

1. Improve partnership working to prevent homelessness

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> • Ensure existing protocols are efficient. 	<ul style="list-style-type: none"> - Review existing protocols - Raise awareness of existing mechanisms through a mapping exercise - Update and maintain key contacts lists 	September-December 08	Lyn Scaplehorn	Existing officer time	Continue to meet homelessness and prevention performance targets
<ul style="list-style-type: none"> • Establish new protocols/ arrangements. 	<ul style="list-style-type: none"> - Establish new protocols: <ul style="list-style-type: none"> - a. With prisons. - b. With DAAT. - c. Establish Tenants at Risk group with LSVT partners and other stakeholders. - d. With Vale Housing Association to focus upon homeless prevention. - Raise awareness of new protocols with partner agencies and staff. - Establish key PIs and review effectiveness. 	January 09 January 09 December 08 January 09 February 09 January 09 and ongoing	Lyn Scaplehorn	Existing officer time	Improvement in LPI-homeless prevention from 60% successful to 65% over lifetime of Strategy. Reductions in homelessness due to evictions by social landlords.
<ul style="list-style-type: none"> • Establish Vale Homeless Forum. 	<ul style="list-style-type: none"> - Set up initial meeting. - Establish terms of reference. - Devise and implement workplan. 	October 2008 October 2008 November 2008 and ongoing	Lyn Scaplehorn	Existing officer time	Implement Homeless Strategy. Contribute to reduction in homelessness.

2. Improve and develop prevention services for young people

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> • Develop Young Persons Homeless Strategy. 	<ul style="list-style-type: none"> - Establish working group. - Establish project plan. - Conduct research, produce strategy and develop action plans. - Implement and monitor plans 	<p>August 08 October 08 January 09</p> <p>Ongoing</p>	Lyn Scaplehorn	Existing staff time	<p>Implement Homeless Strategy.</p> <p>Reduce youth homelessness.</p>
<ul style="list-style-type: none"> • Eliminate use of out of area B&B placements. 	<ul style="list-style-type: none"> - Establish supported lodgings. - Work with The Abingdon Foyer to provide accommodation for young people with high support needs. - Efficient use of supported housing placements. 	<p>November 08 September 08 January 09</p>	Leah Bennion	DCLG grant as part of wider Oxon scheme. Additional finance from prevention fund and savings from TA.	<p>Eliminate B&B placements for 16/17 year olds by 2010.</p> <p>Reduce out of area placements.</p>
<ul style="list-style-type: none"> • Preventing homelessness. 	<ul style="list-style-type: none"> - Early notification and intervention by Social Services. - Establish new mediation scheme for young people. - Establish education programme for young people in schools. 	<p>December 08 - May 09</p> <p>March 09</p> <p>June 09</p>	Leah Bennion	<p>Existing staff time</p> <p>Homeless prevention fund</p> <p>Staff time has been allocated to Countywide initiative</p>	<p>Reduce homeless acceptances for young people.</p> <p>Improve prevention rates for young people.</p>

3. Targeting of prevention initiatives effectively

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Outcomes/ Benefits
<ul style="list-style-type: none"> Maintain current toolkit. 	<ul style="list-style-type: none"> - monitor statistical information. - identify any issues/ trends/ areas for improvement. - take any corrective action necessary - monitor and analyse statistics. - record expenditure and outcomes. 	Ongoing	Phil Ealey	Existing staff time	Reduced homelessness acceptances. Improved customer service. Improve LPI to 65%
<ul style="list-style-type: none"> Market prevention options for people leaving armed forces. 	<ul style="list-style-type: none"> - Meet with local DHE accommodation team. - Produce info leaflet for these clients. - Train DHE staff on housing options. - Produce an early referral system for people leaving DHE accommodation. - Closely monitor data and trends. 	August 08 October 08 November 08	Phil Dore	Existing staff time	Reduce level of homeless acceptances from people leaving Army to 2007/08 levels.
<ul style="list-style-type: none"> Target prevention towards people threatened with homelessness due to repossessions. 	<ul style="list-style-type: none"> - Arrange training for options staff on defending possession actions at Court. - Review referral process for debt advice. - Target prevention initiatives to this client group. 	June 08 January 09 July 08	Phil Dore	Existing staff time Prevention fund Existing staff time	Minimise acceptances due to mortgage repossessions.
<ul style="list-style-type: none"> Improve services for people fleeing domestic violence. 	<ul style="list-style-type: none"> - Establishment of refuge – 4 bedspaces. - Establish common policies and procedures with RSL partners for people fleeing DV. 	December 08 December 08	Chloe Hillsdon	SP funding allocated for 4 units across South and Vale Existing staff time	Eliminate use of B&B Reduce DV homeless acceptances. Improve LPI to 65% successful preventions.

4. Further professionalisation of the housing advice service

Objective	Action	Timescale - completion date	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> • Introduce individual performance monitoring. 	<ul style="list-style-type: none"> - Agree targets with individual officers. - Set up monitoring and feedback mechanisms. 	September 08	Lyn Scaplehorn	Existing staff time.	Increased successful prevention cases. Reduced homeless acceptances. Improved customer service.
<ul style="list-style-type: none"> • Establish a framework for customer service feedback. 	<ul style="list-style-type: none"> - Introduce a system of regular customer service surveys. - Set up monitoring and feedback process into the service. 	August 08	Andrew Ochia	Existing staff time.	Improved customer service.
<ul style="list-style-type: none"> • Establish a rolling training programme for Housing Advice staff. 	<ul style="list-style-type: none"> - Quarterly in-house training sessions for relevant housing topics. 	June 08	Phil Dore	£4500.00	Improved customer service.
<ul style="list-style-type: none"> • Set up and maintain a central library for housing publications. 	<ul style="list-style-type: none"> - Library to include current legislation, government publications and housing literature. 	August 08	Phil Dore	£ 500.00	Improved customer service.
<ul style="list-style-type: none"> • Produce new literature for White Horse Lettings and develop marketing campaign. 	<ul style="list-style-type: none"> - New pamphlets for tenants and landlords. - Press release - Advertising campaign. 	July 08	Phil Ealey	£4000.00 Centralised print budget.	Increased issuing of deposit bonds. Increased RIA payments. Less homeless presentations.
<ul style="list-style-type: none"> • Provide an enhanced service for households assessed as homeless. 	<ul style="list-style-type: none"> - New homelessness application. - New “moving to TA” leaflet. 	October 08	Erica Young	Existing staff time.	Improved customer service.

5. Improving and reducing the provision of temporary accommodation

Objective	Action	Timescale - completion date	Lead Person	Resources	Measurable Outcomes
<ul style="list-style-type: none"> • Produce revised TA reduction Plan. 	<ul style="list-style-type: none"> - Review current TA reduction plan. - Produce new forecast to minimise use of TA. 	August 08	Phil Ealey	Existing staff time.	Meet revised TA reduction target. End use of B&B for 16/17 year olds. Cost savings to authority.
<ul style="list-style-type: none"> • Complete comprehensive review of TA provision. 	<ul style="list-style-type: none"> - Value for money analysis. - Minimum standard agreements. - Best service providers. - Localised provision. - Review of legal procedures. 	November 08	Phil Ealey	Existing staff time.	Meet revised TA reduction target. End use of B&B for 16/17 year olds. Cost savings to Authority.
<ul style="list-style-type: none"> • Agree proposals and complete action plan to maximise efficient use of TA. 	<ul style="list-style-type: none"> - Produce TA provision proposals and an action plan. - Implement proposed changes to provide better and cheaper TA. 	September 09	Phil Ealey	Existing staff time.	End use of B&B for 16/17 year olds. Improved service to customers. Cost savings to authority.
<ul style="list-style-type: none"> • Proactive management of households in TA. 	<ul style="list-style-type: none"> - Provide monitoring and assistance to households in TA to move on. 	July 08, then ongoing	Phil Ealey	No significant staff resource.	Assist in meeting TA reduction target. Improved service to customers.
<ul style="list-style-type: none"> • Improved support for households in TA. 	<ul style="list-style-type: none"> - Visiting programme for households in TA to ensure coping well & have support. 	June 08, then ongoing	Sylvia Messen	1 day per week. No significant financial cost.	Residual cost saving to authority through less failed tenancies. Improved service to customers.
<ul style="list-style-type: none"> • Introduce service contract with removals firm. 	<ul style="list-style-type: none"> - Establish a quick and efficient service agreement for removals and storage if required. 	July 08	Chloe Hillsdon	Cost saving. No significant staff resource.	Reduced cost to authority. Improved service to customers.

6. Maximising the supply of housing

Key Objectives	Key Actions	Timescale	Lead Person	Resources	Outcomes/ Benefits
<ul style="list-style-type: none"> • Maximise new build by effective use of planning process. 	<ul style="list-style-type: none"> - regular meetings with planners to ensure target met. - maintain good working relationships with RSLs and developers. - monitor target and take corrective action. 	Current and on-going	Helen Novelle	Existing resources	Meet new build targets for affordable housing.
<ul style="list-style-type: none"> • Ensure the CBL scheme supports the Council's homelessness objectives. 	<ul style="list-style-type: none"> - Implement the revised Allocations Policy. - Set up move on protocol as part of revised Allocations Policy to ensure supported housing is used efficiently. - Review the changes to assess the impact on homelessness. 	July 08 July 08 January 09	Lyn Scaplehorn	Allocated as part of 08/09 budgets	2010 TA target met. Increase lettings available to people in supported housing. Ensure targets continue to be met.
<ul style="list-style-type: none"> • Implements sub-regional CBL. 	<ul style="list-style-type: none"> - Agree common Allocation Policy. - Select ICT provider and agree project plan. - Consult. - Implement scheme. - Review the changes to assess the impact on homelessness. 	Complete Complete January 09 January 10	Lyn Scaplehorn	DCLG money granted as part of pilot scheme with Oxon partners Additional funds allocated 08/09 budgets	Improve access to housing for homeless household. Ensure homeless targets continue to be met.