

Draft Homeless and Rough Sleeping Review and Strategy 2025- 2030

Overview and Scrutiny 11 June 25

**Homelessness and
Rough Sleeping
Strategy 2025-
2030
Themes of the
Strategy**

Preventing homelessness

Increasing the availability of suitable accommodation options

Increasing availability and access to support services

Reducing rough sleeping

Key challenges

- A severe shortage of affordable housing
- Geographic inequalities and rurality
- Economic pressures and insecure employment
- An ageing population
- Increased complexity of need
- Pressure on move and supported accommodation
- Inconsistent experience of our services
- Workforce confidence in trauma informed practice
- Ongoing policy reform and national change

Opportunities and Aspirations

- Strong leadership and unified structures
- Improving the customer journey
- Digital transformation and data led prevention
- Stronger joint commissioning and shared approaches
- Partnerships with the voluntary, community and social enterprise sector
- Lived experience and peer-led approaches
- Innovative models of housing and support
- A clear strategy for developing supported accommodation
- Sustainable investment in housing priorities

Theme 1- Preventing Homelessness

Priority 1- Intervening before people reach housing crisis

We will:

- Expand the Private rented sector offer role to all localities
- Develop our employment and training offer through collaboration with DWP, BEAM, and other voluntary and community organisations to assist to source sustainable employment opportunities for vulnerable households
- Review exiting pre-tenancy support and independent living skills support and seek to expand this across all localities
- Consider introducing youth and school based early intervention work through the Young People's Partnership

Theme 1- Preventing Homelessness

Priority 1- Intervening before people reach housing crisis

We will:

- Review existing pre tenancy support and independent living skills and seek to expand this across all localities and service users in temporary accommodation
- Consider introducing youth and school based early intervention programmes
- Continue to develop data systems to identify households in financial stress and who are at future risk of homelessness
- Implement the new Homeless Prevention Toolkit for North Yorkshire and publish this together with the service available to provide advice and assistance at the earliest opportunity for the community

Theme 1- Preventing Homelessness

Priority 2- Improving the customer journey

We will:

- Develop a county- wide action plan to ensure a consistent customer journey for people receiving support from the Housing Needs Service
- Ensure all homeless prevention offers are consistent around the localities including access to debt management/income maximisation, Discretionary housing payments and rent deposits and rent in advance.
- Ensure Housing Needs pages on the websites are kept up to date and contain relevant information for people to apply for assistance
- Deliver refresher training on duty to refer/commitment to refer and homelessness reduction Act training for all relevant frontline staff.
- Increase use of the “AI buddy” to support frontline staff with information and guidance around housing, care and mental health legislation

Theme 1- Preventing homelessness

Priority 3- Working with voluntary, community and social enterprise sector to prevent homelessness

We will:

- Work with North Yorkshire Council's localities team and community first Yorkshire to identify the needs of individual communities and develop engagement strategies, to encourage earlier engagement with council services around housing needs, including;

Options for funding a dedicated role which would increase voluntary, community and social enterprise capacity, build knowledge of the council's service offer around homelessness and promote joint working and also increase council presence and visibility in community settings

- Work with the recently re-launched homelessness forums for the East and West and the NY Homelessness Partnership group to increase voluntary and community involvement around developing services

Theme 2- Increasing the availability of suitable accommodation options

Priority 1- Increasing access to suitable and affordable housing

We will:

- Provide information on housing availability and waiting times, relevant services and support across North Yorkshire to help housing applicants make informed choices about where they would like to live
- Use data to fully evidence homeless households' accommodation and support needs
- Encourage more registered providers to join Home Choice, increasing choice for applicants
- Increase access to privately rented accommodation through enhanced landlord liaison and relationship building, financial incentives and support for landlords
- Work to ensure we meet expectations in the Supported Housing Act
- Continue to utilise direct lets across all localities, by reinforcing the single offer policy to households experiencing homelessness and make it more consistently applied



Theme 2- Increasing the availability of suitable accommodation options

Priority 2- Meeting the needs for and improving temporary accommodation

We will:

- Audit the physical standards of existing temporary accommodation
- Explore how we can utilise reserves from the Homelessness Prevention Grant and other budgets to upgrade the current temporary accommodation stock
- Ensure that temporary accommodation can support people with multiple and complex needs
- Offer training to frontline staff around supporting people with multiple and complex needs
- Completion of the temporary accommodation development programme for additional units through in house provision and working with RSLs across NY.

Theme 2- Increasing the availability of suitable accommodation options

Priority 3- Increasing access to supported housing

We will:

- Develop an integrated access point between council directorates, to remove multiple access routes across housing and adult social care and increase focus in achieving positive outcomes for individuals
- Explore scope for joint working with public health around multiple disadvantages, to support people with a defined housing needs, alongside wider care and support needs
- Strengthen the alignment of the Young People's Pathway with wider supported housing models.
- Develop a supported housing project with Health and Adult services to provide up to 20 bedspaces.

Theme 3- Improving availability and access to support services

Priority 1- Strengthening housing related support pathways

We will:

- Strengthen the Young Peoples' Pathway through the current recommissioning process, ensuring dedicated support for 16/17 year olds and care leavers, preventing homelessness for young people, clearer transition points and move on into training, employment and settled housing
- Co- produce a Care Leavers Housing Protocol with leaving care services and other partners to support young people from care to supported accommodation
- Ensure the domestic abuse pathway remains inclusive and trauma informed, while reviewing gaps in provision for women with complex needs, including those at risk of violence against women and girls (VAWG)

Theme 3- Improving availability and access to support services

Priority 1- Strengthening housing related support pathways

We will:

- Work with health and hospital teams to improve discharge pathways, with a focus on earlier planning, reducing out of areas discharges, and expanding good practice.
- Develop a multi-agency planning and support arrangements between housing, A&E services and hospital ward staff to ensure safe discharge and reduce risk of homelessness
- Promote consistent support offers across localities, including access to the same models and standards of pathway-based support regardless of where people live.
- Engage with the findings of the Armed Forces Audit to strengthen our housing and homelessness offer for veterans, including through clearer referral routes, improved awareness among staff, and the development of an Armed Forces Housing Guide.

Theme 3- Improving availability and access to support services

Priority 2- Improving support for people facing multiple disadvantages

We will:

- Expand learning from the REACH and SAFE models across other parts of North Yorkshire, including their approaches to housing stability, trauma-informed practice, and integrated, multi-agency working.
- Continue to embed the Making Every Adult Matter (MEAM) approach through the North Yorkshire Multiple Disadvantage Network, supporting co-located teams, shared risk planning and delegated decision-making.
- Formalise and extend multi-disciplinary team working across localities, building on current practice in Scarborough and Selby.
- Support the development of a fully integrated system for clients using support services, aligned to the new supported housing model.
- Develop a longer-term ambition for a single assessment process to reduce duplication and improve client experience.



Theme 3- Improving availability and access to support services

Priority 2- Improving support for people facing multiple disadvantages

We will:

- Strengthen joint working with mental health and substance use services, particularly to support people with dual diagnosis or inconsistent engagement.
- Explore opportunities for joint commissioning and shared accountability between Housing, Adult Social Care, and Health Services for people with multiple and complex needs.
- Deliver joint training for Housing and Adult Social Care staff on legal frameworks, responsibilities, and thresholds to improve support planning and coordination in complex cases.
- Establish joint housing protocols with Probation and Youth Justice services to support people leaving institutions and reduce repeat homelessness.
- Develop clear pathways out of temporary accommodation for people with multiple and complex needs, to support sustained recovery and reduce repeat homelessness.

Theme 3- Improving availability and access to support services

Priority 3- Embedding inclusive, trauma informed and culturally competent practice

We will:

- Continue to roll out training on trauma-informed and psychologically informed practice across housing and homelessness services
- Develop a shared understanding of trauma-informed and psychologically informed approaches across Housing, Adult Social Care and voluntary sector partners, including through joint training and reflective spaces
- Support staff through supervision to build confidence and consistency in working with people affected by trauma, exclusion, or systemic inequality

Theme 3- Improving availability and access to support services

Priority 3- Embedding inclusive, trauma informed and culturally competent practice

We will:

- Work with accommodation providers to ensure environments support recovery and inclusion, particularly for people with mental health needs or those who have experienced trauma
- Improve access to culturally competent and identity-aware services, particularly in rural areas and for people with communication or accessibility needs
- Review service policies and processes to ensure they are inclusive and culturally competent, and co-designed where possible
- Explore how we can better capture and act on feedback from service users from diverse backgrounds, as part of improving service quality and inclusion.

Theme 3- Improving availability and access to support services

Priority 4- Supporting voluntary, community and social enterprise engagement and peer-led models

We will:

- Strengthen the long-term role of voluntary, community, and social enterprise partners in delivering homelessness support, including through improved commissioning opportunities, funding partnerships, and involvement in strategic planning.
- Support voluntary, community, and social enterprise capacity to deliver outreach and tenancy sustainment support, particularly in rural and underserved areas.
- Expand Homelessness Forums as vehicles for shared planning and communication.
- Establish a county-wide lived experience forum, building on good practice such as the Lived Experience Network in Harrogate, and develop principles and structures to ensure it is inclusive, resourced, and embedded in decision-making.
- Pilot peer-led models of mentoring, advocacy, and navigation support.

Theme 4- Reducing Rough Sleeping

Priority 1- Meeting people experiencing rough sleepings accommodation and support needs

We will:

- Continue to develop resource-sharing across localities, to maximise opportunities for people experiencing rough sleeping to access housing and support opportunities across North Yorkshire.
- Continue to work with police and other partners to share intelligence around rough sleeping.
- Explore the need for additional outreach resources to work with people experiencing entrenched rough sleeping, and those experiencing rough sleeping with multiple and complex needs.
- Seek to develop a consistent emergency accommodation offer for people experiencing rough sleeping, based on the NSNO model.
- Review our approach to reconnecting people experiencing rough sleeping to their local authority area of origin, with a view to making this more robust.
- Provide support to people experiencing rough sleeping with multiple needs in temporary and supported accommodation via a new Multiple Disadvantage Team.

Theme 4- Reducing Rough Sleeping

Priority 2- Supporting people experiencing rough sleeping with multiple and complex needs

We will:

- Expand the Housing First Scheme across localities – utilising North Yorkshire Council stock and seeking agreement with registered providers around offering up additional units of accommodation.
- Consider how to implement learning from the evaluation of REACH. This will include clarifying principles and protocols, to ensure consistent support and buy-in from partners
- Seek to make data recording around rough sleeping more consistent – adding rough sleeping data to our existing casework management system or developing bespoke IT solutions.
- Develop a move-on pathway for entrenched people experiencing rough sleeping, including people with complex needs and/or a dual diagnosis.
- Develop multi-disciplinary teams to deliver holistic support for people experiencing rough sleeping. These teams would be co-located and be likely to include substance use, dual diagnosis, IDAS, and housing support staff.
- Ensure that training in psychologically-informed practice is available for staff in all services working with people experiencing rough sleeping.

What is left to do?

The strategy will link to other key North Yorkshire strategies, including Housing, health and wellbeing and supported housing

The strategy will go out to partners/stakeholders as part of the consultation

There will be an accompanying action plan, working alongside NYC's current Housing Strategy to ensure all housing-related challenges are addressed comprehensively and effectively.

The action plan will be reviewed through the Homelessness and Rough Sleeping Forums



ANY QUESTIONS?