

Homelessness Strategy Action Plan 2019-20

Understanding the True cost of homelessness

- Ensure there is a solid evidence base which informs, across all sectors, the true cost of homelessness in South Hams & West Devon.
- Monitor the impact of welfare reform, to inform future strategic priorities
- Recognise the continuing pressures on Council's budgets and how best to target resources in the most meaningful way, ensuring partnerships with other agencies demonstrate value for money.
- Ensure access to good quality money advice, to help tackle poverty, poor quality housing and homelessness

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| HSU1 | Continue to monitor the current service delivery of Money advice contract – identify trends to ensure resources are targeted appropriately. | Effective targeting of support | <u>ongoing</u> |
| HSU2 | Improve communication and information sharing with landlords both in the private rented and social housing sector on support available to tenants impacted on by welfare reform. To enable early identification and intervention. | Reduction in the number of households evicted from private rented accommodation Reduction in repeat service users | <u>Ongoing throughout the life of this strategy</u> |
| HSU3 | Evaluate and quantify the current cost of RIA provision to those accessing social housing to ensure best use of LA funding for homeless prevention. | Effective targeting of support and reduction of cost to LA | |
| HSU4 | Continue downward trend in use of nightly paid emergency housing and over all temp length of stays - 15% reduction in cost to the LA | Effective targeting of support and reduction of cost to LA | |
| HSU5 | Maintain the current low levels of rent arrears for tenants of the SeaMoor lettings scheme through the appropriate targeting of support. | | |

Access to services

- Offer advice and assistance in a range of formats, so the customer can choose how they communicate with their Council
- Ensure our most vulnerable customers are able to access advice services effectively
- Work with partners to ensure that we are able to offer services at the time and place our customers need them most
- Ensure we are readily and regularly consulting with our customers and stakeholders to make sure we get our services right.

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| HSS1 | Improve awareness of services on offer to other professionals to maximise the number of appropriate referrals into the service and opportunities for joint working. | Increased early intervention and homeless prevention work | |
| HSS2 | Creation of a dedicated landlord inquiry email contact to offer rapid solution focussed advice to landlords experiencing issues with their tenancies. | Increased early intervention and homeless prevention | Sept 2019 |
| HSS3 | Continue delivery of our Homelessness Forum to ensure ongoing dialogue with partner agencies and to ensure Housing Options Services reflect a holistic approach to customers with complex needs. | Increased early intervention and homeless prevention work | ongoing throughout the life of this strategy |
| HSS4 | Produce a bi annual landlord bulletin enabling landlords to sign up to receive legislative updates which may impact on their lettings, reflect any FAQ's raised through the inquiry line and offer guidance on legal matters. | Reduction in the number of households evicted from private rented accommodation | Sept 2019 |
| HSS5 | Build on the delivery of services in schools to increase early intervention opportunities with young people and partnership working with Early help services | Increased early intervention reduction in Youth Homelessness | |

Access to Housing

- Increase the supply, standard and options for people who face homelessness within our area
- Develop innovative options for our Rough Sleeper Community
- Continue the downward use of temporary accommodation for homeless households.

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| <u>HS1</u> | Evaluate current temporary accommodation provision and available assets to ensure best use of housing stock to improve quality, cost and availability of emergency housing. | Reduction in cost of temporary accommodation | <u>April 19</u> |
| <u>HS2</u> | Work with Housing Associations to encourage sign up to the 'Home's For Cathy' commitments | Improve HA's commitment to working in partnership to reduce homelessness. | <u>Sept 19</u> |
| <u>HS3</u> | Develop appropriate monitoring methods to accurately identify barriers to accessing housing for those in high housing need and to predict future trends and needs. | Reduction of those in high housing need on housing register | |
| <u>HS4</u> | Work with HA's to develop a light touch housing first model providing high level support to facilitate tenancy sustainment. | Reduction in Rough Sleeper estimated count | |
| <u>HS5</u> | Continue to build the SeaMoor property portfolio to increase access to the private rented sector for those on mid to low incomes. | Increase in new properties under the a management of SeaMoor Lettings | |
| <u>HS6</u> | Appropriately target support to those in temporary accommodation to enable faster identification of suitable private rented and social housing options. | Reduction in the cost of temporary accommodation | |

Health & Wellbeing

- Work in partnership with our voluntary & statutory sectors to holistically address people's needs, as fully as possible.
- Ensure that we adequately protect & safeguard the most vulnerable members of our community

- Enable early access to help, to avoid crisis and tackle homelessness, at its root cause.

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| <u>HSW1</u> | Improve joint working opportunities through identifying and promoting projects under the Vulnerable Customer Charter approach where a multi-agency approach results in effective housing solutions. | Provision of more holistic service to customers with complex needs resulting in more suitable and sustainable prevention opportunities. | <u>April 19</u> |
| <u>HSW2</u> | Monitor the delivery of housing options achieved as a result of the Health and Wellbeing panel to identify trends and better enable future planning. | | <u>Ongoing</u> |
| <u>HSW3</u> | Work with Devon County Council to develop robust methods of identifying future needs and mapping appropriate service delivery. | Improved future planning for service delivery and reduction in housing needs due to H&W. | <u>Ongoing</u> |
| <u>HSW4</u> | Interrogate existing housing register application with High housing need due to H&W to identify barriers to sourcing suitable accommodation and inform future housing needs and delivery | Increased wellbeing of customer as a result of the most appropriate Intervention. | <u>Oct 19</u> |