

Annex B

1. The Delivery Plan

The Delivery Plan defines the key objectives and the required tasks that will bring about success. It establishes what outcomes are anticipated and how they will be achieved. There are target timescales for each incorporated action, and lead officers and partners are identified.

The delivery plan operates within agreed priorities, which are set as:

1= short term (within 6 months)

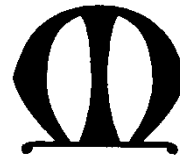
2= medium term (within 12 to 18 months)

3= longer term (beyond 18 months)

Homelessness Strategy 2008-2011

DELIVERY PLAN

Strategic Objective 1: Homelessness Prevention



**Melton
Borough
Council**

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Continue to target main causes of homelessness	Consistent reduction in homelessness acceptances resulting from main causes	1	Ongoing	Senior Housing Options Officer	Citizen Advice Bureau Social Services RSL'S	
Recruit to the vacant 16/17 year old Mediation Post	Improved capacity in prevention work with young people leaving home Reduction in homeless acceptances and TA placements for under 25s					

Strategic Objective 1: Homelessness Prevention

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Monitor presentations and acceptances from people in mortgage arrears and work with other agencies to discuss households with mortgage arrears and multiple debts	Ensure best use in made of the government initiatives to assist applicants e.g. mortgage rescue scheme, court desk etc	1	April 2009	Senior Housing Options Officer	Citizen Advice Bureau Court Desk - CAB Mortgage lenders Clockwise	Housing Options Liaison Officer
Mortgage rescue plan in place as a housing option	Applicants in mortgage arrears who meet the criteria are able to remain in their own home	1	April 2009	Senior Housing Options Officer	Citizen Advice Bureau Court Desk - CAB Mortgage lenders Clockwise	Housing Options Liaison Officer

<p>Increased support for DV victims – including Sanctuary schemes</p>	<p>Providing housing options for victims of domestic abuse</p>	<p>1</p>	<p>ongoing</p>	<p>Senior Housing Options Officer</p>	<p>Women's Aid Leicestershire Police Leicestershire Fire Service Community Safety Partnership</p>	<p>Women's Aid Outreach Worker</p>
<p>Through early prevention and support, increase the number of households able to resolve their needs without making a homeless application to the council</p>	<p>Decrease number of homelessness acceptances Decrease number of households in temporary accommodation</p>	<p>2</p>	<p>December 2010</p>	<p>Senior Housing Options Officer</p>	<p>Private Landlords Citizen Advice Bureau Westbourne House/Myst Lodge East Midlands Housing Association</p>	

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Develop local homelessness prevention protocol with letting agents	Early notification of tenancies failing - timely intervention by Housing Options team so that homelessness is prevented	2	August 2009	Senior Housing Options Officer	Private Lettings Agents Local Landlords	Housing Options Liaison Officer
Develop a Homelessness Prevention Protocol with all partner RSLs	To ensure all housing applicants in housing difficulties are given the same opportunities to prevent homelessness/provide homelessness options	December 2009	Senior Housing Options Officer	Senior Housing Options Officer	RSL – partnership meetings	
Prevention and MOPP protocols in place	To allow planned moves for homelessness applicants and vulnerable young people obtain sustainable permanent accommodation	2	October 2010	Senior Housing Options Officer	Leicestershire Las Westbourne House/ Myst Lodge	

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Maximise funding and exploring alternative sources of funding resources (Following withdrawal of CLG Homelessness Grant after 2010/2011)	Alternative funding in place to continue prevention work and provision of housing options	3	June 2011	Senior Housing Options Officer		

Strategic Objective 2: Maximise the Use of Existing Housing Stock

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Increase the delivery of affordable housing	Nomination rights to RSL vacancies maximised – particularly 2-bedroom properties due to high waiting list demands	2	September 2010	Senior Housing Options Officer	Housing Policy Officer RSL's	
Develop and implement Choice Based Lettings & assess the viability of a sub regional scheme	Reduce void turnaround time, provide greater choice for customers	2	December 2010	Senior Housing Options Officer	Leicestershire LA,S	Release staff for front line service
Monitor Nominations Agreements quarterly	Quarterly meetings with all RSL partners Ensure Council nominations to RSL vacancies are in accordance with Nominations Agreements	2	Beg June 2009	Senior Housing Options Officer	RSL'S	

Strategic Objective 2: Maximise the Use of Existing Housing Stock

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Review under-occupation incentive schemes across the Borough	<p>Build on success of Tenants Incentive Scheme</p> <p>Increase in the number of family size homes becoming available to meet demand</p> <p>Free up overcrowded 1-bedroom accommodation to meet demand from single people/childless couples</p> <p>Improve availability of 2-bedroom rented properties</p>	1	June 2009	Senior Housing Options Officer	TFEC	Housing Options Liaison Officer

Strategic Objective 3: Develop the Housing Options Approach

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Revamp website	<p>Housing Options focussed</p> <p>Advice and prevention information clearly available</p> <p>Shift emphasis away from homelessness applications as key means to resolve housing problems</p>	1	September 2009	Housing Options Liaison Officer	Communication Focus Group	Housing Options Liaison Officer
Develop Housing Options Form and target marketing and publicity to promote the service	<p>Effective data capture and options and advice prompts for staff</p> <p>Shift away from processing homelessness applications</p> <p>Managed customer expectations of the service</p>	1	June 2009	Senior Housing Options Officer	Citizen Advice Bureau	Housing Options Liaison Officer

Strategic Objective 3: Develop the Housing Options Approach

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Ensure DHP is being used to prevent homelessness	Regular meetings with HB to monitor DHP use Consider Housing Options team administering DHP for Melton	2	October 2009	Senior Housing Options Officer	Housing Benefit team Estate management team	

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Introduce a rent deposit scheme for non-priority homeless households/and intentionally homeless households	Maintain low levels of rough sleeping/ Reduce levels of repeat homelessness	3	February 2011	Senior Housing Options Officer	Private Landlords Lettings Agencies	

Strategic Objective 3: Develop the Housing Options Approach

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Develop Housing Options package specifically for young people	Approach to young people reviewed, actions identified and housing options package developed	2	October 2009	Senior Housing Options Officer	RSL'S Connexions Children & Young Peoples Service Westbourne House/MYST Lodge	

Strategic Objective 4: Engage the Private Rented Sector

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Recruit additional Officer using CLG Grant funding	Increased capacity to work with private rented sector and develop initiatives	2	March 2009	Senior Housing Options Officer		Prevention Grant – MBC to provide IT/ Office space
Introduce Bond Scheme to run alongside Rent Deposit Scheme	More landlords working with the scheme Reduced financial risk to the Council and customers	2	October 2009	Senior Housing Options Officer	Private Landlords Letting Agents	Housing Options Liaison Officer
Strategic Objective 4: Engage the Private Rented Sectorion	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Provide one to one assistance to help vulnerable homeless households to meet the needs of homeless households and	Making private leasing a viable option for vulnerable households	2	September 2009	Senior Housing Options Officer	PCT Mental Health Teams Citizen Advice Bureau	Housing Options Liaison Officer

improve access						
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Strategic Objective 5: Tackle Numbers of Households Residing in Temporary Accommodation

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Identify priority households for move-on	Target households who have been in TA longest / Units in highest demand / least suitable for needs	1	ongoing	Senior Housing Options Officer	Senior Housing Options Officer	
Develop TA reduction/Action plan	Clear actions and targets established Reduction in use of temporary accommodation	1	ongoing	Senior Housing Options Officer	RSL'S Private Landlord Lettings Agents	
Investigate the potential of developing innovative accommodation and support for young people such	Reduce numbers of 16/17 year olds in B&B Reduce repeat homelessness Provide settled accommodation for young people in housing	2e	September 2009	Senior Housing Options Officer	Leicestershire LA'S Supporting People	

as supported lodgings	difficulties					
Continue to provide funding through Local Area Agreement to implement a supported lodgings for 16/25 year olds	Reduce numbers of 16/17 year olds in B&B Reduce repeat homelessness Provide settled accommodation for young people in housing difficulties	2e	September 2009	Senior Housing Options Officer	Leicestershire LA'S Supporting People	

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Develop Welcome and Options Pack for households newly placed into TA	Households placed in TA have information on local services Households in TA are actively pursuing alternatives to Part VI offers	3		June 2011		Housing Options Liaison officer
Consider introducing flexible lettings policy for TA to use self-contained units to prevent homelessness	Households placed into non-secure or AS tenancies with LA/HA prior to Part VII trigger Not homeless decisions issued where appropriate	2	January 2010	Senior Housing Options Officer	East Midlands Housing Options Officer	

Strategic Objective 5: Tackle Numbers of Households Residing in Temporary Accommodation

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Introduce options visits to households in TA	Households placed into temporary accommodation receive regular home visits to discuss alternative housing options	1	June 2009	Senior Housing Options Officer	RSL'S Private Letting Agents	Housing Options officers
Investigate good practice in the use of TA with colleagues across the East Midlands	Identify and adopt best practice	2	ongoing	Senior Housing Options Officer	Leicestershire Local Authorities	

Strategic Objective 6: Improve Partnership Working

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Develop Inter-Agency Homelessness Forum for Melton	Well attended forum representing all appropriate agencies working with homeless households in Melton Delivery Plan monitored and progressed Reduce homelessness through making people aware of Housing Options	2	December 2009	Senior Housing Options Officer	Citizen Advice Bureau Children & Young People's Service Connexions Westbourne House Women' Aid Youth Offending Team Family Intervention Project	
Identify funding for training for Housing Options Officers on mediation as part of a country wide	Trained staff to deal with family breakdown Reduction of homelessness presentations	2	December 2009	Senior Housing Options Officer	Leicestershire LA's	

project	Reduce repeat homelessness					
Cross Country Working with Partners to Develop Options for Young Persons Accommodation	Joined up services for Young People and providing realistic housing options	1	Ongoing	Senior Housing Options Officer	Leicestershire LA's Supporting People	
Improve partnership working through LAA process	Regular meeting with Leicestershire LA'S and relevant agencies to promote good practice/ strategic objectives	2	December 2009	Senior Housing Options Officer	Leicestershire LA's Connexions Children & Young People's Service	

Strategic Objective 6: Improve Partnership Working

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Work in partnership with Job Centre Plus to deliver advice on education, training and employment options	Housing Options Service deals holistically with people's needs Better off at work calculations and employment advice incorporated in Housing Options work	2	February 2010	Senior Housing Options Officer	Job Centre Financial Well Being Officer Children's Centres Local Colleges and Schools	

Strategic Objective 7: Understand the Customer Journey

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Investigate consultation opportunities for Council by front-line partner agencies	Honest and meaningful appraisal of our services and the customers' experience. Services developed and staff trained appropriately based on results	2	ongoing	Senior Housing Options Officer	Customer Services Customers	
Review methods of communication with our customers	All customers are aware of our services and services developed based on customer feedback Action taken in response to customer feedback published / displayed	2	ongoing	Senior Housing Options Officer	Customer Services	

Strategic Objective 8: Value for Money

Action	Outcome	Priority	Target Date	Lead Role	Partners	Resource Implications
Continue to review our processes	Eliminate duplication of effort and inefficient working practices	2	December 2009	Senior Housing Options Officer		
Benchmark quality/costs	Understand how we are delivering value for money compared to our peers	2	December 2009	Senior Housing Options Officer		
Regularly review progress towards the aims of the Delivery Plan	Delivery Plan on target Services improving	2	December 2009	Senior Housing Options Officer		
Publish an annual review of the Strategy	Brief update report published each year – clear, concise and transparent report of progress	2	September 2010	Senior Housing Options Officer		