

## Homelessness Strategy Action Plan 2021-22

### 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	Monitor ongoing financial hardship and worklessness trends as a result of the impact of the Covid 19 pandemic to ensure that support is targeted effectively.	Effective targeting of support
HSU2	Establish and promote landlord information pages on our website including information on referral routes for Landlord requiring support with managing tenant issues.	Reduction in the number of households evicted from private rented accommodation. Reduction in repeat service users
HSU3	Maintained mapped data on locally available support and promote available support services.	Effective targeting of support and reduction of cost to LA
HSU4	Use 2021 Census data to create an accurate picture of the area demographic.	Effective targeting of support and reduction of cost to LA
HSU5	Continue to monitor the reasons for approach 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	Review the past 5 years of work undertaken as part of the 2017-22 Homelessness strategy to prepare for the 2022-2027 Homelessness Strategy	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	Maintain strong links with the 3 <sup>rd</sup> sector and other professional groups to ensure that learning is shared relating to emerging needs across our community.	Increased early intervention and homeless prevention work
HSS2	Continue to encourage local groups to access training opportunities to promote effective safeguarding activity and early homeless prevention within these groups.	Increased early intervention and homeless prevention
HSS3	Provide focussed small group consultation opportunities to service users and professionals to prepare for the publication of the 2022-2027 Homelessness Strategy	Maintenance of partnership working and effective consultation
HSS4	Publish and maintain accurate advice and information pages for Landlords on our website.	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	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 to ensure vulnerable children and families are equipped to access services both in the statutory and voluntary sector.	Increased early intervention reduction in Youth and family 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.

<u>HS1</u>	Define and implement a key worker waiting list for SeaMoor properties' . .	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 in availability of

	increase provision of affordable housing across our community.	affordable homes.
<u>HS3</u>	Use the Health & Wellbeing Panel to accurately identify barriers to accessing housing for those in medium housing.	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 or at risk of 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 with MHCLG to identify if potential bid under RSAP could help deliver 6 Housing First properties through a match funded grant for the purchase. Match funding to be meet by SHDC using the previously agreed Shires sales money.	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.

<u>HSW2</u>	Work with DCC to develop and publish the 'Domestic Abuse Strategy' for Devon – to include provision of accommodation with support.	Early identification of need and
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		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>	Continue to develop the perpetrator recovery programme for perpetrators of Domestic abuse wishing to access accommodation and pattern changing support.	Increased wellbeing of customer as a result of the most appropriate Intervention
<u>HSW6</u>	Make better use of available data from available sources such as Devon Home Choice, DFG records and partnership working RPs to predict future housing needs and inform future housing development.	Proactive approach to predicting housing trends and identifying future need.