



APPENDIX 1



EXETER CITY COUNCIL HOMELESSNESS STRATEGY ACTION PLAN – UPDATE JULY 2011

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
Priority 1 – Prevention of Homelessness and the reduction of numbers in temporary accommodation					
1.1	To fund an external mediation service to target family evictions	ECC, Devon Housing Options Partnership	April 2011	<ul style="list-style-type: none"> • Mediation Service in place and working successfully • Reduction in need for homeless apps from this area 	COMPLETED Family Mediation Service funded by Devon County Council
1.2	To carry out a peer review of Housing Advice services across Devon	ECC, Devon Housing Options Partnership, Shelter	Ongoing	<ul style="list-style-type: none"> • Reduction in repeat homeless applications across the county 	SUCCESSFUL & ONGOING 1 st /10 in Devon Authorities – to be repeated annually
1.3	To work towards an 'enhanced housing options' approach.	ECC	Apr 2009 / ongoing	<ul style="list-style-type: none"> • Reduction in repeat homelessness • Non housing agencies at panels • Employment/Training opportunities on 	SUCCESSFUL & ONGOING Money Advice service offered alongside housing advice.

				HomeChoice	
1.4	To undertake a case audit of all homeless applications in the past 2 years as a result of Domestic Abuse and to make recommendations on which Las to contact to discuss joint working.	ECC, Women's Refuge	Apr 2009	<ul style="list-style-type: none"> • Audit completed • Reduction in successful preventions of domestic violence approaches by 25% 	<p>NOT ACHIEVABLE</p> <p>There are no common themes or areas where victims are approaching from</p>
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 h/less applications as a result of DV by 25% by April 2010 	<p>COMPLETED</p> <p>Devon Wide Scheme in place RSL Sanctuary Protocol in place</p>
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 	<p>SUCCESSFUL & ONGOING</p> <ul style="list-style-type: none"> • Preventions now number 45 for mortgage advice work since 2009 • No case capacity so service being fully used • No increase in homeless application 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 	<p>NOT ACHIEVABLE</p> <p>RSLs no major interest – sole provider – Westcountry Housing</p>
1.8	To expand the work of the Family Intervention Project into RSL and temporary accommodation	ECC, RSL joint action plan	Apr 2009	<ul style="list-style-type: none"> 25% reduction in approaches from families evicted from RSL accommodation 	<p>NOT ACHIEVABLE</p> <p>No funding available to do this – not a key area as evictions from temp acc relatively low.</p>
1.9	To improve the content of the Housing Advice WebPages and Leaflets	ECC	Ongoing	<ul style="list-style-type: none"> Increased hits on website by 25% by April 2010 and 50% by April 2012 	<p>SUCCESSFUL & ONGOING</p> <ul style="list-style-type: none"> New Leaflet produced Website now accurate and updated Facebook and Twitter accounts now to be developed August 2011
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 	<p>TO BE REFOCUSED</p> <p>Service Improvement Officer post making contacts to all relevant agencies through 2011/12</p>

1.11	To produce a discharge policy with Royal Devon & Exeter Hospital	ECC, Hospital	December 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 	TO BE REFOCUSED Policy in place with Street Outreach Team – general needs policy required – being led by Learning Dis Housing Options Officer – to be completed December 2011
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Priority 2 To reduce the need for anyone to sleep rough in the city

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Completed? / Next Step?
2.1	To set up review group of rough sleeper section of strategy to meet bimonthly	Street Homeless Outreach Team	Sept 2009	<ul style="list-style-type: none"> • Meetings in place 	COMPLETED Complex Needs meetings now well established
2.2	To set up the forum for multi agency approach to individuals with complex needs	Street Homeless Outreach Team	April 2012	<ul style="list-style-type: none"> • Multi agency meetings being held regularly • Attendance from relevant services 	TO BE REFOCUSED Individual Budgets Pilot successful, to progress this work with potential to co-locate.
2.3	Explore panel approach to referrals into hostels	Street Homeless Outreach Team	December 2008 - ongoing	<ul style="list-style-type: none"> • Evaluation completed 	TO BE REFOCUSED New assessment and allocation system to be in place for April 2012 for former Supporting

					People services – ECC to recommend multi agency approach
2.4	Setting up protocol with the police to manage drug related incidents in accommodation	Street Homeless Outreach Team	December 2011	<ul style="list-style-type: none"> • Protocol in place 	TO BE REFOCUSED Some limited success but no general protocol established
2.5	Maximise the amount and range of street based outreach	Street Homeless Outreach Team	Ongoing	<ul style="list-style-type: none"> • Better engagement with hard to reach clients • More services / advice available on street 	SUCCESSFUL & ONGOING Engaged with church and voluntary groups now providing outreach
2.6	Develop a core training package available to service providers on managing complex needs	Street Homeless Outreach Team	April 2009	<ul style="list-style-type: none"> • Core training package developed • Good take up of training from service providers • Good feedback from training from 	COMPLETED
2.7	To undertake a street needs audit and profile roughsleeping population in wider Devon	Street Homeless Outreach Team	Ongoing	<ul style="list-style-type: none"> • Street Needs Audit completed • Devon wide audit completed 	SUCCESSFUL & ONGOING To be undertaken annually
2.8	To redevelop reconnection policy	Street Homeless Outreach Team / St Petrocks	Ongoing	<ul style="list-style-type: none"> • New reconnection policy in place. • At least 5 successful 	SUCCESSFUL & ONGOING Now with St. Petrocks – 22

				reconnections a month	reconnections in first quarter of 2011/12
2.9	Provide more options for direct access, first stage accommodation for roughsleepers	ECC	Ongoing	<ul style="list-style-type: none"> At least 10 PSL units identified for this use Supported Lodgings model drafted, 	<p>SUCCESSFUL & ONGOING</p> <p>In process – 25 individuals have now benefitted since 2009</p>
2.10	Explore use of Common Assessment Framework	Devon County Council / ECC	April 2012	<ul style="list-style-type: none"> CAF in place Less cherry picking of clients One set of application/ referral forms in 	<p>TO BE REFOCUSED</p> <p>New assessment and allocation system for former Supporting People services to be in place for April 2012 – ECC to recommend multi agency approach</p>
2.11	Pilot Personalised Budgets work	Street Homeless Outreach Team / ECC / North Devon District Council	Sept 2009	<ul style="list-style-type: none"> 10 Roughsleepers off the street through support funded by personalised budgets. 	<p>COMPLETED</p> <p>7/10 individuals now in accommodation, this approach will inform future commissioning</p>
2.12	Promote Roughsleeping Work County Wide	ECC / Street Homeless Outreach Team / Devon Housing Options Partnership	Ongoing	<ul style="list-style-type: none"> More provision for non priority households Roughsleeping on agenda county wide – with pilot post to oversee 	<p>SUCCESSFUL & ONGOING</p> <p>NHS now hosting Devon wide roughsleeping role</p> <p>Exeter Street Homeless Outreach Team now operating in East Devon and county wide roughsleeping phone reporting services from Sept 2011.</p>

2.13	Explore use of training flats with RSLs for clients moving on or those roughsleeping	ECC	December 2011	<ul style="list-style-type: none"> At least 2 flats used for this purpose 	TO BE REFOCUSED No real interest from RSLs but Probationary Tenancies to be trialled in ECC stock.
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Priority 3 - To increase Housing Options available to all clients in housing need and to those needing to 'move on'.

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
3.1	To increase the number of providers involved in panels	ECC, Street Homeless Outreach Team, Accommodation Providers	April 2012	<ul style="list-style-type: none"> Increased mobility between accommodation Less 'silting up' of accommodation 	TO REFOCUSED New assessment and allocation system for former SP services to be in place for April 2012 – ECC to recommend multi agency approach
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 	COMPLETED Smartmove through Community Housing Aid involved in move on process
3.3	To provide increased incentive on DHC to remain at home	ECC	Dec 2008 – now Dec 2009	<ul style="list-style-type: none"> Reduction in need for homeless apps from family evictions by 25% by Apr 2010. 	COMPLETED Changes made to system but targets not quite achieved -40 such homeless apps in 2008/09 – 34 in 2010/11

3.4	To promote the range of Housing Options and Housing Advice available through DHC	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 	SUCCESSFUL & ONGOING Devon Home Choice web pages to be improved ongoing to provide housing options Mutual Exchanges have increased, downsizing initially increased but has stalled in 2011
3.5	To offer the adaptation or extension of properties as a housing option through DHC	ECC	December 2011	<ul style="list-style-type: none"> Increase in take up of Disabled Facilities Grant, Housing renewal Grant 	TO BE REFOCUSED Serious cuts to budgets in this area but new protocol with landlords promotes better joint consideration of adaptations and a move through DHC
3.6	To continue to promote a 'positive outcome following a negative decision'	ECC	Ongoing	<ul style="list-style-type: none"> All households given a negative decision to be offered an alternative housing option with 75% helped 	SUCCESSFUL & ONGOING

Priority 4 – To reduce Youth Homelessness

4.1	To ensure LPSA reward money is reinvested in youth homelessness	ECC, Devon County Council	Sept 2009	<ul style="list-style-type: none"> All of reward money reinvested in youth homelessness. Funding of a county wide mediation service 	COMPLETED Now need to seek long term commitment to funding from Devon County Council
4.2	To increase the number of supported	ECC, Young Devon	April 2009	<ul style="list-style-type: none"> An increase in supported lodgings 	COMPLETED

	lodgings opportunities for young people			placements by 25%	Increase achieved in Devon County Council tender – won by Young Devon
4.3	To include employment/training opportunities in tandem with move on for young people who require it	ECC	April 2012	<ul style="list-style-type: none"> • Presence at panels from relevant agencies • At least 1 young person a month moving on with employment/training 	<p>TO BE REFOCUSED</p> <p>Housing Advice presence to be based in JobCentre from Sept 2011</p> <p>Care-leavers Panel to invite JobCentre Plus</p>
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. 	<p>NOT ACHIEVABLE</p> <p>Sufficient funding not available</p>
4.5	To proactively engage in the drawing up of a shared protocol between Housing Needs and Childrens Services	ECC, Devon County Council	Sep 2008 - ongoing	<ul style="list-style-type: none"> • The production of a universally accepted and practical protocol 	<p>COMPLETED</p> <p>Needs ongoing review to ensure consistency</p>
4.6	To continue the joint funding with social services of the Young Persons; Advice Worker and the Young Person's	ECC, Devon County Council	Ongoing	<ul style="list-style-type: none"> • Continued funding of posts 	<p>COMPLETED</p> <p>For 2011/12 needs ongoing commitment</p>

	Mental Health Worker				
4.7	To continue to support the work of voluntary agencies in raising homelessness issues in schools	ECC, MOP, CHA, 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 	COMPLETED

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 from 2009 	NOT ACHIEVED Properties have reduced over time from 75 to 47 as of July 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 	COMPLETED
5.3	Explore use of HMO's as move on accommodation for young people	ECC, Environmental Health	April 2012	<ul style="list-style-type: none"> At least 1 HMO opportunity to be advertised through HomeChoice and targeted at young people 	TO BE REFOCUSED Difficult to interest landlords – work is ongoing to promote – needs to be accompanied with support for young people
5.4	To explore the option of providing a	ECC, Smartmove,	April 2012	<ul style="list-style-type: none"> Options discussed and evaluated 	TO BE REFOCUSED

	single point of contact in the city for landlords who wish to let their property to vulnerable clients	PORCH			Potential to bring this together with restructure of Housing Enabling services
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	Ongoing	<ul style="list-style-type: none"> All clients referred into the private rented sector to be offered support package including 'upskilling' 	TO BE REFOCUSED Cuts to former Supporting People Services has made this very difficult to achieve. Need to press Devon County Council for funding in this area
5.6	To create a 'spend to save' protocol to cover payments made to secure/maintain private rented accommodation.	ECC	Sep 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 	COMPLETED Increase in homeless preventions in this area

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	Dec 2011	<ul style="list-style-type: none"> User Group in place 	TO BE REFOCUSED Service Improvement Officer in post and establishing interest. It has proved very difficult to secure long term involvement from clients.
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6.2	To carry out a client survey to identify where advice and options 'drop in' services may be placed in the city	ECC	Dec 2011	<ul style="list-style-type: none"> Assessment carried out of viable locations for drop ins 	<p>TO BE REFOCUSED</p> <p>Attendance at other locations has not been great from clients – some potential to link with Children's Centres in 2011/12 and provide targeted advice</p>
6.3	To make greater contact with BME group advocates to research relatively low take up of prevention services	ECC, DREC	Dec 2011	<ul style="list-style-type: none"> Increased take up of prevention service from BME groups 	<p>TO BE REFOCUSED</p> <p>Service Improvement Officer in post and establishing interest. It has proved very difficult to secure long term involvement from clients.</p>
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 2012	<ul style="list-style-type: none"> Audit of need and supply in the city carried out for Gypsy and Traveller Groups 	<p>TO BE REFOCUSED</p> <p>Now based Devon wide</p>
6.5	To set up a Homelessness Strategy review group to meet	ECC	August 2008	<ul style="list-style-type: none"> Good Attendance Strategy updated regularly 	<p>NOT ACHIEVABLE</p> <p>Not felt to be needed given number of existing meetings concerning Homelessness</p>

6.6	Service Level Agreements to be drawn up between statutory services based on the objectives of the strategy.	ECC	Dec 2008 - ongoing	Reduction of 25% by 2010 of unplanned approaches where client has had previous involvement with other service	SUCCESSFUL & ONGOING Learning Dis joint working greatly improved due to specialist officer, Mental Health joint working improved with Community Psychiatric Nurse presence with Street Homeless Outreach Team , other areas of Adult Social Care, Drug and alcohol, probation and hospital needs better commitment from these services.
6.7	To identify viability of common assessment and referral processes	ECC, Homelessness Collaboration, Street Homeless Outreach Team	April 2012	<ul style="list-style-type: none"> • Viability study made into use of service • Financial Cost identified for electronic system 	TO BE REFOCUSSED New assessment and allocation system for former Supporting People services to be in place for April 2012 – ECC to recommend multi agency approach
6.8	To review CLG grant money spend on prevention initiatives	ECC	Apr 2009	<ul style="list-style-type: none"> • Review and comparison of effectiveness of individual services 	COMPLETED
6.9	To review Exeter's existing SP funded services under the new strategic framework	ECC	Dec 2009	<ul style="list-style-type: none"> • Review completed and a clear view of services required based on needs analysis 	COMPLETED Recommendations made to Devon County Council but cuts still made in key areas