

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Progress/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 2009	<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"> • Included in LPSA reward spend – with DCC to commission- revised December 2009
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"> • Completed – feedback available – 1/10 in Devon Authorities
1.3	To work towards an 'enhanced housing options' approach.	ECC	Apr 2009 / ongoing	<ul style="list-style-type: none"> • Reduction in repeat homelessness • Non housing agencies at panels • Employment/Training opportunities on HomeChoice 	<ul style="list-style-type: none"> • Completed -CLG bid successful for Devon £250k over 2 years – project to end April 2011
1.4	To undertake a case audit of all homeless applications in the past 2 years as a result of DV and to make recommendations on which LAs to contact to discuss joint working.	ECC, Women's Refuge	Apr 2009	<ul style="list-style-type: none"> • Audit completed • Reduction in successful preventions of domestic violence approaches by 25% 	<ul style="list-style-type: none"> • Completed -No common themes or areas where cases are approaching from • Limited on what proactive work can take place
1.5	To continue to promote the sanctuary scheme and assist with the implementation of a Devon-wide Scheme	ECC, Women's Refuge	Ongoing	<ul style="list-style-type: none"> • Implementation of Devon Wide Scheme • Reduction in h/less applications as a result of DV by 25% by April 2010 	<ul style="list-style-type: none"> • Completed - • Devon Wide Scheme in place • RSL Sanctuary Protocol in place

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1.6	To promote increased take up of debt advice provision including on mortgage arrears – through Homemaker post	ECC, Homeless Collaboration	Ongoing	<ul style="list-style-type: none"> Increase in homeless preventions through debt advice 	<ul style="list-style-type: none"> Preventions now number 30 for mortgage advice work No case capacity so service being fully used No increase in homeless applications from Owner/ Occupiers
1.7	To explore with RSL's opportunity for a mortgage rescue package	ECC, RSL joint action plan	December 2008	<ul style="list-style-type: none"> Setting up of a mortgage rescue scheme 	<ul style="list-style-type: none"> To include in development of joint action plan with RSLs, so ongoing – revised December 2009
1.8	To expand the work of the Family Intervention Project into RSL and temporary accommodation	ECC, RSL joint action plan	Apr 2009	<ul style="list-style-type: none"> 25% reduction in approaches from families evicted from RSL accommodation 	<ul style="list-style-type: none"> To include in development of joint action plan with RSLs, so ongoing – revised December 2009
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"> New Leaflet produced Website now accurate but pages to be added
1.10	To engage with non housing agencies in the city to make them aware of the Housing Advice service	ECC, Homeless Collaboration	Ongoing	<ul style="list-style-type: none"> Increase in earlier approaches to the service 	<ul style="list-style-type: none"> Presentation produced for roll out
1.11	To produce a discharge policy with Royal Devon & Exeter Hospital	ECC, Hospital	April 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"> Part of Devon wide Action plan, so revised to December 2009

Priority 2 To reduce the need for anyone to sleep rough in the city

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Completed? / Next Step?
2.1	To set up review group of rough sleeper section of strategy to meet bimonthly	SHOT	Sept 2009	<ul style="list-style-type: none"> Meetings in place 	<ul style="list-style-type: none"> Completed
2.2	To set up the forum for multi agency approach to individuals with complex needs	SHOT	December 2008	<ul style="list-style-type: none"> Multi agency meetings being held regularly Attendance from relevant services 	<ul style="list-style-type: none"> Completed
2.3	Explore panel approach to referrals into hostels	SHOT	December 2008 - ongoing	<ul style="list-style-type: none"> Evaluation completed 	<ul style="list-style-type: none"> Built into Individual Budgets Work – multi agency assessment under way
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"> Put Back to Sept 2009 to work on Devon wide plan
2.5	Maximise the amount and range of street based outreach	SHOT	April 2009 - ongoing	<ul style="list-style-type: none"> Better engagement with hard to reach clients More services / advice available on street 	<ul style="list-style-type: none"> Ongoing – Engaged with church and voluntary groups now providing outreach
2.6	Develop a core training package available to service providers on managing complex needs	SHOT	April 2009	<ul style="list-style-type: none"> Core training package developed Good take up of training from service providers Good feedback from training from 	<ul style="list-style-type: none"> Completed
2.7	To undertake a street needs audit and profile roughsleeping population in wider Devon	SHOT	Sept 2009	<ul style="list-style-type: none"> Street Needs Audit completed Devon wide audit completed 	<ul style="list-style-type: none"> Completed and report published – Devon wide audit planned.

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2.8	To review the reconnection policy	SHOT / St Petrocks	July 2009	<ul style="list-style-type: none"> New reconnection policy in place. At least 5 successful reconnections a month 	<ul style="list-style-type: none"> Completed – now with St. Petrocks
2.9	Provide more options for direct access, first stage accommodation for roughsleepers	ECC	Sept 2009	<ul style="list-style-type: none"> At least 10 PSL units identified for this use Supported Lodgings model drafted, 	<ul style="list-style-type: none"> In process – at least 10 units now in use and expanding.
2.10	Explore use of Common Assessment Framework	DCC / ECC	Dec 2009	<ul style="list-style-type: none"> CAF in place Less cherry picking of clients One set of application/ referral forms in 	<ul style="list-style-type: none"> Work with SP through Homelessness Steering Group Work with cover sheet developed by the Homelessness Collaboration meeting.
2.11	Pilot Personalised Budgets work	SHOT / ECC / NDDC	Sept 2009	<ul style="list-style-type: none"> 10 Roughsleepers off the street through support funded by personalised budgets. 	<ul style="list-style-type: none"> Identify Roughsleepers who will benefit Call multi agency meeting around those individuals £55k identified for project
2.12	Promote Roughsleeping Work County Wide	ECC / SHOT / DHMG	Ongoing	<ul style="list-style-type: none"> More provision for non priority households Roughsleeping on agenda county wide – with pilot post to oversee 	<ul style="list-style-type: none"> CLG Bid successful for £25k All Devon Authorities to audit non priority approaches
2.13	Explore use of training flats with RSLs for clients moving on or those roughsleeping	ECC	Sept 2009	<ul style="list-style-type: none"> At least 2 flats used for this purpose 	<ul style="list-style-type: none"> Ongoing with RSLs

ECC – Exeter City Council
SHOT – Street Homeless Outreach Team

DCC - Devon County Council DHMG – Devon Homeless Managers Grp
NDDC – North Devon District Council

Priority 3 - To increase Housing Options available to all clients in housing need and to those needing to 'move on'.

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3.1	To increase the number of providers involved in panels	ECC, SHOT, Accommodation Providers	April 2009	<ul style="list-style-type: none"> • Increased mobility between accommodation • Less 'silting up' of accommodation 	<ul style="list-style-type: none"> • Completed – RSLs and Landlord Services now involved
3.2	To provide private sector options at the move on panel	ECC, Smartmove	April 2009	<ul style="list-style-type: none"> • At least 1 move a month into the private sector from the move on panel 	<ul style="list-style-type: none"> • Completed – Smartmove now on board
3.3	To provide increased incentive on HomeChoice Register to remain at home	ECC	Dec 2008 – now Dec 2009	<ul style="list-style-type: none"> • Reduction in need for homeless applications from family evictions by 25% by Apr 2010. 	<ul style="list-style-type: none"> • Put on hold for Devon Home Choice.
3.4	To promote the range of Housing Options and Housing Advice available through the HomeChoice Scheme	ECC	April 2009 / ongoing	<ul style="list-style-type: none"> • Increase in take up in Mutual Exchange, Down-Sizing, Affordable Ownership and Private Rented options 	<ul style="list-style-type: none"> • Website and advert amended to promote options • Information sheets and website to be updated
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. - ongoing
3.6	To continue to promote a 'positive outcome following a negative decision' for homeless households	ECC	Ongoing	<ul style="list-style-type: none"> • All households given a negative decision to be offered an alternative housing option with 75% provided with a viable option which avoids any period of homelessness 	<ul style="list-style-type: none"> • Outcomes currently at 52% for last year -

Priority 4 – To reduce Youth Homelessness

Ref	Task	Who is Responsible?	Target Date	How Will It be Measured?	Next Step
4.1	To ensure LPSA reward money is reinvested in youth homelessness	ECC, DCC	Sept 2009	<ul style="list-style-type: none"> All of reward money reinvested in youth homelessness. Funding of a county wide mediation service 	<ul style="list-style-type: none"> Commitment now made by DCC that money will be reinvested in youth homelessness
4.2	To increase the number of supported lodgings opportunities for young people	ECC, Young Devon	April 2009	<ul style="list-style-type: none"> An increase in supported lodgings placements by 25% 	<ul style="list-style-type: none"> Completed – Lodgers Scheme leaflet produced and being monitored DCC have supported lodgings tender on hold so no scope for specific increase
4.3	To include employment & training opportunities in tandem with move on for young people who require it	ECC	April 2010	<ul style="list-style-type: none"> Presence at panels from relevant agencies At least 1 young person a month moving on with employment/training 	<ul style="list-style-type: none"> JobCentre+ involved as part of Enhanced Housing Options project
4.4	To identify the resources required to offer practical housing units to all young people in supported accommodation	ECC, Accommodation Providers	April 2009	<ul style="list-style-type: none"> Resources required established and viability of proposal decided. 	<ul style="list-style-type: none"> Not financially possible
4.5	To proactively engage in the drawing up of a shared protocol between Housing Needs and CYPS	ECC, DCC	Sep 2008	<ul style="list-style-type: none"> The production of a universally accepted and practical protocol 	<ul style="list-style-type: none"> Draft completed - but delayed with DCC by Southwark ruling
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"> Commitment Secured
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

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5.1	To increase the number of properties being offered to the Extralet scheme	ECC	April 2009	<ul style="list-style-type: none"> Additional 50 properties in 08/09 	<ul style="list-style-type: none"> ExtraLet on hold at present for review
5.2	To expand the Extralet Scheme to allow applicants to source their own properties	ECC	April 2009	<ul style="list-style-type: none"> All eligible applicants waiting for scheme skilled up in sourcing their own properties 	<ul style="list-style-type: none"> Completed - under LetStart scheme
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"> Work put back to link with potential capital money available under LPSA reward
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"> Put back until completion of ExtraLet review
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"> 92 Households assisted since April 2008 under LetStart Scheme

Priority 6 - To increase agency and client involvement in the implementation of the Homelessness Strategy

Ref	Task	Responsible?	Date	How Will It be Measured?	Next Step
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"> Initial Consultation held at Glencoe – regular events to be held quarterly
6.2	To carry out a client survey to identify where advice and options 'drop in' services may be placed in the city	ECC	Dec 2008	<ul style="list-style-type: none"> Assessment carried out of viable locations for drop ins 	<ul style="list-style-type: none"> Delayed so Questionnaires can be web based – with consultation officer
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"> Equality and Diversity Strategy consultation event completed
6.4	To carry out research into why Gypsy and Traveller Groups are not approaching the service and invite greater involvement with the strategy	ECC, Gypsy and Traveller Liaison Officer	April 2009	<ul style="list-style-type: none"> Audit of need and supply in the city carried out for Gypsy and Traveller Groups 	<ul style="list-style-type: none"> Target revised as now part of Devon wide work.
6.5	To set up a Homelessness Strategy review group to meet	ECC	August 2008	<ul style="list-style-type: none"> Good Attendance Strategy updated regularly 	<ul style="list-style-type: none"> Not followed up as sufficient meetings already exist within city. Annual review sufficient.
6.6	Service Level Agreements to be drawn up between statutory services based on the objectives of the strategy.	ECC	Dec 2008	<ul style="list-style-type: none"> Reduction of 25% by 2010 of unplanned approaches where client has had previous involvement with other service 	<ul style="list-style-type: none"> Ongoing – SLAs in place but can be improved, specifically with CYPS.
6.7	To identify viability of common assessment and referral processes	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"> Ongoing as part of work with Supporting People.
6.8	To review CLG grant money spend on prevention initiatives	ECC	Apr 2009	<ul style="list-style-type: none"> Review and comparison of effectiveness of individual services 	<ul style="list-style-type: none"> Continue Quarterly liaison meeting with funded services Ongoing – Outcome date standardised
6.9	To review Exeter's existing SP funded services under the new strategic framework	ECC	Dec 2009	<ul style="list-style-type: none"> Review completed and a clear view of services required based on needs analysis 	<ul style="list-style-type: none"> Internal working group has been set up to establish criteria for evaluation of each service in accordance with SP recommendations.