

EXETER CITY COUNCIL
HOMELESSNESS STRATEGY 2008 -
2013
FIRST DRAFT

Insert Suitable picture

1. INTRODUCTION	5
2. FORMAT OF THE HOMELESSNESS STRATEGY	7
3 .NATIONAL CONTEXT	7
4. LOCAL CONTEXT	8
<i>Corporate Objectives</i>	8
<i>Local Area Agreement</i>	8
<i>RSL Joint Action Plan</i>	9
<i>Supporting People.....</i>	9
<i>Proposals from the SP Review</i>	9
5. CONSULTATION.....	11
<i>Exeter Housing Market Assessment</i>	11
<i>Equalities and Diversity.....</i>	11
6. HOMELESSNESS REVIEW	13
<i>Review of Homelessness / Housing Need an Exeter City Council perspective.</i>	13
Age.....	13
Fig (1)	13
Household Make Up	13
Fig (2)	13
Dependants.....	14
Fig (3)	14
Fig (4)	14
Ethnicity.....	14
Fig (5)	14
<i>Key findings from the Exeter Housing Market Assessment.....</i>	15
Net Migration into Exeter by Age 2000-2005.....	15
Fig (6)	15
Affordability	15
Fig (7)	16
7. REASONS FOR HOMELESSNESS 2005/06 – 2007/08.....	17
The following stats show the main causes of homelessness for clients when they first approach ECC.	17
Fig (8)	17
<i>How are we meeting this need?</i>	18
Fig (9)	18
<i>How are we preventing homelessness?</i>	19
Fig (10)	19
Fig (11)	20
Focus on Sanctuary Scheme.....	20
8. SUPPORTED ACCOMMODATION.....	22
Fig (12)	22
<i>Who is waiting for supported accommodation?</i>	25
Young People.....	25
Fig (13)	25
Access to the Private Rented Sector.....	25
Focus on Extralet Scheme	25
How are we accommodating clients to who we have a duty?	27
Fig (14)	27
<i>How are we moving clients on from Temporary Accommodation?</i>	28
Fig (15)	28
9. MAIN CHALLENGES EMERGING FROM THE REVIEW AND CONSULTATION	29
<i>Youth Homelessness.....</i>	29

<i>Focus on Exeter Move On Panel</i>	29
<i>Single Vulnerable Households</i>	30
<i>Access to the Private Rented Sector</i>	30
<i>Economic and Social Inclusion</i>	31
<i>The Downturn in the Housing Market</i>	31
<i>Making Best Use of Existing Stock</i>	31
<i>Overcrowding on the Housing Register</i>	32
Fig (16)	32
<i>Domestic Violence</i>	33
<i>Offender Groups</i>	33
<i>Older People</i>	33
<i>BME Groups</i>	34
<i>Gypsies and Travelers</i>	34
<i>Client Involvement with the Service</i>	34
10. ROUGH SLEEPERS AND COMPLEX NEEDS CLIENTS	35
<i>Introduction</i>	35
<i>National Context</i>	35
<i>Local Context</i>	36
<i>Definitions</i>	36
<i>Source: Supporting People Short-Term Outcomes Framework (4)</i>	37
<i>Recommendations</i>	38
<i>Main Challenges</i>	39
Reducing levels of Rough Sleeping in the City.....	39
<i>Coordination of Response</i>	39
SHOT Team.....	39
More effective Multi Agency Working.....	40
<i>Project Objectives</i>	40
<i>Outreach Services</i>	41
<i>Directory of Core services –</i>	42
Access to primary Health Care.....	42
Access to drug and Alcohol services.....	42
Access to Mental Health Services	43
Access to Psychological Services.....	43
Access to Accommodation.....	43
Available Accommodation.....	44
Fig (17)	45
<i>Co-ordination of discharge from institutions</i>	46
Move on	46
Training.....	46
11. STRATEGIC DIRECTION IN TACKLING AND PREVENTING HOMELESSNESS IN EXETER FOR THE NEXT 5 YEARS	47
<i>Priority 1</i>	47
To Prevent Homelessness and reduce numbers in Temporary Accommodation.....	47
Objectives from Housing Strategy:	47
Additional Objectives:	47
<i>Priority 2</i>	47
To reduce the need for anyone to sleep rough in the city.....	47
Objectives from the Housing Strategy:	47
Additional Objectives:	48
<i>Priority 3</i>	49
To increase Housing Options available to all clients in housing need and to those needing to ‘move on’.....	49
Objectives from the Housing Strategy:	49
Additional Objectives:	49
<i>Priority 4</i>	49
To Reduce Youth Homelessness.....	49
Objectives from the Housing Strategy:	49

Additional Objectives:	49
<i>Priority 5</i>	50
To increase access into the private rented sector.....	50
Objectives from the Housing Strategy:	50
Additional Objectives:	50
<i>Priority 6</i>	50
To increase agency and client involvement in the implementation of the Homelessness Strategy	50
Objectives from the Housing Strategy:	50
Additional Objectives:	51
<i>Homelessness Strategy Action Plan</i>	52

1. Introduction

1.1 This is Exeter City Council's second homelessness strategy and builds on the existing strategy which was devised in 2003. This strategy will aim to provide a strategic framework to tackle and prevent homelessness for the next 5 years for the council and our partners.

1.2 The national and local approach to homelessness has changed a great deal since the previous strategy. Nationally we have seen a change of emphasis to the prevention of homelessness and the setting of the 2010 target to reduce use of temporary accommodation.

1.3 Since the production of Exeter's last homelessness strategy the structure of the service has changed considerably to enable an increased focus on homelessness prevention. The housing advice team is composed of 7 prevention focused front line officers with 2 officers dedicated to the administration of homelessness applications. Additionally the post of Move-On Officer has been created in order to oversee the move on of clients through supported accommodation.

1.4 The success of these staffing changes can be seen through the increase in prevention cases and the reduction in households in temporary accommodation from 300 in April 2005 to 220 in April 2008.

1.5 The award of a legal services charter mark for housing advice also demonstrates the improvements in the service since 2003.

1.6 Reviews of the service from Shelter and Filby Moore Consultants in 2007 also highlighted the strength of the prevention focused service.

1.7 Additionally, since 2003 the local authority funded Exeter Homelessness Collaboration has brought together the following organisations,

- The Local Authority
- Exeter Housing Advice Group (EHAG), - who run the Nightstop scheme for emergency placement of young people, the Smartmove rent deposit scheme and a general housing advice service in the city.
- Exeter Shilhay Community – who manage Gabriel House Hostel in the city and a number of move-on properties.
- The Meaningful Occupation Project (MOP), providing access to training and employment opportunities for vulnerably housed clients in Exeter
- The Street Homeless Outreach Team (SHOT), providing advice and assistance to rough sleepers in the city
- St Petrocks – who manage the day centre service in Cathedral Yard

- The Clocktower Surgery – which is a GP Surgery in the city specialising in assisting rough sleepers and vulnerably housed clients.

1.8 The collaboration is currently reviewing membership with a view to an expansion of the group to include all services in the city that directly assist vulnerably housed or homeless clients.

1.9 The collaboration meet regularly to provide a joined approach to tackling homelessness and an action plan will be published in July [\(add link when ready\)](#) setting out the key areas where the group can work together.

1.10 Across the county there have also been much closer partnership working with other local authorities in the sub region. The Devon-wide Choice Based Lettings Scheme is due to go live in April 2010 and a joint bid has been submitted to Communities and Local Government (CLG) for additional funding to increase the housing options and advice provision across the county. Shelter has been commissioned to produce an overall assessment of housing advice across the county with the aim of sharing best practice and ensuring consistency.

2. Format of the Homelessness Strategy

2.1 The strategy will begin with a summary of the review of existing services, successes and gaps in the provision.

2.2 The second part of the strategy will provide the strategic direction needed to improve on existing services and to meet any current unmet need. This strategy will refer mainly to the Exeter City Council Housing Strategy 2007-2012.

2.3 Given the rough sleeping issue in Exeter it was felt appropriate to produce a separate review of rough sleeping issues in the city which has been produced by the manager of the Street Homeless Outreach Team (SHOT).

2.4 The final part of the strategy will take the form of an action plan setting out what practical steps need to be taken to meet the aims of the strategy, what success will look like, how it can be measured and setting deadlines by which it will be met.

2.5 These actions will also feed into the Exeter City Council Housing Service Improvement Plans for Housing Advice and Temporary Accommodation and also into the Exeter Homelessness Collaboration Action Plan. The actions will be set out in greater detail allocating officer / team responsibility for each action.

3 .National Context

3.1 As laid out in the Homelessness Act 2002, the local authority is required by law to produce a new homelessness strategy every 5 years.

3.2 Communities and Local Government set out in the government's homelessness strategy, Sustainable Homes; Settled Homes; Changing Lives, (2005) the homeless prevention agenda which sets the following priorities,

- Reduce homelessness
- Prevent homelessness
- Prevent repeat homelessness
- Provide support for vulnerable people
- Tackle the wider symptoms and causes of homelessness
- Reduce rough sleeping by two thirds
- Halve the number of households placed in temporary accommodation by the Local Authority by 2010
- No use of bed and breakfast for families with children unless in an emergency and for no more than 6 weeks (enforced with legislation)

- No 16 or 17 year old accommodated in bed and breakfast except in an emergency and for no more than 6 weeks by 2010
- Provide more settled homes

3.3 The CLG have also recently produced information on the enhanced housing options approach, which encourages a more holistic approach to housing advice, including employment/training advice which also provides more direction the this strategy.

3.4 Exeter City Council is also required to report to central government on,

- The number of rough sleepers in the city
- The number of incidences of prevented homelessness (where homelessness is prevented for at least 6 months)
- The number of households living in temporary accommodation.
- Number of affordable homes delivered

4. Local Context

Corporate Objectives

4.1 The Homelessness Strategy also ties into a number of Exeter City Council's corporate objectives,

- Promote and deliver sustainable development in the City;
- Ensure there are enough well designed, maintained and affordable homes in the City;
- Tackle social disadvantage and deprivation and maximise the potential of all our citizens;
- Shape and deliver a vision for a vibrant and sustainable City which improves quality of life.
- Enable sustainable economic growth
- Ensure that we have high performing services which focus on customer needs
- Provide cost-effective services and proper use of resources
- Promote an extremely positive image and reputation and ensure high levels of customer satisfaction
- Listen to the community and respond to their needs
- Work with partners across and beyond the city to deliver better outcomes

Local Area Agreement

4.2 **The Local Area Agreement (LAA)** has a draft priority to provide Housing Options for Vulnerable People which has 4 key areas for further work,

LAA Targets to be included in detail when agreed

RSL Joint Action Plan

4.3 Exeter City Council is also leading a pilot project with the Housing Corporation to produce a joint homelessness action plan with RSL partners which is due for completion by March 2009. A number of action points within this strategy will be covered and completed within this project.

4.4 This project is the first of its kind outside London and is an opportunity to build on existing good work between Exeter City Council and our RSL partners. The action will look at areas where joint working can assist in the prevention of homelessness in the city. Further information can be found at

www.housingcorp.gov.uk/server/show/ConWebDoc.14167

Supporting People

4.5 The Supporting People service in Devon has undertaken a strategic review of homelessness services across the county with the need for savings being a major consideration. Current spend on homelessness within the city provides a number of accommodation based services and some floating support services.

Proposals from the SP Review

4.6 The key proposals emerging from the strategic review which impact on Exeter are:

1. A funding plan for the homelessness sector based on efficiency savings of up to 7.5% over three years to allow for inflationary pressures delivered through contract negotiations and prioritising of investment in:
 - Rationalising current floating support services to create additional generic floating support using current investment of £824,000 in floating support services
 - Remodeling or recommissioning accommodation based services where necessary in line with the recommended commissioning option.
2. Future re/commissioning of floating support services to be based on a 'generic' model with the following features:
 - Tiers' of support within the service to allow for low/medium need and high/complex need.
 - Available to individuals in all forms of tenure.
 - To be delivered across district boundaries.
3. Future re/commissioning of accommodation-based services to be based

on a clear definition of their 'specialised' role, typically covering:

- Young people at risk
- Women at risk of domestic violence
- Other people with complex needs

4. The needs of BME groups such as gypsy and travellers and migrant workers are met through remodeling or recommissioning of existing floating support services rather than commissioning small scale 'BME specific' services.

5. Extend the 'Winter Pressures' programme for a further two years as one of the key prevention components within the proposed strategic framework.

6. Develop and implement consistent access arrangements in line with the proposed framework and in line with the agreed Eastern, Southern and Northern Devon population 'clusters' for adult social care and health services.

7. Develop and implement a consistent approach to referral and assessment of individuals accessing housing support services. This will require all contracted services providers to accept a common assessment approach.

8. Develop and implement a policy and protocol in relation to move-on housing arrangements with the Devon Homelessness Managers group.

The Strategic Review has only just been made available further discussion with SP will inform development of this part of the Homelessness Strategy.

5. Consultation

5.1 The main public consultation on the strategy was organised by Exeter Community Initiatives through the Homelessness Collaboration Project. Exeter University produced a report on the views of homeless and vulnerably housed people in Exeter in January 2008.

5.2 The consultation exercise sought guidance from a wide range of over 200 service users. A questionnaire was used and 6 focus groups convened to discuss a number of relevant issues. The results and detailed recommendations of this consultation can be found at,

<http://www.eci.org.uk/publications.htm>

5.3 Consultation with partner agencies was based upon a questionnaire and 2 consultation events held across 2 days. The draft of the strategy has also been placed on the website for further comment (**Will be after Scrutiny June 3rd**). Council staff were also invited to take part in the consultation.

5.4 The main themes from the consultation results showed client need for better access to supported housing, co-location of key services and the need for early intervention in preventing homelessness. The partners' responses required an expansion of support to secure and maintain private rented accommodation, and the need for a more joint approach to moving a client on through accommodation by offering more than just a social let for a housing option for clients leaving supported accommodation. The consultation responses and minutes of the meetings are available at appendix 1. **To include.**

Exeter Housing Market Assessment

5.5 The Exeter and Torbay Strategic Market Assessment of December 2007 produced by Opinion Research Services (ORS) provided a study to primarily inform the council's housing strategy but it provides data on housing need for the Homelessness Review. Key findings from the assessment have been incorporated into the review as evidence for future trends.

The full report can be found at www.dshg.org.uk.

Equalities and Diversity

5.6 An Equalities Impact Assessment of the Homelessness Strategy has been carried out as part of the review. As a result the revised Strategy places more emphasis upon diversity, equality and accessibility.

5.7 The Gypsy and Traveller Liaison Officer and Devon Racial Equality Council were also consulted on the development of the strategy

6. Homelessness Review

Review of Homelessness / Housing Need an Exeter City Council perspective.

Who is approaching the service?

Quarter 1 2005/06 – Quarter 4 2007/08

Age

6.1 The following chart shows the age range of all clients approaching the ECC Housing Needs Department. The chart compares the % of clients in a certain age group with the % of the age group as a whole in Exeter.

Fig (1)

Age Group	Numbers Approaching	% of all approaching	% 2006 Pop	Difference
15 - 19	725	15.96%	7.10%	8.86%
20 - 24	1058	23.28%	13.00%	10.28%
25 - 29	675	14.85%	8.60%	6.25%
30 - 34	540	11.88%	7.20%	4.68%
35 - 39	425	9.35%	6.80%	2.55%
40 - 44	396	8.71%	6.70%	2.01%
45 - 49	257	5.66%	5.90%	-0.24%
50 - 54	169	3.72%	5.40%	-1.68%
55 - 59	116	2.55%	5.60%	-3.05%
60 - 64	85	1.87%	4.50%	-2.63%
65 - 69	56	1.23%	3.80%	-2.57%
70 - 74	27	0.59%	3.40%	-2.81%
75 - 79	8	0.18%	3.10%	-2.92%
80 - 85	5	0.11%	2.50%	-2.39%
85 - 95	2	0.04%	2.30%	-2.26%

6.2 Clearly there are a disproportionately high number of younger people approaching the service. Interestingly the number of older people approaching the service is less than should be expected.

Household Make Up

Fig (2)

Clients approaching the service who...	Number	As a Percentage
Have dependants	1114	24.13%
Do not have	3335	72.23%
Are Pregnant (future dependant)	168	3.64%

Dependants

Fig (3)

Family Make Up		As a Percentage
Single Female with Dependants	715	57.25%
Single Male with Dependants	85	6.81%
Couple with dependants	291	23.30%
Single Pregnant Female	93	7.45%
Couple with Pregnant Female	65	5.20%

Fig (4)

Census Comparison	
Approaches to ECC	Census 2001 (across Exeter)
% Lone Parent Household	% Lone Parent Household
18.08%	5.90%
% Lone Parent Household of Households with dependants	% Lone Parent Household of Households with dependants
64.05%	23.30%
% Lone Male Households	% Lone Male Households
6.81%	9.90%

6.3 The differences in the data between the census information and the clients presenting does highlight the nature of clients approaching the service showing that when a family does approach the service it will likely be a single female parent.

Ethnicity

Fig (5)

Ethnicity of Clients approaching service		
White British	1027	94.22%
Other	63	5.78%

Ethnicity of Clients from Census Data	
WB	97.6%
Other	2.4%

*The census data collated in 2001 may not be seen to give an accurate indication of the current situation. We would expect the figures to be in line with the percentages of approaching clients especially given the increased migrant population from Eastern Europe.

Key findings from the Exeter Housing Market Assessment

Net Migration into Exeter by Age 2000-2005 (source Exeter Housing Market Assessment Dec. 2007)

Fig (6)

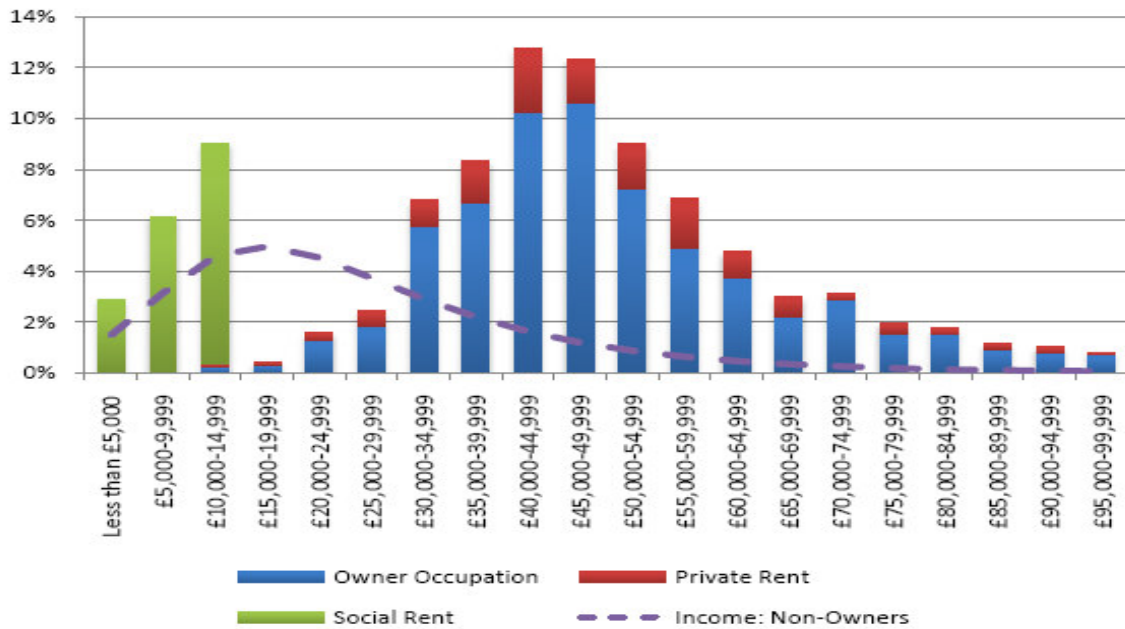
	2001	2002	2003	2004	2005	Total
Age Range						
0-15	(110)	(140)	(100)	(180)	(40)	(600)
16-24	680	720	890	530	830	3,600
23-44	(160)	(220)	(70)	(190)	0	(600)
43-64	70	90	(170)	(140)	(130)	(500)
65+	50	60	(20)	(40)	(50)	0
Total	500	300	500	0	600	

6.4 It is interesting to note the influx of 16-24 year olds in the city which highlight the high number of students coming to the city. However the report also shows that across this period 600 of these 16-24 year olds migrated into the city from neighbouring local authorities. This group would not necessarily be students as they would be able to travel from their own parental home. This figure perhaps demonstrates the preference for young adults to move to the city for lifestyle reasons. This would agree with comparative figures of homeless approaches from young people across the region.

Affordability

6.5 The following chart shows the affordability of various forms of housing in the city based on the income of non home owners in the city.

Fig (7)



6.6 Figure 7 demonstrates that renting privately does start to be an affordable option for those non owners with higher than average incomes but that currently renting privately, and certainly home ownership, is outside of the affordability of most non home owners in the city.

7. Reasons for Homelessness 2005/06 – 2007/08

The following stats show the main causes of homelessness for clients when they first approach ECC.

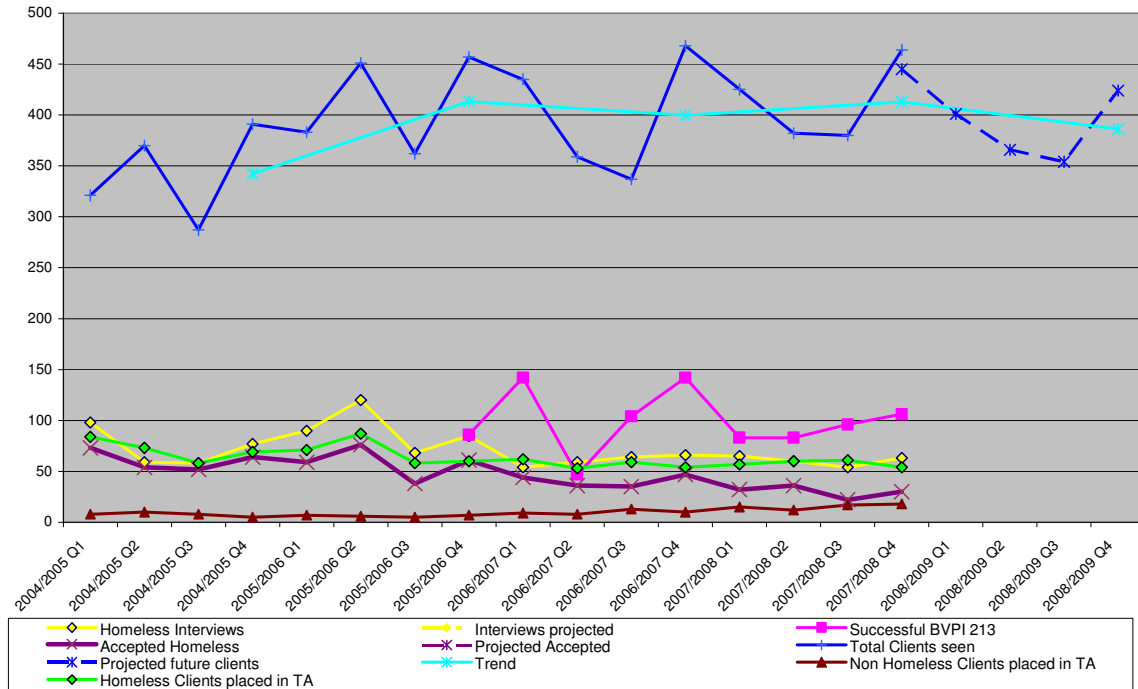
Fig (8)

Reason for Homelessness	Q1 05/06	Q2 05/06	Q3 05/06	Q4 05/06	Q1 06/07	Q2 06/07	Q3 06/07	Q4 06/07	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Total
Parents Unable/Unwilling To Accommodate	37	41	35	85	89	65	62	87	85	66	91	111	854
Other	9	13	7	42	43	46	56	95	82	80	65	93	631
Termination of Assured Shorthold Tenancy	29	24	21	67	58	58	38	59	39	48	43	38	522
Relatives or Friends Unable/Unwilling To Accommodate	13	22	17	45	49	39	46	57	55	57	48	59	507
Breakdown Of Relationship With Partner/Non-Violent	9	6	8	29	31	38	26	29	36	38	33	43	326
Loss of rented/tied - not end of AST	23	12	3	48	65	38	21	30	21	17	15	21	314
Breakdown Of Relationship With Partner/Violent	12	19	8	21	18	22	18	22	23	17	18	21	219
Mortgage Arrears [Repossession Or Other Loss Of Home]	4	6	4	5	8	8	10	11	11	8	6	15	96
Rent Arrears [Private Sector]	3	4	3	5	5	1	5	7	8	3	6	4	54
Rough Sleeper		1	1	7	5	7	4	7	1	4	5	9	51
Other forms of violence	3	2	1	3	2	5	9	3	5	5	5	4	47
Prison	1	3	2	10	8	4	7	2		3	4	3	47
Rent Arrears [Housing Association, Other Registered Social Landlord]	1	1		3	3	3	3	3	6	1	3	8	35
Other forms of harassment	1	1	4	1	2	3	3	4	4	5	2	3	33
Breakdown Of Relationship With Associated Persons/Violent	3	1	2	5	3		3	4	2	2	4	3	32
Hospital	4	3	3	3	3			2		2	1	1	22
Rent Arrears [Local Authority, Public Sector]	1		2	3	4		2	2	2	4	2		22
Care Leaver	1		1	1	4				3	2	1	1	14
Racially motivated harassment		1		10	1		1						13
Leaving institution/care							1		3		3		7
Mental Health Institute	2			1	1				1	2			7
TOTH		1	4										5
Left HM Forces								1	1	1		1	4
Racially Motivated Violence		1				1		1				1	4
ASB											1	1	2

*The other category is currently being reviewed and more useful classifications are being made on cases previously categorised as 'other'.

How are we meeting this need?

Fig (9)



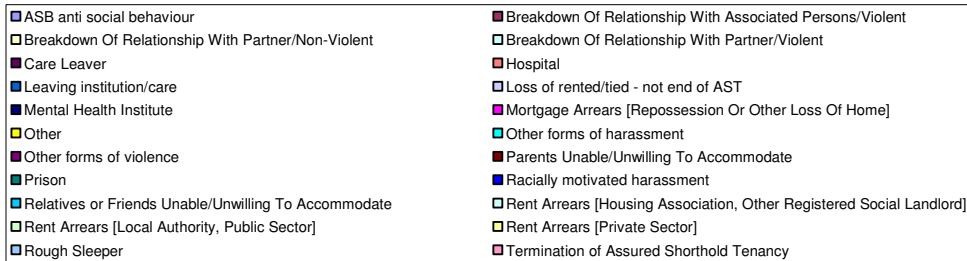
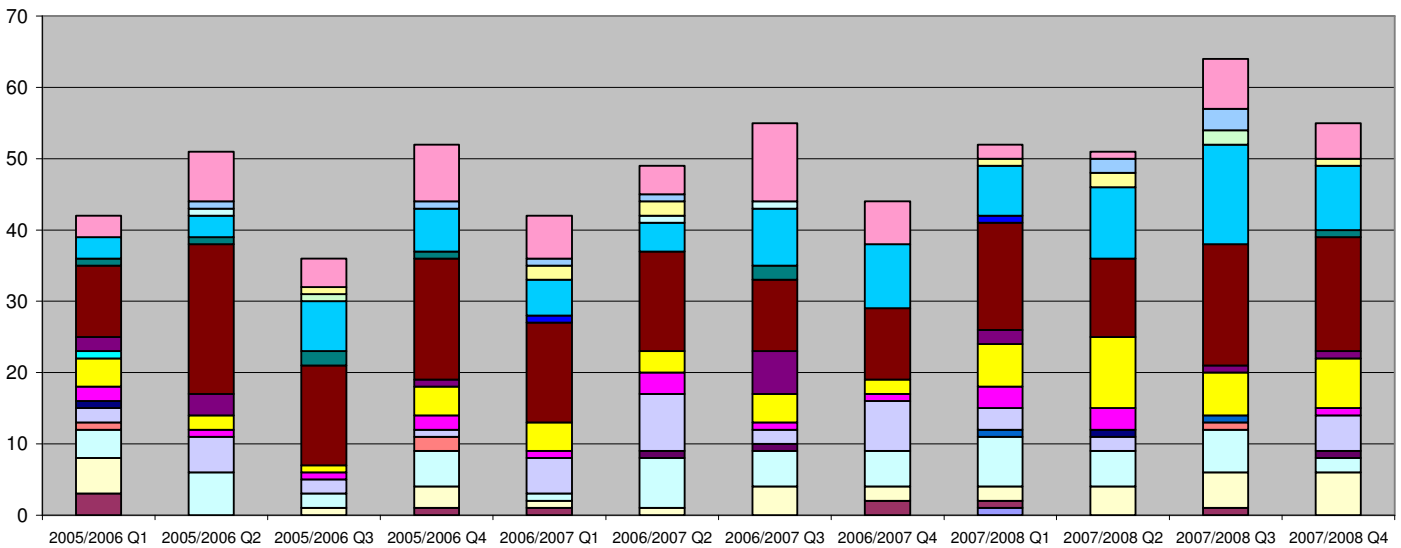
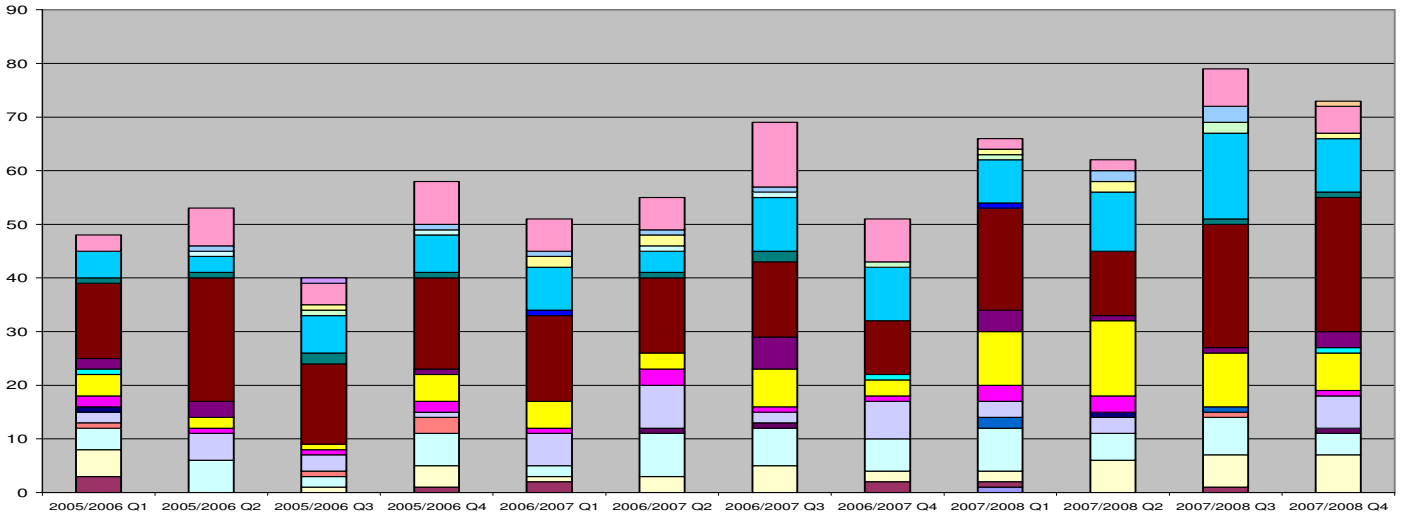
7.1 The graph above shows the numbers of clients seen, how many cases meet Best Value Performance Indicator 213 (where we or our partners we fund have prevented homelessness for at least 6 months) and how many clients we accepted a homelessness duty to and therefore placed into longer-term temporary accommodation. The numbers of homeless interviews highlight those clients whose homelessness may have been unable to be prevented and therefore a homeless application was needed.

7.2 It is important to note the success of the prevention service in meeting reducing the number of clients to whom a duty is owed whilst the numbers approaching remains high. It is also clear that we would expect to see a stable number of clients both approaching and being owed a homeless duty if we continue with the service in its current form. It also appears a good justification for our current prevention work as a correlation can be seen between an increase in preventions and a decrease in the need for homeless applications.

How are we preventing homelessness?

7.3 The following charts show, firstly the reasons for homelessness for all clients receiving an initial interview and secondly for those clients who approached and needed to make a homeless application where we couldn't prevent their homelessness.

Fig (10)



7.4 It is clear that there is no one area where prevention work is particularly weak or particularly strong in reducing the number of clients who need to make a homeless application. Evidently the largest area where prevention is having an impact is around Parents and Relatives being unable to accommodate clients. The reason for this is highlighted by the following table.

Fig (11)

	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	Total
Reason for Prevention					
Helping a household find and secure permanent accommodation (including a hostel or private rented accommodation) with the prospect of being at least 6 months.	54	45	76	71	246
Casework through negotiations with landlord, agent, legal representative, family or friend which results in homelessness being prevented.	12	12	4	19	47
Casework in helping people access social housing / shared ownership	9	15	4	7	35
Casework intervention through a referral to an external agency (CAB, Money Advice Worker etc)	2	5	7	3	17
Where client cant pay rent where casework assist in negotiating lower rent, DHP payment, increasing applicant's income.	5	1	2	4	12
Home visits where direct intervention has prevented homelessness for 6 months	0	1	0	2	3
Negotiation and agreement with mortgage company or creditor	1	2	0	0	3
Other	0	2	0	1	3
Court representations where case is dismissed, adjourned where homelessness is prevented for at least 6 months.	0	0	2	0	2
TOTAL	83	83	95	107	368

7.5 Prevention therefore seems most successful when providing an alternative housing option rather than preventing the applicant leaving the home.

7.6 The Sanctuary Scheme for clients fleeing domestic violence from within Exeter is one example of prevention work where the client (with their consent) can remain in their home.

Focus on Sanctuary Scheme

How does it work?

7.7 The Sanctuary Scheme is a victim-centered initiative, which aims to make it possible for victims of domestic violence and hate crime to remain in their homes and feel safe, rather than being forced to relocate to other areas away from family networks, employment and schooling.

- The scheme is voluntary and available to women and men living in any tenure
- It should operate in conjunction with the Domestic Violent Unit and the Crime Prevention Unit.
- A secure 'sanctuary' can be created by creating a safe room with reinforced doors and bolts.
- Security arrangements/assessments are tailored to the needs and circumstances of individual households.
- The service is free of charge

7.8 Although men can also be victims of domestic violence, it is acknowledged that the majority of households will be single women or women with children.

7.9 Exeter City Council introduced the Sanctuary Scheme in 2005 and since this date over 34 clients have had their homelessness prevented by the scheme. .

8. Supported Accommodation

8.1 The following information shows the level of supported housing, the client group covered by this accommodation and who has access to refer into these project.

Fig (12)

	ORGANISATION	CLIENT GROUP	AGE RANGE	GENDER	LEVEL OF SUPPORT PROVIDED	NUMBER OF BEDSPACES	REFERRAL CRITERIA	WHO CAN REFER
Project								
Caraston Hall	Caraston Hall	Enduring Mental Health	18 +	M/F	High - Low (Dependent on accommodation and needs)	15 + 47 Move-on Accommodation	All referrals must be received through the Community Mental Health Team (CMHT) Devon wide. However self referrals are accepted or referrals made from other services and in other areas.	Community Mental Health Team (CMHT)
The Bridge Project	BCHA	Homeless	18-65	M/F	High	14	Classed as Priority by SHOT team. Single Homeless of part of couple	SHOT
Esther Community	Keychange Charity	Homeless Women	16-59	F	High	15 in Hostel and 4 single Bedsits	Homeless Women with High Support Needs Referrals are through the SHOT team	SHOT prioritise rough sleepers. Referrals are accepted by other agencies
Gabriel House	Exeter Shilhay Community Ltd	Homeless Men	18 upwards	M	High	40 (4 rooms can accommodate couples)	Referrals are through the SHOT team	SHOT co-ordinate prioritising referrals
Bethany House	Westcountry Housing Association	Homeless Women	16-30	F	High/Medium	13	The women must have an allocated professional that will continue working with them once moved in. They will also need to be committed to making changes and addressing their support needs.	Social Services; ECC; Young Devon; EHAG; CMHT
Morwenna Court	Bournemouth Churches Housing Association	Dual Diagnosis	18-65	M/F	High/Medium	14	Referrals must have dual diagnosis	Community Mental Health Team

The Hennis Project	Magna Housing Association	Homeless Young Persons	16-18 primary group	M/F	High/Medium	18 rooms with 2 emergency spaces	Homeless young people can access the project but they must have a local connection, have resided in the city for at least six months and be between the ages of 16-18 as a primary group, and 19-21 in certain circumstances	ECC; Young Devon; Youth Offending Team; Probation; Social Services
49/50 Magdalen Road	Westcountry Housing Association	Mental Health issues	18 +	M/F	Medium	9	Must have a care-coordinator and mental health problem	Community Mental Health Team
23 Clifton Hill	Westcountry Housing Association	Mental Health issues	18+	M/F	Medium	4	Must have a Mental Health Co-ordinator	Community Mental Health Team, Warkworth House, Assertive Outreach
Redcliffe House	Westcountry Housing Association	Mental Health issues	18+	M/F	Medium	10	All residents need a mental health co-ordinator, be 18 years of age or over, self medicating and need to be able to live independently with support	Community Mental Health Team; Assertive Outreach Team and any Care-Co-ordinator
150a Fore Street	Magna Housing Association		18+	M/F	Low/Medium	3	Direct from Exeter City Council. Mainly single households – priority is given as move-on from The Hennis Project	ECC
Ashdown Lodge	Support from Bournemouth Churches Housing Association	Mental Health issues	25+	M	Medium/Low	13	Clients must have a care-coordinator and have medium to low mental health issues	Mental Health Co-ordinators
Exeter Foyer	Guinness Care and Support	Young Persons	16-35	M/F	Low/Medium	36	Single persons only; applicants do not need emergency accommodation; willing to share with 1 or 2 other residents in a cluster unit; low/medium support needs; applicant has no history of violence or chaotic behaviour	Anyone
Exeter YMCA	City of Exeter YMCA Housing Association	Young Persons	17-29	M/F	Low/Medium	31	Applicants must have a genuine need, be able to care for self, appropriate level of support needs, no significant risk to self or others and applicants with no local connection must have a legitimate reason for needing to move to Exeter	Any agencies including self-referral. However self-referrals are unlikely to be successful without satisfactory risk assessment from a reliable and relevant agency

Grapevine Centre	Christian	Single Pregnant or with Children	Over 16	M/F	Low/Medium	10 (hostel) and 4 (Move-on)	Applicants must be pregnant or with child, in receipt of benefits, homeless or unable to remain in current accommodation due to vulnerability; must have basic level of self care but in need of supported accommodation	Any agency can refer including self-referrals
The Haven	Signpost-Care with support coming from Carr-Gomm		18-65	M/F	Medium/Low	6	The Haven provides medium/low support to individuals who must have demonstrated a commitment to remaining clean/dry prior to referral; Referrals for couples will be considered depending on availability of accommodation	Any
Pennsylvania Road	Devon and Cornwall Housing Association	Single Female with or without Children	18-65	F	Low/Medium	6	Vulnerable Females, with or without Children	ECC
29, 87 & 88 Mount Pleasant Road	Exeter Shilhay Community Ltd	Single Male	18+	M	Low	17 units in total	Service Users are expected to have demonstrated 3-6 months stable behaviour in previous accommodation. Referral to the project is by an Application for Admissions Form and a supporting letter.	Preferably through internal Shilhay or ECC referral
Elmgrove Road Womens Project	Stonham	Mental Health issues	18-60	F	Low	6	The women must have a mental health issue and have a care co-ordinator. Their support need must be low enough to cope without staff's presence in the evenings and at the weekend. They must be able and willing to maintain a safe, clean living environment	Any provided a care-co-ordinator from the Community Mental Health Team is involved. Priority is given to women with a local connection or needing to be discharged from Exeter Wards.
Washington House	YMCA	Young Persons	17-29	M/F	Low	8	Age 17-29 when applying; ready to move on from current supported housing; able to self care; appropriate level of support needs; no significant arrears in current accommodation; no warnings in accommodation; must be currently accommodated in Exeter supported accommodation	Exeter YMCA only, if no suitable applicants from Exeter YMCA applications will be invited from similar projects in the city
Friars Lodge	Magna Housing Association	Families and single women	18+	M/F	Low	7	Families with up to 2 Children (inc expected babies), with support needs appropriate to the project. Occasionally, single women	Exeter City Council

Mortimer House	Westcountry Housing Association	Single homeless	18+	M/F	Low	29	Applicants need to be able to demonstrate that they are ready to take responsibility of a tenancy and should be: 18 years	Any so long as the client meets the criteria
Sydney Place	Devon and Cornwall Housing Association	Young Persons	16-	M/F	Low		Single young persons aged 16-25 ; Low to medium support needs; must be able to demonstrate some ability to manage a tenancy	Any so long as the client meets the criteria

Who is waiting for supported accommodation?

Young People

8.2 The following information shows the decrease in the number of accepted homeless applications from 16/17 year olds,

Fig (13)

05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4	07/08 Q1	07/08 Q2	07/08 Q3	07/08 Q4	Total
Exeter	11	10	11	5	7	9	2	5	1	1	0	62

8.3 This can be attributed to the success of various prevention measures, including mediation, the Nightstop service and the roles of the joint funded (between ECC and Social Services) of the Youth Housing Worker and the Youth Mental Health Worker. However the supply of specific supported accommodation for young people has been vital in assisting with this reduction.

Access to the Private Rented Sector

8.6 The council currently operate the EXtralet scheme which, since November 2006 has assisted 44 households to secure private rented accommodation and therefore has prevented homelessness in each of these cases.

Focus on Extralet Scheme

8.7 EXtraLet is a property management service run by Exeter City Council's Empty Homes Service. It is intended to help families in need of housing to access good quality private rented accommodation. The Council acts as managing agent and offers landlords benefits such as:

- Rent and damage deposit up to value of 6 months rent.

- Guaranteed 50% of rent during void periods for up to two months.
- Arranging and paying for gas safety, electrical and asbestos checks.
- Access to Private Sector Renewal grants.
- Tenant referral services.
- Credit and referencing service.
- Regular management inspections.
- Comprehensive inventory.

8.8 Landlords sign a sole agency agreement with the Council for a minimum of 12 months (maximum three years). Families are referred to EXtraLet properties by the Council's Housing Options team. Most will have previously managed successfully in private rented tenancies. Rents are set at the Housing Benefit 'local reference rent' for the size, location and type of property.

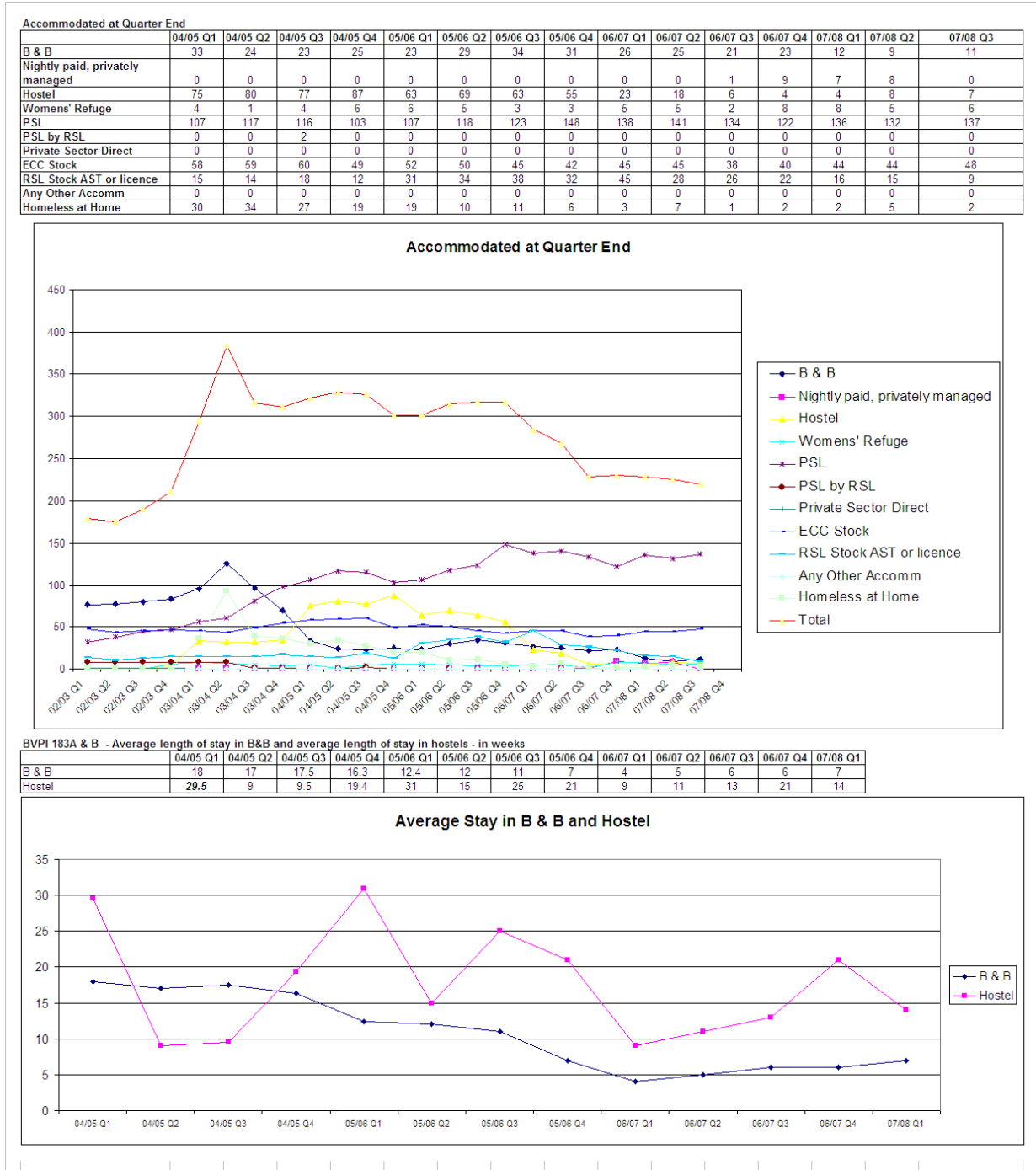
8.9 The demand for the scheme is currently very high with 50 eligible applicants currently waiting for a placement.

8.10 Exeter Housing Advice Group run the council funded Smartmove Scheme which provides private rented access to single vulnerable clients in the city. 121 households have been assisted in the past year to secure private rented accommodation which provides a genuine housing option those applicants to whom the local authority does not have a statutory duty to assist.

How are we accommodating clients to who we have a duty?

8.11 The following information shows how we are providing our temporary accommodation and how many clients we are accommodating. The second graph below shows the average wait for someone in B&B or hostel accommodation before a move on to more 'permanent' temporary accommodation.

Fig (14)



How are we moving clients on from Temporary Accommodation?

8.12 General Needs rented lettings to statutorily homeless households in ECC area, April 2004 to September 2007

Fig (15)

Landlord name	04/05			05/06			06/07			07/08 (Apr-Sep)			Total (42 months)		
	Total no of lets	no of lets to h/less	h/less as % of total	No of lets#	No to homeless*	H/less as % of total	No of lets#	No to homeless*	H/less as % of total	No of lets#	No to homeless*	H/less as % of total	No of lets	No to homeless*	H/less as % of total
All property sizes															
RSLs	229	44	19%	328	67	20%	334	106	32%	69	18	26%	960	235	24%
Exeter CC	282	85	30%	247	74	30%	205	87	42%	67	21	31%	801	267	33%
All Landlords	511	129	25%	575	141	25%	539	193	36%	136	39	29%	1761	502	29%

8.13 Whilst it appears that the RSL are not letting a particularly high percentage of lets to homeless households, it is important to note that the recording of this information is carried out differently between the council and its RSL partners. A major task for the joint homelessness action plan between ECC and the RSLs is to clarify the recording process and therefore make analysis of the information coming from it more useful.

9. Main Challenges emerging from the review and consultation

Youth Homelessness

9.1 As is clear from the reasons for homeless approaches to the council evictions from the family home is the majority cause of homelessness in the city. The Exeter Housing Market Assessment also provides evidence that young people are migrating to Exeter from other local authorities.

9.2 Devon County Council has recently recruited a Devon Youth Housing Strategy Coordinator who contributed to the development of this strategy. The Exeter Homelessness Strategy will also feed into the Devon wide strategy.

9.3 Additionally Devon County Council has been awarded £1.4 million in LPSA reward money which the district council's will hope is reinvested in preventing youth homelessness.

9.4 The family intervention project has also been working the city with families threatened with eviction from the council's own stock this work has resulted in 4 notices being rescinded in the last year. There would be clear consequences of homelessness on the children of these families and therefore the strategy needs to expand on this good work by incorporating this working into the joint homelessness action plan with RSLs.

9.5 The provision of accommodation for young people is working in the city, as can be seen by the high number of homelessness preventions created by providing hostel accommodation and the decrease in homelessness acceptances for 16/17 year olds. However the possible need for savings in the Supporting People Homelessness Budget and the fact that the number of approaches by young people is increasing means that this level of provision needs to be maintained. The good work of the Exeter Move On Panel has also ensured excellent move on from supported accommodation and increased referral capacity.

Focus on Exeter Move On Panel

How does it work?

9.6 The Exeter Move-on Panel (EMP) considers referrals in accordance with Exeter Homechoice Policy. The group is a multi agency body and comprises representatives from Exeter City Council Housing, Street Homeless Outreach Team (SHOT), Social Services, Carr-Gomm and the Exeter YMCA. This group meets to consider move-on options for clients reaching the end of their placement in Exeter Hostels and Supported accommodation projects. The affect of acceptance is that the clients Exeter Homechoice application is moved into the Red Band. Clients must be able to demonstrate that they are ready to live independently with low-level of floating support.

9.7 Since January 2007, 78 clients have been referred to the Exeter Move-On Panel of which 49 have been accepted by the Panel. Of those 49, 35 have been successfully housed into permanent social housing.

9.8 Therefore the high demand and relatively good hostel provision suggest that the Homelessness Strategy needs to focus on meeting this need by targeting the causes of evictions from the family home.

Single Vulnerable Households

9.9 It is clear from the Homelessness Review that there is a relatively generous supply of supported accommodation within the city, yet not all accommodation is available to the local authority to meet housing need. Additionally not all of these accommodation providers are able to refer into the Exeter Move On Panel.

9.10 The waiting lists for initial entry accommodation from the streets demonstrate the need for an increase in the move on options for residents of these projects. The Move on Panel provides the 'final' move in permanent accommodation and the number of successful referrals demonstrates its success. However there is a clear need for medium level support accommodation to be accessible through the move on panel allowing greater movement through levels of support. Currently residents who no longer require the high level support of the entry hostels do not always have the option of a 'step down' but only that of independent living.

9.11 The Homelessness Strategy needs to set out what is required to create one referral process and one move on process to all supported accommodation in the city. The aim would be to create a pathway style progression through supported accommodation, ensuring adequate support to vulnerable clients and preventing repeat homelessness.

Access to the Private Rented Sector

9.12 The level of demand and the success of the Extralet and Smartmove Schemes in the city show the potential for expansion into the private rented sector to meet housing need in the city.

9.13 However the Exeter Housing Market Assessment demonstrates the relative unaffordability of the private rented sector for most non home owners.

9.14 £100k has been identified to use to develop private rented opportunities in order to make the sector an affordable housing option, the homelessness strategy needs to provide a strategic framework for the spend of this money to ensure long term success rather than a quick fix.

9.15 The competitive figures set under the Local Housing Allowance (LHA) has also provided encouragement that the private rented sector is a viable housing option for households in housing need.

9.16 The consultation did highlight the number of private rented schemes in operation in the city and the benefits from providing a more coordinated approach and the possibility of point of access for landlords.

Economic and Social Inclusion

9.17 The recent CLG 'Enhanced Housing Options Approach' sets out the benefits for a holistic advice approach.

9.18 If we can offer an employment and/or training opportunity to a household when we resolve their housing need it is more likely that this need will remain met.

9.19 The Homelessness Strategy therefore needs to set out how other areas of advice can be included into the existing Housing Advice provision and also which other agencies to engage with and how to engage to set up a holistic approach.

9.20 Existing good work with the allocation of discretionary housing benefit to EXtralet households and households in bed and breakfast also needs to be built on and further incentives to work need to be investigated.

9.21 Housing Advice Staff would also benefit from increased training in this area in order to provide the necessary expansion to the existing advice provision. Joint working and training with Jobcentre + should ensure a consistent approach in the city.

The Downturn in the Housing Market

9.22 Although there has not been a significant increase in the number of approaches due to mortgage repossessions to date the strategy does need to set out how any increase demand from this area will be met.

9.23 Exeter City Council are already funding a dedicated mortgage advice post however further work with the courts and the setting up of a rescue package scheme with a partner RSL would be necessary in meeting future need.

Making Best Use of Existing Stock

9.24 It is vitally important that we make best use of our existing housing stock in order to encourage mobility and free up as many lettings as possible to meet housing need and reduce the number of households in temporary accommodation.

9.25 The Housing Register, with roughly 5,500 applicants on the register and 440 properties being let a year, cannot be solely relied upon to meet this need.

9.26 Therefore the need needs to be addressed with additional housing options.

9.27 The take up of the HomeSwapper, Mutual Exchange Scheme with 350 social housing tenants registered has demonstrated the demand for additional housing options to be provided

9.28 The downsizing initiative has resulted in 148 tenants downsizing, freeing up **XXX** number of bedrooms in the city. The scheme is now being offered to RSL tenants and the RSL joint action plan will look to increase take up of the scheme.

9.29 The increased supply and now more accessible affordable ownership schemes can also be used as an option to meet housing need for those households threatened with homelessness, those in temporary accommodation and overcrowded households in social rented stock.

Overcrowding on the Housing Register

Fig (16)

Applicant Need	Applicants Current Bed Size				
	1 Bed	2 Bed	3 Bed	4 Bed	Total
Need 1 Extra Room	544	279	98	5	926
Need 2 Extra Rooms	48	29	25		102
Need 3 Extra Rooms	11	9	2		22
Need 4 Extra Rooms	2	1			3
Grand Total	605	318	125	5	1053

9.30 Whilst we do not receive a high number of homelessness applications on the grounds of overcrowding it is evident from the table above that the need is there.

9.31 This need is partly being addressed by the Empty Homes Team with some extension and conversion work. However it is clear that an expansion in the take up of this scheme and the downsizing scheme would also assist in reducing overcrowding.

9.32 The Homelessness Strategy needs to set out how a Housing Options approach can be used to meet housing need by encouraging households to actively pursue other options and to change the perception of the housing register as a waiting list.

9.33 There is also an opportunity to create one point of access through the HomeChoice scheme for all incidents of housing need to be addressed, which would aim to flag up potential homelessness before crisis point.

Domestic Violence

9.34 As is clear from the homelessness review Exeter has a high number of approaches from households fleeing domestic violence. The city Sanctuary Scheme provides an option to households fleeing violence from within the city; however a high number of approaches are from outside the city.

9.35 The homelessness strategy needs to set out how out of area approaches can be prevented and whether a protocol can be created between other authorities to manage the number of approaches or to set up a reciprocal arrangement.

Offender Groups

9.36 As the review highlights the number of homeless applications to the local authority from clients leaving prison is relatively low and quite stable.

9.37 This is due as consultation highlighted, to the good work of the advice provision run in prisons by St.Petrocks and at accommodation clinics in the city for clients leaving prison by EHAG. As well as the work of the Prolific Offenders Resettlement through Coordinating Housing (PORCH) who are part funded by the council and have assisted 36 prolific offenders to secure private rented accommodation since being set up as a pilot scheme in the summer of 2006.

9.38 2 key issues which were highlighted through consultation which were the benefits of common assessment and referral mechanisms and the need for short term accommodation provision, especially for women.

9.39 The closure of the 11 bed – ‘Prospects’ probation hostel in the city and its future reopening needs to be informed by the level of need exhibited by the front line agencies providing advice in the city rather than in homeless applications to the local authority which as stated above are relatively low. At the time of writing a decision has yet to be made concerning the future of the building. A decision is due to be made by the Home Office shortly and if the

9.40 The increased focus on economic and social inclusion should also look to cater for the need for ex-offenders to be ‘up-skilled’ in order for private rented accommodation to be a viable housing option. Therefore any training scheme to prepare prospective tenants should look to include the offender group as well as existing hostel residents.

Older People

9.41 The Government strategy ‘Lifetime Homes, Lifetime Neighbourhoods: Housing in an Ageing Society’ was published in February 2008 and highlights a number of key considerations. Exeter does have a relatively high percentage of older residents and as can be seen in the Homelessness Review they are underrepresented in the approaches to the service.

9.42 The Homelessness Strategy needs to outline how the service will adapt to meet the needs of an increasingly aging population and to increase accessibility to the Housing Needs service. The use of the HomeChoice scheme to proactively encourage applications from vulnerably housed older people may assist in increasing take up of the service. Especially if this work is taken out of the civic centre and into the community. As this entry point may well be more accessible and practical than an approach through to the front housing advice service based in the Civic Centre.

BME Groups

9.43 As is evident from the homelessness review there are a higher than expected proportion of clients approaching the service from BME groups. However given the census information is from 2001 we would now expect approaches to be closer to the make up of the city as a whole.

9.44 The homelessness strategy supports the intention of the Supporting People Strategic Review where the needs of BME groups such as gypsy and travellers and migrant workers are met through expansion or remodeling of existing services rather than a an attempt to set up additional services. Existing services or consultations forums should be adapted to encourage access from a wide range of clients.

Gypsies and Travelers

9.45 The consultation and homelessness review highlighted a lack of any approaches from this client group.

9.46 The Homelessness Strategy needs to set out how better joint working with the Gypsy and Traveler Liaison Officer with Devon County Council could operate and how access can be improved to the service.

Client Involvement with the Service

9.47 The client audit implemented by Exeter Community Initiatives highlighted the willingness from clients to put forward views around service provision. There is not a regular, uniform feedback mechanism in place for clients in the city and the Homelessness Strategy needs to include an action to set up feedback mechanisms and a focus group of clients from a variety of services.

10. Rough Sleepers and Complex Needs Clients

Introduction

10.1 People who rough sleep and / or who have complex needs make a significant impact on services in the city. This group feature in a number of local, county and national strategies; Crime reduction initiatives, Anti Social Behaviour, Social Inclusion, Drug and alcohol, Health and well-being. Exeter has been in the forefront of looking more holistically at the issues raised by this 'challenging client group' rather than solely focussing upon their housing need. Mechanisms to improve the facilitation of more effective working across Agencies is key

National Context

10.2 The rough sleeping agenda now sits in Communities and Local Government. Local Guidance (1) states that a rough sleepers strategy should have two main aims; '*To drive rough sleeping down to as close to zero as possible and 'to improve opportunities and outcomes for former rough sleepers'.*

10.3 Analysis of data relating to Rough Sleeping in London show:

- Rough Sleepers are predominately male (88%)
- Rough Sleepers are predominately White (77%) although more are from ethnic minorities than 10 years ago.
- Rough sleepers predominately fall into the 25 – 45 years age bracket
- Rough Sleepers have a range of support needs (48% alcohol, 41% drugs, 35% mental health)
- Rough Sleepers often have an institutional history (39% Prison, 12% Local Authority Care, 5% Armed Forces).

10.4 The evaluation states that reduction in rough sleeping numbers was due to 'a very focussed and targeted approach, with high profile central leadership, assertive outreach and accommodation especially for former rough sleepers.'

10.5 The report recommends that future developments should include;

- a drive to bring and keep the most entrenched rough sleepers in to accommodation and engaged with services by designing innovative solutions around their personal needs and to include provision for street drinkers.
- Implementing agreed good practice in outreach services
- Targeted prevention work with those most at risk of rough sleeping
- Measures to free up bed-spaces by moving people from hostels into

Local Context

10.6 Exeter has an historic rough sleeping problem. This is due to its socio-economic make up, its geographical location and it being on a traditional 'route' for casual labour accessing farm work.

10.7 In the 1990's the number of people regularly sleeping out on the city streets increased and in the latter part of the decade Exeter was identified by central government as one of the areas outside of London with a substantial rough sleeping problem and became involved in the Rough Sleeper initiative. This initiative sought to reduce rough sleeping by two thirds and by 2001 Exeter had achieved this target, with numbers falling from 27 to 9.

10.8 The 2002 Resettlement Strategy 'Bringing it all Back Home' (2) led to the inception of a multi agency assertive outreach team – The Street Homeless Outreach Team (SHOT). This team was hosted by Exeter PCT and was comprised of specialist workers from EDP Drug and Alcohol services, Devon Partnership Trust and Exeter PCT. Funding was obtained from ECC via the Homelessness Grant, The DAAT and DPT. It was housed in the same building as the Clock Tower surgery thus creating a link to Primary Healthcare and Mental Health Services.

10.9 The aim of the SHOT Team was to reduce rough sleeping and the negative impact that it has on a person's life. It aimed to do this by assertively working with those currently rough sleeping via street outreach sessions and drop-ins at partner agencies. The team also promoted Multi Agency working and facilitated 'Famous Faces' (later Delta) meetings where agencies met and produced joint plans to aid entrenched and complex individuals.

10.10 At the last official street count held in November 2007 15 people were sleeping rough in the city of these 12 were ex offenders, 10 were Injecting Drug users, 1 was a dependent Amphetamine user; 8 were alcohol dependent and 3 had presenting mental health issues. Most Rough Sleepers found on the night of the Street Count had one or more presenting issue. This increase demonstrates that reducing rough sleeping needs to be a priority in the new Homelessness strategy.

Definitions

10.11 The Strategy should clearly define the client group. Rough Sleepers is a self-explanatory 'label' but is arguably too narrow to describe some of those individuals that this strategy aims to serve. Shelter make a clear definition between the term rough sleeper and Street homeless – the latter being used to describe those people who are accommodated albeit vulnerably (hostels, squats, staying with friends, private rented, etc), but who are spending a significant amount of time engaged in street based activity; begging, selling the Big Issue, street drinking, busking, drug related activity etc.

10.12 There is also a wider group; those people who have complex needs; more than one issue that is having an effect upon their lives; substance

misuse including alcohol, mental health issues, behavioural problems, learning difficulties, offending behaviour, literacy issues, financial problems, domestic violence etc. These individuals are often socially excluded and can be difficult to engage, this can be because of the chaotic nature of their lifestyle, or the fact that they can be often excluded from services due to their behaviour or because they distrust services due to previous experiences. All these factors make this group more likely to experience periods of homelessness, either having to sleep rough or reside in inappropriate accommodation. In hostels this group are more likely to face eviction and become stuck in a cycle of exclusion. Therefore any homeless strategy will need to address the needs of this group and consider how to enable them to better access services and to better sustain their accommodation.

“There is still a group of people with complex needs who are not benefiting from services because their lives and engagement with services are too chaotic. These adults continue to face poor outcomes in the form of offending, long-term mental and physical health problems, poor family relationships, continuing substance misuse, worklessness and deprivation.”(3)

Source: Supporting People Short-Term Outcomes Framework (4)

10.13 In general the outputs show that there are high levels of non-engagement from clients in supported housing, which are leading to a failure to deliver key outcomes.

10.14 Devon performed below comparator authorities, other south west authorities and national levels in supporting clients to reduce overall debt participate in leisure/cultural/faith/informal learning and better manage self harm, because they were either unable or unwilling to engage with support or because the client had ceased to receive the support before the outcome was achieved.

10.15 Even where Devon’s performance is deemed as acceptable; within 5% of the comparator authorities, levels of non engagement are high; 51% of clients did not observe the conditions of their tenancy, 38% of clients were unwilling to engage with the support service to avoid eviction. Arguably it is likely that it is those with one or more issue that supported housing projects are finding difficult to engage and work with. Therefore there are clients who fall in and out of supported housing and back to rough sleeping on a regular basis, as accommodation providers become more reluctant to re-accommodate so their housing options lessen and they become more entrenched into a Rough Sleeping culture.

Source: Strategic review and Commissioning Framework for the DSP Homelessness Sector 2009/10 – 2011/12

10.16 The report recommends that Supporting People commissioned housing support services need to be coordinated alongside other services in order to provide better outcomes.

10.17 During June and July 2007 a questionnaire was carried out with 152 homeless or vulnerably housed people in Exeter. The project was co-ordinated by Exeter Community Initiatives and funded by ECC as part of the homeless collaboration that started in the autumn 2007. The responses were analysed and a report written by a postgraduate student at The University of Exeter. (4).

10.18 The findings of the report were similar to the national trends in Homelessness recorded in other reports; there was a high level of contact with services assisting with Drug and Alcohol use (48%) and those supporting people with Mental Health problems (42.8%).

10.19 Most respondents were generally satisfied with the services that they used.

- 86.4% were in favour of improved information sharing between organisations
- 79 people of the people questioned wanted easier access to Supported Housing
- 76 people wanted better joint working with Health Services to ensure that people were not discharged from hospital without accommodation to go to.
- 74 people wanted to ensure that homeless people got better access and treatment from Mental Health Services

Recommendations

- A quick and co-ordinated response once a person has become homeless
- Information about services to be available and to be visible, clear and in the right places
- Evening and weekend availability of services, particularly SHOT, St Petrocks and MOP
- Explore the possibility of Co-Location of services under one roof.
- To ensure that homelessness is not just seen as a housing problem, by ensuring that other agencies are delivering support in tandem with the housing/ homelessness services.
- Easier access to the Private Rented Sector
- Better communication between agencies including Common Assessments.
- Better recruitment processes and training for staff as service users need to feel respected by staff.
- Regular and formal feedback systems.

10.20 Accommodation and support providers both Voluntary and statutory were consulted by ECC in April 2008.

- Those present identified services for drinkers as a current gap in service, stating that there was a need for specialist provision such as a 'wet hostel' and wet day space for those who wished to

continue drinking. They felt that there was also a need for more support for those who wished to address their drinking.

- There is a need for better move on from hostels before people are referred to the Move on Panel
- There was agreement on the need for a Common Assessment Framework
- Although the consensus was that agencies needed to work more effectively in partnership, there was some concern about trusting information received from other agencies, e.g., relying on another agency's risk assessment. It was felt that a Multi Agency panel where people are accountable would resolve this.
- There is a need for more coordinated support so that the client receives a continuous service when they move from one accommodation type to another and this needs to be planned as part of their resettlement.
- The private rented sector needs to be better utilised and relationships with private landlords developed.
- It was felt that there would need to be a monitoring group overseeing service delivery to rough sleepers/ complex needs clients
- The SHOT team should take the lead on named individuals.

Main Challenges

Reducing levels of Rough Sleeping in the City

10.21 The main objective of this strategy will be to reduce rough sleeping numbers, however this requires more than just finding beds for people. It requires a holistic approach that is individualised as the most complex clients often have unique combinations of care and support needs. Listed below are the areas that all need to work in tandem to bring about this goal

Coordination of Response

SHOT Team

10.22 The Street Homeless Outreach Team have been operating in the city for nearly 6 years and are viewed as effective by both clients and other agencies (5). The team have also been in the forefront of Multi- Agency working; identifying individuals with 'complex needs'; calling meetings and ensuring that the right agencies are 'sat around the table'. SHOT also ensure that actions agreed at the meeting are carried out. SHOT also ensure that the client has the opportunity to be involved in the process.

10.23 SHOT also currently are the sole referring agency into Gabriel House and the Bridge project and also manage the waiting list for the Esther community. This is to ensure that those in most need are offered the next available bed-space.

10.24 There is no one with the responsibility of coordinating work with complex needs rough sleepers, based at ECC, however ECC do fund the SHOT Team and it's manager, therefore the coordination, development and strategic overview should sit with the SHOT Team Manager. This would include the organisation of the annual Street Count, Severe Weather Provision, administering the reconnection Policy and providing emergency B&B accommodation. The team would also look to coordinate with other outreach services in the county, exploring information sharing mechanisms, best practice etc. This could potentially provide continuity to working with rough sleepers throughout Devon

More effective Multi Agency Working

10.25 There has been an improvement in the way that services agree to work together; this is a client centred approach

10.26 Based upon the complex needs of a particular client, this format is used not only within homelessness agencies but throughout the health and social welfare and criminal justice systems, Drug services are currently re configuring to work in a far more holistic and individualised way. The SHOT team developed the DELTA multi agency panel for those clients who have complex needs. The proposal is to reinforce this model by adapting it to fit with other multi agency pro- forma, get agency sign up at heads of service level and to ensure that there are regular reviews. SHOT will also liaise with other agencies to ensure that work is not being duplicated in other agencies.

A proposal is currently being submitted to be included in the LAA as a priority; LAA 27 Improving housing options for homeless and vulnerable clients.

Theme 3: Improving Multi – Agency Working in relation to clients with complex needs, with a view to improving discharge arrangements from institutional settings.

Project Objectives

- To develop effective multi-agency working using a model of 'team around the person'.
- To improve 'complex clients' engagement with services.
- To work with statutory and voluntary agencies to assist in removing some of the barriers to effective multi – agency working.
- Reduce the numbers of evictions from supported housing by ensuring that adequate support/care plans are in place.
- To facilitate resettlement/ move on from higher support project in to 'mainstream housing'.
- To work with hospitals to develop discharge strategies for patients who are NFA and ensure that this is rolled out through the sector.

10.27 If the proposal is accepted it will mean that Multi Agency meetings for this group will have the same accountability as a 'Vulnerable Adults Meeting'.

10.28 Although this will be a Devon wide initiative, Exeter will be one of the two pilot areas and the SHOT Team will coordinate the pilot.

10.29 Since the inception of the Homeless Collaboration initiated and facilitated by ECI, there has been an increased level of trust and understanding amongst the agencies involved. ECI intend to continue to facilitate this group and have funding to do so for the next 2 years.

10.30 Tools that will further facilitate Multi Agency working are a Joint working protocol and common assessment forms. The Homeless Collaboration has agreed a Joint Working Protocol that some agencies have signed up to. As the membership of this group is widened out, hopefully more agencies will sign up. Various agencies have or are in the process of developing their own common assessment forms, so the city needs to decide which one to adopt rather than develop another one.

Outreach Services

10.31 SHOT currently spend at least 9 hours a week on outreach. Currently this is 2 early mornings a week (6am – 9am) and one afternoon (1pm – 4pm). This is a valuable part of the service as workers can work assertively with the client group as well as gathering intelligence about rough sleeping sites. The size of the team limits the amount of outreach that can be done as for Health and Safety workers go out in pairs.

10.32 Every 6 weeks the team carry out a Hot Spot Count. These supplement the annual Street Count. SHOT workers and volunteers from other agencies form 4 teams that cover the whole of the city checking out any reports of rough sleeping sites as well as known sites. Numbers and sites are recorded and sent to ECC.

- SHOT are working to increase access to services at street level and frontline agencies; tier two EDP services and SHOT to work in a more integrated way.
- CPN's and specialist social worker to regularly take part in street outreach sessions.
- Public health nurse to be operational at front line services and on street outreach
- SHOT to continue to work with other street based services; City centre police, PCSO's, CCTV operators, Park Wardens and Cleansing services formally and informally as required.
- Outreach is conducted using an assertive model, which at the same time advocates for this disenfranchised client group, and as stated is a valuable part of the service SHOT provide. In order to maximise the amount of street outreach that is carried out in the city SHOT aims to enlist support from housing providers to come on outreach and meet their potential residents.

10.33 There has been an increase in the number of Church based services aimed at vulnerable people including the homeless, these comprise of soup runs on the street and drop ins at various churches in the city, many are

offering survival services as well as 'companionship'. There has not been much cooperation between these organisations and those who are funded to provide services for the homeless; arguably the stance taken by the CLG about such services has made any joint working difficult. There are a number of concerns about the way these services operate, in terms of professional boundaries, Health and safety and facilitating a street homeless lifestyle. There does need to be a better understanding of the strategy by this group which can only be achieved by working more closely with the church groups so that they understand the roles of the agencies in the city and how they can best support an agreed strategy. Training and shadowing could also be offered so that these groups learn to operate in a safer more boundaried way. It should also be acknowledged that people who provide these services are all volunteers, giving up their time to work with homeless individuals, this enthusiasm could also be potentially used to support other agencies and service users. It is proposed that the Shot Team Manager takes this work forward.

Directory of Core services –

- Production of Street sheet for service users coming into the city, to be frequently updated so that it remains accurate (St Petrocks are taking the lead on this).
- ECC website of Supported Housing to be more widely promoted, possibly through a launch/ networking event.

Access to primary Health Care

10.34 The city is lucky to have one of the few dedicated doctors surgeries in the country, which is specifically for those who are homeless and vulnerably housed. This has meant that most people experiencing homelessness in the city are registered with a GP, also via the Clock Tower Surgery patients can access CPN's and access drug treatment. This service is very expensive to operate and will be reviewed by the PCT. The SHOT Team Manager is best placed to attend any review meetings as the post is hosted and part funded by the PCT. The SHOT Team Manager will work to ensure that any reconfiguration of this service does not impact too greatly on the client group. The DAAT has secured funding for 3 public Health Nurses for Devon. One of these posts will be based in Exeter and will work closely with EDP, SHOT and The Clock Tower Surgery. This nurse will be working primarily with drug users carrying out BBV (blood borne viruses) screening and vaccination and wound care.

Access to drug and Alcohol services

10.35 Still workers and clients argue that access to drug treatment takes too long. It can be argued that this is because they have a narrow view of what drug treatment is; a Methadone prescription. Drug Treatment covers a wide

range of interventions from signposting and advice to Residential Rehabilitation.

Rough Sleepers in Exeter have good access to drug services via the SHOT Drugs Worker and the Harm reduction services offered by EDP, which are run on a drop in basis. The Clock Tower Surgery also offer some drug treatments. Access to alcohol services has been poor due to lack of funding. The PCT have now increased the funding to bolster existing services. It has been suggested that all front line service workers get offered training to deliver basic interventions; this should be rolled out in the summer 08. However the SHOT Team have long put a case to have some specialist worker available to focus on working with Street Drinkers. This small but significant group's needs are not currently being met by services due to the level of their intoxication, as they excluded from existing services, none of their needs are being met and this has a significant bearing on their health and wellbeing; 2 street drinkers recently died on the street. SHOT will continue to monitor the situation and continue to argue for a specialist worker to come on outreach to engage with these clients. A wet space will also need to be included in any new day centre provision.

Access to Mental Health Services

10.36 Rough Sleepers can access a Community Mental Nurse (CPN) through the Clock Tower Surgery. The CPN can then make an assessment and either continue to work with someone (if appropriate) or signpost them to another service. It is often a lack of understanding of what support a CPN can provide that causes dissatisfaction. There needs to be a better understanding of Mental Health services amongst Accommodation Providers and other support services, then they can encourage their clients to have realistic expectations. This better understanding should be achieved via Multi Agency panels.

10.37 At the Clock Tower there is a Social Worker in post who can carry out mental Health Assessments and carry a caseload for Brief Interventions. This is a valuable post that used to be funded through the Homeless mentally Ill Initiative. Devon Partnership Trust (DPT) now fund this post and the SHOT Manager will engage with DPT to ensure that this post continues in any reconfiguration of the Clock Tower Surgery.

Access to Psychological Services

10.38 A Psychologist was part of the original SHOT Team offering 8 sessional hours per week, this was removed after a year due to financial constraints on DPT. It is proposed that SHOT explore the possibility of psychology students being able to provide some input.

Access to Accommodation

10.39 As mentioned The SHOT Team manage the waiting lists for Gabriel House, Esther Community and The Bridge Project. This process arguably

needs to be more transparent, with a set pro forma of needs considered. SHOT to develop this with other agencies.

10.40 The need to prioritise bed-spaces arises from the fact that demand for accommodation always outstrips what is available; this will be addressed under move on.

10.41 Another issue is that those with a history of Rough sleeping/ Substance Misuse have limited accommodation options which tend to be in the higher support projects, effectively this creates 'ghettoisation' leading to further social exclusion of this client group, beds are often blocked by people who do not need such a high level of support, but are unable to move on because of their substance misuse etc.

10.42 Supporting People will be re tendering all their existing contracts in March 2009. This will be an opportunity to encourage existing SP providers to broaden their remits and accept referrals based on the client's support need; ability to pay bills, manage a tenancy etc. Both The SHOT Manager and ECC's Housing Needs Manager sit on the Homeless Steering Committee (HSG); so will be able to have some input into commissioning decisions.

Available Accommodation

10.43 Exeter has a range of Supported Housing Projects in the city as well as Floating Support into people's own homes. Currently 60% of the SP budget goes to the city. There has always been some issue as to whether projects in Exeter are primarily for Exeter's use or Devon-wide, if the case is the latter then should Exeter take the burden of resettling people in the Exeter area. The move towards a Devon wide CBL scheme should resolve the issue of resettlement.

10.44 Despite having many projects, demand still outstrips supply, and rough sleeper numbers are high in the city.

10.45 There are many calls for a night shelter in the city to offer short-term accommodation, however there is not the revenue available to fund such a scheme and little political will to do so. Arguably Gabriel House should be fulfilling this need by always having beds available, however this is not the case and bed-spaces are blocked. Therefore there is a need to improve the 'through flow' of people going through the hostel.

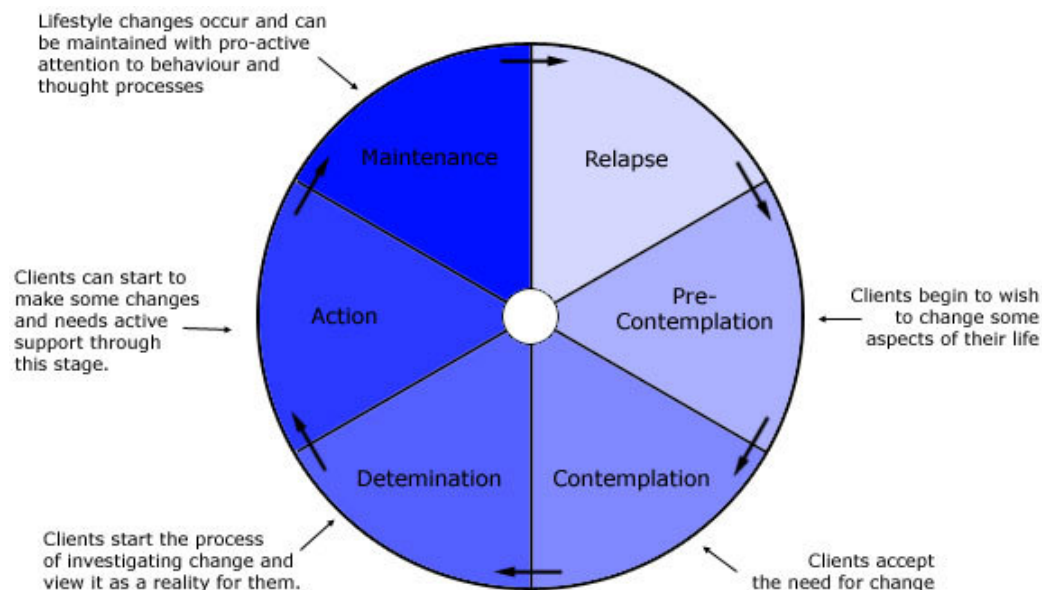
10.46 As previously stated the hostel is currently housing a lot of people who have medium to low support needs but are active drug users or in the initial stages of drug treatment. Their drug use effectively bars them from a lot of the lower support accommodation.

10.47 Norfolk Drug and Alcohol Partnership have produced a guide for Housing Providers titled 'The Spectrum of Possibility'. In this guide it is

suggested that accommodation options should be based around Diclemente and Prochaska's 'Cycle of Change' (6).

10.48 Put simply this means that accommodation should match a persons motivation to change, this would be a useful model to explore as it would define the role of Gabriel House and Esther Community as First – Stage accommodation. This would also involve working with the police to develop a protocol around managing drug use in accommodation.

Fig (17)



10.49 The Shot manager in partnership [with Exeter City Council and Carr-Gomm are looking into the possibility of being able to utilise the hostel at 62 Howell Road for those people who are actively using drugs/ alcohol but are relatively stable. It is envisaged that low to medium support could be provided by Carr-Gomm and funded by enhanced Housing Benefit. The support workers would be trained in substance misuse and able to do basic interventions and use Motivational Interviewing and other Short Solution focussed Therapies.

10.50 Workers will also be working with the resident to find other accommodation, potentially through the private rented sector. It is envisaged that referrals will come from Gabriel House and Esther Community, as this would then free up those high support hostels to focus upon assessment, stabilisation and harm reduction for those clients with the most complex needs, supported by multi agency panels.

10.51 The Bridge Project is a unique project as it runs along the lines of the Housing First Model (7), which was pioneered in the USA. This model places people into their own accommodation regardless of their behaviours; support is then put in to help the individual sustain that accommodation. Unlike the

American Model, is not permanent but temporary although there is Move on through EMP.

10.52 This model would be useful to expand, currently the Bridge project is based within RSL accommodation (Signpost) but could easily work within the private rented sector, this would also address the issue of accommodation for ongoing drinkers as it would be the most cost effective way of doing so. Howell Road is too big to be run as a Wet Hostel because with that many drinkers under one roof there would need to be double 24 hour cover. Again there is not the revenue to fund this. Bridge has a proven track record of effectively accommodating street drinkers and helping them to sustain their tenancies, therefore this model needs expanding either through RSL's with funding from the Housing Corp or by utilising the Private Rented Sector.

Co-ordination of discharge from institutions

10.53 Some work is being done already in the city; St Petrocks receive funding to have a full time resettlement worker based in the prison, this post has proved to be very successful in relocating prisoners back to their local area and finding accommodation for them, even so in the first financial quarter of 2007, of the 420 prisoners released 77 were NFA.

10.54 EHAG run a service for people being discharged from Wonford House Hospital. Discharge from RD&E remains erratic. SHOT worked closely with the Hospital Discharge coordinator 3 years ago and drew up Integrated Care Pathways for people ready for discharge but without an address, unfortunately due to staff turnover this work has been lost. SHOT will take the lead in working on a Hospital Discharge protocol, which it will then promote throughout the wards.

Move on

10.55 This is covered in the main homelessness Strategy
Private rented needs to be explored by resettlement workers this needs to be promoted by ECC

Training

10.56 Training is important to ensure professional standards amongst agencies and to share best Practice. SHOT Team Manager to draw up core training needs package and to work with agencies to pool training budgets and consider co training where appropriate to share the costs. ECC to also continue to subsidise training in the sector, further bringing the costs down.

10.57 Training programmes also be targeted at Potential private landlords on Church group members and other volunteers as well as paid staff.

11. Strategic Direction in Tackling and Preventing Homelessness in Exeter for the next 5 years

11.1 Chapter 9 of the Exeter Housing Strategy 2007-2012 sets out the key objectives in tackling and preventing homelessness.

11.2 The Homelessness Strategy will take the key objectives from the Housing Strategy and organise them across **6** key priorities which will form the basis of the action plan.

Priority 1

To Prevent Homelessness and reduce numbers in Temporary Accommodation

Objectives from Housing Strategy:

- Prevent homelessness wherever possible and minimise homelessness in the longer term by strategic interagency working.
- Not to use B&B for families unless in an emergency and then for no longer than 6 weeks
- Reduce inappropriate use of temporary accommodation.
- Reduce levels of repeat homelessness.
- Reduce homelessness against the main causes.
- Raise awareness of causes and effects of homelessness.
- Reduce homelessness acceptances by 25% by 2010 and 50% by 2015 through improved housing advice and homelessness prevention services.
- Reduce the use of temporary accommodation by 50% by 2010

Additional Objectives:

- To assess the benefits of making contact with other local authorities from where applicants have fled Domestic Violence to Exeter to examine trends.
- To move towards an enhanced housing options approach as detailed in the Devon-wide bid document to CLG
- To increase accessibility of the Housing Advice service and encourage earlier contact to be made by clients in or potentially in housing need

Priority 2

To reduce the need for anyone to sleep rough in the city

Objectives from the Housing Strategy:

- Keep levels of rough sleeping as close to zero as possible and maximum of nine.
- Revise the Resettlement Strategy as part of the Homelessness Strategy review; ensuring numbers found on rough sleeper counts remain below 9.
- Review the current partnership agreement between ECC Health/Social Services/Drugs Action Team and secure future funding for the Street Homeless Outreach Team.
- Seek funding to expand and relocate the Meaningful Occupation Project to enhance its employment and training role and develop a social business.
- Work with Supporting People team and other partners to review unmet housing and support needs for the client group and develop a Move-on strategy.
- Ensure that existing projects accommodating rough sleepers are reconfigured to meet the changing needs of the client group. Ensure additional funding is secured where a need for additional resources is identified.

Additional Objectives:

Additional Objectives:

- SHOT Team Manager to take the lead in delivering the Rough Sleeper/ Complex Needs part of the Homelessness Strategy
- SHOT to take the lead in coordinating Multi Agency working around the individual
- Look at adopting a Common Assessment Framework for roughsleepers
- Work to develop more transparent referral and prioritisation criteria for Gabriel House, Esther Community and The Bridge Project
- Develop a protocol with the police around management of drug related incidents in accommodation.
- Maximise the amount of Street based outreach
- To input into any review process to ensure that this client group maintain good access to primary healthcare
- Working in partnership to create more 'move on' accommodation by utilising 62 Howell road and the private rented sector
- Develop and Expand the 'Housing First Model as per the Bridge Project.
- Develop a discharge protocol with RD&E
- Develop a core training package
- Develop or adopt a common monitoring framework

Priority 3

To increase Housing Options available to all clients in housing need and to those needing to 'move on'.

Objectives from the Housing Strategy:

- To co-ordinate services for homeless people to ensure effective resettlement and meet the needs of excluded groups.
- Investigate ways to improve access and referral routes for clients into supported accommodation, for young people in particular.
- Reduce the use of temporary accommodation by 50% by 2010

Additional Objectives:

- To increase the number of accommodation providers involved in the prevention and move on panels
- To use the HomeChoice (Choice Based Lettings Service) brand to advertise more housing options and to empower more clients to seek information on additional housing options.
- To promote affordable ownership / renting schemes as a viable solution to housing need.

Priority 4

To Reduce Youth Homelessness

Objectives from the Housing Strategy:

- Investigate ways to improve access and referral routes for clients into supported accommodation, for young people in particular.
- Ensure no young person aged 16 or 17yrs or care leaver up to the age of 21yrs is accommodated in B&B by 2010.

Additional Objectives:

- To secure the £1.4 million LPSA reward money is reinvested in youth homelessness
- To continue to minimise the need for young people to make homeless applications
- To incentivise and support young people to stay in the family home
- To offer employment and training opportunities at the prevention and move on panels

Priority 5

To increase access into the private rented sector

Objectives from the Housing Strategy:

- Increase the number of properties available through Extralet.

Additional Objectives:

- To produce a detailed proposal on how best to spend £100k set aside in budget to make the private rented sector more affordable for vulnerable clients.
- To provide support to private sector tenants and likewise to provide incentive and support to landlords to encourage take up of private rented scheme.
- To coordinate a city-wide joint approach to attracting landlords to rent to vulnerable clients
- To investigate the use of Choice Based Lettings to advertise a mixture of different tenures

Priority 6

To increase agency and client involvement in the implementation of the Homelessness Strategy

Objectives from the Housing Strategy:

- Consult with service users regarding accessibility and quality of existing homeless services in the city.
- Continue to provide funding for local voluntary agencies providing services to homeless people
- Continue to be involved with the Homeless Collaboration project facilitated by Exeter Community Initiatives.
- Develop partnership protocols for information sharing with key partner agencies (mental health, probation, drug agencies).
- Develop customer feedback mechanisms including mystery shopping.
- Benchmark housing advice service against peer-group to ensure value for money.
- Review and update housing advice information leaflets.
- Improve methods of customer feedback from clients in temporary accommodation.
- Improve the standard of advice and information provided to tenants in temporary accommodation with the aim of developing a tenant's handbook.

Additional Objectives:

- To facilitate the implementation of common assessment and referral materials for all agencies dealing with complex needs clients in the city, preferably electronically
- To create a city wide forum for service users to meet regularly to feedback and also to be made aware of changes to services
- To explore ways of making the service more accessible, through flexible delivery and encouraging use of the internet.
- To produce presentational materials for other non housing agencies detailing the Housing Advice service and encouraging joint working.
- To set up a regular Homelessness Strategy Review Group involving statutory and voluntary agencies who will meet to discuss the implementation and progress of the Homelessness Strategy.
- To move the front line contact point for Housing Advice and Options from the civic centre into the community.

Homelessness Strategy Action Plan Fig (18)

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, DHMG	Dec 2008	<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"> • To set out a proposal for how LPSA reward money should be used to set up a mediation service • To investigate existing successful schemes
1.2	To carry out a peer review of Housing Advice services across Devon	ECC, DHMG, Shelter	Oct 2008	<ul style="list-style-type: none"> • Reduction in repeat homeless applications across the county 	<ul style="list-style-type: none"> • To Devon Homeless Coordinator to carry out review
1.3	To work towards an 'enhanced housing options' approach.	ECC	Apr 2009	<ul style="list-style-type: none"> • Reduction in repeat homelessness • Non housing agencies at panels • Employment/Training opportunities on HomeChoice 	<ul style="list-style-type: none"> • Make initial contact with other agencies – Benefits Agency, Jobcentre +, Employments agencies and college
1.4	To undertake a case audit of all homeless applications in the past 2 years as a result of DV and to make recommendations on which Las to contact to discuss joint working.	ECC, Women's Refuge	Dec 2008	<ul style="list-style-type: none"> • Audit completed • Reduction in approaches as a result of fleeing domestic violence 	<ul style="list-style-type: none"> • To review cases
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 	<ul style="list-style-type: none"> • Attend Devon Wide Meetings • Develop Sanctuary Scheme Leaflet • Explore promotion ideas
1.6	To promote increased take up of debt advice provision including on mortgage arrears	ECC, Homeless Collaboration	Ongoing	<ul style="list-style-type: none"> • Increase in homeless preventions through debt advice 	<ul style="list-style-type: none"> • Produce a city wide campaign encouraging clients to make early contact

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
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"> To include in development of joint action plan
1.8	To expand the work of the Family Intervention Project into RSL and temporary accommodation	ECC, RSL joint action plan	December 2008	<ul style="list-style-type: none"> 25% reduction in approaches from families evicted from RSL accommodation 	<ul style="list-style-type: none"> To include in development of joint action plan
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 	<ul style="list-style-type: none"> To make sure existing content is accurate by Nov 2008 To establish working group to produce new leaflets
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"> To compile a list of relevant 'front line' services in the city To produce an accessible presentation and/or material to distribute to relevant agencies
1.11	To produce a discharge policy with Royal Devon & Exeter Hospital	ECC, Hospital	April 2009	<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"> To make contact with hospital

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 bimonthly	SHOT	Sept 2009	<ul style="list-style-type: none"> Meetings in place 	<ul style="list-style-type: none"> Identify relevant services to attend
2.2	To set up the forum for multi agency approach to individuals with complex needs in accordance with proposals in LAA 27.	SHOT	December 2008	<ul style="list-style-type: none"> Multi agency meetings being held regularly Attendance from relevant services 	<ul style="list-style-type: none"> Support proposal in LAA 27 Identify relevant services to invite Write proposal on how meetings will be managed
2.3	Explore panel approach to referrals into high support hostels	SHOT	December 2008	<ul style="list-style-type: none"> Evaluation completed 	<ul style="list-style-type: none"> Investigate use of panel for young persons' prevention as a model for complex needs

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
2.4	Setting up protocol with the police to manage drug related incidents in accommodation	SHOT	April 2009	<ul style="list-style-type: none"> Protocol in place 	<ul style="list-style-type: none"> Identify relevant attendees from the police Hold initial meeting
2.5	Maximise the amount and range of street based outreach	SHOT	April 2009	<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"> Identify other agencies who could provide street based services Work with PCT to ensure rough sleepers have access to primary healthcare
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 from attendees 	<ul style="list-style-type: none"> Consultation with other agencies that would benefit from training. Make contact with churches running soup kitchens to invite involvement with training

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 accommodation providers involved in the prevention and move on 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"> Invitation sent out to providers not currently involved in the panels
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"> Inclusion of this idea in the strategic proposal for the spend of private sector fund
3.3	To provide increased incentive on HomeChoice Register to remain at home	ECC	Dec 2008	<ul style="list-style-type: none"> Reduction in need for homeless applications from family evictions by 25% by Apr 2010. 	<ul style="list-style-type: none"> To consult HomeChoice working group on priority change away from applicants in TA to potentially homeless applicants To contact clients in TA who may wish to return 'home' if given increased priority

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
3.4	To promote the range of Housing Options and Housing Advice available through the HomeChoice Scheme	ECC	April 2009	<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"> To combine Housing Advice / HomeChoice services on website and in other literature To evaluate benefits of purchasing additional housing advice software module in line with HomeChoice module
3.5	To offer the adaptation or extension of properties as an housing options available through HomeChoice	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"> Contact all overcrowded or high priority applicants who require a move on medical grounds to assess suitability of adaptation.
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">
Priority 4 – To reduce Youth Homelessness					
4.1	To ensure LPSA reward money is reinvested in youth homelessness	ECC, DCC	Sept 2009	<ul style="list-style-type: none"> All £1.4 million of reward money reinvested in youth homelessness. Funding of a county wide mediation service 	<ul style="list-style-type: none"> To draw up a bid document with Devon partners on how money could be invested into 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"> To contact all downsizers on HomeChoice register to draw attention to supported lodgings scheme To survey existing providers on what incentives need to be on offer to attract more take up

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
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"> • To make contact with Jobcentre +, Education providers and employment agencies to discuss potential.
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"> • To cost financially and in terms of staffing individual cost of PHU per resident.
4.5	To proactively engage in the drawing up of a shared protocol between Housing Needs and CYPS	ECC, DCC	Sep 2008	<ul style="list-style-type: none"> • The production of a universally accepted and practical protocol 	<ul style="list-style-type: none"> • To attend regular meetings to discuss protocol and actively feed into its development
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 posts 	<ul style="list-style-type: none"> • To secure commitment from Social Services
4.7	To continue to support the work of voluntary agencies in raising homelessness issues in schools	ECC, MOP, EHAG, 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"> • Review current programmes by exploring opportunity for questionnaires to be given to pupils • Contact any schools not yet taking on the programme.
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 2009	<ul style="list-style-type: none"> • Josie to give figure 	<ul style="list-style-type: none"> • To produce a break down of the intended spend of £100k to fund private sector moves – showing how much can be used as incentive for Extralet

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
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"> To create a pack for all eligible applicants to act as a guide to source and obtain their own private rented tenancies.
5.3	Explore use of HMO's as move on accommodation for young people	ECC, Environmental Health	April 2009	<ul style="list-style-type: none"> At least 1 HMO opportunity to be advertised through HomeChoice and targeted at young people 	<ul style="list-style-type: none"> To make contact with landlords through EH To gauge interest from young people in HMO's
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"> To arrange a meeting for all relevant parties to attend to discuss
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, PORCH	Dec 2009	<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"> To carry out a review of existing support provision To cost an 'upskilling' scheme
5.6	To create a 'spend to save' protocol to cover payments made to secure/maintain private rented accommodation.	ECC	Sep 2009	<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"> For Housing Advice Team to draw up protocol

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 2008	<ul style="list-style-type: none"> User Group in place 	<ul style="list-style-type: none"> To contact all service providers to nominate a representative
-----	---	--	----------	---	---

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
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 2008	<ul style="list-style-type: none"> Assessment carried out of viable locations for drop ins 	<ul style="list-style-type: none"> Questionnaire for clients to be drawn up.
6.3	To make greater contact with BME group advocates to research relatively low take up of prevention services	ECC, DREC	April 2009	<ul style="list-style-type: none"> Increased take up of prevention service from BME groups 	<ul style="list-style-type: none"> To identify representatives within the city and invite to Homelessness Strategy Review Group
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"> Consultation with Gypsy and Traveller Liaison Officer
6.5	To set up a Homelessness Strategy review group to meet bimonthly	ECC	August 2008	<ul style="list-style-type: none"> Group in place Good Attendance Homelessness Strategy updated regularly 	<ul style="list-style-type: none"> Contributors to homelessness strategy to be invited to regular meetings
6.6	Service Level Agreements to be drawn up between statutory services based on the objectives of the strategy.	ECC	Dec 2008	<ul style="list-style-type: none"> Regular liaison in place Reduction of 25% by 2010 of unplanned homeless approaches where client has had previous involvement with other service 	<ul style="list-style-type: none"> Invitations to meet sent to, CMHTs, CYPS, Adult Services, YOT.
6.7	To identify viability of common assessment and referral processes across providers in the city	ECC, Homelessness Collaboration, SHOT	April 2009	<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"> Existing good practice to be identified and discussed at Homeless Collaboration meetings.

2.2	To set up the forum for multi agency approach to individuals with complex needs in accordance with proposals in LAA 27.	SHOT	December 2008	<ul style="list-style-type: none"> • Multi agency meetings being held regularly • Attendance from relevant services 	<ul style="list-style-type: none"> • Support proposal in LAA 27 • Identify relevant services to invite • Write proposal on how meetings will be managed
2.3	Explore panel approach to referrals into high support hostels	SHOT	December 2008	<ul style="list-style-type: none"> • Evaluation completed 	<ul style="list-style-type: none"> • Investigate use of panel for young persons' prevention as a model for complex needs
2.4	Setting up protocol with the police to manage drug related incidents in accommodation	SHOT	April 2009	<ul style="list-style-type: none"> • Protocol in place 	<ul style="list-style-type: none"> • Identify relevant attendees from the police • Hold initial meeting
2.5	Maximise the amount and range of street based outreach	SHOT	April 2009	<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"> • Identify other agencies who could provide street based services • Work with PCT to ensure rough sleepers have access to primary healthcare
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 from attendees 	<ul style="list-style-type: none"> • Consultation with other agencies that would benefit from training. • Make contact with churches running soup kitchens to invite involvement with training