtained through the Star Chamber process and the grant funding provided for this purpose by Communities & Local Government. The CLG grant funding is made to each local housing authority at different amounts according to their progress against quarterly P1E indicators, which set out application, decision and temporary accommodation figures, BVPI performance and progress against homelessness strategy action plans.

8.1.1 Breckland's Homelessness Prevention Budget Expenditure

Budget for 2006/07 £80,000
Budget for 2007/08 £60,000

Item	Amount
Solo Lodgings Scheme – part funding 2006/07	£20,000
Solo Lodgings Scheme – funding 2007/08	£22,781
Contribution to HB Discretionary Housing Payments fund	£10,000
Design & print suite of 14 advice & information leaflets	£4,431
Renewal of Westlaw Legal IT back office subscription	£4,800
Provision of unlimited referrals to YMCA Furniture Project 06/07 & 07/08	£5,500
Repairs & rent loss (voids) for Girling House temporary accommodation	£4,317
Equipment for John Room House	£2,640
Older Person's Advocacy Service 2007/08 part payment	£1,800
On-site officer training – Experian credit-referencing system	£950
Lisson Grove benefits calculator back office software subscription	£560
Document translation – New Communities housing advice leaflet	£360
Homeless Link subscription renewal 07/08	£317
Salary part payment – Technical Administrative Officer – March 2007	£338
Independent specialist legal advice – Private Sector Leasing	£200
Mortgage Arrears	£34
Total Expenditure 2006/07	£79,028

NB – numbers have been rounded to nearest £

8.1.2 CLG Homelessness Prevention Grant Expenditure

Budget for 2006/07	£60,000
Budget for 2007/08	£60,000

Item	Amount
Rent & Deposit Loan Scheme	£29,500
Principal Officer Salary contribution 2007/08	£15,000
Homelessness Prevention Fund	£10,000
Solo Lodgings Scheme – part funding 2006/07	£4,750
Intensive Money Advice Service 2007/08	£4,500
Additional referrals to Intensive Money Advice Service 2006/07	£2,000
Norfolk Family Mediation service 2007/08	£4,320
Conference/seminar attendance – officer & members	£2,059
Support – Landlord & Homelessness Prevention Forums & training	£891
Project Management training course – 2 officers	£657
Support & speaker accommodation – CLG Information Days	£737
Homeless Link Subscription renewal 06/07	£307
Advertisement – expressions of interest – PSL scheme	£211
Older Person's Advocacy Service 2007/08 part payment	£200
Literature holders for advice & information leaflets	£109
Subscription to 'Roof' professional periodical	£68
Publications – legal/practice guidance	£23
Total Expenditure 2006/07	£75,332

NB – numbers have been rounded to nearest £

8.2 Temporary Accommodation

This budget relates to expenditure made to external providers in relation to direct provision of temporary accommodation to customers. This mostly relates to Bed & Breakfast expenditure and self-contained nightly paid accommodation.

Expenditure 2004/05	£143,267.62
Expenditure 2005/06	£109,224.61
Expenditure 2006/07	£100,089.11

% reduction in expenditure 2004/05 – 2006/07 = 31%

Policy Development & Review Panel 3

Work Programme & Meeting Schedule

Topic/Item	Lead Officer (s)	20 Mar 2007 Thetford	12 June 2007 Watton	10 July 2007 Attleboro'
Licensing Arrangements (Gambling)	Nigel Burrows			
Healthy Living & Lifestyles – PFI Leisure Centres	Keith Stevens	Tour of Leisure Centre		
Housing Improvement Plan – Qtrly Monitoring	Anita Brennan			
Health Improvement Programme	Martin Seymour			
Monitoring of Homeless Strategy Review Action Plan	Polly Kane			
Review of the Housing Waiting List – Allocations Policy (2)	Anita Brennan			
Impact of the Reorganisation on the new PCT's	Martin Seymour			tbc
Asset Management Plan	Ray Johnson			tbc
Big Lottery Children's Play	Jo Liggett			
Drugs and Alcohol Abuse – DAAT (1)	Martin Seymour			
Houses in Multiple Occupation (HMO) – Consultation	Gordon Partridge			

Notes:

(1) Bring forward to October 2007.

Visit to Thetford Healthy Living Centre – to be scheduled in 2007.