

Strategic Action Plan for Devon Enhanced Housing Options Approach

Objective	Specific Actions	Lead	Time Scales	Benefits	Linked Targets from Appendix 1 & Outcomes
To standardise housing advice services across the County	<ul style="list-style-type: none"> Implement Shelter Quality Standards Framework Conduct Peer Reviews to establish benchmark figures Monitor approaches where clients have previously approached other district 	Lisa Jennings – Devon Homeless Managers Group	April 2009 – April 2010	<ul style="list-style-type: none"> Better Customer Service Increase in Quality of Advice Increase in Homelessness Preventions Reduction in roughsleeping 'hot spots' 	<ul style="list-style-type: none"> P1, P5, P6, P16 QSF completed and peer reviews conducted and fed back to LA's. Consistency evident through mystery shopping
To use Devon Home Choice as the 'gateway' to Housing Advice / Options across the county	<ul style="list-style-type: none"> Create Social Lettings Agency to manage private sector options and advertise as CBL Link Lodgings Scheme to Devon Home Choice Link Shared Ownership to DHC Produce Electronic Directory of Advice Services for DHC Website 	Enhanced Housing Options Private Sector Coordinator Rupert Warren - Devon Home Choice Coordinator	April 2009 – March 2011	<ul style="list-style-type: none"> Increase in take up of Housing Options Reduction in crisis homelessness More empowering means of offering housing options Less reliance on social housing to meet need 	<ul style="list-style-type: none"> P6, P7, P9, P10, LAA 27 outcomes met by Direct Lets Scheme for Devon in place Private lets on CBL Lodging on CBL
To increase take up of Private Sector Options	<ul style="list-style-type: none"> Homemaker South West to lead on income maximisation role and training for Housing Advice Staff 	Homemaker South West	April 2009 – April 2010	<ul style="list-style-type: none"> Private Rented options made more affordable Increase in take up of Housing Options Existing Housing Advice Staff able to take on wider role including money / debt advice 	<ul style="list-style-type: none"> P4, P5, P6, P10, P15 Money Advice a key competency for all Housing Advice Officers in Devon.
To promote Enhanced Housing Options approach to Housing Staff	<ul style="list-style-type: none"> Create Specific Training Programme for Housing Advice Staff Skills Audit of Officers 	Homemaker South West	April 2009 – March 2011	<ul style="list-style-type: none"> Better trained officers Better motivated officers More holistic approach to advice Increase in Homeless Preventions 	<ul style="list-style-type: none"> All Targets Enhanced Housing Options Approach assessed by mystery shopping as installed in all Devon LAs.

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To strengthen links between employment and housing options in Devon	<ul style="list-style-type: none"> • Link Employment / Training Adverts to Devon Home Choice • Audit existing employment / training services in the County • Link Homemaker Money Advice Posts to Jobcentre + training • Promote work / training to temporary accommodation residents / social housing tenants 	Lisa Jennings – Devon Homeless Managers Group Janet Sinclair JobCentre + Partnership Manager Chris Hancock Exeter – through RSL Action planning	April 2009 – March 2011	<ul style="list-style-type: none"> • Decrease in Worklessness amongst social housing tenants • Increase in social housing residents able to access shared ownership • Increase in cross district moves to follow employment / training – applicants moving for a positive reason 	<ul style="list-style-type: none"> • P8, P9, P10, P11, P13 • Employment Vacancies on CBL • Training Opportunities on CBL • Affordable Ownership on CBL • Feasibility of Joint posts between LAs and JobCentre +
To continue the provision of Housing Advice to Owner Occupiers and incorporate it into Devon Home Choice	<ul style="list-style-type: none"> • Recommission telephone Mortgage arrears advice service • Link to Devon Home Choice 	Lisa Jennings	April 2009 – March 2011	<ul style="list-style-type: none"> • Limit a significant increase in mortgage repossessions • Limit homeless applications as a result of repossessions 	<ul style="list-style-type: none"> • P18, P2, P4 • Mortgage Advice Access through Devon Home Choice and on phone, available at convenient times.
To insure the LPSA reward money for preventing youth homelessness is spent in accordance with Enhanced Housing Options principles	<ul style="list-style-type: none"> • Supported Lodgings Scheme to be accessible through Devon Home Choice • Youth Homeless Prevention Posts to be standard across Devon • Capital Spend on Hostel Improvement Programme • Early Intervention and promotion of homelessness issues in schools 	Fleur Beuchler – Young Persons Housing Strategy Coordinator Devon Homeless Managers Group	April 2009 – April 2010	<ul style="list-style-type: none"> • Reduction in youth homelessness • Improvement in quality of young persons hostel accommodation 	<ul style="list-style-type: none"> • P3, P7 • All £1.4 million award money spent on preventing youth homelessness. • Access to specialist youth housing adviser in all Devon LA's.

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To stop need for anyone to rough sleep in Devon	<ul style="list-style-type: none"> • Insure social lettings scheme provides for roughsleepers • Promote Supported Lodgings Opportunities for rough sleepers • Assess advice / options for non priority households across county 	Nicki Glassbrook – Street Homeless Outreach Team Manager – Exeter	April 2009 – March 2011	<ul style="list-style-type: none"> • End to roughsleeping in Devon • Reduction in need for non priority households to approach urban authorities for assistance 	<ul style="list-style-type: none"> • P5, P6 • Specific direct lets scheme for roughsleepers • Roughsleeper figures of 0 for 2012.