

| Ref | REF | Need group or service | Key Actions and Objectives | Effect of Action / Evaluation of Action | Target date | Resources and funding | Lead and Links | Links to National and Local Indicators |
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Outcome 1 - The prevention of homelessness through the effective targeting of housing options and services.

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| HOS | 3 | ALL GROUPS | The re-specification of the rent deposit scheme, with the potential of a dedicated rent deposit scheme officer funded by Supporting People. REF: HOS3 | To reduce homelessness amongst sofa surfers and rough sleepers - difficult to evaluate without a hidden homeless count. | 2009 | Supporting People | Lead: Strategic Housing | Links to SHPI08 - (LP2) - Number of Private Sector vacant properties returned to occupation or demolished as a result of LA Actions. Former BV64 |
| HOS | 13 | ALL GROUPS | To prepare a Directory of Homelessness and related services - to be used by Service Users and support teams | To empower Herefordshire Citizens | 2009 | Existing | Lead: Strategic Housing Links: Homeless Forum , Supporting People, various support agencies | Links to Audit Commission KLOE's Strategic Approach to Housing and Homelessness and Housing Advice (Access, Customer Care and User Focus) |
| HOS | 24 | Excluded from Services | To encourage agencies including Home Point landlords to have statement of their exclusion policies, which includes the right of appeal and process for review of exclusion. | To reduce homelessness amongst those excluded from services. Along with the reduction in costs to PCT and Bed and Breakfast | 2010 | Existing | Lead: Strategic Housing Links: HSI, RSL Forum, Mental Health | Links to NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 |
| HOS | 45 | ALL GROUPS | To review the procedures and customer service standards of the Homelessness team to ensure that all homeless and prevention applications are dealt with appropriately, consistently and efficiently. To ensure that the procedures are clearly defined, accessible and followed by staff in line with the Audit Commission Key Line of enquiries (requirements. REF: HOS45 | To improve customer service | 2009 | Existing | Lead: Strategic Housing Links: Homeless Forum, Info in Herefordshire | Links to NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 P1E Homelessness Prevention Section 10 |
| HOS | 46 | ALL GROUPS | To work in partnership with the voluntary sector including charitable and church organisations working with the homeless, to develop appropriate solutions for Herefordshire to enable emergency access to food and shelter for homeless individuals particularly during periods of cold weather. REF: HOS46 (when temperatures fall below zero degrees for three consecutive nights in line with CLG guidance.) | New services for the Homeless | ongoing | Existing | Lead: Homeless Forum Links: Strategic Housing, Churches Together and Hereford City Mission. | |
| HOS | 47 | ALL GROUPS | To research the Benefits advice within the County and if appropriate produce a signposting pack about the relevant benefits advice services in the County. | To improve advice services | 2010 | Existing | Lead: Strategic Housing Links: HSI, Homeless Forum, Info team | Links to NI 152 Working age people on out of work benefits and NI 181 Time Taken to process Housing Benefit, Council Tax Benefit new claims and change events. |
| HOS | 11 | ALL GROUPS | To produce a number of information leaflets as well as a directory of services in a range of formats appropriate to all service users' needs. These need to be circulated to all agencies supporting many client groups including BME groups. To ensure this information is available on the Council web pages. | To improve advice services | 2009 | Existing | Lead: Strategic Housing Links: HSI, Homeless Forum, Info team | Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus - Housing Advice, homelessness prevention and options services) |
| HOS | 49 | ALL GROUPS | Investigate the creation of a specialist Advocate worker position. To work with vulnerable adults offering assistance and advice through the Home Point system. | To improve advice services | 2011 | Supporting People | Lead: Home Point Links: Supporting People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living Links to KLOE Allocations and Lettings (Access, Customer Care & User Focus) |
| HOS | 50 | ALL GROUPS | To produce a document outlining and reviewing the requirements of the Audit Commissions KLOE's (key line of enquiries). This is the audit commissions requirements for an "authority delivering an excellent service." This planning document should review how Herefordshire will achieve these requirements over the next five years and in line with the CLG Enhanced Options. | To improve advice services | 2008 | Existing | Lead: Strategic Housing Links: HSI, Homeless Forum, Info team | Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus) |

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| HOS | 51 | ALL GROUPS | To produce and implement a Housing Advice Strategy and customer charter taking into account the requirements of the Audit Commission KLOE's along with CLG and relevant guidance. To build in procedures for routinely monitoring and staff training on delivering this advice. This is linked to action HOS 50. | To improve advice services | 2009 | Existing | Lead: Strategic Housing Links: HSIG, Homeless Forum, Info team | Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus) |
| HOS | 53 | ALL GROUPS | Develop a private sector landlord incentive scheme with the aim of encouraging private sector landlords to offer more homes to vulnerable or excluded clients, for a longer period of time along with taking people on benefits or the rent deposit scheme. | To reduce homelessness | 2010 | Existing | Lead: Strategic Housing | Links to - NI 154 Net Additional Homes Provided and NI 155 Number of Affordable Homes Delivered (Gross) (LAA) |
| HOS | 55 | ALL GROUPS | To investigate in discussion with childrens services the need for a 'life skills training service.' With life skills trainer rolling training sessions on subjects such as budgeting, child care, time management for household responsibilities, debt advice, anger management, nutrition and cooking, finding a new house, assertiveness, employment and education advice. The trainer can signpost to other services within the training session. This should aim to be a direct access service. | To reduce and prevent homelessness for the future | 2010 | Existing | Lead: Strategic Housing Links: Learning Skills Council, Job Centre, Life Coach | Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 |
| HOS | 9 | ALL GROUPS | To develop a court desk service in Herefordshire aimed at preventing homelessness by ensuring households are appropriately advised and supported in cases where repossession proceedings are being taken against them. | To reduce and prevent homelessness for the future | 2009 | Existing | Lead: Strategic Housing Links: CAB | Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus) |
| HOS | 16 | ALL GROUPS | To work with Citizens Advice Bureau on the development of a specialist debt advice service in support of homelessness prevention. | To reduce and prevent homelessness for the future | 2009 | Existing | Lead: Strategic Housing Links: CAB | Links to KLOE Strategic Approach to Housing (Access, Customer Care and User Focus) and KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus) |
| Outcome 2 - To end the use of bed and breakfast as temporary accomodation and to continue to reduce the overall number of households in temporary accommodation. | | | | | | | | |
| HOS | 2 | Homeless Families | With the results from the 'Homeless Case Panel Action Group', to carry out a feasibility study into the benefits of acquiring a small number of appropriate properties to provide intensively supported transitional housing for families with children who have been found intentionally homeless or who are hard to house. Potentially to research the family intervention model with the assistance of supporting people. REF: HOS2 (links to HOS1) | To reduce the numbers of Homeless families in Bed and Breakfast | 2010 | Existing | Lead: Strategic Housing and Supporting People Links: tbc at later stage | Links to NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 |
| HOS | 6 | ALL GROUPS | To develop and produce a Temporary Accommodation Strategy with action plan - This strategy and action plan is to review all current temporary accommodation usage, location and the quality and the facilities for washing and cooking facilities. It also aims to reduce to Zero the number of 16 / 17 year olds and families with children in Bed and breakfast by 2010 with an easily accessible emergency bed in TA and encompassing the specialist advice for reducing youth homelessness. This should ensure TA providers inform of GP and dentist to new residents. | To reduce the numbers of Homeless families and 16/17 year olds in Bed and Breakfast | 2008 | Existing | Lead: Strategic Housing Links: Landlords, SHYPP | Links to LAA - Increase the availability of appropriate, decent and affordable housing NI156 - reducing street homelessness - along with Every Child matters and N146 -, N119 and N1143 - Offenders living in settled accommodation to build safer communities.. LAA - Children and YP - N150, NI117, Along with Stronger communities NI175 - access to services, along with increase the availability of appropriate decant housing / Every child matters / Government Teenage parents strategy / |
| HOS | 43 | Older People | The preparation and development of the hospital discharge protocol between mental health, County Hospital, Community Hospitals and Herefordshire Council. | To reduce the numbers bed blocking in hospitals | 2009 | Existing | Lead: Strategic Housing Links: PCT, NHS, Mental Health, Social Services | Links to Mental Health Housing Plan |

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| HOS | 52 | ALL GROUPS | To complete Temporary Accommodation Procedures for the placements of people in temporary accommodation, this should include a complaints procedure if the temporary accommodation is not adequate. | To provide appropriate customer service | 2009 | Existing | Lead: Strategic Housing | Links to NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 SHPI 16 (LPI 10 Percentage change in number of Families with Children in Temporary Accommodation Links to KLOE Homelessness & Housing Advice (Temporary Accommodation for Statutory Homeless Households - Homeless Strategy, Services and Applications |

Outcome 3 - To ensure sufficient accommodation and support is available for people who are, or who may become, homeless.

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| HOS | 4 | Homeless Families | To seek in partnership with the Supporting People programme, the development of an RSL Tenancy Support service to work closely with the Homelessness and Housing Advice team assisting existing RSL tenants to maintain their tenancies. REF: HOS4 | Reduction in evictions | 2011 | Supporting People | Lead: Supporting People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 |
| HOS | 10 | Mental Health | A review of the Supporting People funded pilot service - this service is an 18 month pilot starting in 2008/2009 and is to offer a floating support service for those mental health service users who may be homeless. REF: HOS10 | Reduction in bed blocking costs | 2010 | Supporting People | Leads: Mental Health and Supporting People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 15 | Substance misuse and Offenders | A creation of a wrap around service for drug and alcohol service users along with offenders. The housing related support element is to be funded through Supporting People. | | 2009 | Supporting People | Leads: Supporting People | Links to APA 2007 - Increase the proportion of young offenders in education and employment, along with NI115. And the outcome area 9.1.3 of Children and YP plan |
| HOS | 20 | Singles over 25 | With the results from the 'hidden homeless' count, to develop a "Hidden Homeless and Rough Sleeper needs analysis" to include a needs mapping exercise - to ensure a strategic approach to tackling, managing and reducing homelessness amongst this client group. This should review the need for a Direct Access Hostel or offer alternative solutions including a MOPP (Move-on planned protocol). Links to HOS18 | Reduce numbers of 'hidden homeless' | 2009 | Existing | Lead: Strategic Housing Links : Supporting People and HSI | Direct Access Hostel - LAA priority for NI154/NI155 along with Economic reasons - to increase the economic potential and address worklessness - NI152 and NI156 along with decent homes for stronger communities/ Along with links to LAA NI19 - rate of re-offending and N130 and N146 and NI143 - settled homes for ex offenders. Many reports from homeless forum agencies about numbers of people sofa surfing within the County. There is no quantitative evidence for a new direct access hostel, but we suggest that a needs analysis is carried out to identify potential numbers and the potential support from Supporting People agencies to enable people to move-on from the Direct access hostel. |
| HOS | 23 | ALL GROUPS | Supporting People to re-specify the homeless housing related support services in the county, which are to be funded by Supporting People. REF: HOS23 | Evaluate and plan existing services | 2009 | Existing | Lead: Supporting People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 25 | Young People | To produce and implement a Young People Homeless Strategy and Action Plan to include 16 – 25 years. Providing evidence of information, ideas and services along with the proposed need for new accommodation and support solutions for young people leaving home as well as those found intentionally homeless. REF: HOS25 | To reduce the SHYPP waiting list | 2009 | Existing | Lead: Strategic Housing Links: Supporting People, SHYPP and relevant LA departments | NI 147 Care Leavers in suitable accommodation NI 46 Young Offenders access to suitable accommodation Links to KLOE Homelessness & Housing Advice (Access, Customer Care & User Focus) |
| HOS | 30 | Teenage Parents | To work in conjunction with SHYPP to prepare a Teenage Parents Homelessness needs analysis. To assess the current housing need and ensure solutions for accommodation and support | To provide appropriate and supported accommodation | 2010 | Existing | Lead: Strategic Housing Links: Supporting People, SHYPP and relevant LA departments | Every Child matters and LAA N146 -, N119 and N1143 and governments Teenage Pregnancy Strategy. |

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| HOS | 31 | Domestic Abuse | The planned reprovision of the Womens Aid refuge in Hereford City, with a potential of two additional units of accommodation | To increase the units of affordable units and to provide appropriate and supported accommodation | 2010 | Existing | Lead: Strategic Housing Links: Womens Aid, Herefordshire Council departments | Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. As well as links to NI32 - reduce the repeat incidence of DV |
| HOS | 32 | Domestic Abuse | A proposal to investigate with RSL's the provision of 5 or 6 properties at any one time, from the county RSL stock. These properties will provide move-on or alternative accommodation from the Womens Aid refuge. This will also enable grown up children to live with their families. Intensive floating support will be provided by Womens Aid. | To provide appropriate and supported accommodation | 2010 | Existing | Lead: Womens Aid Links: RSL Forum, Strategic Housing, Supporting People | Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. |
| HOS | 38 | Gypsy and Travellers | The 'Housing Needs of Gypsies and Travellers Working Group' to request discussion, consideration and review of the allocation procedures of allocating pitches or site placements. REF: HOS38 | To increase number of available units and improve quality of accommodation | 2013 | Housing Corporation | Lead: Strategic Housing Links: Environment and Planning | |
| HOS | 42 | Older People | To complete in 2008, Hereford City's first Extra Care scheme which will enable over 91 older people to live independently in their own homes with support matched to their individual needs. | To increase number of affordable units | 2008 | Dept of Health grant. LA capital. Elgar HA. Extra Care charitable trust. Supporting People. Adult Social Care. PCT. | Lead: Strategic Housing Links: Supported People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 54 | Prevention | To keep under review the resources applied to providing homelessness and housing advice services in Herefordshire in responding to national developments and local demand to housing advice | To improve customer service and response times / reduce temporary accommodation usage and costs/ reduce homelessness applications and its effects within the County | 2009 | Existing | Lead: Strategic Housing Links: HSI, Finance | Links to NI 156 Number of Households Living in Temporary Accommodation SHPI 17 (LPI 11) Former BV213 Preventing Homelessness SHPI 14 Average Length of Stay of Families with Children in B&B SHPI 15 Average Length of Stay of Families with Children in Hostels |
| HOS | 57 | Ex offenders | A housing needs analysis to be carried out to identify the numbers and housing options required for ex offenders. | To evaluate the housing requirement of ex offenders | 2011 | Existing | Lead: Strategic Housing Links: Probation, CSDP | NI 46 Young Offenders access to Suitable Accommodation |
| HOS | 21 | Care Leavers | Strategic Housing with the assistance of Supporting People plan will aim to roll out the Move On Planned Protocol (MOPP) to their providers in Herefordshire. This will inform strategic considerations in relation to accommodation needs and provide an aid to strategic planning. | To reduce homelessness | 2011 | Existing | Lead: Strategic Housing Links: Supporting People, Housing providers | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |

Outcome 4 - Improve joint working amongst all agencies concerned with homelessness and prevention.

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| HOS | 1 | Homeless Families | To seek the development of a housing related support service to deal with the challenge of Hard to House households whose tenancy history is preventing an offer of settled accommodation. Associated with this, to set up a new Homeless Case Panel Action Group to review individual Hard to House cases and to drive forward ideas and solutions with long term planning, potentially using the family intervention model | To reduce repeat homelessness | 2009 | Existing | Lead: Strategic Housing Links: Supporting People, RSL's, Shelter, Social Services, Police, CAB, NHS, Education | Links to NI 156 Number of Households in Temporary Accommodation SHPI03 - Gov 3 Links to KLOE Homelessness & Housing Advice (Access, Customer Care & User Focus - Housing Advice, homelessness prevention & options services) |
| HOS | 7 | Mental Health | Associated with this, to set up a new Homeless Case Panel Action Group to review individual Hard to House cases and to drive forward ideas and solutions with long term planning, potentially using the family intervention model. | To reduce the effects of Homelessness amongst Mental Health Service Users | 2009 | Existing | Leads: Strategic Housing and Mental Health | Links to KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention & option services) |

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| HOS | 18 | Substance misuse and 16 17 year olds | To develop information sharing procedures and a proforma care package for service users with Substance Misuse issues and 16 - 17 year olds that Home Point landlords can view - with the aim of assuring Housing Associations to offer a tenancy to this client group. | To reduce homelessness and discrimination amongst this group - Substance Misuse clients | 2010 | Existing | Leads: Mental Health Links: Home Point, RSL Forum | Links to KLOE Allocations & Lettings (Access, customer care & user focus) NI 46 Young Offenders access to Suitable Accommodation |
| HOS | 22 | Ex-Offenders | To develop and implement a joint housing and probation services protocol for the assessment and referral of offenders to homeless services which is to provide a housing link scheme to work with offenders due for discharge to assist them in attaining appropriate housing and support. | Reduction of bed blocking in Bail Hostel and numbers on waiting list for Bridge House | 2009 | Existing | Lead: Strategic Housing and Probationary Service Links: RSL's, Stonham | Links to KLOE Homelessness & Housing Advice (Access, Customer Care and User Focus - Housing Advice, homelessness prevention & option services) Links to NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence, NI144 Offenders under probation supervision in employment at the end of their order or licence |
| HOS | 33 | Domestic Abuse | To co-operate in the setting up and implementation of a MARAC (Multi Agency Risk Assessment Conference) panel in Herefordshire, to provide joined-up approach to assisting high risk victims of domestic abuse. | Reduction in number of reduced homeless cases | 2009 | Existing | Lead: Community Drug Safety Partnership Links: Police, Womens Aid, Health, Social Services, Mental Health | Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. As well as links to NI32 - reduce the repeat incidence of DV and outcome 9.21 of Children's and YP plan |
| HOS | 34 | Domestic Abuse | The update of a Domestic Abuse strategy to be completed by the DA forum in 2008. | To ensure efficient planning of Domestic Abuse services | 2009 | Existing | Lead: Domestic Abuse Forum. Links: Community Drugs Safety Partnership, | Links to NI32 Repeat Incidents of Domestic Violence and NI 34 Domestic Violence (Murder) |
| HOS | 35 | Domestic Abuse | To support the employment of a dedicated DA / MARAC co-ordinator. To be managed by the Community Safety and Drugs Partnership (included in their strategy 2008 – 2011) | To promote and encourage Domestic Abuse services within the County. | 2011 | Funding - Community Safety and Drugs Partnership | Lead: Community Safety and Drugs Partnership | Links to NI32 Repeat Incidents of Domestic Violence and NI 34 Domestic Violence (Murder) |
| HOS | 37 | Domestic Abuse | To promote joint working between the Homelessness & Prevention Service and Womens Aid. Womens Aid to support and advocate for service users wanting to access the Homelessness team | To promote Homelessness prevention services to Domestic Abuse victims | 2012 | Existing | Lead: Homelessness Team Manager Links: Womens Aid, IDVA, CAB | Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. |
| HOS | 40 | Gypsy and Travellers | The progression of the 'Housing Needs of Gypsies and Travellers Working Group' to deliver the findings of the 'Gypsy and Traveller Needs Assessment 2007'. This could support the needs analysis and commissioning framework for the future. Links to HOS41 | To improve the housing support and allocation for Gypsies and Travellers | 2010 | Existing | Lead: Strategic Housing Links: Shelter, RSL's, Health project, Gypsy and Traveller liaison officer. | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 58 | Employment | To develop links with the Job Centre, Connexions and Learning and Skills Council encouraging attendance at HSIg. | To improve employment opportunities for homeless | 2008 | Existing | Lead: Strategic Housing Links: HSIg, Job Centre, Learning Skills Council | To link with NI117 - supporting young people into employment and education. Links with Children and YP plan outcome area 9.5.1 |
| HOS | 56 | Advice | To research the possibility of a one-stop shop/ info hub or one conduit for housing related homelessness advice. This would involve the major agencies. i.e. housing benefit, Home Point, Homelessness and support agency representatives. This will need to be considered in the light of the accommodation and advice strategies. | To improve customer services | 2013 | Existing | Lead: Strategic Housing Links: HSIg, Info team, Accommodation Panel | Links to KLOE's Strategic Approach to Housing and Homelessness & Housing Advice (Access, Customer Care and User Focus) |
| HOS | 12 | ALL GROUPS | To work jointly with 'Info in Herefordshire' centres to expand their role in the front line provision of homelessness and housing advice supporting the specialist role of the Homelessness team | To improve customer services | 2010 | Existing | Lead: Strategic Housing Links: Info team, IT | Links to KLOE's Strategic Approach to Housing and Homelessness & Housing Advice (Access, Customer Care and User Focus) |

Outcome 5 - To reduce homelessness and it's related impacts amongst vulnerable client groups including young people and children.

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| HOS | 5 | Homeless Families | To develop a joint Housing and Social Services protocol for early intervention where children are at risk of homelessness | To reduce the stress of children within homeless families and ensure future development of that child | 2010 | Existing | Lead: Strategic Housing Links: Children's Social Services and Partner agencies | Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 |
| HOS | 26 | Young People | Review and re-commission Mediation Services for 16 - 17 year olds | To increase the numbers accessing the mediation service | 2010 | Existing | Lead: SHYPP Links: Strategic Housing, Supporting People, Mediation team | KLOE Homelessness and Housing Advice (Access, Customer Care & User Focus - Temporary Accommodation for Statutory Homeless Households) |
| HOS | 27 | Young People | To develop a system of referral procedures to be integrated into any accommodation referral procedure for 16 - 17 year olds and those under 25, particularly young parents to ensure that each young person's needs are identified and support is available as appropriate. | To ensure support is offered to young people | 2011 | Existing | Lead: Strategic Housing, Links: New Dawn and SHYPP | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 28 | Young People | To investigate the extension of the Nightstop scheme to encourage supported lodgings for 3 months until foyer place may become available or alternative accommodation can be sought. | To increase the availability of appropriate accommodation options /to reduce the usage of B& B for 16 17 year olds / | 2011 | Existing | Lead: SHYPP Links: Strategic Housing, Supporting People and Nightstop volunteer families | Links to NI 156 Number of Households Living in Temporary Accommodation P1E return Number of 16-17 year olds in Temporary Accommodation P1E return Number of 18-24 year olds in Temporary Accommodation |
| HOS | 29 | Young People | To develop a joint Housing and Social Services protocol for homeless 16 and 17 year olds and those at risk of homelessness including Homeless Families. | To improve the accessibility to relevant services for young people | 2011 | Existing | Lead: Strategic Housing Links: Social Services - Children's | Links to NI 156 Number of Households Living in Temporary Accommodation P1E return Number of 16-17 year olds in Temporary Accommodation |
| HOS | 36 | Domestic Abuse | To review the proposal to further expand the Womens Aid outreach support service to offer support to children living in the community affected by domestic abuse. | To reduce the stress of children within homeless families and ensure children's future development | 2013 | Supporting People | Lead: Strategic Housing Links; Womens Aid | Links to the 2007 Annual Performance Assessment (APA) - improve services to combat DV. |

Outcome 6 - To maximise the effectiveness and targeting of homelessness services through the use of improved data collection and intelligence gathering.

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| HOS | 8 | Mental Health | A detailed accommodation needs analysis will be carried out in 2008 / 2009 by Mental Health to support their Housing Plan. The Local Authority to ensure the results and requests are filtered into their Housing Strategies and planning of resources if applicable. | A housing needs analysis will be completed leading to increased units of accommodation | 2008 | Existing | Lead: Mental Health Links: Strategic Housing | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living SHPI 12 (LPI6) Total Number of Housing Needs Studies Undertaken |
| HOS | 14 | BME, Teenage pregnancies, Migrant | To prepare an annual review of key information for HSIG to consider, particularly migrant workers, BME groups, teenage pregnancies and after care leavers along with reporting any issues with Local Housing Allowance in the County. This information will be reviewed by HSIG and any appropriate actions planned. | Planning of services | annually | Existing | Lead: Strategic Housing Links: HSIG | Annual HSSA Return and also links to P1E Returns that record this information on a quarterly basis |
| HOS | 17 | Substance Misuse | To commission a housing strategy for people with substance misuse problems which will identify the housing needs of those with drug and alcohol problems. | Planning of services | 2009 | Mental Health Services | Lead: Mental Health | Links to NI 38 Drug Related Offending Rate & NI 40 Number of Drug Users recorded as being ineffective treatment Links to KLOE's Strategic Approach to Housing (Access, Customer care & User focus - Diversity) |
| HOS | 18 | Singles over 25 | A 'hidden homeless' or presenters survey to be carried to review the true numbers of homeless single people presenting to agencies within Herefordshire. Links to action HOS20 | Planning of services | 2008 | Existing | Lead: Strategic Housing Links: HSIG and associated agencies linking to HSIG | Links to NI 156 Number of Households Living in Temporary Accommodation KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention & options services) |

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| HOS | 19 | ALL GROUPS | A rough sleepers count as per the CLG guidelines in Autumn 2008 | Statutory requirement | 2008 | Existing | Lead: Strategic Housing Links: Various volunteers and agencies | Deleted from BVPI Requirements Links to KLOE Homelessness & Housing Advice (Housing Advice, homelessness prevention and options services) |
| HOS | 41 | Gypsy and Travellers | To investigate the possibility of registering known Gypsy and Travellers housed in bricks and mortar by the RSL housing allocation teams. Registering on the Home Point system a Gypsy or Traveller being housed in bricks and mortar. Links to HOS39 and HOS40 | Data gathering and planning of services | 2012 | Existing | Lead: Home Point Links: G & T Health project, Shelter, RSL forum, RSL's, Strategic Housing | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |
| HOS | 44 | Older People | To develop a register of adapted properties within the County. | Planning of services | 2013 | Existing | Lead: Home Point and Housing O.T Links: RSL forum, RSL's, Strategic Housing | SHPI 13 (LP17) Total Number of Households with physical disabilities re housed into appropriate newly adapted accommodation |
| HOS | 39 | ALL GROUPS | An IT system to record service users accessing the Local Authority Homelessness and Prevention service. This system is to record client information. It is a requirement that other agencies such as Home Point and RSL's, Shelter and SHYPP can access and add into this information. | Planning of services | 2010 | Existing | Lead: Herefordshire Connects Links: Strategic Housing, Home Point | Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BV213 Preventing Homelessness |
| HOS | 59 | Homeless Families | To commission additional research into the increased number of relationship breakdowns in Herefordshire, with the aim of reducing the percentage of numbers in this homeless category as compared to the national statistics. | Reduction in homeless numbers within 'relationship breakdown' category | 2011 | Existing | Lead: Homelessness Team Links: Strategic Housing, mediation team | Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BV213 Preventing Homelessness |
| HOS | 9 | Domestic Abuse | To review the decrease in numbers of women fleeing domestic abuse accessing the Homeless team | Reduction in Bed blocking costs at the refuge as well as increased places for women | 2009 | Existing | Lead: Homelessness Team Links: Womens Aid | Links to NI 156 Number of Households Living in Temporary Accommodation P1E Homelessness Prevention Section 10 SHPI 17 (LP11) Former BV213 Preventing Homelessness |
| HOS | 21 | Older People | To develop an older persons housing plan, in alignment with the aims and objectives of the Older Person Strategy for Herefordshire "Growing older In Herefordshire" | Planning of services | 2010 | Existing | Lead: Strategic Housing Links: Mental Health, PCT, relevant stakeholders, Supporting People | Links to NI 141 Number of Vulnerable people achieving independent living NI 142 Number of Vulnerable people supported to maintain independent living |