

East Devon District Council Homelessness Strategy Action Plan 2008-2013

The actions set out below are 'new'. The actions may, but are not intended to, replicate actions already included in other strategies, plans or policy documents developed and published by other agencies,

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|----------------|------|--------------------------------------|------|-----------------------------------|
| Abbreviations: | RSL | Registered Social Landlord | PSL | Private Sector Leasing |
| | DCHA | Devon & Cornwall Housing Association | TA | Temporary Accommodation |
| | EDDC | East Devon District Council | ADVA | Against Domestic Violence & Abuse |
| | DAAT | Devon Drug and Alcohol Team | HSRG | Homeless Strategy Review Group |

| | Action | Agency | Start Date | Completion Date | Output | Outcome | Current position 23.07.09 |
|---------------------------|---|--------|--------------|-----------------|---|--|---|
| 1. STRATEGIC ITEMS | | | | | | | |
| 1.1 R | Significantly increase the provision of social rented accommodation in East Devon | EDDC | April 2008 | July 2013 | Targets - 200 units each year from 2008-2011 and 300 units from 2011-2015 | Reduced use of TA and reduced waiting times to be re-housed. | Not within Council's control in current financial conditions Does not include private sector rented properties |
| 1.2 G | Set up bi-annual meetings of Homelessness Strategy Review Group | EDDC | October 2008 | July 2013 | Regular HSRG meetings | More effective joint working, ensuring that targets in action plan are met | Ongoing Agreed. Full group to meet twice a year and Monitoring Group twice a year |
| 1.3 G | Undertake an annual survey of the users of the Homeless Service | All | October 2009 | October 2012 | Annual survey informs service delivery | Better understanding of service provision | Start date moved to October 2009 Will include landlords etc |
| 1.4 R | Publish directory of services available to homeless people in East Devon | All | April 2010 | June 2010 | Directory published and available to users and agencies | Better understanding by clients of service provision | Agreed to look at DAAT's directory in first instance |

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| 1.5 R | Record and analyse, on an ongoing basis, those households who require housing and who are not accepted as homeless by the Council | All | April 2008 | July 2013 | Information on unmet need | Improved service delivery | Consider at next meeting of Monitoring group |
| 2. ACTIONS FOR COUNCIL PROPERTIES | | | | | | | |
| 2.1 G | Undertake bi-monthly occupancy checks of Council TA | EDDC | April 2008 | July 2013 | Ensure properties correctly occupied and address any problem issues | Improve communication, reduce anti social behaviour and breaches of tenancy agreement | On going. There are no large numbers of non-occupiers. |
| 2.2 A | Undertake review with all non secure tenants yearly | EDDC | October 2008 | Twice a year to July 2013 | Needs of every non secure tenant reviewed twice a year | Increased use of alternative accommodation options Reduced use of TA | Links to 2.1 Contact tenants in temporary accom. Quarterly to see if circumstances have changed |
| 2.3 G | Reduce use of TA by Council by 50% | EDDC | April 2008 | December 2009 | Target of 117 units of TA by December 2009 | Reduced use of TA – meeting government targets | Met. TA units currently 92 (Dec 08) |
| 2.4 G | Maintain homeless acceptances by Council below 100 each year post 2010 | EDDC | April 2011 | July 2013 | Homeless acceptances below 100 each year after 2010 | Reduced use of TA – meeting government targets | Not yet due |
| 2.5 G | Maintain a 10% reduction in use of TA year on year after 2010 | EDDC | April 2010 | July 2013 | 10% reduction year on year after 2010 | Reduced use of TA– meeting government targets | Not yet due |

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| 2.6 G | Increase the number of PSL units to 37 | EDDC | August 2008 | April 2010 | 40 PSL units available for use as TA | Improved quality of accommodation available to homeless applicants | Met. Reduced target to 37 as that is the number required at present. |
| 2.7 G | Phase out the use of 'supported' hostel type accommodation used by the Council as TA | EDDC | October 2009 | December 2012 | No supported hostel type accommodation used as TA | Less inappropriate TA used Reduced cost of TA | Not yet due |
| 2.8 G | Make full use of Discretionary Housing Payment (DHP) to help prevent homelessness | EDDC | June 2008 | July 2013 | Full DHP budget spent each year | Prevent homelessness Reduce hardship for low income households in private rented sector | Ongoing |
| 2.9 G | Consider the alternative use of decommissioned sheltered housing in East Devon | All | Oct 2009 | April 2010 | Identify those units of accommodation to be decommissioned and what the opportunities are for their use. | Better use of existing housing stock | Delayed until outcome of the current review of sheltered housing |
| 2.10 | AGREED TO DELETE THIS ACTION | | | | | | |

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| 2.11 G | Ensure funding is secured to enable EDDC tenants to extend/improve property to prevent homelessness | EDDC | April 2009 | July 2013 | Capital funds available 2008/09. Ensure funds available each year. | Reduce homelessness in EDDC housing stock Reduced overcrowding | In hand – 2 done, 3 in pipeline |
| 3. HOMELESSNESS AND SPECIFIC CLIENT GROUPS | | | | | | | |
| 3.1 A | Develop emergency hostel accommodation with 4 units for young people in Exmouth | All/ | April 2009 | July 2013 | Emergency hostel accommodation of 4 units available in Exmouth | Improved quality of accommodation and support for young people | YMCA looking at possibilities |
| 3.2 G | Support vulnerable new tenants to enable them to maintain tenancy in the longer term | All | July 2008 | July 2013 | All identified vulnerable tenants to be visited within 2-4 weeks of start of tenancy | Decrease in number of vulnerable tenants who lose tenancy within first year | Ongoing Limited to new tenants identified as needing help |
| 3.3 R A | Develop suitable supported accommodation to allow young people to develop independent living skills prior to own tenancy | All/ | April 2009 | July 2013 | Provide a minimum of 4 units | Increase tenancy sustainment by young people | Now due |
| 3.4 A | Increase the number of Supported Lodging Scheme places available to young homeless people from 4 units to 10 units | All/ | April 2009 | April 2010 | 6 additional hosts in East Devon | Better quality outcomes for young people | LPSA reward money being used to <u>increase</u> places from 3 to 6 |

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| 3.5 G | Develop a 'satellite' Foyer type supported accommodation project in Exmouth providing a minimum of 6 units | All | April 2010 | April 2012 | Foyer accommodation available in Exmouth | Better quality outcomes for young people Improved employment and training opportunities | Not yet achieved. Capital costs not such an issue as the revenue costs |
| 3.6 G | Develop a 'satellite' Foyer type supported accommodation project in Axminster providing approximately 7 units | All | April 2010 | April 2012 | Foyer accommodation available in Axminster | Better quality outcomes for young people Improved employment and training opportunities | |
| 3.7 G | Commit to not using B&B type accommodation for 16/17 year old except in an emergency | EDDC | April 2010 | July 2013 | No 16/17 year olds placed in B&B type accommodation | Improved quality of accommodation and support | Not yet due |
| 3.8 G | Undertake a home visit to all young people excluded from home | EDDC | June 2008 | July 2013 | Less than 23% of homelessness acceptances are young people | More young people remain at home | Ongoing |
| 3.9 A | Develop a joint approach to work with homeless people with high chaotic/dual diagnosis need | All | April 2009 | April 2010 | Joint procedures in place | Better signposting to appropriate services Improved outcomes for service users | Link with Access project – work with complex needs – prisoners released from jail |
| 3.10 R | Develop a mediation service for people excluded from home (requires funding and commissioning from SP) | EDDC/ | April 2009 | October 2009 | Mediation service in place and well used | More young people remain at home Less homelessness acceptances | Had hoped there would be enough LPSA for this – but not the case |

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| 3.11 G | Research the housing and/or homelessness need for members of BME or minority groups in East Devon including gypsies and travellers | All | October 2009 | April 2010 | Information available for service users and agencies | Better understanding of housing need Improved/targeted service provision | Not yet due Provision in Housing Strategy for gypsy and traveller sites |
| 3.12 G | Work closely with other agencies to provide suitable accommodation for ex-offenders | EDDC/ Probation | June 2008 | July 2013 | Fewer ex-offenders without suitable accommodation and sleeping rough | | Housing needs officers regularly place ex offenders |
| 4. HOMELESSNESS AND OTHER LANDLORDS | | | | | | | |
| 4.1 A | Encourage RSL's to help prevent homelessness wherever possible | RSL's/ED DC | October 2008 | July 2013 | RSLs have strategies in place to address homelessness issues | Reduced homelessness presentations Better outcome for RSL tenants | Denise raised at Wider Housing Strategic Partnership meeting CLG doing pilot project with Devon RSLs |
| 4.2 G | Closely monitor nominations from RSLs to ensure maximise availability of social rented lettings | EDDC/RS L's | September 2008 | July 2013 | RSLs produce bi-annual returns of nominations | More opportunities to house homeless households | Ongoing |
| 4.3 A | Work closely with private rented sector to maximise opportunity for households to secure settled accommodation | EDDC/All | May 2008 | July 2013 | Number of homeless acceptances arising from loss of Assured Shorthold Tenancies falls year on year | More homeless households or those at risk of homelessness accessing the private rented sector | Ongoing Needs more work |

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| 4.4 A | Introduce a Panel of agencies to agree appropriate "move on" for young people from temporary or supported accommodation | All | July 2008 | July 2009 | Panel set up and agencies agreeing which applicant is ready for move on to available accommodation | Increased access to suitable settled accommodation Improve quality of 'offer' process | Youth Homelessness Prevention Panel set up Exeter have a well developed process – likely to use this for East Devon |
| 4.5 A | Provide 20% of lettings annually to 'move on' from emergency and supported housing projects in East Devon | EDDC | April 2009 | July 2013 | 20% of lettings to 'move on' from supported housing | Increased access to suitable settled accommodation | Links to 4.4 Need to ensure Devon Home Choice move on policy links with this. |
| 4.6 A | Ensure all agencies know their role in homeless prevention | All | July 2008 | July 2013 | Raise awareness of their roles in preventing homelessness – what is expected and what can be achieved | Better communication and joint working | No specific action carried out. Awareness raised across sector. Not sure what else can be done |

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| 4.7 G | Undertake research with service users to:- a) determine the level of hidden homelessness in East Devon b) determine the reasons for homelessness and differences between national and regional figures | All (coordinated by EDDC) | September 2009 | April 2011 | Information available to users and agencies Ensure homelessness services are more and developed to meet individual needs | Understand who is homeless or at risk of homelessness and areas of need | Not yet due |
| 4.8 G | Identify the cost of homelessness to agencies working in East Devon | All | April 2010 | April 2011 | Costs involved in homelessness collated | Understand the real cost of homelessness in East Devon | Not yet due |

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| 4.9 A | Develop and implement (or use existing) joint risk assessment process for homeless vulnerable people | All | February 2009 | October 2011 | Joint risk assessment process in place for all agencies | Reduced risk to staff and service users Reduce duplication | CAFs in place Do EDDC need to do this as a separate exercise? |
| 4.10 G | Develop and implement (or use existing) joint assessment process for homeless vulnerable people | All | February 2010 | October 2011 | Joint assessment procedures in place for use by all agencies | Better joint working Reduced bureaucracy Better outcomes for service users | Not yet due |
| 4.11 G | Raise awareness of CAB "Court Desk" at Exeter County Court and increase referrals to help prevent homelessness | All | July 2008 | December 2008 | Posters and leaflets available advertising the court desk | Increased legal support/representation at Court for homeless people | Ongoing |