

Theme 1: Preventing Homelessness					
Priority 1: Intervening before people reach housing crisis:					
Action	Key Stakeholders	Status (RAG)	Completion Target	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
1.1.1 Review and expand the private rented sector offer across all localities where possible.	Private Sector Housing Renewal Private Landlords and Letting Agents	Amber	31/08/2026	Private Sector Housing Offer has been completed and communicated across all localities; this was also delivered to all landlords across NY through the recent landlord forums. Established Private Sector Housing Officers across all localities as part of our homeless prevention activities, all these officers will be providing an enhanced service to landlords to encourage access to this sector for our customer base. All localities will now have access to an officer to undertake this role	- Households with children in temporary accommodation - Families in B&B over 6 weeks - Success at prevention or relief
1.1.2 Review existing pre-tenancy support and life skills support and seek to expand this across all localities and customers in temporary accommodation, supported accommodation, emergency accommodation and other homelessness projects.	Homeless Prevention Support Officer Meeting Rough Sleeper Team YPP team	Amber	31/10/2026	Rough sleeper team working with Private Sector officers to ensure we are utilising the resettlement criteria for NYHC to work towards customers achieving gold banding. Task and finish group set up around expanding opportunities for 'tenancy ready' training opportunities and gathering the best resources to create a modular tenancy support package. Aim to develop internal, standardised temp accommodation support package	- Households with children in temporary accommodation - Success at prevention or relief
1.1.3. Continue to develop our data systems and explore what additional use can be made of housing benefit, council tax and other available data to identify households in financial stress and who are at future risk of homelessness.	Technology Services Performance Teams	Amber	31/12/2026	Agreement to access Council Tax/HB data being sort - permission for reuse of HMRC data being sort as part of this process.  Letter from HMRC received to confirm that elements of their data can be used for homelessness investigations, this now being discussed with legal and expected that new DPIA will be drawn up Data and Intelligence resource provided to build dashboard to report on main data requirements around, decisions and temporary accommodation. Performance team involved also so produces their requirements	- Success at prevention or relief
Priority 2: Improving the Customer Journey					
Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
1.2.1 Develop a county-wide action plan to ensure a consistent customer journey for customers receiving support from the Housing Needs Service.	Customer services	Amber	31/08/2026	Operating a new customer journey for Housing Needs customers contacting NYC by phone or in person went live Dec 25. This encourages customer self-referral where possible but also has consistent processes for information gathering and signposting to all localities from customer experience teams. Additional work taking place across Scarborough to improve the consistency between the teams.	Success at prevention or relief

APPENDIX B

1.2.2 Ensure all our homelessness prevention offers, including debt management/income maximisation, DHP, and rent deposits/rent in advance are consistent across localities.	Business Support Housing Benefit	Amber	30/09/2026	<p>Bond and Rent in Advance process has been completed. Private sector offer has been launched to landlords</p> <p>Further work taking place on the procedures for</p> <ul style="list-style-type: none"> <li>Family exclusions and home visits</li> <li>Rent and mortgage arrears</li> <li>Referral routes to CA and credit unions</li> </ul> <p>Joint working with Housing benefits needed regarding the new Crisis and Resilience Fund as the replacements to Discretionary Housing Payments (DHP) to ensure funds remain available to customers facing homelessness</p>	Success at prevention or relief
1.2.3. Ensure housing needs pages on the North Yorkshire council website are kept up to date and contain all relevant information for customers to apply for assistance and understand their likely entitlements to housing and support.	Web Team	Amber	31/03/2027	<p>Rough sleeper information has been reviewed; we await upload to live website. Focus on minimising landing spots for customers accessing information.</p> <p>The domestic abuse page has been updated. The main homelessness landing page has been updated in content and is now a single page, reducing the need to add postcodes to go to different locality information. The jigsaw system home page now refers customers back to the homelessness and advice section on the NYHC website correctly</p> <p>The YPP pathway page with CYPS and other Housing Needs pages still need reviewing</p> <p>Additional page needs to be developed re the Private sector offer</p>	Success at prevention or relief
1.2.4. Deliver refresher duty to refer/commitment to refer and Homelessness Reduction Act (HRA) training to all relevant frontline staff. This will include sessions at upcoming meetings of the Homelessness Forums and the Registered Social Landlord Partnership.	All Partners	Amber	30/09/2026	<p>Training presentation under development. Dates arranged for June and September 26 to deliver DTR training. these will be shared at the next RP meeting and homelessness forums/partnership.</p> <p>Training arranged for frontline officers in May 26 around new Renters Rights Act.</p>	Success at prevention or relief
<b>Priority 3: Working with voluntary, community, and social enterprise sector to prevent homelessness</b>					
Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
1.3.1. Work closely with North Yorkshire Council's localities team, Parish and Town Councils and Community First Yorkshire, to identify needs of individual communities and to develop engagement strategies, to encourage earlier engagement with council services around housing needs.	All Voluntary & Community Sector (VCS) Partners	Amber	31/03/2027	<p>Working with combined authority around grant allocation and also during 25/26, provided grants directly to the VSCE organisations as required from the Homeless prevention Grant. Further work has taken place during Q1 working closely with the localities team and VSCE to support bids to MHCLG regarding the ending homelessness in communities' fund.</p> <p>Further work outstanding to engage with the parish and town councils and locality teams</p>	Success at prevention or relief

<p>1.3.2. Increase council presence and visibility in community settings. This might include joint working between voluntary, community, and social enterprise organisations and the DWP, to provide a single access point for support which could also promote the council's homelessness assistance offer.</p>	<p>All Partners</p>	<p><b>Amber</b></p>	<p>31.03/2027</p>	<p>Improved partnership working and upskilling of partners through the Homelessness and Rough Sleeper forums.</p> <p>Housing needs attended a Northallerton networking event April 26. The team also attend community drop in's, for example t sunflower cafe in Scarborough.</p> <p>DWP to attend temporary accommodation in Harrogate to provide direct support to residents and improve joint working between the 2 services. The Housing needs services has linked in with NY Connected Spaces, to understand the voice of the customer and also the Community Engagement service in Harrogate to strengthen community ties and improved knowledge of local organisations.</p> <p>The Rough Sleeper team have regular face-to-face meetings with invitations extended to third parties to increase transparency and cooperation between organisations</p> <p>Scarborough HO Team now has a weekly presence in DWP office in Whitby. Also attend a regular drop-in at the Rainbow Centre in Scarborough and links in with the Scarborough Women's Centre to provide services from there when required.</p> <p>Landlord Forums, East/West Forums, Partnership Meetings</p> <p>Wider piece of work to ensure that we have our services in the right place - more awareness of what's going on around us.</p>	<p>Success at prevention or relief</p>
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**Theme 2: Increasing the availability of suitable accommodation options**

**Priority 1: Increasing access to suitable and affordable housing**

Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
<p>2.1.1 Provide transparent information on housing availability and waiting times, relevant services, and support across other parts of North Yorkshire, to help housing applicants make informed choices about where they would like to live.</p>	<p>North Yorkshire Home Choice</p>	<p><b>Green</b></p>	<p>31/08/2026</p>	<p>Partnership services directory and information packs have been completed to improve customers access to services for when temporary accommodation needs to be provided in a different locality.</p> <p>Waiting times for social housing are on the Home Choice website and communicated with partners to provide transparent expectations regarding access to social housing.</p> <p>ASC and housing workshop days to improve joint working and seamless services for customers were completed in April 26</p> <p>Frontline officers are being supported to provide effective personal housing plans for customers and identifying discussions with customers around accessing all available housing options.</p> <p>Case audits being undertaken by senior officers within the service</p>	<ul style="list-style-type: none"> <li>- Households with children in temporary accommodation</li> <li>- Families in B&amp;B over 6 weeks</li> <li>- Success at prevention or relief</li> </ul>

APPENDIX B

2.1.2. Increase access to privately rented accommodation through enhanced landlord liaison and relationship-building, financial incentives, and support for landlords and working through landlord forums.	Private Housing Standards Team	Green	31/03/2026	Private sector housing offer launched across the service Attendance and presentations undertaken across all 4 areas at restarted landlord forums, w/c 13 & 20 April  Improved joint working with housing renewals team including joint training regarding the Renters Reform Act and embedded tenancy relations officers within the housing options teams	- households with children in temp - Families in B&B over 6 weeks - Success at prevention or relief
<b>Priority 2: Meeting the needs for and improving temporary accommodation</b>					
<b>Action</b>	<b>Key Stakeholders</b>	<b>Status (RAG)</b>	<b>End</b>	<b>Key Activities and Progress (Q1/2/3/4)</b>	<b>Outcome Framework Metrics (MHCLG)</b>
2.2.1 Audit the locations and physical standards of existing temporary accommodation to undertake an improvement plan.	Housing Standards	Amber	31/03/2027	Main family temporary accommodation within Selby prioritised for upgrade through a capital project, surveys have been completed Additional Units across Harrogate need to be prioritised over the next 6 to 12 months. Changes to lettable homes standard impacting on the number of voids.	households with children in temp
2.2.2. Explore how we can utilise Homelessness Prevention Grant and other budgets to upgrade current temporary accommodation stock.	Head of Housing Needs Head Of Housing Standards Head of Housing Partnerships	Green	31/03/2026	Properties will be surveyed and condition improvements work will be undertaken through HRA funding and property budgets where needed. Additional fixtures and fittings to be covered through Housing needs budget	households with children in temp
2.2.3. Reduce the usage of emergency accommodation across the County	Housing Standards RP's	Amber	31/08/2026	A fortnightly temporary accommodation meeting is now in place to review the numbers in B&B and other placements, but also the blockages to prevent customers from accessing permanent accommodation either into social housing or the private sector Additional temporary accommodation units purchased and brought into use. 2 Richmond, 11 Scarborough in use, with an additional 12 units currently sat with Housing Standards which will soon be ready to let, with additional units under development.	households with children in temp families in b and b over 6 weeks success at prevention or relief
<b>Priority 3: Increasing access to supported housing</b>					
<b>Action</b>	<b>Key Stakeholders</b>	<b>Status (RAG)</b>	<b>End</b>	<b>Key Activities and Progress (Q1/2/3/4)</b>	<b>Outcome Framework Metrics (MHCLG)</b>
2.3.1. Develop an integrated offer between council directorates, to remove multiple access routes across housing and Adult Social Care and increase focus on achieving positive outcomes for individuals.	Health and Adult Services (HAS) and Children and Young people's Service (CYPS)	Amber	31/08/2026	Housing and Adult Social Care staff awareness sessions in east and west Fortnightly escalation meetings for complex cases with ASC Collaborative working with NY Safeguarding adult board Developing a leaving care protocol with children's services Joint working with CYPS for the new Supported Accom provision for 16/17-year-olds and the new young persons pathway contract.	Success at prevention or relief for those with three or more support needs

<p>2.3.2. Explore scope for joint working with public health around multiple disadvantage (MDOM), to support customers with a defined housing need, alongside wider care and support needs.</p>	<p>HAS</p>	<p><b>Amber</b></p>	<p>31/07/2026</p>	<p>We have been working closely with Health and Adult services to develop the pilot Making every Adult matter (MEAM) structure in Harrogate. The operational group has been established for 12 months, working to identify the target group and ways of working. Mechanisms to feed into the leadership team which has now been established. Working together so barriers to service delivery can be easily recognised. Team formally operational as of 01/04/26, providing both in reach and outreach services. Client group finalised and started mapping client journeys of 2 of the prospective cohort. Developing survey to be used with cohort and with Lived Experienced colleagues who have experienced the existing support system. Decision made to focus on journey of individual clients, understanding specifics of their interactions with existing systems, where and why failure points occurred.</p>	<p>Success at prevention or relief for those with three or more support needs</p>
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**Theme 3: Improving availability and access to support services**

**Priority 1: Strengthening housing related support pathways**

Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
<p>3.1.1. Strengthen the Young People's Pathway (YPP) through the current recommissioning process, ensuring dedicated support for 16/17-year-olds and care leavers, clearer transition points, and improved move-on into training, employment, and settled housing</p>	<p>CYPS</p>	<p><b>Green</b></p>	<p>30/06/2026</p>	<p>New pathway 2 contract procured commenced with the provider on the 1st February 26. Working with the new provider to onboard new contract. Following CYPS decision to bring in house supported Accom for 16/17-year-olds and the supported lodgings and SASH night stop provision for 16–25-year-old, we are working with CYPS regularly to put in place processes for Next Steps and Safe stay Accom and find alternative solutions</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs</p>
<p>3.1.2. Co-produce a Care Leaver Housing Protocol with Leaving Care and other partners to support young people transitioning from care or supported accommodation.</p>	<p>CYPS HAS</p>	<p><b>Amber</b></p>	<p>30/10/2026</p>	<p>The protocol is in draft, created by CYPS and Housing. Quarterly meetings with MHCLG to review NYC's work with care leavers. Meeting with ASC and CYPS about improving the transition process for young people approaching 18.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs</p>
<p>3.1.3. Ensure the domestic abuse pathway remains inclusive and trauma-informed, while reviewing gaps in provision for women with multiple disadvantages, including those at risk of violence against women and girls (VAWG).</p>	<p>Community Safety</p>	<p><b>Amber</b></p>	<p>Ongoing</p>	<p>4 new IDAS workers embedded within the Housing options services to support with the safe accommodation duty in post across all localities. 2 DA co-ordinator roles for Housing employed to support the wider housing functions in relation to DA. All Housing staff required to complete mandatory DA and trauma training, managers and team leaders have already attended a full day session and one for officers rolled out from April 26</p> <p>Housing options officers continue to attend Multi agency risk conferences (MARAC) with partners to work together to reduce repeat incidences of DA and meetings focused on high-risk perpetrators (MATAC) to ensure risk to communities is minimised</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs</p>

<p>3.1.4. Work to ensure we meet all expectations in the Supported Housing (Regulatory Oversight) Act. This will include reviewing local supported housing in line with a set of national standards and setting up licensing schemes for local supported housing providers, to ensure minimum quality standards</p>	<p>Housing Strategy HAS</p>	<p><b>Amber</b></p>	<p>31/03/2027</p>	<p>Working closely with colleagues to develop the strategy, this will be in place by March 2027. Agreement to deliver Members Seminar as part of consultation and public consultation with be via short survey. We are working with colleagues on all aspects that can be undertaken together including shared design guide and strategic scope including the supported cohort that will be included. Update existing needs information and benchmark against other organisations. Also incorporate the customer journey, void management and move on options.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs</p>
<p>3.1.5 Continue to work with criminal justice partners to develop a strategy for those being released from prison and serving community sentences.</p>	<p>HM Prison and Probation Services</p>	<p><b>Amber</b></p>	<p>Ongoing</p>	<p>Housing needs attend and lead access to accommodation priority as part of the NY and York Reducing offending board  Also attend the Criminal Justice Board presenting to the group on homelessness stats relating to duty to refer from prisons and probations and improving access to accommodation when leaving prison.  Improvements need to be made to better identify how communication between teams is functioning.  Housing needs teams need to be aware of high-risk releases as early as possible. High risk offenders being released need to be Changes to the accommodation advice service in Yorkshire for probation from 1st April. This should deliver improved processes and integration across NY in the prison and communities for those in need of housing assistance.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term</p>
<p><b>Priority 2: A dedicated support offer for people facing multiple disadvantage</b></p>					
<p><b>Action</b></p>	<p><b>Key Stakeholders</b></p>	<p><b>Status (RAG)</b></p>	<p><b>End</b></p>	<p><b>Key Activities and Progress (Q1/2/3/4)</b></p>	<p><b>Outcome Framework Metrics (MHCLG)</b></p>
<p>3.2.1. Expand learning from the REACH and SAFE models across other North Yorkshire localities, including their approaches to housing stability, trauma-informed practice, and integrated, multi-agency working.</p>	<p>Housing Needs ASC Public Health IDAS Community safety</p>	<p><b>Amber</b></p>	<p>Ongoing</p>	<p>The REACH evaluation was used to structure MEAM in Harrogate, to create a more streamlined service. It is clear that the MDOM team in Scarborough should reflect the MDOM team in Harrogate as we move forward. REACH Specification currently under review, with the view of this being a 1 year contract, moving into a wider transformational piece as of 2027</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term</p>

APPENDIX B

3.2.2. 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 through the pilot in Harrogate	Housing Needs ASC Public Health IDAS Community safety	Green	31/03/2026	Developed the MEAM structure in Harrogate. Operational group functional for 1 year, identifying target group and ways of working. Mechanisms to feed into the leadership team so barriers to service delivery can be easily recognised. Team formally operational as of 01/04/26, providing both in reach and outreach services.	Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term
3.2.3 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.	Housing Needs ASC Public Health IDAS Community safety	Green	31/03/2026	Fortnightly meetings with ASC and workshop developed to be presented to managers across both services. Joint training delivered in April 26	Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term
3.2.4. Establish joint housing protocols with probation and North Yorkshire Youth Justice Service to support people leaving institutions and reduce repeat homelessness.	HM Prison Probation	Amber	Ongoing	Changes to the accommodation advice service in Yorkshire for probation from 1st April. This should deliver improved processes and integration across NY in the prison and communities for those in need of housing assistance  NY and York offender protocol being reviewed during 26/27.	Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term

**Priority 3: Embedding inclusive, trauma informed, and culturally competent practice**

Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
3.3.1 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	Housing ASC VCS Community Safety	Amber	31/03/2027	Discussed in team brief. All Housing staff required to complete mandatory trauma training, managers and team leaders have already attended a full day session and one for officers rolled out from April 26  Trauma informed Delivery group operational with a focus on Deliver specific project activities •Report progress against the plan to the Project Manager •Identify, monitor, and report risks and issues, escalating to the Project Manager any which may compromise delivery with recommendations for corrective action •Identify, monitor, and report any project dependencies •Provide key project documents and deliverables •Undertake regular reviews to assess progress and confirm that the project remains on course to deliver as required	Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term

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

Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)
3.4.1. 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.	All VCS Partners	Amber	ongoing	Putting together directory of partners working with in voluntary sector. Following government announcement of £37 million funding for VCS organisations for a 3-year fixed period, Housing needs have worked closely with the localities team and with VCS sector to assist the VCS organisations in bidding for this funding, particularly in regard to the challenges and needs in North Yorkshire. 8 bids submitted, incorporating accommodation offers, employability offers, and early prevention tools through additional staffing.  Invites extended to all VSC organisations through community first to the NY Forums and partnership meetings	Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term
3.4.2. Expand Homelessness Forums as vehicles for shared planning and communication.	All NYC Internal and external partners	Green	21/05/2026	East and West Homeless forums are now taking place quarterly to share learning and engage with other organisations. There is a 6 monthly NY partnership group to deliver the strategic oversight and direction of this strategy The forums will be chaired by someone in a community organisation Additional Registered providers homelessness partnership group set up in 25/26 to provide a consistent response to services from our partners and agree consistent approaches across all providers, improving access to social housing for homeless customers and improved homeless prevention work between the organisations.	Success at prevention or relief
3.4.3 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 around commissioning and service design. This will build on current tenant participation approaches, and the work of Connected Spaces lived experience recovery organisation.	Connected Spaces	Amber	Ongoing	Connected spaces have now developed workshops in Harrogate and Northallerton and are in discussions about how they widen this to incorporate Scarborough during 26/27. They attend the forums and continue to provide the voice of the customer into partnership working	Success at prevention or relief
<b>Theme 4: Reducing rough sleeping</b>					
<b>Priority 1: Meeting the accommodation and support needs of people experiencing rough sleeping</b>					
Action	Key Stakeholders	Status (RAG)	End	Key Activities and Progress (Q1/2/3/4)	Outcome Framework Metrics (MHCLG)

APPENDIX B

4.1.1 Seek to develop a consistent emergency accommodation offer for people experiencing rough sleeping, based on the NSNO model. We will work in partnership with North Yorkshire council colleagues, B&B providers to increase provision available for this purpose.	All NYC internal and external partners	Amber	31/08/2026	Work is underway to ensure there is a consistent offer available across all localities. Additional pods have been provided in Selby.	Success at prevention or relief People sleeping rough on a single night People sleeping rough over the month who are long term
4.1.2 Review our approach to reconnecting people experiencing rough sleeping to their local authority area of origin, with a view to making this more robust.	All NYC internal and external partners	Amber	31/08/2026	Draft protocol for reconnection to share across NYC and with partners. Need to devise a shared definition of establishing a meaningful local connection. Need a separate protocol for those with No Recourse to Public Funds and accessing support through ASC.	Success at prevention for those with 3 or more support needs
<b>Priority 2: Supporting people experiencing rough sleeping with multiple disadvantages</b>					
<b>Action</b>	<b>Key Stakeholders</b>	<b>Status (RAG)</b>	<b>End</b>	<b>Key Activities and Progress (Q1/2/3/4)</b>	<b>Outcome Framework Metrics (MHCLG)</b>
4.2.1. Look to expand the Housing First model across localities – utilising North Yorkshire council stock and seeking agreement with registered providers around offering up additional units of accommodation.	All NYC internal and external partners	Amber	Ongoing	Utilising learning from REACH, currently working with procurement and public health around the contracts for Housing First in Scarborough. Quarterly meetings with RP partners to discuss operational and strategic needs of the services.  Limited availability through NY stock as requirement for smaller units, working within the service to look at options.	Success at prevention or relief for those with 3 or more support needs People sleeping rough on a single night People sleeping rough over the month who are long term
4.2.2 Develop multi-disciplinary offer 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.	NYC Rough Sleeper Team	Amber	31/07/2026	MEAM to expand out and develop a Team Around the Person with voluntary services across NY. Has been agreed that MEAM will become part of a wider transformational piece across NY.	Success at prevention or relief for those with 3 or more support needs People sleeping rough on a single night People sleeping rough over the month who are long term
<b>Priority 3: Working with local business and the voluntary sector</b>					
<b>Action</b>	<b>Key Stakeholders</b>	<b>Status (RAG)</b>	<b>End</b>	<b>Key Activities and Progress (Q1/2/3/4)</b>	<b>Outcome Framework Metrics (MHCLG)</b>

APPENDIX B

<p>4.3.1. Explore how outreach services could be delivered in partnership with day services. This will include hubs across North Yorkshire.</p>	<p>All NYC internal and external partner</p>	<p><b>Amber</b></p>	<p>31/03/2027</p>	<p>Task and finish group has been set up for outreach to include Rough sleeper officers, the group will identify day services and develop information sharing. VCS funding offer identifies that there exists an opportunity for day centre services to work differently to assist statutory organisations to both identify and manage the flow of single person homelessness. This is to be further developed.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term</p>
<p>4.3.2. Consider the benefits of commissioning a "welfare bus" to engage with people experiencing rough sleeping in rural areas, which offers support around housing, substance use, mental health, and welfare benefits.</p>	<p>VCS Partners</p>	<p><b>Amber</b></p>	<p>31/07/2026</p>	<p>Rough Sleeper Coordinators in rural areas are doing work to identify the need and whether a welfare bus is needed. The availability of a bus that could utilised to this end was identified during the VCS bidding process - to be investigated further.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term</p>
<p>4.3.3. Develop the StreetAid offer to support engagement with people experiencing rough sleeping and others engaged with street activity.</p>	<p>VCS Partners Community Safety</p>	<p><b>Amber</b></p>	<p>31/07/2026</p>	<p>The Rs team are working with the community safety hubs to develop this approach. Look at long term options for Streetaid in Harrogate as the current provider is no longer available to provide the service. Discussions taking place with legal at present.</p>	<p>Success at prevention or relief success at prevention or relief for those with three or more support needs people sleeping rough on a single night people sleeping rough over the month who are long term</p>