



HOMELESSNESS STRATEGY 2004-2008

*Meeting the Needs
of the Homeless*

Housing Services
Town Hall
The Parade
EPSOM
KT18 5BY
01372 732000
CONTENTS

	Page no
1. INTRODUCTION	2
2. VISION & PURPOSE	2
3. THE OVERALL OBJECTIVES OF THE STRATEGY	3
4. LINKS TO OTHER STRATEGIES AND CORPORATE WORKING	4
5. PARTNERSHIP WORKING AND CONSULTATION	6
6. SUMMARY OF REVIEW AND REVIEW UPDATE	8
8. MONITORING AND EVALUATION	20
9. PROGRESS ON ACTION PLAN	22
10. REVISED ACTION PLAN 2004-2008	25
11. ABBREVIATIONS USED IN THE STRATEGY	33
12. APPENDIX 1: SURREY CROSS COUNTY ACTION PLAN	34

1. INTRODUCTION

The Homelessness Act 2002 places a duty on all local authorities to carry out a homelessness review and produce a homelessness strategy informed by the review. The requirement to produce a homelessness strategy every five years ensures that the Council takes a strategic, long term view of homelessness. The Government expectation is that the new Homelessness Act will bring about a radical change in the way that central and local government, and all other partners, work together to tackle homelessness. Epsom and Ewell Council welcomes this new legislation as an opportunity to rethink its approach to the services it provides to homeless and potentially homeless people locally.

The Council launched its first Homelessness Strategy in July 2003, and this Strategy has now had its first annual review. This is Epsom & Ewell's revised Homelessness Strategy which details how the Council will ensure that action is taken to meet the needs of homeless and potentially homeless people identified in the Homelessness Review. It also details how we will work towards improving current services and provision and proactively seek to prevent homelessness where possible. Essential to delivering these objectives are the many other agencies that deliver services to homeless people and the Council will continue its joint working with these organizations to achieve both the short and long term goals of the strategy.

The original strategy was developed by a small working group drawn from members of Epsom and Ewell's Homelessness Forum. The Forum has continued to meet throughout the past year to monitor the delivery of the Action Plan and has overseen and approved this revised version of the Strategy and the updated and amended Action Plan.

The Strategy includes a summary of the findings of the Homelessness Review, which was undertaken between December 2002 and March 2003. These statistics have been updated to reflect the position of our services up to April 2004. The review is a new legal requirement which must be undertaken every 5 years and upon which the Homelessness Strategy must be based.

2. VISION & PURPOSE

The introduction of the Homelessness Act and the results of the subsequent Review have provided the Council with an opportunity to reassess its homelessness services. Epsom and Ewell Council have embraced the spirit of the new Homelessness Act and this strategy reflects the new opportunities provided by the Act.

During the past 2 years, services have changed considerably to reflect the ethos of the new legislation. The Council believes that all homelessness is preventable and our services now reflect this by introducing direct, early intervention and addressing the main causes of homelessness, as identified in the Homelessness Review. This, combined with the widening of housing options in the Borough and the elimination of the use of bed and breakfast accommodation for families, except in emergencies, has resulted in a more efficient and customer-focused homelessness and housing advice service.

The purpose of this strategy is:

'to reduce and prevent homelessness wherever possible and improve local services to homeless and potentially homeless people'

A strong emphasis is placed on joint and partnership working. The aims of the strategy cannot be achieved in isolation. Joint protocols, policies and procedures are the foundation stones for the successful implementation of many of the schemes and projects that will be undertaken to meet the needs identified through the Homelessness Review.

3. THE OVERALL OBJECTIVES OF THE STRATEGY

The aims of this strategy are to make a real difference to homelessness in Epsom and Ewell. The Council aims to prevent homelessness wherever possible, widen housing options for homeless people, and to support a wide range of services to homeless and potentially homeless people in the Borough. As part of this goal, the Council is committed to meeting the government's targets of having no families in bed and breakfast accommodation, except in emergencies, and met this target in March 2003.

OBJECTIVE
<i>PREVENTION OF HOMELESSNESS THROUGH MORE EFFECTIVE, COORDINATED PROVISION OF ADVICE</i>

During the last 2 years Housing Services have changed the way they address homelessness and have introduced new ways of working and new schemes to support these objectives, with the help of grants from the Office of the Deputy Prime Minister. A recent review of the Housing Advice Service resulted in the Council changing the way it operates this service considerably. The role of housing advisor has been extended and strengthened to further increase the prevention of homelessness wherever possible. Several of the schemes supporting this work are run in partnership with local agencies, notably Relate and Epsom and Ewell Citizens Advice Bureau

OBJECTIVE
<i>IMPROVED ACCESS TO THE PRIVATE RENTED SECTOR</i>

The Council is committed to maximising its access to the privately rented sector and works closely with private landlords to do this. It will continue to develop this area of work, and extend the services it provides, so as to widen the availability of this type of accommodation. The new initiatives include a rent deposit scheme, tenancy sustainment work and an accommodation finding scheme, which widen housing options and contribute to preventing homelessness. The Council has achieved considerable success since introducing these initiatives.

OBJECTIVE
<i>PROVIDING SUPPORT SERVICES TO HOMELESS AND POTENTIALLY HOMELESS PEOPLE</i>

The Council intends to build on its recent achievements by continuing to target resources on the key causes of homelessness, and by providing support to a wide range of services that support homeless and potentially homeless people. These services include those provided by education services, health services, housing providers in both the public and private sectors, and a range of statutory and voluntary organisations providing support to specific groups of people, such as families with children, those with mental health needs, learning difficulties and substance misuse problems. Many of these services are not based within the Borough but are part of a countywide or regional service. Housing may not be their primary function, but they nevertheless provide a service that may help in preventing homelessness or provide support to the homeless and those at risk of homelessness.

OBJECTIVE
<i>MAKE BEST USE OF EXISTING RESOURCES</i>

The Council will work to maximise its current resources, including land, staff, the existing housing stock and current services. This includes undertaking customer satisfaction surveys, reviewing services where appropriate, and introducing monitoring systems to achieve the best possible outcomes. The Council will take every opportunity to develop affordable housing in the Borough, both for rent and low cost home ownership, and encourage the owners of empty properties to bring them back into use. One of the Council's most valuable resources is its staff and it will train and develop them to make the best use of their knowledge and skills. The Council will also continue to develop closer working relationships with a range of local agencies, to enhance the outcomes of the Homelessness Strategy.

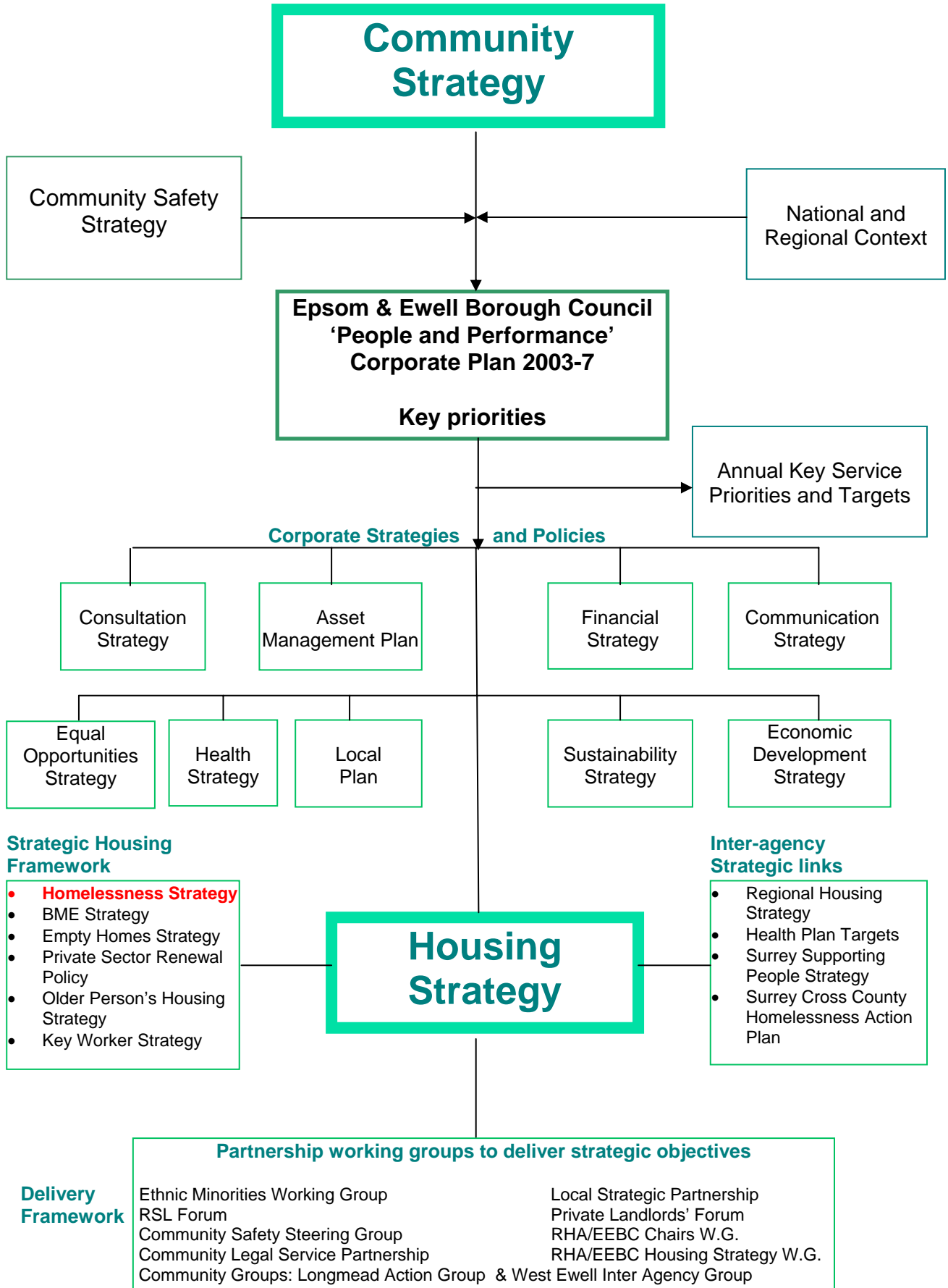
4. LINKS TO OTHER STRATEGIES AND CORPORATE WORKING

The Homelessness Strategy should be seen in the context of its links with other corporate strategies and plans, as well as regional and national strategies. It forms part of the Council's local strategic housing framework, as the chart below shows, and the housing strategy fits into the wider corporate vision, as expressed in the Community Strategy.

The vision of the Community Strategy, adopted in 2003, is to 'improve the quality of life for those who live and work here by balancing environmental, social and economic factors'. The two main themes are:

- ***Opportunity for all***
- ***A society that recognises the needs of future generations***

The provision of more affordable housing has been identified as a key objective of both the Community Strategy and the Housing Strategy, and this is also reflected in the objectives of the Homelessness Strategy. The ways in which the **Homelessness Strategy** interlinks with other corporate strategies and plans are set out below:



The Housing strategy identifies the following long-term trends, some or all of which may impact on levels of homelessness within the Borough:

- A rise in the number of households occupied by single people from 28% at present to 40% by 2010.
- A population which continues to age (1 in 4 over 60 by 2025)
- People choosing to have children later in life
- Increasing levels of mental stress
- An increase in the proportion of ethnic minority groups
- An acute shortage of land for development, given the emphasis placed on preservation of the Green Belt and planning constraints
- Increase in numbers commuting into the Borough to work, supporting the development of the Council's transport plan
- A continued trend towards larger shops in larger centres and erosion of the high street by online shopping
- Increased total levels of employment – particularly in computing, business support and entertaining and personal services, but less job security. An increase in numbers working from home. Women outnumbering men in the workforce

Six key priorities to tackle homelessness and housing need have been identified through consultation on the Housing Strategy (2002):

- 1 More affordable homes
- 2 Address homelessness and the needs of vulnerable groups
- 3 Give people needing housing more choice
- 4 Provide housing for key workers
- 5 Tackle crime and community safety
- 6 Improve existing private sector stock conditions

5. PARTNERSHIP WORKING AND CONSULTATION

Working in partnership with other agencies is essential to achieve the objectives in this strategy, and it is for this reason that the Homelessness Forum was set up, the purpose of which is to provide an arena for stakeholders who work with homeless people to impact upon policy, its implementation and homelessness provision.

There are many benefits to working in partnership with other agencies that provide public services, notably the ability to maximise resources and avoid duplication, provide better services to residents, achieve best value and give residents added value, achieve a better quality strategy and a better delivery of strategic objectives. The Homelessness Forum also offers the opportunity for members to share their knowledge and expertise and further their understanding of the issues affecting homeless people.

Many of the providers of services to homeless and potentially homeless people are members of the Homelessness Forum, which meets quarterly and monitors the progress of the delivery of the targets in the Action Plan. This membership is also reviewed

annually to ensure that the most appropriate agencies are included. Current membership includes the following organisations:

- Epsom and Ewell Citizens Advice Bureau
- Rosebery Housing Association
- Surrey Community Development Trust
- Cherchefelle Housing Association
- Surrey Adult Community Care
- Community Drugs & Alcohol Team
- Surrey Probation Services
- Surrey Children's Service
- Youth Offending Teams

Consultation

This revised strategy has been drawn up in consultation with members of the Homelessness Forum and the many providers of services to homeless people in the Borough. This Strategy is reviewed and consulted on regularly via the Homelessness Forum and should remain relevant to the users of the services provided by Epsom and Ewell Borough Council.

Consultation for the Review of Homelessness Services in 2002-2003

The first full review of local homelessness services was undertaken between December 2002 and March 2003. The original Strategy, published in 2003, was produced by working with the many local agencies that provide services to homeless and potentially homeless people. The Homelessness Forum was established, to which all stakeholders and relevant agencies working within the Borough were invited. This forum enables consultation with the many organizations working in the Borough or providing services to homeless people from the borough. A survey was sent to 40 agencies providing services to homeless people or those threatened with homelessness and 16 were completed and returned.

A consultation day for users of Epsom and Ewell's housing services took place in March 2003 at the Ebbisham Centre in Epsom. Additionally, surveys were sent to organizations working with homeless people and to people placed in temporary accommodation by the local authority. Twenty people attended the day and 31 surveys were completed and returned.

Discussions were held with housing services staff, Registered Social Landlords (i.e. Housing Associations) and other key stakeholders.

6. SUMMARY OF THE REVIEW AND REVIEW UPDATE

Social, Economic and Demographic Overview of Epsom and Ewell

- Epsom and Ewell is relatively small both in terms of size and population and it is also the most densely populated borough in Surrey with a population of 66,800 (2004 Housing Needs Survey).
- The Borough is divided into 13 wards and stretches from its border in the north with Greater London at Kingston-upon-Thames and Sutton to the largely rural Mole Valley and Reigate and Banstead areas to the South.
- The majority of people live in and around Epsom Town Centre, Ewell Village and Worcester Park and Stoneleigh in the northern end of the Borough.
- Despite the Borough being in the top 15% of the most wealthy boroughs in the country, it has small pockets of relative deprivation concentrated in the Court and Ruxley wards and to a lesser extent, Town Ward.
- By far, the highest proportion of affordable housing is the former council housing on the estates of Longmead and Watersedge. These are in the Court and Ruxley Wards respectively.
- There are around 700 properties that are empty according to Council tax records (at October 2004), although many of these are second homes.
- There are about 25,000 people who work in the Borough and the local economy is buoyant, with a reputation as an excellent location for business with a highly skilled resident workforce. During the later part of the 1990s the Surrey economy was the fastest growing sub-region in terms of employment growth in the UK. The prospects for the Surrey economy are also excellent and research undertaken by PACEC on behalf of the Surrey Economic Partnership predicts that the economy will grow by 3.5% per annum until 2010.
- The composition of the Council is unusual with the majority of council members (27 out of 38) being representatives of the Residents Association Group rather than of national political parties.
- People aged over 65 in Surrey County represent 16% of the population and overall in this part of Surrey, there is an ageing population. This situation is similar for Epsom and Ewell where 22% of the population are aged over 60 yrs.
- In May 2002, the unemployment rate in Surrey was 0.9%, although Epsom and Ewell had an unemployment rate of 1.1%. The national figure was 3.2%.
- Epsom Job Centre has a ratio of Unemployed People: Job Vacancies of 1.02: 1.00. However, although Epsom and Ewell is affluent and has low unemployment, the two wards of Court and Ruxley in the borough are amongst the most deprived in Surrey.
- Some 16.7% of all the Borough's households (4,663) contain someone with a disability or long-term illness.
- It has become increasingly difficult for people to find their own accommodation within the borough, a pressure felt most acutely by those on low or average

incomes. This has in turn, placed a greater demand on social housing providers to meet housing need, which is demonstrated most acutely in levels of homelessness.

- Homelessness can affect anyone in the community as a result of personal circumstances or social pressure. Such causes can include the breakdown of relationships, financial difficulties of maintaining rented or owned property, the re-possession of private rented accommodation as well as an individual's health and well being.

The Affordability of Housing in Epsom and Ewell (source: Housing Needs Survey 2004)

- Epsom and Ewell is an expensive area on the edge of greater London. Land prices have continued to rise, causing property prices to increase at a steady rate. The land registry recorded the average price for all dwellings in the Borough at £213,828.
- The largest volume of sales in the borough, were for semi-detached houses (41%) selling at an average price of £259,350. Flats/maisonettes average £180,450 and are 24% of sales. Detached houses average £397,672 and are 22% of sales. Terraced properties account for 14% of sales with an average price of £228,723. Flats/maisonettes are the main access properties for first time buyers in view of their relative low cost and an adequate volume of sales in the Borough.
- Concealed households are people who cannot afford to be in the housing market and are living *within* another household. 5% of all concealed households moving were registered on a housing waiting list, 88% being on the Epsom and Ewell Housing Needs Register. Over 89% are the adult children of existing Borough residents. The Housing Needs Survey 2004 shows that over the next three years there will be 1,132 concealed households in the Borough seeking accommodation independent of their families. There is clearly an 'affordability' problem in the Borough for low-income households.
- An income of £43,200 is required to buy a one bedroom flat in Epsom Town, rising to £51,500 in College/ Nonsuch ward. A two bedroom flat requires an income of £49,000 in Epsom Town and up to £61,000 in College / Nonsuch ward. Terraced properties require an income of £57,000 in Ruxley / West Ewell and £83,900 in College / Nonsuch ward.
- Based on conservative assumptions, access to home ownership is beyond the reach of at least 90% of the concealed households (that is approximately 1008 households) identified in the 2004 Housing Needs Survey based on the smallest units in the cheapest urban area. In some areas none of the concealed households will be able to purchase in the area they currently live in and where they wish to remain.
- The proportion of owner occupiers has remained fairly consistent falling from 82.8% to 82.7%. The proportion of owner-occupiers without mortgage had increased by 2003 to 37.2% from 37.1% in 1991. That of social rented accommodation has also remained the same at 7.9%.

- 87.9% of households within the borough are in adequate housing for their needs. Of the 12.1% that stated that their accommodation was inadequate, the main reason was due to the property being too small.

Homelessness, Housing Need and Supply

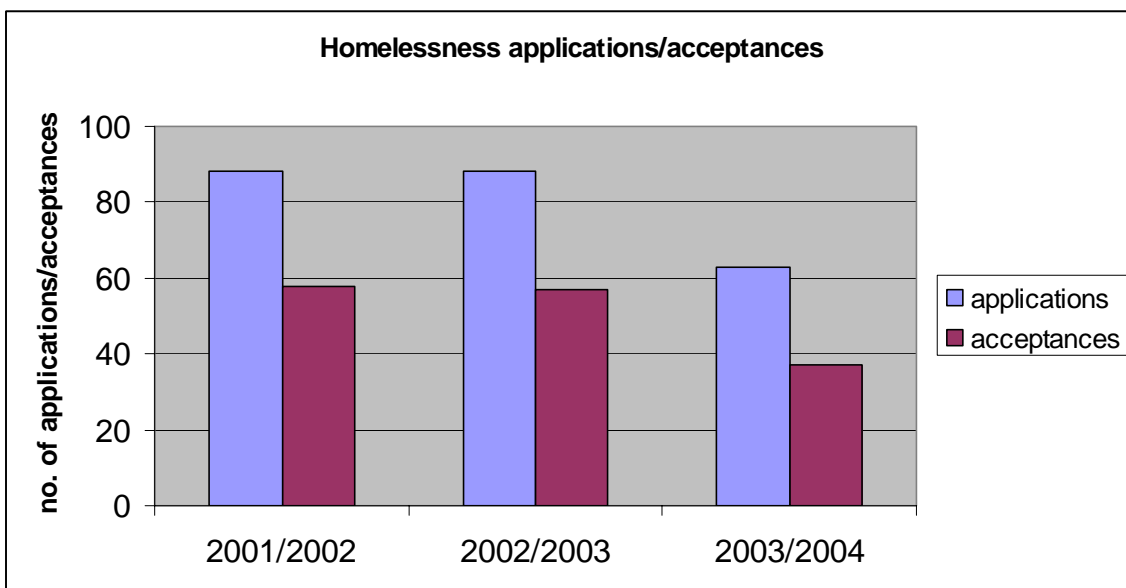
Who is homeless or at risk of becoming homeless?

The Housing Act 1996, as amended by the Homelessness Act 2002, sets out the framework within which local authorities are required to assist those who are homeless. Broadly, it defines someone as homeless if they have no accommodation that they are legally entitled to occupy in the UK or elsewhere overseas and which it is reasonable for them to occupy. Someone is “threatened with homelessness” if they will become homeless within 28 days.

Local authorities have a duty to secure accommodation for homeless people who are in priority need, provided that they are not homeless intentionally. The Homelessness Act 2002 has extended the definition of priority need, so that it now includes families, pregnant women, 16/17 year olds, young people leaving care, and those who are vulnerable due to old age, disability, mental illness, because they have been in the armed forces or prison, or who are vulnerable and less able to find their own accommodation for any other reason. People who are homeless in an emergency, such as fire or flood, and people fleeing violence, are also in priority need.

Homelessness Applications 2001-2004

Over the past 3 years 245 households have applied as homeless to the Council. The graph below shows the number of households making homeless applications to the Council between 2001 and 2004 and how many of these were accepted as homeless. The chart below shows a decrease in applications received for 2003/2004 as opposed to previous years. This is due to the Council’s introduction of a pro-active approach to prevention of homelessness in Epsom and Ewell.



	2001/2	2002/3	2003/4
Homelessness applications	88	88	63
Homelessness acceptances	58	57	37

Once the Council has accepted a duty to assist a homeless household, temporary accommodation must be provided and a long-term solution sought. This may be an offer of accommodation through the Council's Housing Needs register or through other housing options including assisting the household to secure suitable private sector accommodation.

Main Causes of Homelessness

The main causes of homelessness in Epsom and Ewell are parents/friends and family no longer willing to accommodate and loss of Assured Shorthold Tenancies.

The following table outlines the main causes of homelessness for applications made between 2001 and 2004.

Reasons for Homelessness	2001/ 2002	2002/ 2003	2003/ 2004
Parents\relatives\friends no longer willing to accommodate	42	35	24
Breakdown of relationship with partner – violent	6	7	0
Breakdown of relationship with partner – non violent	2	3	4
Mortgage arrears leading to repossession	0	0	0
Rent arrears – Housing Association	0	0	0
Rent arrears – Private rented	1	0	0
End of Assured Shorthold Tenancy (AST)	14	24	19
Loss of rented accommodation not end of AST	0	0	0
Leaving care, institution etc	8	0	2
Referral from another local authority	0	1	1
Hospital discharge	0	8	4
No Fixed Address	0	10	5
Fled harassment	0	0	2
Left accommodation	0	0	2
Other	15	0	0
Total	88	88	63

Parents, Friends/Family no longer willing to accommodate

Each year the highest reason for households approaching the Council are homeless as a result of having lost their accommodation because their parents, family or friends are no longer able, or willing, to continue to provide accommodation.

The crisis for family and friends often comes when the family member has, or is expecting, a child and the accommodating household requires them to leave as a result of tensions within the home reaching crisis point. During 2003/2004 the Council accepted a duty to 14

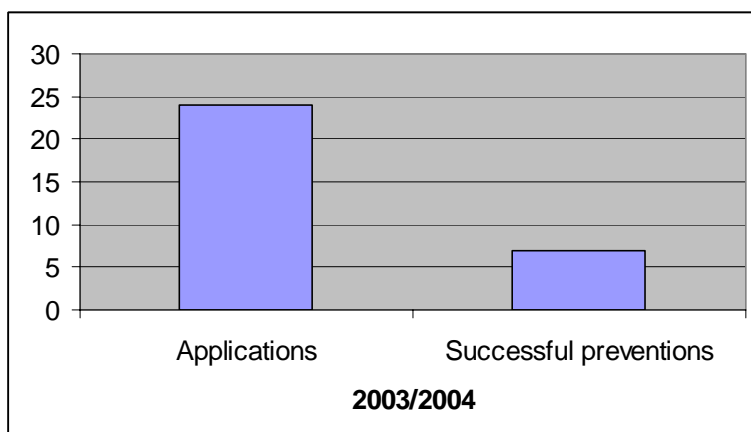
households with children or expecting a child, all of whom had become homeless from a relative's or friend's accommodation.

Epsom and Ewell has, in partnership with neighbouring authorities and Relate, set up a Mediation Service, specifically targeting those young people who face homelessness due to a relationship breakdown in the parental home or with friends. Additionally, joint home visits have been introduced in partnership with Social Services for 16/17 year olds threatened with homelessness.

Since the introduction of these measures, homelessness from parents and friends has reduced due to successful reconciliation through the Mediation Service, which at the same time offers support and assistance in overcoming difficulties that do not necessarily have their roots in a housing problem.

In cases where mediation and home visits have not resolved the threat of homelessness then the issue will be addressed by the provision of rent deposits via the tenancy sustainment scheme set up by the Council. These households are often on low incomes or are reliant on benefits and have no savings or other funds that they can use to assist them in accessing suitable private rented accommodation.

Prevention of homelessness due to parents/family/friends no longer willing to accommodate:



Relationship Breakdown

During 2003/2004, 6% of those accepted for re-housing as homeless by the Council had become homeless following a breakdown in their relationship, none of them involving violence.

Again, mediation has proved successful towards reconciliation in these cases where there has been a non-violent relationship breakdown and mediation has helped reduce homelessness from this client group.

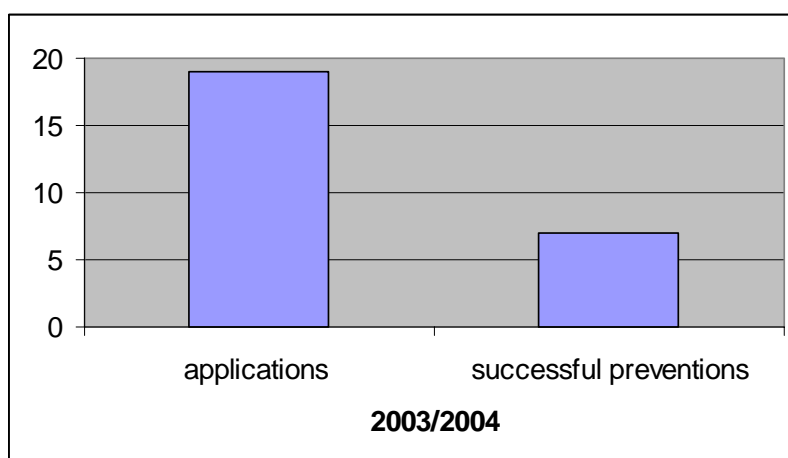
With regard to prevention, it is difficult to intervene in all cases, as sometimes this approach is not suitable. An approach often comes as a result of an emergency and the applicant does not wish to return to their accommodation.

Assured Shorthold Tenancies

Another main reason for homelessness in Epsom and Ewell is the loss of private rented accommodation let on an Assured Shorthold Tenancy, with just over 34% of acceptances in 2003/2004 having been made homeless due to such a loss. The Assured Shorthold Tenancy is the main type of tenancy found in the private rented sector. This tenancy is attractive to landlords as it offers a market rent and a straightforward re-possession route.

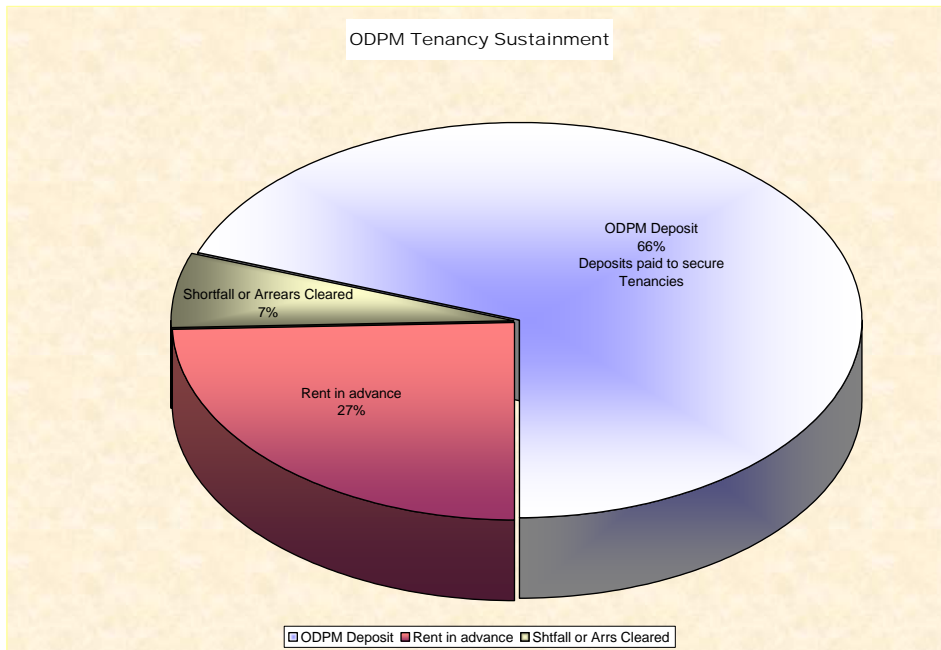
To end an Assured Shorthold Tenancy the landlord simply serves a Notice requiring possession of the property, to end no earlier than 6 months from the start of the tenancy. This means that even if the tenant has fulfilled all the requirements of the tenancy, the landlord can bring it to an end any time after the initial period.

Prevention of homelessness due to end of Assured Shorthold Tenancy:



The Council has set up a **Tenancy Sustainment Scheme** and is currently working with 78 landlords within the borough to provide accommodation within the private rented sector. Additionally, a Private Landlords' Working Group has been established and one of its responsibilities is to organise the annual private landlords' forum.

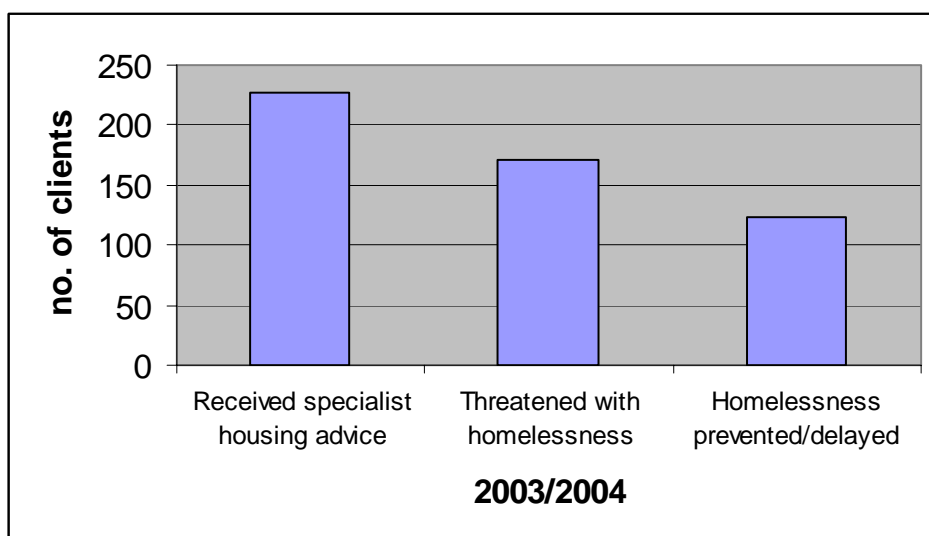
The success of the tenancy sustainment scheme has resulted in the numbers of people approaching the Council as homeless due to the end of an AST being reduced. Tenancy sustainment work helps to prevent repeat homelessness and fosters good relationships between landlords, tenants and the Council. It also encourages landlords to let private sector accommodation in the Borough and increases the availability of this type of accommodation to the Council. The ODPM have awarded grant to the Council to undertake this work and the chart below shows how this money was spent.



Homelessness Advice

The number of people actually making a homeless application is not to be confused with the number of people approaching the authority for advice about homelessness including prevention of homelessness advice. In 2003/2004, 227 people approached the Council for specialist housing advice. Of these, 171 people were threatened with homelessness and 123 of these households had homelessness prevented due to the advice and assistance they received. However, this does not mean that the remaining 66 cases all made homelessness applications. Some will have found their own solutions or not returned to the Council for other reasons, and some will have made homeless applications.

Clients receiving specialist housing advice:



The Housing Needs Register

As at April 2004 there are 659 applicants registered on Epsom and Ewell's Housing Needs Register. Since April 2002, the Council has seen a 42.5% increase in the number of people applying for assistance with housing through the Housing Needs Register, and this is likely to continue to increase as people throughout the UK can now apply to go on the Register, irrespective of applicants having a local connection. Below is a table of applications to the Housing Needs Register.

Households on Housing Register as at 1st April 2004

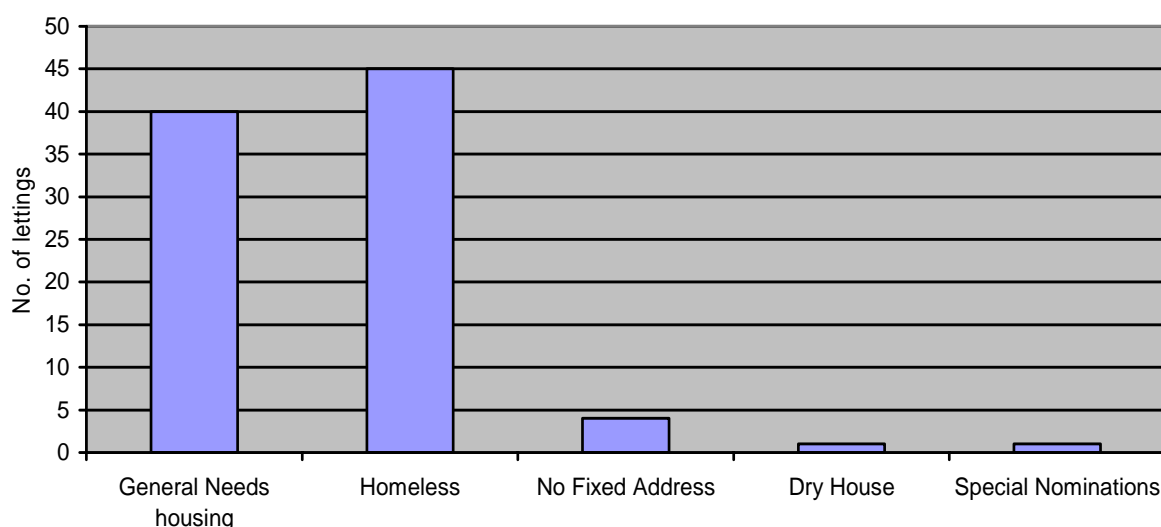
YEAR	Up to 2 Bedrooms	3 Bedrooms	3+ Bedrooms	TOTAL
2002	408	37	17	462
2003	461	45	19	525
2004	567	63	29	659

The table below shows the gap in provision between people registered on the Housing Needs Register by property size needed and the available affordable housing supply in terms of new provision and re-lets for the same periods. It is clear from these figures that the numbers of people registered with an element of housing need is much higher than the number of units available.

Supply v Demand						
Property Size	2001/02		2002/03		2003/04	
	HNR	Supply	HNR	Supply	HNR	Supply
Up to 2 Bedrooms	408	36	461	49	567	50
3+ Bedrooms	54	40	64	24	92	41

During 2003/2004 the Housing department allocated 91 units of accommodation of which 45 were allocated to homeless households under a statutory homeless duty. The table below shows the proportion of allocations made in 2003/2004 by property and bedroom size.

lettings by applicant type 2003/2004



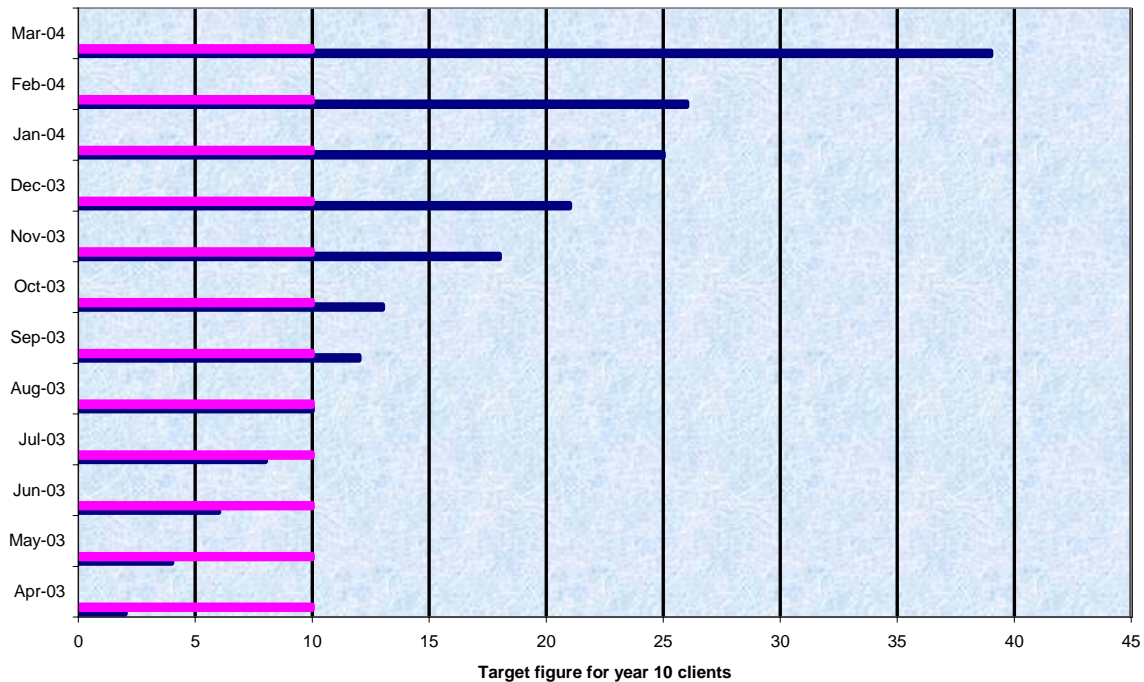
The reality of scarce re-housing resources in Epsom and Ewell means that homeless households have to wait before they can be offered permanent accommodation and in 2003/2004 the average length of stay for households in hostel type temporary accommodation was just over 87 weeks. Most applicants have strong connections to Epsom and Ewell and wish to remain in the Borough. In light of the lengthy stays in temporary accommodation, some may opt to consider other re-housing options.

One option is to secure alternative accommodation in the private rented sector. Whilst Epsom and Ewell as an authority has had much success in utilising this sector, many homeless households are denied access due to a number of factors including:

- Lack of affordable alternatives for low-income households
- High property prices within the owner-occupied sector
- High private sector rents
- High advance rents and deposits required

Epsom and Ewell's **Accommodation Finding Service** can support homeless households wishing to take up private rented accommodation. In 2003/2004, 41 households took advantage of this scheme, against a target of assisting 10 households for that year. The graph below shows the increased use of this scheme.

**Number of Clients assisted with the ODPM Grant
April 2003 - March 2004**



The numbers of households registered for assistance with affordable housing is set to increase further. Recent changes in legislation brought about by the introduction of the Homelessness Act 2002 - which came into force on 31st January 2003 - permit anyone to apply to any local authority for housing.

Housing Supply

Social Housing

Epsom and Ewell transferred its housing stock to the Rosebery Housing Group in 1994. As such, it no longer retains any housing stock for re-housing of homelessness households. Instead it has to rely on nomination rights from Registered Social Landlords and offers of private rented sector accommodation from private landlords and letting agents.

Annually, the supply of affordable housing available to meet the increasing demand is made up of new provision and relets of RSL accommodation as well as accommodation available through the Key Worker Living Scheme and Homebuy Scheme.

The Council's Housing Needs Study carried out in 2004 showed the need for 395 units of new affordable accommodation every year to meet increasing demand. During 2003/2004, 81 units of new affordable housing for rent and shared ownership were developed by the Council in partnership with Registered Social Landlords.

Summary of Annual Affordable Housing Need		
Total Annual Affordable Need	518	
Existing Stock Re-lets	123	
Net New Units	395	
New Rental	257	65%
Shared ownership/shared Equity	138	35%
Discounted Market Rent		
Overall annual shortfall	395	100%

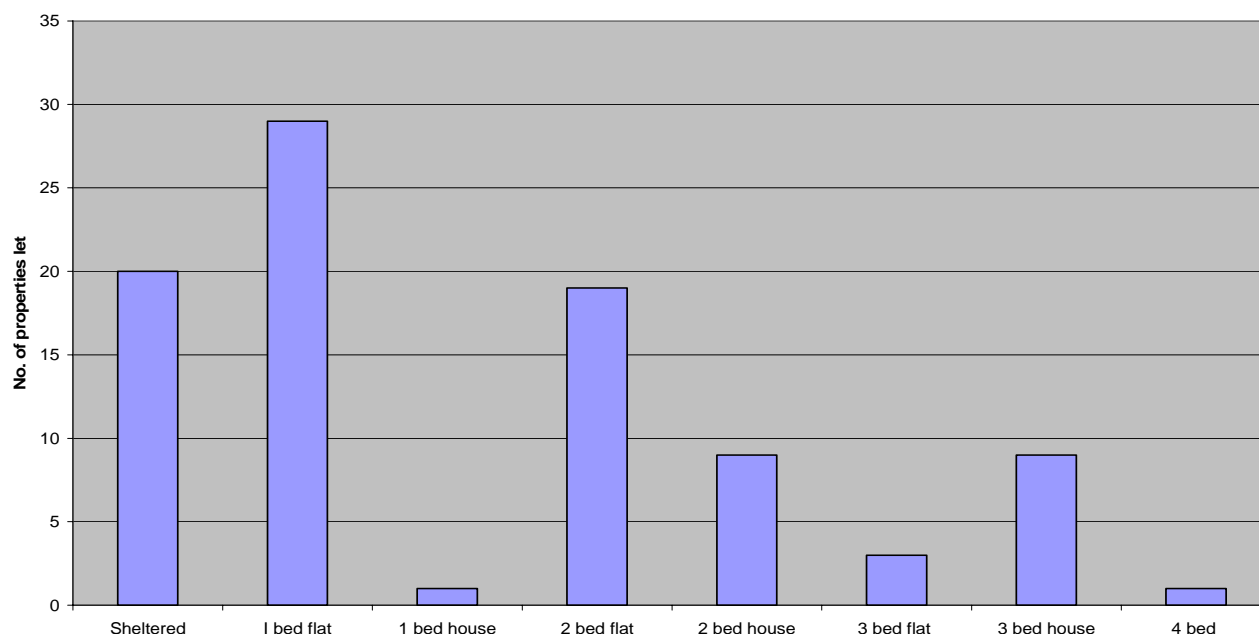
Source: Housing Needs Survey 2004 (DCA Consultants)

The Council has a target to complete 14 units of new affordable accommodation with its RSL partners by April 2005 and a target of 84 units in 2005/06.

Epsom and Ewell's allocation policy seeks to balance the needs of homeless households and those on the housing needs register. Single people and couples are the largest group on the housing needs register. The majority of homeless households to whom a re-housing duty is owed are in need of 2 bed accommodation and in 2003/2004 they were allocated 62% of the accommodation available.

Allocations to Housing Association for letting in 2003/2004 by property type

Lettings via Registered Social Landlords



Temporary Accommodation

The Council provides a range of accommodation for homeless households to whom the Council has or may have a full homelessness duty. The table below shows the supply of temporary accommodation provided through the Council.

Accommodation Type	Client Groups	No of units
Shared Facility temporary accommodation	Families and Singles	17
Self Contained temporary accommodation	Families and Singles	32
Private sector leasing/private rented accommodation to prevent homelessness	Families and Singles	87
Total		136

Bed & Breakfast Accommodation

Epsom and Ewell, like many other local authorities, uses B&B accommodation only when presented with an emergency situation, and then not for more than 6 weeks for households with dependant children or for when a member of the household is pregnant. Only one household with children has been placed in B&B accommodation since March 2003 and then only for a period of 2 nights.

Women's Refuges

There are only 3 refuges throughout Surrey. The shortage of refuge space has been highlighted as a need across the county. However, homeless households are also able to access refuges nationally and there are good links with refuges in the general region. Households fleeing domestic violence will generally be offered a refuge space as a form of temporary accommodation.

Special Needs Accommodation

There is a range of special needs accommodation in the Borough, provided by other special needs housing providers. These include projects for those with mental health problems, learning disabilities, substance misuse issues, care leavers and other vulnerable groups. Accommodation provided may be short-term or long-term and in shared or self-contained houses or flats.

The Council works very closely with special needs providers and has nomination rights to most projects. Nominations may be made through **Epsom and Ewell's Special Needs Panel** to ensure that the correct, suitable accommodation is identified. The service standards and effectiveness of special needs housing will be monitored through the Supporting People contract arrangements.

FINANCIAL RESOURCES AND FUNDING

In 2003/2004 the Council spent £47,800 on housing advice and £50,200 on homelessness services. Expenditure for temporary accommodation for 2003/2004 amounted to £34,320. This excludes specific grants paid to the Borough from the ODPM towards the prevention of homelessness services and the reduction of B&B usage. In 2002/2003 the Council was awarded £57,000, in 2003/2004 awarded £85,000 and in 2004/2005 £75,000 from the ODPM.

As can be seen, the payments for the accommodation budget have reduced significantly for 2003/2004 as alternative options have been explored and utilized. The ODPM funding has provided a very valuable boost to the resources available to develop and expand services and the ODPM have indicated that there will be further funds available for 2005/2006 subject to, amongst other things, the success of this strategy.

Funding to Voluntary Organisations

In addition to direct services, the Council also contributes to the funding of a number of voluntary organizations that in turn provide important services to the community to assist in homeless prevention.

The Citizens Advice Bureau

The Epsom and Ewell Citizens Advice Bureau is funded in part by grants from the Council. In 2003/2004 this was for £65,466. Additionally, the Council, in partnership with Reigate & Banstead and Mole Valley District Councils, funds the post of County Court Administrator at Epsom County Court. This post co-ordinates the work of the Volunteer CAB advisors who work on the County Court desk and whose role is to prevent homelessness at the point of litigation. This scheme has been extremely successful since its inception in 2003 and has prevented homelessness in 84% of cases in 2003/2004.

Relate

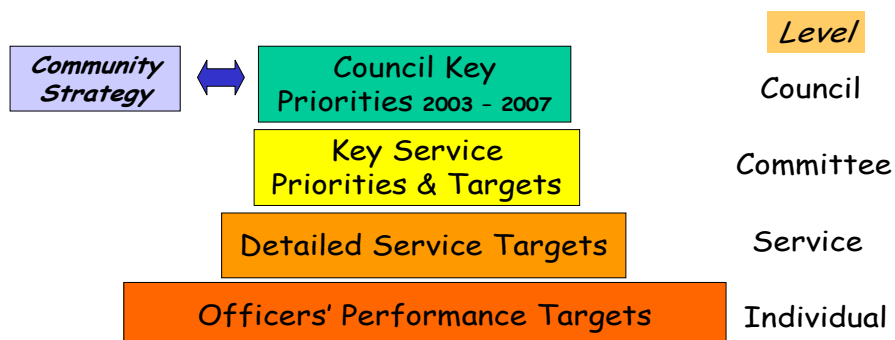
The Council also funds Relate, which in 2003/2004 gave a grant of £26,460. Additionally, the Council works in partnership and has a service level agreement with Relate and Reigate & Banstead and Tandridge Councils to provide mediation services for parental/family/friends eviction and relationship breakdown.

8. MONITORING AND EVALUATION

The development of the Homelessness Strategy is closely linked to other strategic documents, particularly the Housing Strategy and the Community Strategy. It is also linked to wider corporate objectives and budgets, and forms part of the Council's performance monitoring system.

The Council has drawn up a 'pyramid of performance management' which shows how the different levels of objectives are linked. There is a cascade of objectives from the corporate to the individual, with appropriate performance indicators measuring each level. Both individual and departmental performance targets are linked to corporate objectives and are systematically measured.

Performance Management Pyramid



Above is the 'pyramid of performance management' model that the Council has adopted. The delivery of the Homelessness Strategy Action Plan forms part of this system and the Homelessness Forum will monitor progress on a quarterly basis and take the lead in ensuring that the strategy is fully implemented. The Strategy is for a further 4 years and will be reviewed annually and presented to the Homelessness Forum annually for approval. The achievements against targets will also be reported to Members of the Social Committee annually.

9. PROGRESS OF ACTION PLAN 2003-2008

Good progress was made during the **first year** of implementation of the Homelessness Strategy by the Council and its partner agencies. Below is a list of the targets that were achieved in the first year. In addition, many of these targets are being implemented on an ongoing basis.

TARGETS ACHIEVED 2003-2004			
TARGET	CLIENT GROUP/S	LEAD AGENCIES	OUTCOME
(4) Develop a multi agency approach to supporting people threatened with homelessness	Homelessness Prevention Children & families	Epsom and Ewell Citizens Advice Bureau Housing Services Social Services Relate	Epsom County Court Desk Mediation Services Joint 16/17 year old assessment Officer Tenancy Sustainment Community Housing Project Special Needs Panel Hospital discharge protocol Domestic violence mobility scheme
(14) Maintain and, where necessary, develop our Community Housing Project	People with disabilities People with mental health problems	Community Housing Project Housing Services Social Services	Assistance and support has been provided to people with Special Needs to enable them to acquire and sustain their tenancies
(16) Continue to provide support to landlords housing people with Special Needs	People with disabilities People with mental health problems	Community Housing Project Housing Services Social Services	Support is given on an ongoing basis to all landlords and tenants, thus sustaining 38 special needs tenancies to date.
(22) Revisit the Council's response to anti-social behaviour and ensure appropriate policies and procedures are implemented	Travellers and gypsies	Community Safety Officer	A new local protocol has been agreed, which includes an anti-social behaviour Action Plan.

(29).Continue with Landlords Forum to promote good working relationships with private sector landlords and letting agents	Single people Children & families	Housing Services	Fourth Private Landlords Forum held in March 2004, with over 80 landlords attending.
(30)Provision of a Rent Deposit/ Rent in Advance Scheme for people with priority need who are homeless or threatened with homelessness	Preventing homelessness, children & families Single people	Housing Services Social Services CMHT	32 placements made into the private rented sector during 2003/4.
(31)Explore opportunities to bid for funding to expand the Rent Deposit Scheme to enable more deposits for non-priority homeless	Single people	Housing Services	Provision of grant for rent deposit scheme through successful bid to the ODPM for 2002 to 2005.
(32)Employing an accommodation officer to expand use of and access to a variety of housing options	Preventing homelessness, Children & families, people with disabilities, people with mental health problems, people leaving institutional care	Housing Services Rosebery H.A.	Accommodation-finding officer employed and through increased use of private rented accommodation, has widened housing options for the client groups mentioned.
(33)Proactively promote the LAWN mobility scheme as a housing option	Children & families Single people	Housing Services	Information is available from the Town Hall. In consultation with Rosebery HA, the Council's New Horizon's (LAWN) scheme will be advertising in Rosebery's tenants' newsletter.
(34)Review our Housing Advice Services to ensure information, advice and assistance is accessible and comprehensive	People with alcohol & substance misuse problems Single people Children & families	Housing Services	Increased focus on pro-active prevention work, resulting in individual housing option interviews for households threatened with homelessness.

(36)Implementation of Special Needs Assessment Panel to ensure suitable accommodation and support is identified in partnership with Surrey Partners.	People with disabilities, people with mental health problems	Housing Services, Homelessness Forum, CMHT Rosebery HA, Cherchefelle HA, Social Services	Special Needs Panel has assessed 27 referrals, housed 8 applicants, 8 applicants withdrawn as unsuitable, 1 placement declined accommodation offered. There are 7 ongoing cases (as at 30/9/04).
(38)Provision of dedicated homelessness social worker to provide joint assessments, befriending scheme and practical assistance to sustain tenancies/licences for 16\17 yr olds	Children & families, young people	Social Services Housing Services	Good advice and support given to young people (16/17 yr olds), co-working with Connexions.
(39) Review our housing advice provision and update our information leaflets	Preventing homelessness	Housing Services	Housing Advice Service reviewed, service extended and strengthened to now offer a more comprehensive housing options package. In-house leaflets reviewed, and they will be reprinted to include a phrase in 4 community languages explaining how to get an explanation or translation in the required language.
(41)Continue to explore opportunities for mediation services in cases of family or relationship breakdown	Preventing homelessness	Housing Services	Early intervention has addressed parental and family evictions and prevented homelessness.
(49) Enable wider provision of debt management services to those facing homelessness because of financial difficulties	Children & families Single people	Rosebery HA Epsom and Ewell Citizens Advice Bureau	Dealt with 11 debt cases, preventing homelessness since August 2003.
Produce housing options pack for housing advice clients	All client groups	Housing Services	Housing options packs for housing advice clients

10. AMENDED ACTION PLAN 2004-2008

EPSOM AND EWELL B.C. HOMELESSNESS STRATEGY ACTION PLAN 2004-2008

Targets should be SMART (Specific, Measurable, Achievable, Realistic and Timebound) with clear OUTCOMES

STRATEGIC OBJECTIVE: PREVENTION OF HOMELESSNESS					
TARGET	LEAD AGENCY	PRIORITY	TIMESCALE	RESOURCES	OUTCOME
Obtain the CLSP case work quality mark for housing advice	Housing Services	H	2004/5	Within existing	Achievement of the quality mark for housing advice casework
Reduce the level of homelessness applications against the main causes of homelessness	Housing Services	H	Ongoing	ODPM Funding Revenue A/C budgets	Continued decrease of homeless applications
Increase awareness of DHP as an aid to preventing homelessness	Housing Services & Housing Benefit sections liaising	M	Ongoing	D.H.P. Grant	Prevention of homelessness of PRS tenants by enabling tenants to retain their tenancy
Establish a protocol to fast track Housing Benefit where this might prevent homelessness	Housing Services & Housing Benefit Sections liaising	M	Ongoing	Existing	Prevention of homelessness of PRS tenants by enabling tenants to retain their tenancy
STRATEGIC OBJECTIVE: INCREASE ACCESS TO PRIVATELY RENTED ACCOMMODATION					
TARGET	LEAD AGENCY	PRIORITY	TIMESCALE	RESOURCES	OUTCOME

Develop and expand tenancy sustainment scheme to wider client group	Housing Services	H	April 2005	ODPM funding Revenue A/C budgets DHP DSS grants	Proactive/cost effective solution to help in negotiations to prevent homelessness in certain cases. Greater use of private sector housing.
Promote links with private landlords & letting agents, & to support landlords and tenants	Housing Services	H	Ongoing	Within existing resources	Increased numbers of private landlords operating in the Borough, letting more properties
Maintain and extend services for the private landlords forum including an annual bulletin to private landlords	Housing Services	H	Ongoing	Within existing resources	Well informed landlords that have a good relationship with the Council
Explore opportunities to bid for funding to expand tenancy sustainment scheme	Housing Services	M	Ongoing	Within existing resources	Increased use of privately rented sector and tenancy sustainment preventing homelessness.
To meet the housing needs of all referred to the CHP	Housing Services CHP Panel	H	Ongoing	Within existing resources	Increased use of privately rented sector and tenancy sustainment preventing homelessness.
STRATEGIC OBJECTIVE:					
<i>PROVIDE SUPPORT SERVICES TO HOMELESS AND POTENTIALLY HOMELESS PEOPLE</i>					
TARGET	LEAD AGENCY	PRIORITY	TIMESCALE	RESOURCES	OUTCOME
Ensure shared hostel accommodation is only used for short-term temporary accommodation	Housing Services RHA	H	Ongoing	Within existing resources	To improve temporary accommodation provision and convert to self-contained units where possible.

Set up protocol with Health Visitor Services for households moving in and out of temporary accommodation	Housing Services	M	April 2005	Within existing resources	Ensure appropriate referral to health care provision for homeless households.
Set up a system of follow up visits to households in TA to review suitability and support needs	Housing Services RHA	H	April 2005	Within existing resources	Highlight where improvements in accommodation and service can be made
Improve access to independent legal advice in housing and family law	Housing Services CSLP	M	Ongoing	Within existing resources CSLP grant funding	Increased/easier access to independent legal advice
Continue to provide mediation services for family/relationship breakdown	Housing Services Relate	H	Ongoing	ODPM funding	Conflict resolution and reduced instances of eviction.
Provision of a dedicated homelessness social worker for 16/17 year olds	Housing Services Social Services	H	Ongoing	SS funding for post	Conflict resolution and reduced instances of eviction.
Development of debt counselling services to those threatened with homelessness due to financial difficulties	Housing Services Epsom & Ewell CAB CLSP	H	Ongoing	Within existing resources Extend funding grants	Enhanced/more consistent and robust counselling services available.
Explore the need for supported accommodation for 16/17 year olds	Housing Services SP RSLs	H	Ongoing	SP Revenue Funding Capital funding grants	To provide much needed accommodation for 16/17 year olds.
Support implementation of the Surrey Teenage Pregnancy Strategy	Forum SCC	M	Ongoing	Within existing resources	Reduce level of teenage pregnancy/provision of appropriate support and accommodation for teenage parents.

Ensure systems in place for registration on housing and special needs register for those with special needs	Housing Services	H	Ongoing	Within existing resources	New IT system to provide more efficient registration process.
Ensure effective move on arrangements are in place from supported housing schemes	Forum Special Needs Panel	H	Ongoing	Within existing resources	Increased provision of move-on accommodation from supported housing schemes.
Improve multi-agency liaison arrangements	Forum	L	Ongoing	Within existing resources	Better customer care/joined up/proactive services.
Explore funding options to increase provision of supported housing	Housing Services SP RSLs	L	Ongoing	SP Revenue Funding Capital grants RCGF	Increased accommodation and support for vulnerable homeless households.
Ensure relevant staff receive DV training and attend DV Forum	Housing Services NSDVF	M	Ongoing	Within existing resources	Increased awareness of services being offered/fostering inter-departmental and multi-agency cooperation.
Establish 'Sanctuary Project'	Housing Services	M	Dec 2005	ODPM grant	Promote schemes to prevent homelessness.
Consider local implementation of the Anti-Social Behaviour Act with other stakeholders	Forum CSO	M	April 2005	Within existing resources	Reduction in anti-social behaviour
Improve existing interagency working for care leavers to ensure Council is aware of homeless households being discharged and planned appropriate programmes of re-housing and resettlement may be implemented	SCC Children & Families Team Housing Services	M	Ongoing	Within existing resources	Coordinated planning for support and accommodation for care leavers.
Apply the multi-agency risk	Housing Services	M	Ongoing	Within existing	Continue to participate in

and assessment re-housing protocol and mobility scheme for potentially dangerous offenders	11 Surrey Local Authorities			resources	mobility scheme and re-housing protocol for potentially dangerous offenders in partnership with other Surrey local authorities (protocol is due to be updated due to new legislation coming into force)
Network with local organisations to promote information sharing and crisis intervention through effective referral systems	Forum	L	Ongoing	Within existing resources	Improved multi-agency working.
Promote joint working with agencies with rough sleepers, health and social services	Forum	L	Ongoing	Within existing resources	Improved multi-agency working to meet the needs of rough sleepers.
Develop closer working relationships with agencies who provide services for older people	Forum Age Concern	L	Ongoing	Within existing resources	Improved multi-agency working to meet the needs of older people.
Ensure that anti-social behaviour policies and procedures are implemented	Housing Services CSO	M	April 2005	Within existing resources	
STRATEGIC OBJECTIVE: MAKE BEST USE OF EXISTING RESOURCES (land, accommodation, staff, current services)					
TARGET	LEAD AGENCY	PRIORITY	TIMESCALE	RESOURCES	OUTCOME
Maximise affordable housing opportunities on new sites	Housing Services Planning Dept	M	Ongoing	Explore external funding options s106 agreements	14 units in 2004/5 84 units in 2005/6 100 units in 2006/7 Additional affordable housing.

Reduce number of empty homes in the Borough	Environmental Health Services	L	Ongoing	Possible additional revenue funding via increase in 2 nd home council tax	Empty properties within the Borough brought back into use to assist homeless households.
Increase take up of shared ownership properties	Housing Services	L	Ongoing	Within existing resources	Promote shared ownership schemes.
Review nomination agreements and procedures	Housing Services	L	Ongoing	Within existing resources	Up-to-date nomination agreement and procedures to maximise nominations rights.
Undertake customer survey of residents in temporary accommodation	Housing Services	L	March 2006	Within existing resources	Highlight where service improvements can be made.
Replace hostel type temporary accommodation with self-contained accommodation	RHA EEBC Asset Management Team	M	March 2007	Land, external funding and ADP grant.	Improve temporary accommodation and convert to self-contained units.
Continue to monitor systems for all relevant services & adopt common methods across voluntary & statutory agencies	Forum	M	Ongoing	Within existing resources	All appropriate services monitored and reported on regularly
Meet the Homelessness Directorate's target for households in B&B	Housing Services	H	Ongoing	Within existing resources	No families with children in B&B for more than 6 weeks, except in emergencies
Review publicity and information available from Housing Services and Council website to ensure availability/accessibility	EEBC-IT Dept Housing Services	H	October 2005	Within existing resources	Increased publicity of advice service

Produce formalised housing advice and homelessness procedure notes for both services	Housing Services	H	March 2005	Within existing resources	Consistent customer focussed level of service
Continue to turnaround all homelessness decisions to 100% within 33 days	Housing Services	H	Ongoing	Within existing resources	Better customer care and improved performance
Increase awareness information to all about homelessness	Housing Services Forum	H	Ongoing	Within existing resources	Increased awareness of services being available/fostering inter-departmental and multi-agency cooperation.
Joint training on recognising and responding effectively to homeless people with alcohol/substance misuse problems	CDAT Housing Services Forum	M	Ongoing	Within existing resources	Increase awareness of services being offered/fostering inter-departmental and multi-agency cooperation.
Develop closer links and working relationships with CDAT	CDAT	M	Ongoing	Within existing resources	Better customer care, more consistent and joined-up service provision
Review and monitor advice and information services to ensure they meet the needs of BME communities	Forum Housing Services	L	Ongoing	Within existing resources	Increased awareness of services available.
Achievement of Level 2 of the Quality Standard on the Council's BME strategy		L	2005/6	Within existing resources	Achievement of level 2 of quality standard
Continue to improve ethnic monitoring processes across the department	Housing Services Forum	L	Ongoing	Within existing resources	Quicker retrieval of information for Government returns and performance monitoring

Develop stronger working relationships with Probation and Youth Offending team	Housing Services Forum Probation Service Youth offending team	L	Ongoing	Within existing resources	Better customer care, more consistent and joined-up service provision
Staff training on recognising and responding to mental health issues	Housing Services CMHT Forum	L	Ongoing	Within existing resources	Increased awareness of mental health issues.
Increase awareness about applying for housing and housing options for clients with mental health and their carers	CMHT Housing Services Forum CAB Mental Health Outreach Project	L	Ongoing	Within existing resources	Increased awareness of services being offered, fostering inter-departmental and multi-agency cooperation.
Build better links with specialist mental health agencies	CMHT Housing Services Forum	L	Ongoing	Within existing resources	Fostering inter-departmental and multi-agency cooperation.
Implement the 'Valuing People Housing Strategy' for people with learning disabilities	Housing Services Forum Mid-Surrey Valuing People Group	L	Ongoing	Within existing resources	Better understanding and access to housing for people with learning disabilities
Produce new Older Persons Strategy	Housing Services Age Concern	H	2003/4	Within existing resources	New Older Persons Strategy
Implement key worker strategy	Housing Services	H	2003/4	See Key Worker Strategy	Increased provision of affordable housing for key workers

Abbreviations used in the Strategy and tables	
AC	Age Concern
AST	Assured Shorthold Tenancy
B&B	Bed and breakfast accommodation
BME	Black & Minority Ethnic Communities
CAB	Citizens Advice Bureau
CDAT	Community Drug and Alcohol Team
CHA	Cherchefelle Housing Association
CHP	EEBC Community Housing Project
CLSP	Community Legal Service Partnership
CMHT	Community Mental Health Team
CSO	EEBC Community Safety Officer
CSP	Community Safety Partnership
DHP	Discretionary Housing Payment
DSS	Dept of Social Security
EEMS	East Elmbridge & Mid-Surrey Primary Care Trust
EMWG	EEBC Ethnic Minorities Working Group
HB	EEBC Housing Benefit Services
HF	Homelessness Forum
HNR	Housing Needs Register
HS	Epsom & Ewell Borough Council Housing Services
LASHG	Local Authority Social Housing Grant
LAWN	Local Authority West & North (a relocation scheme)
NSDVF	North Surrey Domestic Violence Forum
ODPM	Office of the Deputy Prime Minister
PACEC	Public & Corporate Economic Consultants
PS	Probation Service
RCGF	Recycled Capital Grant Funding
PRS	Private Rented Sector
RHA	Rosebery Housing Association
RSL	Registered Social Landlord (also known as housing association)
SCC	Surrey County Council
SP	Supporting People
SS	Surrey Social Services
YOT	Youth Offending Teams

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
ALL CLIENT GROUPS				
PLANNING AND JOINT WORKING				
<ul style="list-style-type: none"> Improve Data Collection To Identify Needs across Services/Agencies 	<ul style="list-style-type: none"> Supporting people needs mapping and research post will contribute to this process Links to be established with planning and performance officers across agencies 	2003/4	SP/ SCC SCHOA / HNMG	<ul style="list-style-type: none"> Project Countywide lead by Yvonne Waltham to look at service options for people with Learning Disabilities Development of register for those with learning disabilities (including housing needs) in development. To be extended to include those with physical disabilities and sensory impairment SP research projects /Needs mapping underway.(Hannah Philpott /Simon Plummer A lot of research work has been completed and has fed into the emerging 5-year SP Strategy. However, the amount of consistent information that we were able to collect from all the boroughs and districts was limited because of different databases and the fact that in many cases those with support needs were not flagged Pauline Bye looking at data re Young people including care leavers
<ul style="list-style-type: none"> Development of county wide register of unmet (special) needs 	<ul style="list-style-type: none"> SP team will Investigate options A & CC developing register of adults with learning disability 	1-2 years 2003/4	HNMG	<i>It is felt that the first priority is to improve the data from individual housing registers and also to see how useful the new county register for people with learning and physical disabilities proves to be</i>

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> Improve county-wide strategic planning and links between services 	<ul style="list-style-type: none"> Consider in conjunction with proposals to develop a Surrey wide housing strategy Utilise the SP Strategy as a starting point for building the strategic links for special needs housing Utilise existing and emerging multi- agency strategy groups and County partnership boards for specific services/client groups 	2003/6	SCHOA SP Childre n's Partner ship Board	<p>Sub-Regional Housing Strategy being undertaken as joint partnership project between all 11 Borough's.</p> <p>Consultants to provide interim report to SCHOG imminently on basis of their desktop review. SCHOG to consider whether more work due or whether this has been taken over by GOSE's sub-regional agenda. Runnymede & Spelthorne Homeless Forum set up. Regular guest speakers to promote awareness of local agencies/services for homeless people</p>
<ul style="list-style-type: none"> Improve awareness and access to information about services provided by all agencies 	<ul style="list-style-type: none"> Consider establishing a directory and/or on line information about services 	1-2 years 2003/5	HNMG	<p><i>Supporting People Directory of services now established on local website. To be opened to the public once the data enhanced and verified by the providers</i></p>

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> <u>Improve joint training</u> 	<ul style="list-style-type: none"> Ensure staff awareness through in post and induction training Commitment to give staff time to provide and attend training events training Identify needs for training and feed into East and West Joint training strategy groups(for adult and community care services) Increase awareness of other multi agency training initiatives/ programmes Eg Supporting people, ACPC, domestic violence, DAT Share local good practice and experience of training initiatives 	<p>2003/4</p> <p>Ongoing</p>	<p>East/ west JTSG</p> <p>HNMG</p>	<ul style="list-style-type: none"> EEBC arranged RELATE joint training on basic mediation counselling DAT drug awareness training provided 2004 Supporting People – joint training with A & CC on Vulnerable Adults inter agency procedures

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
PREVENTION				
<ul style="list-style-type: none"> • <u>Utilisation of outreach services to support tenancy sustainment for vulnerable clients</u> 	<p>Supporting people has enabled a number of cross boundary new outreach and floating housing services to be developed. (see client groups)</p> <ul style="list-style-type: none"> • Publicise available services • Map provision county wide in terms of client group/ tenure • Review • Establish forum to share and develop good practice 	<p>2003-6 interim contracts have specific review timetable</p>	<p>SP and Borough Councils</p>	<ul style="list-style-type: none"> • RBBC, in partnership with Cherchefelle, outreach support provided for vulnerable households in B&B and TA • GBC various Floating Support service established for vulnerable gps. In house Floating support to vulnerable tenants, support to families in temp, also across tenures via Omni for Substance misusers, and local provider (GA) for families . ECHG Outreach and Support to Single Hmls and Rough sleepers <p>TDC various outreach services Teenage (under 18) lone parents in house, Homeless households - contracted with 2 Providers for Outreach support to vulnerable homeless households. Funding via Supporting People and an additional contract (ODPM monies until 31/3.04)</p> <p><i>New Welmede Service from October 2004 providing support to people with learning disability living with ageing carers</i></p> <p>SHBC, in partnership with Peerless Housing Group, providing floating support to all temporary accommodation units and to households in B&B, including out of County placements</p> <p>Floating Support Scheme in Runnymede for 30 vulnerable tenants including TA residents to assist in tenancy sustainment.</p>

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> • <u>Develop local housing protocols (see individual client groups)</u> 	<ul style="list-style-type: none"> • Improve awareness of existing protocols and operational arrangements both countywide and cross borough <ul style="list-style-type: none"> • Publicise • Monitor protocols and update • Consider the need to introduce further county wide or cross borough protocols 	2003/4	HNMG	<ul style="list-style-type: none"> • EEBC In partnership with health are in discussions with Epsom Hospital to develop a joint protocol for hospital discharge patients who are homeless. • RBBC MVBC and TDC Joint protocol between East Surrey Hospital established • EEBC, EBC, SBC Officer employed by social services to provide joint assessments 16/17 with Hsg.
<ul style="list-style-type: none"> • Access to independent legal advice about rights 	<ul style="list-style-type: none"> • Consider Joint initiatives through the Community Legal Services Partnerships across the county to ensure independent housing advice • Review availability of free independent housing advice in county courts • Consider scope for cross borough commissioning eg: <ul style="list-style-type: none"> • Joint bid for independent advice service across Surrey • Joint funding of court desk co-ordinator across Surrey • Consider regular programme of peer/independent review of homelessness services • Consider initiative to standardise advice materials across county 	2004/6	CLSP's HNMG	<ul style="list-style-type: none"> • EEBC, R&B, MVDC joint Partnership arrangement through CAB to provide a Court Desk Advisor at Epsom County Court. • GBC CAB Housing Advisor funded by CLSP attends Guildford County Court • Court desk service set up at Staines County Court delivered by local CAB, covering Spelthorne, Runnymede and Hounslow • Dedicated housing advice /housing options service set up in Runnymede to work alongside Housing Needs services. Comprehensive housing advice standards manual as part of new service.

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> Access to financial advice including <ul style="list-style-type: none"> Tailored / targeted benefits information for different client groups Debt and money management support services 	<ul style="list-style-type: none"> Consider scope for cross borough commissioning/ SLA's with CAB or other specialist providers eg Surrey Welfare Rights Service Consider countywide benefits take up campaign's awareness raising initiatives Protocols with RSL's, LA Hsg Departments & Social Services to ensure early intervention if tenancies at risk Develop links with A & CC Fairer Charging services Utilisation of outreach services by ensuring service specs include financial advice 	2003/6	HNMG / HB Managers Group	<p><i>Invest to save campaigns: Runnymede, Spelthorne, Reigate & Banstead & Tandridge with SCC</i></p> <p><i>Please talk to Alaster Calder for latest info</i></p>
<ul style="list-style-type: none"> Access to mediation services in respect to family and relationship breakdown 	<ul style="list-style-type: none"> Review existing access arrangements/criteria for access consider scope for cross borough commissioning eg Relate 	2003/4	HNMG	<ul style="list-style-type: none"> R&B, Tandridge, EEBC Relate Mediation Service has been introduced in partnership effective Sep 03. SBC Mediation service in place Waverley Mediation Service in place SHBC Mediation Service in place
<ul style="list-style-type: none"> Access to out of hours emergency accommodation services 	<ul style="list-style-type: none"> Review existing services Consider scope for cross borough call out commissioning 	1 year 2003/4	HOG	
<ul style="list-style-type: none"> <u>Access to out of area mobility schemes</u> (see also <u>Individual client groups</u>) 	<ul style="list-style-type: none"> Consider scope for cross borough joint funding/ commissioning of LAWN scheme Consider need for further mobility arrangements 	1 year 2003/4	HNMG	<ul style="list-style-type: none"> EEBC Lawn Scheme introduced in May 03 R&B LAWN scheme introduced in Sept 03 Woking LAWN introduced ????
DOMESTIC VIOLENCE				
	Implement proposals in County wide DV strategy	2003/6	Cty DV gp	DV Part of County Public Service Agreement bid
<ul style="list-style-type: none"> Shortage of Refuge bed spaces in County 	<ul style="list-style-type: none"> To be addressed through Supporting people Strategy 	2003/6	SP	<i>10 new units in management</i>

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> provision for women with mental health or drug/alcohol dependency needs 	<ul style="list-style-type: none"> As above 	2003/6	SP	<i>Outreach support a priority for 05/06 in SP Strategy if funds allow</i> <i>Possible complex needs project 2008/09 if funds allow</i>
<ul style="list-style-type: none"> Development of DV outreach services countywide 	<ul style="list-style-type: none"> Establish or expand DV outreach services across the county subject to funding. Funding options to be reviewed by all agencies 	2003/5	Cty DV gr LSPs / SP	DV outreach services funding under review
<ul style="list-style-type: none"> Sanctuary Scheme 	<ul style="list-style-type: none"> Providing security work to the homes of victims of violence who wish to remain in their accommodation 	2003/5	Boroughs, SWA, Police	SHBC Scheme running in partnership with Peerless Housing Group in Surrey Heath
<ul style="list-style-type: none"> Cross borough mobility 	<ul style="list-style-type: none"> Review operation of DV mobility scheme and relaunch 	1 year 2003/4	HNMG or HOG	

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
<i>SUBSTANCE MISUSE</i>				
<ul style="list-style-type: none"> • <u>Access to treatment</u> • improve access • Faster assessment and access to funding for detox and residential rehabilitation services • <u>Improve access to Alcohol services</u> • Identify need for specialist services <i>(Eg treatment services that meet the needs of those with children/Rehab units that will take children)</i> 	<ul style="list-style-type: none"> • Improving access to treatment by: <ul style="list-style-type: none"> - reducing waiting times - funding GP's to take on care of substance users - looking to fund more community based treatment outlets • DAT Working Group to be established to oversee Local implementation of Models of Care framework./Introduction of common assessment tool <ul style="list-style-type: none"> • Monitor effectiveness of funding panel arrangements • Remit of DAT in respect of Alcohol to be reviewed. • Evidence need for commissioning of specialist services 	2003/6	DAT	<ul style="list-style-type: none"> • Housing Task Group being set up by DAT Communities Group Feb 2004

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
<u>Outreach services to those at risk of homelessness</u>	<ul style="list-style-type: none"> Funding of Omni housing support services across several boroughs Funding of OMNI Outreach Team to engage with vulnerable substance users with complex needs, including homeless. Funding of OMNI Prison Link worker to engage with substance users upon their release from prison, including those at risk of being homeless. Fund East Surrey Dual Diagnosis Team to engage with dual diagnosis clients disengaging with statutory services. 	From 2003 2003/4	SP DAT	<i>SP Service review has demonstrated that service is meeting needs of some of the most chaotic individuals in the county</i>
Anti social behaviour				
	<ul style="list-style-type: none"> Consider cross borough initiatives for the implementation of future anti social behaviour legislation Joint working with police/ community safety wardens (or similar) use of Anti social Behaviour Contracts/ Orders Consider development of Protocols with RSL's, LA Housing Departments & Social Services to ensure early intervention if tenancies at risk Ensure effective utilisation of outreach services Increase awareness about local policies/ good practice 	1-3 years 2003/6	Cty Com safety group Bor/dis councils	

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
Other Violence/harassment	<ul style="list-style-type: none"> As above 			SHBC- Sanctuary Scheme available to those experiencing harassment/ violence in Surrey Haeth
Asylum seekers/refugees	<ul style="list-style-type: none"> Review current services and provision 	2003/6	SCC	
Travellers	<ul style="list-style-type: none"> Ensure access to information about travellers sites 	3 years 2003/6	SCC/ Bor/ Districts	<ul style="list-style-type: none"> Strategic Assessment of Travellers Needs study being carried out on behalf of Surrey County Council to consider level of alternative site provision in County. Work began 8th December 2003 due to complete in 15 weeks I think new piece of work now in hand – paper to Chief Execs in Dec 04
BME communities	<ul style="list-style-type: none"> Ensure access to interpretation services for all client groups Investigate cross borough funding/commissioning of publicity/information about services Improve countywide access to cultural awareness training <p>Improve consultation with service users about their needs</p>	2003/5	Surrey Equalities Partnership Group HNMG	SP Reseach project in progress – should help inform thinking April 2005 and beyond
CHILDREN AND FAMILIES				
Families with multiple needs/children at risk	<ul style="list-style-type: none"> Develop links with County wide Childrens “prevention” strategy Consider potential opportunities for new initiatives joint bids under the Children’s fund (5-13 age range) 	2003 2003/4	Childre n’s Partnership Board etc	
Teenage parents	<ul style="list-style-type: none"> Development of outreach services for young single parents 	<ul style="list-style-type: none"> Review alternative funding options following failure of SP pipeline bid 	2003/5	TP working group SP NB Lack of support at JMB. To be considered at CB next week. Included in new 5 year SP strategy?????

Surrey Cross County Action Plan

Needs Identified	Action	Time Scale	Lead	Progress
SINGLE PEOPLE WITH SPECIAL NEEDS				
SP strategy Priorities <ul style="list-style-type: none"> • Additional accommodation for people with multiple & complex needs • Provision for drug users and wet provision • Supported Accommodation for young people /care leavers 	<ul style="list-style-type: none"> • See also individual authority plans • SP review of homelessness services offering support <ul style="list-style-type: none"> • review exclusions policies/practices • review staffing levels and training • Utilisation of outreach services 	2003/6 interim contracts have specific review timetables	SP and Bor/dist councils	<i>YMCA Foyer – R & B. In management November 04 with 42 bedspaces</i> <i>Guildford & Waverley young people's scheme in development</i> <i>Other needs flagged up in emerging 5-year SP Strategy</i>
YOUNG PEOPLE				
<ul style="list-style-type: none"> • Tackle unrealistic expectations/increase awareness of housing options and homelessness 	<ul style="list-style-type: none"> • use of Shelter Housemate packs in schools in partnership with Connexions • local cross borough initiatives 	1-3 years 2003/4	Bor/ Dist	EEBC- Mediation and housing options assessments offered for under 18' s parental/family/friends NTQ. Surrey Heath BC, Camberley CAB & UB40 deliver schools talk on annual basis at local secondary school Shelter Housemate pack promoted through Runnymede and Spelthorne homelessness Task Group
<ul style="list-style-type: none"> • Additional accommodation with support for care leavers & vul 16/17 yr olds 	<ul style="list-style-type: none"> • See individual authority plans 	2003/6 (SP Bor/ Dist	SP As above 3 bedroom property for single homeless accommodation identified in Surrey Heath (Jan 2005)

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
<ul style="list-style-type: none"> Local housing and assessment protocols 	<ul style="list-style-type: none"> County wide protocol framework produced Local implementation for each the childrens service areas Ensure effective operational links with <ul style="list-style-type: none"> YOT/LCTConnexions County wide bid to fund personal advisors to support young people with housing 	Within 1year 2003	Local working groups	<ul style="list-style-type: none"> EEBC Elmbridge and Spelthorne In Partnership with Social Services a joint assessment 16/17 year old assessment officer in post, employed through social services County wide Bid to connexions unsuccessful But Progressing in Spelthorne?
16/17 year olds	<ul style="list-style-type: none"> As above 			As Above
Care leavers	<ul style="list-style-type: none"> As above Effective use of care pathway planning 		Youth Sup Service	
Young offenders	As above			
Young people with disabilities	<ul style="list-style-type: none"> Consider ways of identifying housing needs earlier using care pathway planning Increase awareness among parent carers/service users re housing options through county wide information Consider need for cross area projects through supporting people strategy 	2003/4	C&F SP	<i>Possible opportunities in SP pipeline using Surrey Housing Society for the Disabled capital funds</i>
OTHER GROUPS				
People with Mental Health problems	<ul style="list-style-type: none"> Area accommodation strategies being progressed for N W and SW surrey Review existing area housing protocols Development of West Surrey Forensic accommodation project (Almond Villa)	2003/4 2004	Local groups SP	<i>Delays due to first planning and then conveyancing problems</i>
Substance misusers	<i>See main section above</i>			
	<ul style="list-style-type: none"> Develop new provision or reconfigure existing through SP strategy 	2003/6	SP DAT	As above

Surrey Cross County Action Plan				
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Rough Sleepers	<ul style="list-style-type: none"> Local action required Scope for cross boundary work to be reviewed Review winter weather provision across county 	2003/4	HNMG SP	<ul style="list-style-type: none"> Winterwatch Provision Provided in Farnham Dec 2003- March 2004/ Similar Scheme 2004/5 Runnymede & Spelthorne Homelessness Task Group sub group set up November 2004 to look at emergency 'bed stop' scheme
Offenders and Ex offenders Address needs of High Risk Offenders eg <ul style="list-style-type: none"> Sex offenders Schedule 1 Arson 	<ul style="list-style-type: none"> Funding of OMNI Prison Link worker to engage with substance users on release Update the Surrey wide protocol on the risk assessment and rehousing of offenders MAPPA – increase awareness Review general access to housing and resettlement of offenders Monitor usage of SP designated bedspaces for Offenders Review access to housing of those on DTTO's Consider local implementation of any regional resettlement strategy. 	2003/4 2003/4 2003/5	DAT HNMG	Most Housing Departments now represented on local RAMP 's ?
People with Learning Disabilities <ul style="list-style-type: none"> Identification of people with LD living with ageing carers Increased provision for people with learning disabilities Increased registration on housing lists 	<ul style="list-style-type: none"> Adult register of people with learning disability Implement Valuing people housing strategy Increase awareness among carers and service users about housing options by developing county wide information 	2004/6	A&CC Valuing People Partnership Board	<i>5 local Partnership Groups developing their local strategies, to dovetail with the emerging SP Strategy</i> Runnymede workshop on housing options for people with Learning Disabilities planned for January 2005

Surrey Cross County Action Plan				
Needs Identified	Action	Time Scale	Lead	Progress
Key Workers	<ul style="list-style-type: none"> Continue county wide initiative 		SCHOA	
OLDER PEOPLE				
<ul style="list-style-type: none"> Improved Hospital discharge arrangements 	<ul style="list-style-type: none"> Additional resources in 3 areas to enhance services in sheltered housing schemes 	2003/5	A&CC/ Health trusts	Extra care schemes now in management at Whitely Village, Elmbridge (new service) and Dray Court , Guildford, (enhanced service. 3 rd scheme at John Gale Court, Epsom, delayed due to building delays.
Extension of Home Agency Improvement Schemes/Care and repair	<ul style="list-style-type: none"> Review of HIA services to try and achieve countywide coverage 	2003/4	SP	Coverage extended to Mole Valley from April 04.
PHYSICAL /SENSORY DISABILITIES				
<ul style="list-style-type: none"> Identification of those with ageing carers Better use of existing adapted hsg 	<ul style="list-style-type: none"> Consider county wide options investigate potential for cross borough allocations/mobility arrangements 	2003/6	A&CC HNMG	