

Homelessness Strategy Action Plan

Ref	Task	Who is Responsible	Target Date	How it will be Measured	Completed?/Next Step
Priority 1 - Prevention of Homelessness and the reduction of numbers in temporary accommodation					
1.1	To fund external mediation service to target family evictions	ECC, Devon Homeless Managers' Groups	April 2011	<ul style="list-style-type: none"> • Mediation Service in place and working successfully. • Reduction in need for homeless apps from this area. 	<ul style="list-style-type: none"> • Looking to reconfigure Young Persons' Prevention Posts to cover these roles at no additional cost
1.2	To carry out a peer review of Housing Advice service across Devon	ECC, Devon Homeless Managers Group, Shelter	October 2008	<ul style="list-style-type: none"> • Reduction in repeat homeless applications across the county 	<ul style="list-style-type: none"> • Completed - feedback available - 1/10 in Devon Authorities
1.3	To work towards an 'enhanced housing options' approach	ECC	April 2009/ongoing	<ul style="list-style-type: none"> • Reduction in repeat homelessness • Non housing agencies at panels • Employment/training opportunities on Home Choice 	<ul style="list-style-type: none"> • Completed - CLG bid successful for Devon £250k over 2 years - project to end April 2011
1.4	To undertake a case audit of all homeless applications in the past 2 years as a result of domestic violence and to make recommendations on which LAs to contact to discuss joint working	ECC, Women's Refuge	April 2009	<ul style="list-style-type: none"> • Audit completed • Reduction in successful preventions of domestic violence approaches by 25% 	<ul style="list-style-type: none"> • Completed - • No common themes identified or areas where cases are approaching from • Limited on what pro-active work can take place
1.5	To continue to promote the sanctuary scheme and assist with the implementation of a Devon-wide scheme	ECC, Women's Refuge	Ongoing	<ul style="list-style-type: none"> • Implementation of Devon-wide scheme • Reduction in homeless applications as a result of domestic violence by 25% by April 2010 	<ul style="list-style-type: none"> • Devon-wide scheme in place • RSL Sanctuary Protocol in place

1.6	To promote increased take up of debt advice provision including on mortgage arrears – through Homemaker post	ECC, Homeless Collaboration	Ongoing	<ul style="list-style-type: none"> • Increase in homeless preventions through debt advice 	<ul style="list-style-type: none"> • Preventions now number 30 for mortgage advice work • Service being fully used • No increase in homeless applications from Owner Occupiers
1.7	To explore with RSL's opportunity for a mortgage rescue package	ECC, RSL joint action plan	December 2008	<ul style="list-style-type: none"> • Setting up of a mortgage rescue scheme 	<ul style="list-style-type: none"> • Completed - No major interest, however, sole provider – Westcountry Housing
1.8	To expand the work of the Family Intervention Project into RSL and temporary accommodation	ECC, RSL joint action plan	April 2009	<ul style="list-style-type: none"> • 25% reduction in approaches from families evicted from RSL accommodation 	<ul style="list-style-type: none"> • No funding available to do this – not a key area as evictions from temp accommodation are relatively low
1.9	To improve the content of the Housing Advice Web-pages and Leaflets	ECC	Ongoing	<ul style="list-style-type: none"> • Increased hits on website by 25% by April 2010 and 50% by April 2012 	<ul style="list-style-type: none"> • Completed - • New Leaflet produced • Website now accurate and updated • Facebook and Twitter accounts to be developed
1.10	To engage with non housing agencies in the city to make them aware of the Housing Advice service	ECC, Homeless Collaboration	Ongoing	<ul style="list-style-type: none"> • Increase in earlier approaches to the service 	<ul style="list-style-type: none"> • Presentation produced for roll out
1.11	To produce a discharge policy with Royal Devon & Exeter Hospital	ECC, Hospital	April 2011	<ul style="list-style-type: none"> • Policy in place and being used • Reduction by 25% of all presentations as a result of institutional discharge 	<ul style="list-style-type: none"> • Part of Street Homeless Outreach Team Action plan

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Priority 2 - To reduce the need for anyone to sleep rough in the City					
2.1	To set up review group of rough sleeper section of strategy to meet bi-monthly	SHOT	September 2009	<ul style="list-style-type: none"> Meetings in place 	Completed
2.2	To set up a forum for multi agency approach to individuals with complex needs	SHOT	December 2008	<ul style="list-style-type: none"> Multi agency meetings being held regularly Attendance from relevant services 	Completed
2.3	Explore panel approach to referrals into hostels	SHOT	December 2008 - ongoing	<ul style="list-style-type: none"> Evaluation completed 	<ul style="list-style-type: none"> Built into Individual Budget Work - multi agency assessment under way Work to be included as part of Supporting People pathway review
2.4	Setting up protocol with the police to manage drug related incidents in accommodation	SHOT	April 2011	<ul style="list-style-type: none"> Protocol in place 	<ul style="list-style-type: none"> Actioned for new SHOT contract with Shilhay
2.5	Maximise the amount and range of street based outreach	SHOT	April 2009 - ongoing	<ul style="list-style-type: none"> Better engagement with hard to reach clients More services / advice available on street 	<ul style="list-style-type: none"> Ongoing – Engaged with church and voluntary groups to increase awareness - now providing outreach
2.6	Develop a core training package available to service providers on managing complex needs	SHOT	April 2009	<ul style="list-style-type: none"> Core training package developed Good take up of training from service providers Good feedback from training 	Completed
2.7	To undertake a street needs audit and profile rough sleeping population in wider Devon	SHOT	September 2009	<ul style="list-style-type: none"> Street Needs Audit completed Devon-wide audit completed 	<ul style="list-style-type: none"> Completed - and report published – Devon-wide audit planned

2.8	To redevelop reconnection policy	SHOT/St Petrocks	July 2009	<ul style="list-style-type: none"> • New reconnection policy in place • At least 5 successful reconnections a month 	<ul style="list-style-type: none"> • Completed - now with St Petrocks
2.9	Provide more options for direct access, first stage accommodation for rough sleepers	ECC	Ongoing	<ul style="list-style-type: none"> • At least 10 PSL units identified for this use • Supported Lodgings model drafted 	<ul style="list-style-type: none"> • Completed - 23 individuals have now benefitted from the Council's STAR lettings project (Short Term Accommodation and Resettlement)
2.10	Explore use of Common Assessment Framework (CAF)	DCC/ECC	April 2011	<ul style="list-style-type: none"> • CAF in place • Less cherry picking of clients • One set of application/referral forms in 	<ul style="list-style-type: none"> • Work with Supporting People through pathway group
2.11	Pilot Personalised Budgets work	SHOT/ECC/NDDC	September 2009	<ul style="list-style-type: none"> • 10 rough sleepers off the street through support funded by personalised budgets 	<ul style="list-style-type: none"> • Completed - evaluation available on ECC website
2.12	Promote rough sleeping work county-wide	ECC/SHOT/DHMG	Ongoing	<ul style="list-style-type: none"> • More provision for non priority households • Rough sleeping on agenda county-wide - with pilot post to oversee 	<ul style="list-style-type: none"> • Completed - NHS now hosting Devon-wide rough sleeping role • Simultaneous street counts to be carried out in Devon November 2010
2.13	Explore use of training flats with RSLs for clients moving on or those rough sleeping	ECC	April 2011	<ul style="list-style-type: none"> • At least 2 flats used for this purpose 	<ul style="list-style-type: none"> • No real interest from RSLs • Probationary tenancies to be trialled in ECC stock
ECC - Exeter City Council SHOT - Street Homeless Outreach Team		DCC - Devon County Council NDDC - North Devon District Council		DHMG - Devon Homeless Managers Group	

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Priority 3 - To increase Housing Options available to all clients in housing need and to those needing to 'move on'					
3.1	To increase the number of providers involved in panels	ECC, SHOT, Accommodation Providers	April 2009	<ul style="list-style-type: none"> Increased mobility between accommodation Less 'silting up' of accommodation 	<ul style="list-style-type: none"> Completed – RSLs and Landlord Services now involved
3.2	To provide private sector options at the move on panel	ECC, Smartmove	April 2009	<ul style="list-style-type: none"> At least 1 move a month into the private sector from the move on panel 	<ul style="list-style-type: none"> Completed – Smartmove now on board
3.3	To provide increased incentive on HomeChoice Register to remain at home	ECC	Dec 2008 – now Dec 2009	<ul style="list-style-type: none"> Reduction in need for homeless applications from family evictions by 25% by April 2010 	<ul style="list-style-type: none"> Completed - as part of Devon Home Choice
3.4	To promote the range of Housing Options and Housing Advice available through the HomeChoice Scheme	ECC	April 2009 - ongoing	<ul style="list-style-type: none"> Increase in take up in Mutual Exchange, Down-Sizing, Affordable Ownership and Private Rented options 	<ul style="list-style-type: none"> Website and advert amended to promote options Potential to use Housing Options Wizard in partnership with Cornwall Home Choice
3.5	To offer the adaptation or extension of properties as an housing options available through Home Choice	ECC	December 2009	<ul style="list-style-type: none"> Increase in take up of Disabled Facilities Grant, Housing renewal Grant 	<ul style="list-style-type: none"> Completed – budget no longer available
3.6	To continue to promote a 'positive outcome following a negative decision' for homeless households	ECC	Ongoing	<ul style="list-style-type: none"> All households given a negative decision to be offered an alternative housing option with 75% provided with a viable option which avoids any period of homelessness 	<ul style="list-style-type: none"> Outcomes currently at 50% for last year – 2009/10

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Priority 4 – To reduce Youth Homelessness					
4.1	To ensure LPSA reward money is reinvested in youth homelessness	DCC, ECC	September 2009	<ul style="list-style-type: none"> All of reward money reinvested in youth homelessness. Funding of a county wide mediation service 	<ul style="list-style-type: none"> Commitment now made by DCC that money will be reinvested in youth homelessness
4.2	To increase the number of supported lodgings opportunities for young people	ECC, Young Devon	April 2009	<ul style="list-style-type: none"> An increase in supported lodgings placements by 25% 	<ul style="list-style-type: none"> Completed – Lodgers Scheme leaflet produced and being monitored DCC have supported lodgings tender on hold so no scope for specific increase
4.3	To include employment/training opportunities in tandem with move on for young people who require it	ECC	April 2010	<ul style="list-style-type: none"> Presence at panels from relevant agencies At least 1 young person a month moving on with employment/training 	<ul style="list-style-type: none"> Job Centre Plus involved as part of Enhanced Housing Options project
4.4	To identify the resources required to offer practical housing units to all young people in supported accommodation	ECC, Accommodation Providers	April 2009	<ul style="list-style-type: none"> Resources required established and viability of proposal decided. 	<ul style="list-style-type: none"> Not financially possible
4.5	To proactively engage in the drawing up of a shared protocol between Housing Needs and CYPS	ECC, DCC	September 2008 - ongoing	<ul style="list-style-type: none"> The production of a universally accepted and practical protocol 	<ul style="list-style-type: none"> Completed - requires further review

4.6	To continue the joint funding with social services of the Young Persons; Advice Worker and the Young Person's Mental Health Worker	ECC, DCC	Ongoing	<ul style="list-style-type: none"> Continued funding of post 	<ul style="list-style-type: none"> Commitment secured
4.7	To continue to support the work of voluntary agencies in raising homelessness issues in schools	ECC, Meaningful Occupation Project, Community Housing Aid, St. Petrocks	Ongoing	<ul style="list-style-type: none"> Increased take up of programme by schools Indirect long term benefit in reducing need for homeless services 	<ul style="list-style-type: none"> Work commissioned in conjunction with DCC

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Priority 5 – To increase access into the private rented sector					
5.1	To increase the number of properties being offered to the Extralet scheme	ECC	April 2011	<ul style="list-style-type: none"> Additional 50 properties in 2010/11 	<ul style="list-style-type: none"> On target to reach over 100 by 31 March 2011
5.2	To expand the Extralet Scheme to allow applicants to source their own properties	ECC	April 2009	<ul style="list-style-type: none"> All eligible applicants waiting for scheme skilled up in sourcing their own properties 	<ul style="list-style-type: none"> Completed - under LetStart scheme. Further programme under consideration - resources permitting
5.3	Explore use of HMO's as move on accommodation for young people	ECC, Environmental Health	April 2011	<ul style="list-style-type: none"> At least 1 HMO opportunity to be advertised through Home Choice and targeted at young people 	<ul style="list-style-type: none"> Work put back to link with potential capital money available under LPSA reward – bid to be put in.
5.4	To explore the option of providing a single point of contact in the city for landlords who wish to let their property to vulnerable clients	ECC, Smartmove, PORCH	April 2009	<ul style="list-style-type: none"> Options discussed and evaluated 	<ul style="list-style-type: none"> Work now being undertaken as part of Devon wide Enhanced Housing Options Project
5.5	To make sure support is in place to enable the private rented sector to be a viable long term housing solution	ECC, Smartmove	April 2011	<ul style="list-style-type: none"> All clients referred into the private rented sector to be offered support package including 'upskilling' 	<ul style="list-style-type: none"> Part of Supporting People review of floating Support 15 young people targeted for specific move on and support
5.6	To create a 'spend to save' protocol to cover payments made to secure/maintain private rented accommodation	ECC	September 2009 - ongoing	<ul style="list-style-type: none"> Protocol In Place Increase of 25% of homeless preventions through access to private rented accommodation by April 2009 	<ul style="list-style-type: none"> 120 Households assisted since April 2008 under LetStart Scheme

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Priority 6 - To increase agency and client involvement in the implementation of the Homelessness Strategy					
6.1	To set up a service user forum to meet regularly to give feedback on all aspects of service provision in the city	ECC, Accommodation Service/ Providers	December 2008	<ul style="list-style-type: none"> User Group in place 	<ul style="list-style-type: none"> Initial Consultation held at Glencoe – regular events to be held quarterly
6.2	To carry out a client survey to identify where advice and options 'drop in' services may be placed in the city	ECC	April 2011	<ul style="list-style-type: none"> Assessment carried out of viable locations for drop ins 	<ul style="list-style-type: none"> Consultation planned for November 2010
6.3	To make greater contact with BME group advocates to research relatively low take up of prevention services	ECC, Gypsy and Traveller Liaison Officer	April 2009	<ul style="list-style-type: none"> Audit of need and supply in the city carried out for Gypsy and Traveller Groups 	<ul style="list-style-type: none"> Target revised as now part of Devon wide work.
6.4	To carry out research into why Gypsy and Traveller Groups are not approaching the service and invite greater involvement with the strategy	ECC, Gypsy and Traveller Liaison Officer	April 2009	<ul style="list-style-type: none"> Audit of need and supply in the city carried out for Gypsy and Traveller Groups 	<ul style="list-style-type: none"> Target revised as now part of Devon wide work.
6.5	To set up a Homelessness Strategy review group	ECC	August 2008	<ul style="list-style-type: none"> Good Attendance Strategy updated regularly 	<ul style="list-style-type: none"> Not followed up as sufficient meetings already exist within city. Annual review sufficient.
6.6	Service Level Agreements to be drawn up between statutory services based on the objectives of the strategy.	ECC	December 2008 - ongoing	<ul style="list-style-type: none"> Reduction of 25% by 2010 of unplanned approaches where client has had previous involvement with other service 	<ul style="list-style-type: none"> Ongoing – SLAs in place but can be improved, specifically with CYPS and Adult Social Care.
6.7	To identify viability of common assessment and referral processes	ECC, Homelessness Collaboration, SHOT	April 2011	<ul style="list-style-type: none"> Viability study made into use of service Financial Cost identified for electronic system 	<ul style="list-style-type: none"> Ongoing as part of work with Supporting People.

6.8	To review CLG grant money spend on prevention initiatives	ECC	April 2009	<ul style="list-style-type: none"> Review and comparison of effectiveness of individual services 	<ul style="list-style-type: none"> Continue Quarterly liaison meeting with funded services Completed
6.9	To review Exeter's existing SP funded services under the new strategic framework	ECC	December 2009	<ul style="list-style-type: none"> Review completed and a clear view of services required based on needs analysis 	<ul style="list-style-type: none"> Completed – prioritisation work undertaken and recommendations made to DCC

S:LP/Committee/1110SCC7 Appx I
8.10.10