

**Homeless and Homeless Prevention Strategy
Action Plan 2008-2013**

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 1: Prevent homelessness through early intervention and targeted Housing Advice						
1. Develop best practice procedures to assist private tenants being illegally evicted	<ul style="list-style-type: none"> -Set up an internal working group -Review procedures for previous illegal evictions -Develop agreed protocol -Consult and distribute protocol with partner agencies 	East Herts	Delay in starting project due to other service priorities. Due to be led by Head of Health and Housing - post currently vacant		<i>Dates to be revised</i>	East Herts Legal Services, Environmental Health, Housing Options, CAB
2. Make available accessible housing options literature and protocols to our partners and service users to support prevention and sustain tenancies	<ul style="list-style-type: none"> -Develop separate service user and partner literature -Promote advice services available from the Council and other agencies eg by advertising & links to other partner's websites 	East Herts Housing Service	<ul style="list-style-type: none"> - Literature for service users and partners on Homelessness, Homeless Reviews, Housing Register , general housing advice and shared ownership; reviewed & updated as appropriate. All documents on the Council's website Links to other RSL websites on Council's website and County Council, also national and local advice agencies on housing debt etc. 		completed and ongoing Completed	East Herts Housing Service, RSLs, East Herts Homeless Strategy Group
3. Continue to maintain and extend relevant housing advice services that are accessible to all sections of the community	<ul style="list-style-type: none"> -Continue to monitor the causes of homelessness - Develop a recording mechanism to review social housing evictions. -Identify barriers and improvements to the service by working with other agencies - Review existing preventions options and ensure they continue to be relevant. 	East Herts Housing Service	<ul style="list-style-type: none"> Monitoring of causes of homelessness kept up to date and discussed internally and also with Homeless Strategy Group. Riversmead Housing Association have an internal post to independently review all proposed eviction cases prior to eviction to ensure all avenues for prevention explored. Member of Housing Options Teams attends eviction interviews at South Anglia to ensure tenants who are close to being evicted are aware of all the implications. Communities and Local Government have provided a total grant of £53,000, for 2009/10 and 2010/11 to prevent re-possession, evictions and lessen the impact of the recession on homelessness. Housing Options have used some of the funds to extend hours of the in-house CAB debt advice service and also to prevent rough sleeping in the district. Data regarding homeless preventions options are collated by the Housing Options Service and monitored by the Homelessness Directorate. 		Ongoing Completed and ongoing Ongoing Completed and ongoing	East Herts Housing Service, RSLs, East Herts Homeless Strategy Group
4. Continue to ensure money advice services and other services offering help with financial problems are available to all those who need them	<ul style="list-style-type: none"> -Continue to support the funding of the joint working CAB and East Herts debt advice worker - Monitor value for money of the Debt Advice Service 	East Herts Housing Service	<ul style="list-style-type: none"> Debt Advice provided under agreement by CAB from within the Housing Options Service. Linked to the Government Mortgage re-possession initiative and have extended debt advice to 2days per week. One day in Bishop's Stortford and second in Hertford. The Housing Options Service provides an annual Grant of £11,500 and the Money Advisor has an average case load of 25 clients at anyone time. Average time spent with a client and number of interviews varies depending on complexity and clients ability to act on advice. Resolved debt issues for approximately 40 clients in 2009/10 of which more than half were private owner occupiers. Average priority debt Apr 2010 to July 2010 was £5,066 (ranges from £500 to tens of thousands) and non-priority was £14,263. 		Completed and ongoing Ongoing	East Herts Housing Service, CAB

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5. Ensure all agencies are aware of referral routes for access to floating support services.	<ul style="list-style-type: none"> - Support and influence Herts County Council's development of floating support service provision. - Disseminate information made available by Herts County Council to our partners agencies. - Obtain data from County Council to monitor take-up of services for East Herts residents 	Herts County Council	<p>Senior Officer had sight of and influenced the tender brief for the service as developed by Herts County Supporting People Team</p> <p>Presentation by Herts Young Homeless Group regarding the 16-25 Floating Support Service given at the Homeless Strategy Group October 2008. Information, referral processes and documents for the general Floating Support Service provided by St Pancras Housing also disseminated.</p> <p>County Council monitor the use and take up of the Floating Support Service at District level. Supporting People Commissioning Body has been disbanded following the un-ring fencing of Supporting People grant. The majority of the grant has been absorbed into Adult Care Services at Herts County Council and is managed & administered by the Adult Care Services Management Board. Some input into the Homeless budget by the Herts Heads of Housing group attend by all local authorities.</p>		<p>Completed</p> <p>Completed</p> <p>Ongoing</p>	East Herts Housing Services, Herts County Council

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Objective 2. Develop and improve services to young people						
6. Support the effective working of the Young Persons Protocol	<ul style="list-style-type: none"> - Ensure East Herts are represented at protocol development meetings and publicise content to partners - Ensure East Herts representation on training & monitoring of protocol 	Herts County Council	<p>Senior Homelessness Officer attends county wide protocol development meetings. Protocol substantially reviewed following a House of Lords judgment on the roles of Children, Schools and Families and Housing Services for Homeless 16/17 year olds. Protocol signed by all Districts, HCC and partners and launched 21/7/2010. Training scheduled and review mechanisms for the administration of the protocol in place.</p> <p>Protocol training arranged by County Council. Officers from the Council attended training in September.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p>	Herts County Council, Herts Young Homeless Group, East Herts Housing Services
7. Support the County Council's LAA one to increase the number of young people sustaining their tenancy for longer than 6 months	<ul style="list-style-type: none"> - Continue to collate figures from partners RSLs & send to HCC - Ensure, when needed, Floating Support referral processes are accessible for young people placed in RSL accommodation. 	Herts County Council, Herts Young Homeless Group (HYHG)	<p>This LAA target no longer managed or monitored by Herts CC.</p> <p>All young people placed in temporary accommodation are referred to the HYHG floating support service. This service also provides support for the transition from temporary to permanent accommodation and care leavers.</p>		<p>Completed and discontinued</p> <p>Completed and ongoing</p>	Herts County Council, Herts Young Homeless Group, RSLs, East Herts Housing Services

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8. Continue to seek initiatives for the provision of additional accommodation for young people aged 16-17 and 18-25 year olds	- Support Herts County and the Crouchfield Trust to increase amount of supported accommodation for young people in East Herts including the development of a young persons hostel.	East Herts and Herts County Council	Council agreed in October 2008 to the development of a 24 bed Young Person Scheme and also to sell a development site owned by the Council for £1 to a Aldwyck HA. Aldwyck currently carrying out a site feasibility, study architect commissioned and drawings commented upon. Awaiting revised drawings. Apply for planning permission winter 2010 with anticipated start on site early summer 2011.		Ongoing - anticipate completed project 2012	Herts County Council, Crouchfield Trust, East Herts, RSL(s),
	- Continue to monitor outcomes and support the YMCA project for 16 and 17 year olds.	East Herts Housing Service	The Council provides a grant to the YMCA to provide up to 4 young 16/17 year olds with 6 months intensive supported tenancies each year. A review of the project is included in the 2009/10 Health and Housing Service Plan to ensure value for money. In 2009/10 4 young people went into the project of which 1 completed the training & moved into the main YMCA project, 1 remains in the project and 2 found alternative accommodation outside of the YMCA.		Completed and ongoing	East Herts Housing Services, YMCA
	- Support partner agencies and HCC with initiatives such as supported lodgings, crash pad etc.	Herts County Council (HCC)	The Council has agreed a Housing Register Protocol for Care Leavers with HCC and has inputted in to the Care Leavers Accommodation Strategy being developed by Children, Schools and Families.		Ongoing	Herts County Council, East Herts Hosing Services
9. Work with HYHG, Aldwyck Housing Association and the County Council to increase the homeless prevention initiatives available for young people including awareness events at school.	- To reduce the number of 16 and 17 year olds placed in the Council's Homeless Hostels - 12 placements 07/08.	East Herts Housing Services	In 2008/09 there were 10 placements and 2009/2010 there were 2 placements of 16 and 17 year olds in the Council hostel.		Ongoing	East Herts Housing Services
	- Reduce the number of 16 and 17 year olds who present as homeless. Baseline of 12 presentations in 07/08		In 2009/10 the Housing Options team had 8 presentations from 16 and 17 year olds of which 4 were accepted for re-housing compared to 10 and 8 acceptances in 2008/09. The Council's Housing Option Team have provided £5,000 of funding to HYHG, with 4 other LAs in the County and the County Council, to support an awareness training of homelessness in schools aimed at 14 year olds. Have recently been awarded Local Strategic Partnership, Performance Reward Grant to continue the project into 2011/2012. Targeting schools that have a high exclusion rates. Very popular with schools as part of the PSCH national curriculum.		Ongoing	

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Objective 3: Improve the type and use of temporary accommodation for homeless households						
10. Work in partnership with Hertfordshire County Council Supporting People to develop suitable Housing/Housing Support for identified groups	- Attendance at Supporting People consultation and decision making meetings. Continue to engage with Hertfordshire SP regarding de-commissioning and commissioning SP funded services in East Herts.	Herts County Council	The Supporting People Team was disbanded by County Council in June 2010. The budget for provision of services in primarily now managed by the Herts County Council Adult Care Services Management Board. The Council continues to attend relevant meetings, when held, to ensure that support services for East Herts residents are well managed and new relevant services continue to be commissioned.		Ongoing	Herts County Council, East Herts Council

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
11. Halve the number of households in temporary accommodation by 2010 - National Indicator	<ul style="list-style-type: none"> - Develop a supply and demand model, based on the London Commuter Belt framework, that helps to plan the future supply needs of temporary accommodation balanced against the availability of social housing. - Monitor and measure the number of households on quarterly basis and report to Homeless Strategy Group and Homeless Directorate. Target of 33 households by March 2010 	<p>London Commuter Belt Strategy Officers</p> <p>East Herts Housing services</p>	<p>No longer required or applicable. The Council's Housing Options Team met the target of reducing the number of households in temporary accommodation to 33 or less a year earlier than the target set by the government. The number of households in accommodation is monitored and has remained below 30 since meeting the target.</p> <p>Monitored quarterly on Covalent and Homeless Strategy Group. At 31 March 2009 the Council had 32 homeless households in temporary accommodation thereby meeting the target of 33 households a year early. At July 2010 there were 24 households in temporary accommodation.</p>		<p>Not applicable</p> <p>Completed</p>	<p>London Commuter Belt Housing Strategy Group, East Herts Housing Services</p> <p>East Herts Housing services</p>
12. Ensure we continue to provide B&B accommodation only in an emergency and not more than 6 weeks and not for 16/17 year olds.	- Monitor and measure the number of households on quarterly basis and report to Homeless Strategy Group and the Governments Homeless Directorate. In 2007/08 the Council placed a total of 13 households in B&B for an average of ten nights	East Herts Housing Services	For 2009/10 have placed 11 Households in B&B accommodation for an average of 20 nights, ranging from 2 nights to 76. No one has been placed for more than 6 weeks. The Housing Options Team placed one 16 year old at the request of Children's, Schools and Families (CSF) for 2 nights and one 17 year old for 31 nights prior to a place in the young person YMCA becoming available.		Ongoing	East Herts Housing Services, East Herts Homeless Strategy Group, RSLs
13. Continue to improve the quality and appropriateness of temporary accommodation available	<ul style="list-style-type: none"> - Continue to review the type and amount of temporary accommodation required to ensure it meets demand - De-commission of Thele House as a temporary accommodation hostel. - Re-develop Hillcrest to make the accommodation self contained. 	East Herts Housing Services	<p>Both Hillcrest and Thele Hostels returned to Council management November 08. Have employed a dedicated Hostel Officer who works within the Housing Options Team.</p> <p>Council de-commissioned Thele House as homeless accommodation August 2009. Currently reviewing future use with Property Services.</p> <p>Hillcrest has been remodelled into 11 units of flexible self- contained accommodation. Very positive feedback from residents who have an average stay of 14 weeks in 2009/10 (compared to 19 weeks in 2008/09) before being able to move onto permanent accommodation.</p>		<p>Completed</p> <p>Completed</p> <p>Completed</p>	East Herts Council, Herts County Council

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Objective 4: Improve services to homeless households and households in housing need						
14. Continue to make good use of Discretionary Housing payments	- Provide reports on spend and situations where DHP used.	East Herts Benefits Service	Figures for 2009/10 subject to confirmation.		Ongoing	East Herts Benefits Service

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
15. Enhance & Improve Choice Based Lettings in East Herts	<ul style="list-style-type: none"> - Monitor the impact of CBL on Homeless prevention and Homeless households being housed and compare to previous years data. - Review implementation of CBL and present report to Community Scrutiny Committee - Consider widening the scope of CBL for example include private sector rented properties - Commence an Equality Impact Assessment on the Housing Register Policy and Allocations Policy to ensure policy does not have a detrimental impact on particular client groups accessibility to social housing; amend policy as required. 	East Herts Housing Services	<p>Homeless prevention continues to work well . Points revised for homeless households in council Hostel Accommodation to ensure that after 3 months they are likely to make a successful bid to ensure continual movement through hostel. Average length of stay in hostel accommodation 14 weeks for 2009/2010 compared to <i>19 weeks 2008/09</i>.</p> <p>Following consultation with main partners CBL reviewed and report presented to both Community Scrutiny and Executive October 2008. Some minor amendments made to the Housing Register Policy as a result.</p> <p>For future consideration. Developing a joint on-line application form with other partners in the Consortium.</p> <p>Completed June 2010 and action plan submitted to Diversity Officer.</p>		<p>Completed and ongoing</p> <p>Completed</p> <p>Ongoing</p> <p>Completed</p>	East Herts Housing Services, RSLs
16. Increase capacity of rent deposit scheme	<ul style="list-style-type: none"> - Continue to promote the scheme to private landlords particularly through the Council's Private Sector Landlord Forum to build and maintain a base of landlords. - Strengthen recovery procedures and monitoring on the Rent Deposit scheme to ensure the Council are maximising the financial benefit and re-cycling of money. - Develop a tracking system to monitor the number and reason where tenancies fail within first 6 months. 	East Herts Housing Services	<p>In 2009/10 30 tenancies set up and in 2009/2010 . Landlords approaching the Council where they have available properties as currently much more receptive to tenants on Local Housing Allowance. Apr to July 9 tenancies set up at an average of £1,285. The Council has funded the deposits primarily through the government's Homeless Prevention Grant. 2011/2012 will be the last year of the government Homeless Grant which has been an annual grant of at least £30,000 since 2002/03. This service will therefore be considerably constrained in the future.</p> <p>Recovery procedure strengthened and now able to use the Council's Sundry Debtor system for recovery. However very work intensive and currently recovering approximately 20% of deposits owed.</p> <p>Each case is monitored by an officer from the Housing Options Team. However the landlord/tenant rarely advise the Housing Options Team if a tenancy is not renewed. Very work intensive to monitor and follow up all tenancies that have been set up using the rent deposit scheme. Only become aware if there is an issue during the tenancy and we are contacted by either the landlord or tenant.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p> <p>Ongoing</p>	East Herts Housing Services, Environmental Health,

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17. Monitor trends, identify demand and provide evidence for services for 'Rough Sleepers' and 'Hidden Homeless' households.	<ul style="list-style-type: none"> - Continue to carry out annual surveys of 'Rough Sleepers' and 'Hidden Homeless' households to monitor needs - Publicise count/ survey results to Homeless Directorate and Homeless Strategy Group. 	East Herts Housing Service, East Herts Homeless Strategy Group	<p>Rough Sleepers Count carried out annually ; last survey February 2010. The partner agencies reported a total of 7 rough sleepers in the week with a maximum of 3 sleeping rough on any one night . Government currently consulting on alternatives methods for measuring rough sleepers. Hidden Homeless Survey due autumn/winter 2010.</p> <p>Figures discussed each year with Homeless Strategy Group and sent to Communities and Local Government on request July 2010.</p>		<p>Ongoing Annual</p> <p>Completed and ongoing</p>	East Herts Housing Service, East Herts Homeless Strategy Group
18. Improve communication with homeless households	<ul style="list-style-type: none"> -Housing Options staff to maintain a schedule of visits to hostels that is publicised - Review the role of the Floating Support Officer to maximise communication with homeless households - Relaunch the Homeless User Survey. 	East Herts Housing services	<p>- No longer applicable as Council have taken service back in house. In addition the Council have employed a dedicated Hostel Officer who is based in the Housing Options Team but works at the hostel.</p> <p>The St Pancreas Housing and HYHG Floating Support Services are engaging with residents on a regular basis. Referral systems in place for new residents.</p> <p>On hold pending staff resources</p>		<p>Completed</p> <p>Completed</p> <p>Mar-10</p>	East Herts Housing services

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Objective 5: Develop and improve partnership working to maximise benefits to homeless households						
19. Ensure links are made and influence sought in all relevant published documents /Strategies with partner agencies.	- Each partner on the East Herts Homeless Strategy Group to make aware to the Group documents to be published by their organisations that may have an impact on homelessness or Homeless prevention.	East Herts Homeless Strategy Group	Meetings with the East Herts Homeless Strategy Group continue to be held quarterly. Regular update of information passed between agencies and recorded.		Completed	East Herts Housing Services, East Herts Homeless Strategy Group
20. Ensure existing services are working together effectively and meeting the needs of people who are homeless or at risk of homelessness.	<ul style="list-style-type: none"> - Ensure the Homeless Strategy Group is as fully representative of agencies in the District as possible by expanding the membership through targeted promotion - Develop a page on the Council's website promoting the Homeless Strategy Group and publishing minutes. -Agree a rolling timetable of training and topic discussions at the East Herts Homeless Strategy Group 	East Herts Housing Services	<p>Current active membership includes CAB, YMCA, PCT, Aldwyck, Riversmead and Circle Anglia Housing Associations, Vale House, Children Schools and Families. Other agencies are on the circulation list but are not active members.</p> <p>Homeless Strategy is on the website and contact information. Minutes are currently not published.</p> <p>Topics for future discussions now regular part of Agenda for next two meetings i.e. 6 months in advance. Topics have included, Floating Support, care leavers, rehousing of offenders, affordable housing development and the County Council Move-on project. Future topics include review of the Homeless Action Plan and the provision of Mental Health Services.</p>		<p>Ongoing</p> <p>Completed and ongoing</p> <p>Completed and ongoing</p>	East Herts Housing Services, East Herts Homeless Strategy Group

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21. Agree an information sharing protocol for relevant partners within data protection guidelines for the prevention of homelessness and the Housing Options Service	-Check Council's Corporate Data Sharing protocol and tailor for Housing Options Service -Agree scope of information to be shared & draft protocol -Consult and distribute protocol with partner agencies for signing	East Herts Council	Housing Strategy and Policy Manager attended in-house Data Sharing training late January 2009. Data sharing protocol drafted and agreed with Head of Health and Housing. Currently being rolled out for signing with partners agencies. To date identified approximately 30 agencies that require signature. protocol discussed with Information Manager & signed copies held centrally.		Completed and ongoing Completed and ongoing Completed and ongoing	East Herts Council, RSLs, advocacy groups in East Herts, Statutory and Voluntary agencies
22. Encourage RSLs to develop their role in Homeless prevention	- Request a nominated Homeless Champion from each RSLs and invite them to East Herts Homeless Strategy Group - Commence involvement in the development of each RSLs Homeless Action Plan as proposed by Housing Corporation in November 06.	RSLs	Encourage regular representation on the Homeless Strategy Group from Riversmead, South Anglia and Aldwyck housing associations. All three have named nominated staff who are their Homeless Champions. Aldwyck Housing Association have provided the Council with a draft homeless strategy for comment that has now been published. Riversmead and South Anglia have group structure Homeless Strategies that we have access to.		Completed Completed	East Herts Housing Services, RSLs
23. Improve information exchange and planning across local authority boundaries.	- Ensure representation by East Herts in key government and sub-regional working/information sharing groups for example the London Commuter Belt Homeless Group.	East Herts Housing services	Senior staff in the Housing Service continue to engage in a wide range of County, Sub-Regional groups including, London Commuter Belt Head of Housing, Strategy and Development officer Groups, Young Person Project Board, choice based letting Group, Herts Homeless officers Group, Stansted Housing Area Partnership (SAHP) and Herts Heads of Housing. And others as required and applicable. Government currently reviewing sub-regional structures; awaiting outcome.		Ongoing	East Herts Housing Services
24. Consider adopting the National Homeless Advice Service model for joint working between local authorities and independent advice agencies on the prevention of homelessness.	- Assess the implications and consider adopting with partner agencies	National Homeless Advice Service	NHAS service set up and Housing Options Team have access to expert advice that they can pass onto clients.		Not applicable	East Herts Housing Services, CAB, Shelter

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Objective 6. Increase the supply of appropriate, good quality affordable housing						
25. Monitor the number of new affordable homes in the District NI 155	-Maximise number of units produced & monitor percentage of affordable housing on schemes eligible for affordable housing. Target of up to 40% on eligible sites.	East Herts Housing Services	Monitored by the Council's Housing Enabling Manager and also included on the Council's Service Plan for 2009/10. Completed 122 units of affordable homes in 2008/09 and 185 in 2009/2010.		Completed and ongoing	East Herts Housing Services

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26. Continue to work with the LCB Empty Homes Group to maximise the number of empty homes brought back into use and offered to rent	<ul style="list-style-type: none"> - Publicise scheme to identify suitable properties - Monitor the number of properties brought back into use via the scheme. No target set. 	East Herts Environmental Health Service	<p>Web page available and reports received from members of the public via online reporting. Revised Empty Homes Strategy developed.</p> <p>Completed first property on PLACE Scheme. Empty property renovated and tenanted with rent at just below 75% of Local Housing Allowance level for 2 bed property</p>		<p>Ongoing</p> <p>Ongoing</p>	East Herts Council, LCB Empty Homes Group
27. Encourage private landlords to engage with the Housing Options Team and provide accommodation for households on low incomes	- Attend the Council's Private Sector Landlords Forum to establish options for working together, advising of changes in legislation and generally improving relationship.	East Herts Council Environmental Health Service	Housing Options staff continue to do presentations and attend the Council Private Sector Landlords Forum; last Forum March 2010. Landlords often initiate contact with the Housing Options Service when they have a suitable property that they are able to offer for rent at the Local Housing Allowance rate.		Ongoing	East Herts Council Environmental Health Service and Housing Services
28. Ensure Council receives at least its legal entitlement of tenancies from RSLs and other not for profit landlords	<ul style="list-style-type: none"> - Strengthened the Council's monitoring procedures for the size and type of properties offered to East Herts Housing Register applicants for the smaller RSLs in the district - Provide an annual report to each RSL on their performance 	East Herts Council Housing services	<p>No longer necessary as majority of RSLs are part of the council's common housing register and we receive 100% of their vacancies.</p> <p>Likely to provide annual report to the 3 main HAs - South Anglia, Aldwyck, and Riversmead. Need the Memorandum of Understanding to be agreed so that performance targets are agreed. Staff resource intensive.</p>		<p>Annual and ongoing</p> <p>Mar-10</p>	East Herts Council Housing services, RSLs
29. Improve the current approach to reducing under occupation	<ul style="list-style-type: none"> - Ask RSLs to provide estimates of the current levels of under occupation and where it is concentrated. - Research good practice in effective under occupation schemes - Work with RSLs to develop initiatives/ incentives to reduce under occupation. 	RSLs	<p>To be put on the Agenda when next meet our partner RSLs with stock in the district in Autumn 2010. have had some initial discussions with Riversmead & South Anglia Housing Associations. However is a complex and sensitive issue that will need a range of tailored options to incentivise individual households to move to smaller accommodation.</p> <p>This is a national concern amongst social housing landlords. National research shows that financial incentives have little impact on encouraging applicants to move to smaller social housing accommodation but that the type and quality of accommodation is more of an incentive. Need to develop a policy document with our RSLs as increasingly difficult to meet our housing need for larger accommodation households eg 2 and 3 bed houses.</p> <p>The Council's Housing Register Policy provides the same level of points for each bedroom a transfer applicant wishes to give up as for those that are lacking bedrooms. Will need to develop a range of options including how other services impact for example the adaptation of accommodation for older people to allow them to stay in a property they are significantly under occupying. Riversmead and South Anglia identifying levels of under-occupation prior to developing a range of policies to suit different circumstances.</p>		<p>Oc 10</p> <p>Oct-09</p> <p>Mar-11</p>	East Herts Council Housing services, RSLs

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30. Implement a District Wide Common Housing Register (CHR) and maximise the number of HAs that are participating in CHR	<p>- Promote the benefits of a CHR to those landlords not yet participating</p> <p>- Develop a CHR protocol for all participating RSLs to sign up to.</p>	East Herts Housing Services	<p>Both the two main stock holding authorities now part of the Common Housing Register and Housing Register Policy amended to allow existing social tenants needing a transfer to be pointed suitably. All housing associations with stock in the district now able to refer their existing tenants needing a transfer to the Council Housing Register.</p> <p>CHR protocol included within the Memorandum of Understanding on Choice Based Lettings. Document consulted on with partner housing associations with stock in the District autumn 2009. Majority of the document agreed; Some minor details still under discussion with RSLs. Should be ready for signatures autumn 2010.</p>		<p>Completed</p> <p>Oct-10</p>	East Herts Council Housing services, RSLs
31. Action around the Repossession and Eviction Prevention grant provided by central government.	Monitor use of the grant within the guidelines set out by central government.		To date money has been used to enhance the debt advice service provided by the Cab from within the Housing Options Service and £7,992 has been spent to prevent 6 households from sleeping rough by enabling them to access accommodation in the private sector.			East Herts Council Housing services, CAB

Updated October 2010