

Homelessness Strategy Action Plan 2020-21

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

HSU1	Continue to build on the success of the current service delivery of Money advice and extend this to identify trends specific to the Covid 19 pandemic to ensure resources are targets appropriately.	Effective targeting of support
HSU2	Improve communication and information sharing with landlords across the rental 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
HSU3	Using existing data; map support services available to those who are vulnerable.	Effective targeting of support and reduction of cost to LA
HSU4	Prepare to use 2021 Census data to create an accurate picture of the area demographic using 2011 data available to identify changing trends.	Effective targeting of support and reduction of cost to LA
HSU5	Explore methods of identifying approaches as a result of worklessness following Covid19 pandemic to enable early intervention and build on our prevention focused approach.	Effective targeting of support and reduction of cost to LA
HSU6	Maintain the current low levels of rent arrears for tenants of the SeaMoor lettings scheme through the appropriate targeting of support.	Reduction in the number of households evicted from private rented accommodation
HSU7/RS	Conduct quarterly Rough Sleeper estimates to ensure that services can respond quickly to needs.	Effective targeting of support and reduction of rough sleeper numbers

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.

HSS1/RS	Improve links with the 3 rd sector services currently offering support to increase the number of early identification referrals made from this sector. Focussing particularly on the community groups supporting those impacted on by the Covid 19 pandemic to drive forward the partnerships that are improving lives.	Increased early intervention and homeless prevention work
HSS2	Offer training opportunities to those working or volunteering in the 3 rd sector to promote early homeless prevention and safeguarding activity within these groups.	Increased early intervention and homeless prevention
HSS3	Develop effective ways to deliver our Homelessness Forum objective whilst observing social distancing, to ensure ongoing dialogue with partner agencies and to ensure our service reflects a holistic approach to customers and encompasses a community response.	Maintenance of partnership working and effective consultation
HSS4	Produce an 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
HSS5	Develop interactive online communication options for landlords.	Improve communication with landlord to increase early identification of homelessness
HSS6 /RS	Work with the Prison Navigation Steering Group to develop a pathway to prevent the homelessness of prisoners released.	Maintain low numbers of rough sleepers
HSS6 /RS	Deliver intensive bespoke support to those rough sleeping which is focused on breaking down barriers in accessing a wide range of services to aid recovery.	Maintain low numbers of rough sleepers
HSS7	Improve partnership working with local schools in the form of bespoke training/information sharing annual forums	Increased early intervention reduction in

	to ensure vulnerable children and families are equipped to access services both in the statutory and voluntary sector.	Youth and family homelessness
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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.

<u>HS1</u>	Review current landlord incentive scheme to increase supply of private rented accommodation through Seamoor Lettings.	Reduction in cost of temporary accommodation
<u>HS2</u>	Establish a Housing Company in the form of a Community Benefit Society to enable and increase provision of affordable housing across our community.	Increase in availability of affordable homes.
<u>HS3</u>	Use the Health & Wellbeing Panel to accurately identify barriers to accessing housing for those in medium housing need and to predict future trends and needs.	Reduction of those in high housing need on housing register
<u>HS4/RS</u>	Continue to develop the Housing First model, alongside other housing options, to ensure options are bespoke to the needs of those rough sleeping.	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/RS</u>	Deliver targeted support to those in temporary accommodation and rough sleeping to enable faster identification of suitable private rented and social housing options.	Reduction in the cost of temporary accommodation
<u>HS7</u>	Continue to develop bespoke and high quality temporary housing solutions in West Devon through the Springhill project	Reduction in the cost of temporary accommodation
<u>HS8</u>	Work collaboratively with housing partners to ensure that BAME households are not disadvantaged by current approaches to housing application and allocations.	Improved transparency in housing allocation and the impact

		current systems have on the housing opportunities of BAME residents.
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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.

<u>HSW1</u>	Develop innovative ways of engaging with community groups to facilitate shared learning and understanding of local needs as part of the Vulnerable Customer Charter approach.	Provision of more holistic service to customers with complex needs resulting in more suitable and sustainable prevention opportunities.
<u>HSW2</u>	Work with DCC to develop and publish the 'Care Leavers Offer' to ensure an holistic approach to their needs and help equip them for the future	Early identification of need and prevention of homelessness.
<u>HSW3</u>	Work with Devon County Council to develop bespoke housing options for those with Learning Disabilities to ensure high level of quality housing and care provision.	Improved future planning for service delivery and reduction in housing needs due to H&W.
<u>HSW4</u>	Create a joint working protocol with Adult Services to target issues around hoarding and self-neglect in the home.	Early identification of need and prevention of homelessness.
<u>HSW5</u>	Develop a dynamic new approach to working with perpetrators of domestic abuse to link in with the success of the existing Behaviour Change scheme by introducing an accommodation element to reduce the risks presented to the victim.	Increased wellbeing of customer as a result of the most appropriate

		Intervention
<u>HSW6</u>	Investigate the use of DFG funding to create adapted emergency housing opportunities to reduce bed blocking in hospitals.	Increased wellbeing of customer as a result of the most appropriate Intervention.