

South Hams & West Devon
**Homelessness
Strategy**

2018/19
Action Plan



2017 - 2022

Working together







South Hams
District Council



West Devon
Borough
Council

Priority 1: 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

PI	Action	Measure	By When
HSU1	Analyse available data relating to current EPC standards in the area and offer support and solutions to vulnerable customers in poor energy performance properties.	Increase in homeless prevention from households in unsuitable, defective accommodation, who would otherwise have become homeless	Autumn 2018
HSU2	Evaluate the current Money Advice service and use this information to form the basis of the re tender. Ensure that contract expectations are appropriate, provide value for money and prevention focussed.	Effective targeting of support	July 2018
HSU3	Work with partnership agencies to improve tenancy sustainment by providing support and improved tenant education.	Reduction in the number of households evicted from private rented accommodation Reduction in repeat service users	June 2018 and ongoing throughout the life of this strategy
HSU4	A 15% reduction on the 17/18 figures for the number of nights in B&B/self-contained spot purchased TA (1751 SH's, 3187 WD)	Reduction in long term use of temporary accommodation	April 19

Priority 2: 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.




PI	Action	Measure	By When
HSS1	Create a Devon wide method of referring those threatened with homelessness who present to another service and ensure partners are trained to deliver this.	Increased early intervention and homeless prevention work	October 2018
HSS2	Improve partnership working with Children's Services through short term housing specialist co location with the Multi Agency Safeguarding Hub.	Sustained low levels of youth homelessness	June 2018 and ongoing throughout the life of this strategy
HSS3	Improve and promote self service options available through our website and partner agency sites	Reduction in homelessness and interventions required as people are able to resolve their own housing problems	June 2018 and ongoing throughout the life of this strategy
HSS4	Train all localities staff to support vulnerable customers with accessing housing options, housing benefits, universal credit and the housing register.	Increased early intervention and homeless prevention work	June 2018 and ongoing throughout the life of this strategy
HSS5	Introduce customer portal access to housing services to expand on existing online services	Increased contact options for the customer and a decrease in "failure demand"	July 2018
HSS6	Incorporate co location opportunities with partner agencies to strengthen partnership working	Increased early intervention and homeless prevention work	June 2018
HSS7	Increase referrals using the Right for Children to access Early Help	Increased early intervention and homeless prevention work	October 2018

Priority 3: 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.

PI	Action	Measure	By when
HS1	Launch of letting scheme in West Devon – Seamoor Lettings – aim to achieve 10 properties under the scheme within the first year.	Reduction in temporary accommodation	April 19
HS2	Re launch of letting scheme in South Hams under new name Seamoor Lettings – Aim to achieve 10 new properties under the scheme within the year.	Reduction in temporary accommodation	April 19
HS3	Diversification of temporary accommodation portfolio to include; Single person accommodation and accommodation suitable for 16/17yr olds and care leavers	Reduction in numbers of young people accepted as homeless or being taken into care. Reduction in numbers of young people in temporary accommodation	April 19
HS4	Investigate innovative accommodation options as a route into sustainable housing for rough sleepers.	Reduction in Rough Sleeper estimated count	October 19 and ongoing throughout the life of this Strategy
HS5	Sustain high success levels of rough sleepers into long term accommodation	Reduction in Rough Sleeper estimated count	October 2018
HS6	Deliver 4 Landlord Forums across the two LA's to improve relationships with the private sector	Reduction in the number of households evicted from private rented accommodation	November 18

Priority 4: 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.

PI	Action	Measure	By When
HSW1	Engage with schools to create a housing advice presence through delivery of homelessness awareness sessions in all 6 schools in South Hams and West Devon	Sustained low levels of youth homelessness	April 19
HSW2	Maintain a tailored multi agency support for rough sleepers and those at risk of rough sleeping to ensure holistic approach to individual circumstances which is not accommodation dependant.	Reduction in new rough sleepers	October 18
HSW3	Ensure all council employees are enabled to identify and report safeguarding issues using the appropriate channels.	Increased early intervention and homeless prevention work	August 18
HSW4	Provide 20 grants or loans to local households in South Hams and in West Devon to help improve energy efficiency.	Increased wellbeing of customer as a result of the most appropriate intervention	April 19
HSW5	Launch the extended health and Wellbeing panel to focus on finding solutions for those requiring adapted accommodation.	Increased wellbeing of customer as a result of the most appropriate intervention	May 18
HSW6	Deliver a Vulnerable Customer Charter to ensure that the responsibility we have toward our most vulnerable customers is embedded within our Local Authorities and compliments Devon County Council's Better Together Initiative	Increased wellbeing of customer as a result of the most appropriate intervention	October 18

Making a positive impact on the lives of local people by providing valued and easy to use services

COUNCIL

Delivering efficient and effective services



COMMUNITIES

Council and residents working together to create strong and empowered communities



HOMES

Enabling homes that meet the needs of all



ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment



ENTERPRISE

Creating places for enterprise to thrive and business to grow



WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need



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