Homelessness Strategy Action Plan 2022-23

The Joint South Hams and West Devon Homelessness Strategy 2022-27 sets out our aims and objectives over the next 5 years. This Homelessness Strategy Action Plan outlines our work plan for the year 2022-23 and how this work plan contributes to the priorities and objectives identified in the Strategy document.

Singles & couples (S&C)

Prevent - Ensure we increase awareness of services available to people looking to move on from or maintain existing accommodation; to include a provision designed for young people at risk of eviction from the family home.
Relieve - Work with partner agencies to deliver services which support young people facing homelessness
Sustain - Ensure access to good quality financial and independent living advice and support to ensure people are empowered to sustain their tenancies.
Provide - Work with landlords to increase the supply of shared and one bedroom affordable accommodation access the area. Develop a management service offer to increase provision of HMO accommodation across both areas.

Objective	Action	What will we do?	Resource
S&CP1	Maintain strong links and develop streamlined referral routes for agencies working with young people to identify those at risk of homelessness.	Regular training and refresher sessions to be delivered to agencies to ensure thorough understanding of council services	Specialist staff time
S&CP2	Contribute to the development of a Care Leaver protocol to support care leavers to plan for their housing needs	DCHOP & Children's services project work	Housing and legal Staff time & DCC staff time
S&CR	Contribute to the development of a young persons protocol to ensure clear pathways and positive outcomes for young people asked to leave home .	DCHOP & Children's services project work	Housing and legal Staff time & DCC staff time
S&CS	Expand on the existing advice services available through establishment of self help advice & budgeting tools on our website	Web page development	Vulnerable person's officer & communications team staff time
S&CPr1	Investigate the feasibility of using Local Authority owned properties as shared accommodation provision	Costings of property conversions and rental income and management implications and costs	Housing & assets staff time
S&CPr2	Develop an HMO management service offer through Seamoor	Produce a fully costed service spec	Staff time – Housing and

	Lettings to encourage landlords to provide this type of accommodation.	for promotion to landlords.	environmental health

Families (F)

Prevent - Work with registered providers and private landlords to enable early identification of families at risk of homelessness to enable provision of appropriate support.
Relieve - Ensure our internal working practices and relationships with partner agencies are robust and that we collaborate effectively to support those facing homelessness and/or in temporary accommodation.
Sustain - Work proactively with landlords in both the private and social rented sector to ensure early identification of tenancy sustainment issues including financial issues.
Provide – using the Council's resources, increase the number of affordable private rented and council owned properties available to families, to include quality temporary housing. Maximise the number of properties made available as a result of successful downsizing in the social rented sector.

Objective	Action	What will we do?	Resource
FP1	Develop streamlined referral route for private landlords to refer households at risk of homelessness or where tenancy sustainment issues exist	Create a dedicated contact portal for landlords	L6 Housing officer
FP2	Raise awareness of landlord and tenant rights and responsibilities to minimise unintentional breaches.	Develop support and advice pack relating to different aspects of tenancy management	L6 Housing officer
FP3	Improve information available on our webpages relating to financial hardship and affordability issues including self-help advice on our Webpages	Create and maintain a data base of support agencies and available services on our website	Vulnerable customer officer
FR1	Enable homeless families to access holistic local support options to promote the wellbeing of children in emergency housing.	Create and maintain a data base of support agencies and available services on our website for officers and residents to access.	Vulnerable customer officer supported by housing advice team
FR2	Investigate the feasibility of the introduction of a dedicated	Conduct a value for money	Senior Housing Specialist and

	support worker to provide holistic support to those in temporary accommodation.	exercise and business plan if the post is evidenced to be a positive contribution	Housing Advice Team Leader
FS1	Identify funding options to enable families to access essential items and meet essential costs to prevent financial hardship	Vulnerable Customer Officer to work with partner agencies to identify and apply for funding.	Vulnerable customer officer
FPr1	Set up the proposed Community Benefit Society to enable in-house property development opportunities	Finalise inquiries on development of rules and progress with registration	Housing Senior Specialist
FPr2	Develop and embed the policies and practices required to meet registered provider status for the CBS to enable the lettings of properties developed in house.	Work alongside consultants to develop and embed appropriate polices and procedures	Housing Senior Specialist

Additional Needs (AN)

Prevent – work closely with partner agencies to ensure those in housing need are identified and referred to us quickly to enable early intervention measures can be put in place; including support to downsize or move to more suitable accommodation.
Relieve – ensure provision of quality temporary housing and access to support services to holistically address the needs of those facing homelessness
Sustain – Deliver an adaptation service to include grant and self funded support aids are made accessible for all. Ensure relevant services are identified and referred to for those requiring additional support to sustain their homes.
Provide – work with Devon County Council to support the delivery of housing for those with support needs through a property management service offer with intensive housing support.

Objective	Action	What will we do?	Resource
ANP1	Promote the Downsizing support scheme with partner agencies to ensure those with additional needs are supported to engage in the process of downsizing	Ensure wider understanding of the scheme through promotion and training	Communications team and housing staff

ANP2	Expand the work undertake by the Disabled Adapted Panel to identify those with less urgent housing needs to prevent customers reaching crisis point. (Band C-D)	DAP officers to work on accurate reporting and data gathering to target resources	Housing Enabling specialist
ANR1	Continue to work with Assets to ensure that the Springhill Temporary Accommodation development is capable of meeting a wide range of housing needs	Contribute to decision making on design elements to ensure fit for purpose	Senior Housing Specialist
ANS1	Work with registered providers to ensure customers requiring adaptations in their homes are supported to access these through a referral to us	Cross reference data held on the housing register with that held by RP's	Housing enabling specialist
ANPr1	Work with Adult and Mental Health services to scope current unmet need for supported housing – with a view to working in partnership to meet this need.	Work with partners to consider suitable locations for specialist housing development	Senior Housing Specialist and Senior housing enabling specialist
ANPr2	Through increased multi agency contact and attendance at outreach events, ensure a collaborative approach to finding housing solutions is embedded within local authority culture.	Review attendance at meetings and events to ensure a housing presence across all agencies	Vulnerable customer officer & L6 Housing officer

Rough Sleepers (RS)

Prevent - Work with partners to ensure early identification of Rough Sleepers or people at risk of rough sleeping.
Relieve - Continue our commitment to holistic outreach work and the No Second Night Out ethos.

Sustain - Provide intensive support both in house and with our partners for rough sleepers in accommodation to enable them to manage long term accommodation expectations.

Provide - Develop a range of accommodation and support options for people rough sleeping or at risk of rough sleeping to make long term accommodation sustainment realistic.

Objective	Action	What will we do?	Resource
RSP1	Identify people who are at risk of rough sleeping to avoid them spending any time on the streets	Partner agencies to identify people with insecure accommodation and /or support needs who may be at risk of rough sleeping.	Rough Sleeper Outreach worker
RSR1	Respond to reports of people sleeping rough within one working day	Provide an Outreach Team to respond to reports of rough sleeping and proactively seek out anyone sleeping rough	DLUHC bid pending 2 officers plus engagement funding
RSR2	Ensure tailored support is available for people who are rough sleeping, at risk of rough sleeping or have a history of rough sleeping.	Introduce a Re-settlement worker. Work with Together, Adult Social Care, Probation, The Mental Health Team and any other relevant agencies to deliver support when and where it's needed.	Multi agency Hub and support contract pending bid with DLUHC
RSS1	Ensure support provided to rough sleepers extends to after they have accessed housing	Gain commitment from partner agencies to continue to provide	partner agency and housing support staff

		support. Resettlement support officer role pending DLUHC funding	
RSPr1	Ensure a range of accommodation options are available for different levels of support need	Deliver 4 units of accommodation for the Leap Pad project in South Hams	Senior Housing Specialist