

21 March 2022

OVERVIEW AND SCRUTINY COMMITTEE 1

Overview & Scrutiny of:-

Strategic Direction; Environmental Health; Waste & Recycling; Climate Change, Coastal and Flood Risk Management; Communities; Housing and Information Technology.

A meeting of the **Overview and Scrutiny Committee 1** will be held on **Tuesday, 29th March, 2022** at **10.00 am** in the **Council Chamber, Forde House Offices, Newton Abbot TQ12 4XX**

PHIL SHEARS
Managing Director

Membership:

Councillors H Cox (Chair), Jenks (Vice-Chair), Clarence, D Cox, Foden, Hocking, MacGregor, Mullone, Orme, Parker, Parker-Khan, Rollason and Thorne

Please Note: The public can view the live streaming of the meeting at [Teignbridge District Council Webcasting](#) (public-i.tv) with the exception where there are confidential or exempt items, which may need to be considered in the absence of the press and public.

AGENDA

1. **Apologies**
2. **Minutes** (Pages 3 - 6)
To approve the Minutes of the meeting held on 1 February 2022
3. **Declaration of Interest**
4. **Public Questions (if any)**
Members of the Public may ask questions of the Chair. A maximum period of 15 minutes will be allowed with a maximum period of three minutes per questioner.

5. **Councillor Questions (if any)**
6. **Executive Forward Plan**
To note forthcoming decisions anticipated to be made the Executive over the next 12 months. The Executive Forward Plan can be found [here](#).
7. **Work Programme** (Pages 7 - 12)
To review the Committee's work programme.
8. **Draft Homelessness and Rough Sleeping Strategy** (Pages 13 - 96)
To consider the draft strategy
9. **Executive Member Biannual Presentation - Recycling, Household Waste and Environmental Health**
10. **Council Strategy Performance Monitoring Q3** (Pages 97 - 106)

If you would like this information in another format, please telephone 01626 361101 or e-mail info@teignbridge.gov.uk

OVERVIEW AND SCRUTINY COMMITTEE 1

TUESDAY, 1 FEBRUARY 2022

Present:

Councillors H Cox (Chair), Jenks (Vice-Chair), Clarence, D Cox, Foden, Hocking, Mullone, Parker and Rollason

Members Attendance:

Councillors Connett, J Hook, Keeling, Nutley, Purser, Taylor, Wrigley and Hayes

Apologies:

Councillors MacGregor, Orme and Thorne

Members in attendance virtually

Councillors J Hook, Keeling, Nutley, Parker-Khan, Purser, Taylor, Wrigley

Officers in Attendance:

Martin Flitcroft, Chief Finance Officer & Head of Corporate Services
Christopher Morgan, Trainee Democratic Services Officer
Trish Corns, Democratic Services Officer

79. MINUTES

The Minutes of the meeting held on 10 January 2022 were approved as a correct record and signed by the Chair.

80. DECLARATION OF INTEREST

Councillor Hocking declared an Appendix 2 interest in relation to Minute 85 by virtual of his position as Trustee of the Newton Abbot Community Transport Trust. He spoke but did not vote on this item.

Councillor D Cox declared an Appendix 2 interest in relation to Minute 85 by virtual of his position as Trustee of HITs. He spoke but did not vote on this item.

81. PUBLIC QUESTIONS

None.

82. COUNCILLOR QUESTIONS

None.

83. EXECUTIVE FORWARD PLAN

The Executive Forward Plan listing items to be considered by the Executive over the next few months including to which overview and scrutiny committee remit each issue fell, was noted.

84. WORK PROGRAMME

The Committee's work programme as circulated with the agenda was noted.

85. FINAL FINANCIAL PLAN PROPOSALS 2022/23 TO 2024/25

Consideration was given to the final financial plan proposals 2022/23 to 2024/25 for recommendation to Council on 22 February. The proposals included recommended revenue and capital budgets for 2022/23 and planned in outline for 2023/24 and 2024/25.

In his presentation the Executive Member for Corporate Services, Councillor Keeling thanked the Chief Finance Officer and staff for producing a balanced budget amongst the financial pressures and challenges of the covid pandemic. In addition to consulting the Overview and Scrutiny Committees in January and currently, the consultation on the budget proposals had included Parish and Town Councils Sept 2021 and January 2022 and a 6 week public consultation.

Teignbridge Council as the District Council would receive only 9% of the £5.00 council tax increase for Band D property. The proposed budget would result in reserves of just over £2 million and a budget deficit forecast of £2.6 million for 2024. The final government settlement was still awaited. The council tax provided just £9.3 million towards the £57.2 million revenue required to run services. The remainder of the revenue was sourced from other resources.

Councillor Keeling advised of the intention to: continue allocated voluntary grants at 2021-22 levels for 2022-23 and ensure no funding cuts in 2022/23 for the CVS, CAB, East Teignbridge and Newton Abbot Community Transport; increasing the Councillors community fund to £1,200 each; maintaining rent subsidies; and no further grant for Carn 2 Cove.

The Chief Finance Officer advised that as the Council's Section 151 Officer he had a statutory responsibility to present a balanced budget. Achieving continued allocated voluntary grants at the 2021-2 levels and other issues as presented by the Executive Member as detailed above could be achieved by approving the recommendation as detailed in the agenda report with amendments of the deletion of: the re-introduction of rural aid at £26,000 for 2022/23; and a provision for voluntary and community sector small grant scheme for 2022/23.

it was proposed by Councillor H Cox and seconded by Councillor Jenks that the proposal as detailed in the agenda report be approved subject to the deletion of: the re-introduction of rural aid at £26,000 for 2022/23; and a provision for voluntary and community sector small grant scheme for 2022/23. in addition: funding for CVS, CAB, East Teignbridge and Newton Abbot Community Transport be

maintained at 2021-22 levels for 2022-23; the Councillors community fund be increased to £1,200 each; rent subsidies be maintained; and no further grant for Carn 2 Cove.

This was carried by 7 for, 0 against and 2 abstentions.

RECOMMENDED

The proposals as set out above be considered together with any subsequent consultation comments for approval by Council as the final budget for 2022/23 and the outline plan for the subsequent years 2023/24 and 2024/25.

The proposed budget includes:

- An increase in council tax of £5 or 2.78% to £185.17
- Continued funding for a climate change officer (with increased temporary resources) and enhanced planning enforcement
- Increased provision in the capital programme for climate change projects
- The continuing reduction in new homes bonus
- Other central funding reductions – in particular provisional assumptions for business rates for future years and reset of the baseline
- Reserves at 12.8 % of the net revenue budget or just over £2.0 million
- Increased support for housing including the Teignbridge 100 whilst backing business and bringing people and organisations together for local neighbourhood planning
- Infrastructure delivery plan investment funded by community infrastructure levy and external sources where available
- Continuation of grant funded South West Regional Monitoring Programme
- Town centre investment in infrastructure and employment
A new two year pot of £40,000 per annum for 'Tidy Teignbridge' initiatives to improve cleanliness for town and parish councils
- Paying £1 million off our pension deficit in 2022/23 to reduce ongoing contributions
- Additional temporary resources to deliver expediently the significant projects and proposals identified above and within the capital programme, service reviews and processes to identify business and system improvements/developments, estate management, governance and communications

86. EXECUTIVE MEMBER BIENNIAL UPDATE COUNCILLOR CONNETT - STRATEGIC DIRECTION

The Leader of the Council Councillor Connett, as Executive Member for strategic direction, updated the Committee on progress of service priority which included housing, economy and climate change.

The update included statistics showing that: the number of out of work benefit claims had reduced since the peak following the first covid lockdown in 2020 but

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was still higher than pre covid; the reduction in CO2 emissions following completion of the Councils decarbonisation projects was on target; and there had been a reduction in net additional homes and affordable homes as a result of covid.

In response to questions the Leader advised on empty premises in Newton Abbot that were due to be re-let, and that as a market town Newton Abbot was doing well.

The full presentation can be found at [Agenda for Overview and Scrutiny Committee 1 on Tuesday, 1st February, 2022, 10.00 am - Teignbridge District Council](#)

Chairman

OVERVIEW & SCRUTINY COMMITTEE (1) WORK PROGRAMME 2022**Strategic Direction; Environmental Health; Waste & Recycling; Climate Change
Emergency; Communities; Housing & Information Technology**

Chair – Cllr H Cox
Vice Chair – Cllr Jenks

Portfolio Holders

Strategic Direction (Council Leader - Cllr Connett)
Recycling, Household Waste & Environmental Health (Cllr Dewhirst)
Homes & Communities (Cllr Wrigley)
Climate Change, Coastal and Flood Risk Management (Cllr J Hook)

The Overview and Scrutiny Committee Work Programme details the planning activity to be undertaken over the coming months.

The dates are indicative of when the Committee will review the items. It is a flexible programme however and it is possible that items may need to be rescheduled and new items added with new issues and priorities.

Standing Item

Strata Joint Executive Minutes

29 March 2022 Deadline for reports 10 March 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Dewhirst (Recycling, Household Waste & Environmental Health)
Council Strategy Performance Monitoring Q3	Report	Performance and Data Analyst EM Cllr A Connett Executive Member
Homeless Strategy	Report	Housing Needs Lead EM Cllr Wrigley

10 May 2022 Deadline for final reports 20 April	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Cllr J Hook (Climate Change, Coastal and Flood Risk Management)
Council Strategy Performance Monitoring Q4	Report	Performance and Data Analyst EM Cllr A Connett Executive Member
Discretionary Rate Relief Policy	Report	Service Lead for Revenue, Benefits and Customer Support EM Cllr Wrigley

12 July 2022 Deadline for reports	Report	Lead Officer / Next Steps
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Executive Member Presentation	Presentation	EM Cllr Wrigley (Homes and Community)

11 October 2022 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Connett (Strategic Direction)

13 December 2022 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Dewhirst (Recycling, Household Waste & Environmental Health)

10 January 2023 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Cllr J Hook (Climate Change, Coastal and Flood Risk Management)
Initial Financial plan Proposals 2023/24 to 2025/26	Report	Chief Finance Officer

7 February 2023 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	EM Cllr Wrigley (Homes and Community)
Final Financial plan Proposals 2023/24 to 2025/26	Report	Chief Finance Officer

Items to be scheduled

Task & Finish Groups		Lead Officer
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Historic Task & Finish Groups		
COVID 19 Community Impact	Joint with OS2	Amanda Pujol
BAME	Joint with OS2	Amanda Pujol
Voluntary Sector		Amanda Pujol/ Rebecca Gordon
Climate and Ecological Emergency (set up 9 Feb 2021 meeting)		David Eaton/William Elliott/ Loraine Montgomery
PSPO		David Eaton

Past Meetings

22 June 2021	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Strategic Direction - Leader, Cllr Connett
Teignbridge affordable housing development proposals	Report	EM Cllr Wrigley Housing enabling and Development Officer
Council Strategy Performance Monitoring Q4	Report	Project Manager, BID EM Cllr A Connett Executive Members
Empty Homes Policy	Report	Private Sector Housing Manager EM Cllr Wrigley

13 September 2021	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Dewhirst (Recycling, Household Waste & Environmental Health)
Council Strategy Performance Monitoring Q1	Report	Project Manager, BID EM Cllr A Connett Executive Members
Recycling targets	Report	EM Cllr Dewhirst Waste and Cleansing Manager
PSPO Task and Finish Group interim report	Report by Task and Finish Group	EM Cllr Dewhirst Waste and Cleansing Manager Environmental Protection Manager
Voluntary Sector Task and Finish Group	Report	EM Cllr Wrigley Homes and Communities Head of Community Services and Improvement

15 November 2021 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Cllr J Hook (Climate Change, Coastal and Flood Risk Management)

Council Strategy Performance Monitoring Q2	Report	Performance and Data Analyst EM Cllr A Connett
Climate and Ecological Emergency Task and Finish group	Report by Task and Finish Group	EM Cllr AJ Hook Environmental Protection Manager
Voluntary Sector Funding Task and Finish Group	Report by Task and Finish Group	Community Safety and Safeguarding Manager Head of Community Services and Improvement
River Teign Briefing from representatives of EA and SWW		Cllr D Cox/ EM Cllr A Dewhirst Drainage Manager Head of Place and Commercial Services

10 January 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	EM Cllr Wrigley (Homes and Community)
Initial Financial plan Proposals 2022/23 to 2024/25	Report	Chief Finance Officer
Equality Policy	Report	EM Cllr Wrigley (Homes and Community/ Community Safety and Safeguarding Manager)
Community Safety Annual Report	Report	Community Safety & Safeguarding Manager EM Cllr Wrigley
PSPO Task and Finish group Review of the current Order	Report	Task & Finish Group Environmental Protection Manager

1 February 2022 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Connett (Strategic Direction)
Final Financial plan Proposals 2022/23 to 2024/25	Report	Chief Finance Officer

**PROPOSAL FORM FOR ITEMS FOR
FOR CONSIDERATION BY
OVERVIEW & SCRUTINY**

Submitted by:

Item for Consideration:

Expected outcome i.e. new policy, new action, new partnership, review and/or scrutinise the performance of other public bodies or of the Council in relation to its policy objectives, performance targets and/or particular service areas:

Priority for matter to be considered:

High (up to 3 months) Medium (3-6 months) Low (over 9 months).

Basis on which priority has been set

The suggested item should be included in future programme(s) because: (please tick as appropriate)

- (a) It is a district level function over which the district has some control
- (b) It is a recently introduced policy, service area of activity which would be timely to review.
- (c) It is a policy which has been running for some time and is due for review
- (d) It is a major proposal for change
- (e) It is an issue raised via complaints received
- (f) It is an area of public concern
- (g) It is an area of poor performance
- (h) It would be of benefit to residents of the district

(i) Which of the Council's objectives does the issue address?

(j) Is there a deadline for the Council to make a decision? (If so, when and why?)

Members are requested to provide information on the following:-

(k) What do you wish to achieve from the review?

(l) Are the desired outcomes likely to be achievable?

(m) Will it change/increase efficiency and cost effectiveness?

Additional information – an explanatory sentence or paragraph to be provided below to support each box which has been ticked.

Please return completed form to Democratic Services Department.

Teignbridge District Council

Committee name

Meeting date

Part I

Report Title:

Teignbridge Homelessness and Rough Sleeping Strategy 2022-2027

Purpose of Report

To seek endorsement for the approach outlined within the draft Homelessness and Rough Sleeping Strategy 2022-2027, noting the proposed amendments resulting from consultation. The Committee is invited to comment on issues or actions that have been proposed as part of this work.

Recommendation(s)

The Committee RECOMMENDS to the Executive that the approach outlined in the draft Teignbridge Homelessness and Rough Sleeping Strategy 2022-2027 is adopted, noting the feedback that has been provided via our 5 consultation exercises, which will enable us to refine and improve our final version of the strategy which we plan to publish in June of 2022.

Financial Implications

Martin Flitcroft, Chief Financial Officer and Head of Corporate Services

Email: martin.flitcroft@teignbridge.gov.uk

As and when budget is required for the completion of any project derived from the Homelessness and Rough Sleeping Strategy, or internal staffing resources need to be committed, a business case will be made and senior leadership and/ or democratic approval will be sought in line with our corporate and constitutional requirements.

Legal Implications

The Council as a Local Housing Authority has a statutory obligation to review its Homelessness and Rough Sleeping Strategy every 5 years. Failure to undertake the review by the Council will amount to a breach of its statutory duty.

Paul Woodhead, Head of Legal Services and Monitoring Officer
Email: paul.woodhead@teignbridge.gov.uk

Risk Assessment

For any future projects derived from the Homelessness and Rough Sleeping Strategy, where required, the relevant project lead will assess risks and complete a risk register outlining any potential risks and associated mitigations.

Tony Mansour, Housing Needs Lead
Email: tony.mansour@teignbridge.gov.uk

Environmental/ Climate Change Implications

There are no direct environmental or climate change implications associated with the Draft Homelessness and Rough Sleeping Strategy, however any future projects or interventions derived from the strategy will be developed with environmental and climate change considerations in mind and, where required, with input from our Climate Change Officer.

Will Elliott, Climate Change Officer
Email: will.elliott@teignbridge.gov.uk

Report Author

Tony Mansour, Housing Needs Lead
tony.mansour@teignbridge.gov.uk

Executive Member

Cllr Martin Wrigley: martin.wrigley@teignbridge.gov.uk

Appendices/Background Papers

Appendix 1 Draft Homelessness and Rough Sleeping Strategy 2022-2027
Appendix 2 The Teignbridge Homelessness Review 2021
Appendix 3 Homelessness and Rough Sleeping Strategy Consultation Report

1. Introduction

1.1 The Homelessness and Rough Sleeping Strategy sits beneath the Council Strategy, The Local Plan and the Housing Strategy. Local Authorities are

legally obliged under the Homelessness Act 2002 (as amended) to update their Homelessness and Rough Sleeping Strategy every five years, and to provide a comprehensive review of homelessness within their area. Following member approval, a final version of this strategy will be published in June of 2022 and will run until 2027.

- 1.2 Consultation on the draft Homelessness and Rough Sleeping Strategy was undertaken in December of 2021, January 2022 and February of 2022. A report detailing the consultation methodology, outcomes and planned amendments to the strategy is attached. Please see appendix 3.
- 1.3 Following member approval of the Homelessness and Rough Sleeping Strategy, an action plan will be developed prioritising key projects designed to address and reduce levels of homelessness within the district. This action plan will run for eighteen months, and will be the first of three to be produced through the lifetime of the strategy. Key projects and actions derived from this strategy will be reviewed and reported on a quarterly basis via our Council Strategy and Housing Strategy Report.
- 1.4 Progress against the key aims and themes of our strategy will also be reported to representatives of key statutory and community and voluntary sector agencies via a Homelessness Forum which will be convened on a bi-annual basis.
- 1.5 A detailed Equality Impact Assessment is currently being developed in relation to the new strategy, and will be published alongside the final version of the strategy in June of 2022.

2. Report Detail

- 2.1 The draft Homelessness and Rough Sleeping Strategy sets out what the council and its partners will be doing over the next five years to address and reduce levels of homelessness in the district. The approach we plan to take is divided into three core principles and three strategic priorities, namely:

Core Principles

- Working In Partnership
- Using Data Effectively
- Putting the Client First

Strategic Priorities

- Prevention
- Intervention
- Sustainment and Recovery

2.2 Consultation

2.2.1 Consultation on our draft Homelessness and Rough Sleeping Strategy was undertaken using the following 5 methods:

- A workshop conducted with local representatives of the community and voluntary sector in Teignbridge
- An open formal consultation undertaken between 2nd December 2021 and 4th January 2022.
- Feedback provided by staff working in the field of Housing and Homelessness at Teignbridge Council
- Focused interviews with the leads of key agencies including those supporting young people and commissioners of substance misuse services.
- Interviews with people with lived experience of homelessness in Teignbridge.

2.2.2 As a result of the consultation exercises listed above we plan to make the following improvements to our strategy:

- In relation to the establishment of a Homelessness Forum, meetings should include a combination of developing projects and sharing of relevant information from all parties.
- Developing mechanisms for capturing the voices of people with lived experience of homelessness should draw on local best practice examples such as the co-designing of services by Young Devon.
- We will include more specific reference to mental health services and the new Community Mental Health Framework.
- We will include a commitment to looking at the relationship between mental health crisis and debt.
- We will include specific reference to awareness raising in relation to homelessness and homelessness prevention, for example outreach/ visiting schools and undertaking workshops around housing options.
- We will commit to the promotion and utilisation of befriending services.
- We will commit to promoting and utilising apprenticeship schemes as a route into employment, particularly for young people.

- We will further explore the potential for including organisations within the private and social enterprise sectors into our wider homelessness partnership. We agree that this could have a positive financial and social impact and could benefit those experiencing homelessness.
- We will be more explicit in terms of our commitment to proactively use data in order to provide tangible benefits for service users.
- More explicit reference to the Teignbridge 100 development project should be included to emphasise our efforts to bring into existence more affordable housing for local residents.
- We will include more data to show the increased demand year on year for the Rough Sleeping Service.
- We will include a heavier emphasis on our approach to reducing levels of rough sleeping within the district.
- We will provide dedicated sections showing our approach to supporting vulnerable groups including; people with substance misuse issues, young people experiencing homelessness, victims of domestic abuse and violence, and people experiencing mental health issues.
- We will commit to investigating the unmet needs are of young people experiencing homelessness in terms of the provision of accommodation.
- We will commit to investigating the feasibility of an emergency accommodation and assessment centre in Teignbridge for young people.
- We will promote closer collaboration between Social care and Housing for cases of 'intentional homelessness'.
- We will link our strategy to the new Drugs Strategy which has just been released.
- We will acknowledge that moves between units of accommodation can be disruptive for people engaged with treatment services.
- We will commit to Housing and substance misuse services working collaboratively to investigate the potential for rapid prescribing for people experiencing street homelessness, and for those people recently accommodated from a position of street homelessness.
- We will promote an approach based on harm reduction and harm minimisation should be adopted prior to services users being fully engaged in

drug and alcohol treatments. Please link your strategy to the new Drugs Strategy which has just been released.

- Moves between units of accommodation can be disruptive for people engaged with treatment services. It would be helpful for this to be acknowledged within the strategy.
- Housing and substance misuse services should work collaboratively to investigate the potential for rapid prescribing for people experiencing street homelessness, and for those people recently accommodated from a position of street homelessness.
- An approach based on harm reduction and harm minimisation should be adopted prior to services users being fully engaged in drug and alcohol treatments.

3. Implications, Risk Management and Climate Change Impact

3.1 Financial

As and when budget is required for the completion of any project derived from the Homelessness and Rough Sleeping Strategy, or internal staffing resources need to be committed, a business case will be made and senior leadership and/ or democratic approval will be sought in line with our corporate and constitutional requirements.

3.2 Legal

Housing authorities are required by legislation (Homelessness Act 2002 and the Homelessness Reduction Act 2017) to carry out a periodic review of homelessness in their area and to update their Homelessness and Rough Sleeping Strategy every five years. The purpose of the review is to determine the extent to which the population in the district is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available to prevent and tackle homelessness.

Local housing authorities should use this understanding of homelessness in their area to inform their Homelessness Strategy and they are obliged by legislation to involve partners in this process.

3.3 Risks

For any future projects derived from the Homelessness and Rough Sleeping Strategy, where required, the relevant project lead will assess risks and complete a risk register outlining any potential risks and associated mitigations.

3.4 Environmental/Climate Change Impact

For any future projects derived from the Homelessness and Rough Sleeping Strategy, where required, the relevant project lead will assess risks and complete a risk register outlining any potential risks and associated mitigations.

4. Alternative Options

As detailed above, Local Authorities are required by law to have an up to date Homelessness and Rough Sleeping Strategy in place. Failure to refresh our Homelessness and Rough Sleeping Strategy would therefore constitute a breach of this statutory requirement.

5. Conclusion

As outlined above, we request that the Committee endorse the approach outlined within the draft Homelessness and Rough Sleeping Strategy 2022-2027, noting the proposed amendments resulting from consultation. The Committee is invited to comment on issues or actions that have been proposed as part of this work.

We also request that the Committee recommends to the Executive that the approach outlined in the draft Teignbridge Homelessness and Rough Sleeping Strategy 2022-2027 is adopted, noting the feedback that has been provided via our 5 consultation exercises, which will enable us to refine and improve our final version of the strategy which we plan to publish in June of 2022.

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Teignbridge District Council Homelessness and Rough Sleeping Strategy 2022-2027

Consultation Draft

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Context and challenges

1. Introduction

The most visible form of homelessness involves people who are seen living on the streets, but the issue of homelessness is much broader than that, including, for example, people living in overcrowded or temporary accommodation or households who are threatened with eviction.

Anyone can become homeless, but issues such as unemployment, poor physical and mental health, alcohol and substance misuse, relationship breakdown, and combinations of all these, will increase the risk of someone losing a home and of being unable to quickly find another.

Tackling poverty is critical, particularly childhood poverty, which can have a lasting impact on a person's life. It is widely understood that there is a correlation between young people's childhood experiences and homelessness in later life – often referred to as 'adverse childhood experiences' (ACEs). A Public Health England report describes three direct experiences (verbal abuse, physical abuse and sexual abuse) and six indirect experiences (parental separation, domestic violence, mental illness, alcohol abuse, drug use and imprisonment) that have an impact on childhood development. 50% of homeless people generally have four or more ACEs.

This new five-year Strategy confirms Teignbridge District Council's commitment to preventing and relieving homelessness and rough sleeping, and sets out how we will work with our partners to meet our objectives.

It is an ambitious strategy, written at a time of uncertainty as to the long term impact of the Covid-19 pandemic which may put more people at risk of homelessness. Close collaboration with partners in responding to the crisis has, however, allowed us to explore new and innovative solutions, and different ways of working. Our proposed actions and approach to preventing and relieving homelessness have been developed in this context.

2. The National Strategic Context

A range of national policies and priorities, alongside legislation, have influenced and helped to shape the direction of the Council's Homelessness Strategy. Ending rough sleeping, reducing overall levels of homelessness and eliminating the use of unsuitable emergency accommodation are national priorities. These are also linked to other strategies and initiatives relating to reducing substance misuse, supporting victims of domestic abuse, reducing delayed hospital discharges, supporting looked-

after children and vulnerable families, supporting care leavers and helping to rehabilitate those within the criminal justice system.

Key pieces of legislation and national policies include:

- The Criminal Justice Act 2003
- The Mental Health Act 2007
- The Health and Social Care Act 2012
- The Care Act 2014
- The Children and Families Act 2014
- HM Government Care Leavers Strategy 2014
- The Localism Act 2011
- The Homelessness Reduction Act 2017
- The Homelessness Code Of Guidance for Local Authorities 2018
- The Rough Sleeping Strategy 2018
- The Domestic Abuse Act 2021

Prior to the onset of the Covid-19 pandemic, national levels of homelessness, rough sleeping and placements into temporary accommodation, including bed and breakfast style accommodation had risen year on year over the last decade.

Thanks to temporary protective measures (especially income protection programmes and eviction moratoria) the Covid-19 pandemic triggered no overall increase in homeless applications nationally. Temporary accommodation placements surged however, particularly of single homeless people, as the result of the emergency measures to protect those at risk of rough sleeping (Everyone In) during the pandemic.

The pandemic has also further exposed England's severe shortage of affordable homes. Access to long-term housing was generally seen to be the biggest capacity challenge posed (or increased) by the pandemic on local authorities. A majority of councils surveyed said it had become harder to place homeless households in both social rented and private rented sector housing during the pandemic. (*Crisis homelessness monitor 2021*)

3. The Local Strategic Context

Teignbridge

At a district level, the key strategic plans linked to this strategy are:

- The Teignbridge District Council Housing Strategy 2021-2026
- The Teignbridge Tenancy Strategy 2019

- The Teignbridge Council Strategy 2020-2030
- The Teignbridge Local Plan 2020-2033
- The Dartmoor National Park Local Plan 2006-2026

The Teignbridge Housing Strategy 2021-26 sets out what the Council and its partners will be doing over the next five years to improve the housing situation for our current and future residents, and should be read alongside this document. Our vision is grouped into five key themes which reflect the broad range of work that we do to meet housing need in Teignbridge. The five key themes are:

1. Building affordable homes.
2. Improving homes
3. Preventing homelessness and addressing rough sleeping
4. Putting the client first
5. Tackling climate change.

Devon

At a county-wide level, the key strategic plans linked to this strategy are:

- Happy and Healthy Communities, Devon's Joint Health and Wellbeing Strategy 2020-2025
- Wider Devon Sustainability and Transformation Plan 2016
- Promoting Independence in Devon, 5 Year Plan for Adult Social Care 2018
- The Children and Young People's Plan 2019-2023
- Healthy Lives, Vibrant Communities, Housing Choices, a Joint Strategic Approach to Supporting People to Live Independently in Devon 2020-2025
- Domestic Abuse Support in Safe Accommodation in Devon (currently at consultation phase)
- The Devon Partnership Trust Community Mental Health Framework (currently under development)
- Team Devon COVID-19 Economy and Business Recovery Prospectus 2020

The Devon Recovery Co-ordination Group (DRCG) was established following the first response phase of the Covid-19 pandemic in 2020. The group brought together representatives across Devon to work with communities and help to reset, restart and regrow Devon. A crucial element of the RCG's work has been to assess the impacts of the pandemic in Devon. Some of the key findings include:

- Communities stepped up to the challenge of the pandemic, and community-based groups have played a critical role in supporting vulnerable people and those with additional needs.
- The impact of the pandemic has not been felt equally and has fallen disproportionately on those groups who already suffered entrenched and systematic inequality.
- Those who privately rent their homes are at higher risk of rent increases or eviction, and food insecurity has also risen and most at risk are households where someone has a disability or mental health issue, single adult households with children and those with a low income.
- The pandemic has exacerbated existing health inequalities including those around age, occupation, ethnicity, health status, place of residence and areas of deprivation.
- There have been rising numbers of people seeking support for domestic abuse, and there has been a rise in hate crime including that motivated by sexuality and race.

We therefore face significant challenges over the coming years which are likely to be further exacerbated should we enter a period of austerity and reduced financial support for key public services. However, the work of the Recovery Coordination Group, and the many other multi-agency forums established in response to the Covid-19 pandemic, shows the value of collaborative knowledge sharing and partnership work through which we can build successful approaches to meeting the needs of those who require support.

4. Homelessness in Teignbridge

A full and detailed homelessness review has been conducted and can be read alongside this strategy. Here is a summary of some of the key findings:

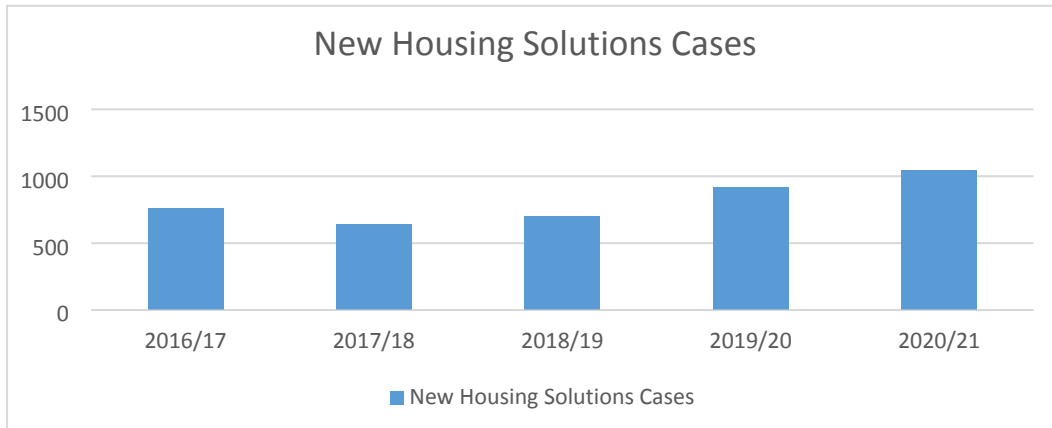
Overall demand for housing advice and support:

Our Housing Solutions Team is led by our Housing Solutions Lead and Senior Casework Supervisor and includes eight full time Housing Caseworkers. We also fund a full time Youth Homelessness Prevention Worker based at the Youth Enquiry Service in Newton Abbot.

Our front-line officers work with people who are threatened with homelessness or who have been made homeless at the earliest opportunity and develop Personalised Housing Plans (PHPs) which meet the specific needs of each household. Where possible, they try to help people remain in their existing home. When this is not possible, for example because a landlord is selling their property, or it is not suitable

for the household to remain, they try to find people alternative housing either within the social or private rented sector.

The graph below shows the total number of new housing advice cases each year in Teignbridge since 2016, and illustrates a steady rise in demand for our services since 2017.



The top five reasons for people needing our help have remained consistent over the past few years. These are:

1. The ending of an assured shorthold tenancy
2. Family or friends no longer being able or willing to accommodate
3. Non-violent relationship breakdown with partner
4. The ending of a social rented tenancy
5. People needing help as a result of domestic abuse

Demand for Temporary Accommodation

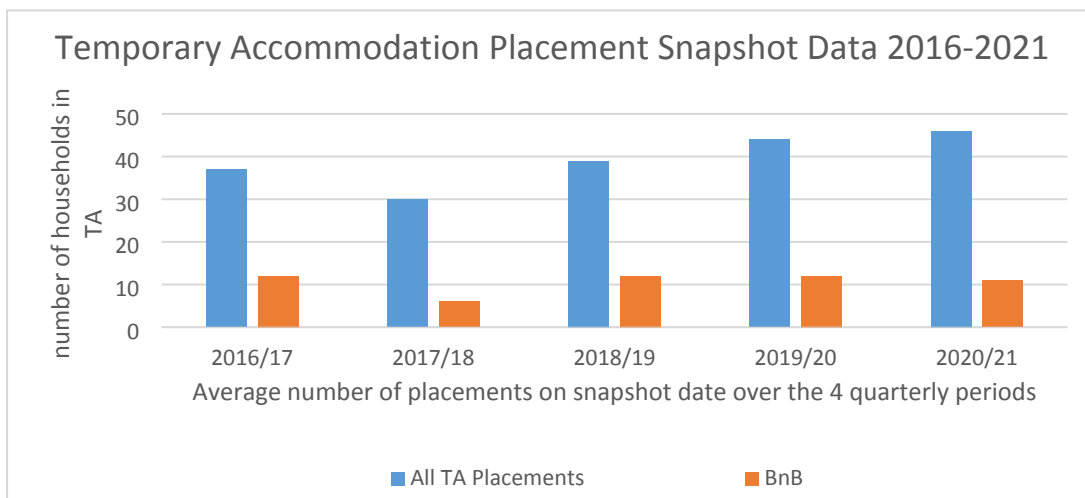
The Accommodation Team is led by our Accommodation Lead and includes a team of officers whose job it is to manage placements within temporary accommodation, collect rent and oversee financial arrangements, and resettle people into secure and suitable homes.

Our temporary accommodation provision is made up of:

- A supported temporary accommodation project for single homeless households and families called Albany House. Albany House is made up of ten rooms including six single rooms, two small family rooms and two large family rooms.
- A Housing First Project made up of 11 self-contained one-bedroom properties where enhanced support is provided by our Rough Sleeper Team and contracted support provider, Sanctuary Supported Living.

- A further 28 units of leased, self-contained properties of varying sizes spread across the district area.
- We also help to fund two accommodation projects for young people which are managed by Young Devon.
- When no other options are available, we have to place people into bed and breakfast accommodation, however this is not considered to be suitable accommodation. We endeavour to not place 16- or 17-year-olds into bed and breakfast and we cannot legally place families or expectant mothers into bed and breakfast for any longer than six weeks.

The graph below aggregates the average number of households placed in temporary accommodation by Teignbridge Council each year since 2016. In line with the overall rise in demand for housing advice and support, we have seen a consistent rise in the demand for temporary accommodation placements. As a result of the expansion of our self-contained temporary accommodation provision, including our Housing First project, placements into bed and breakfast-style accommodation have remained static over the same period.



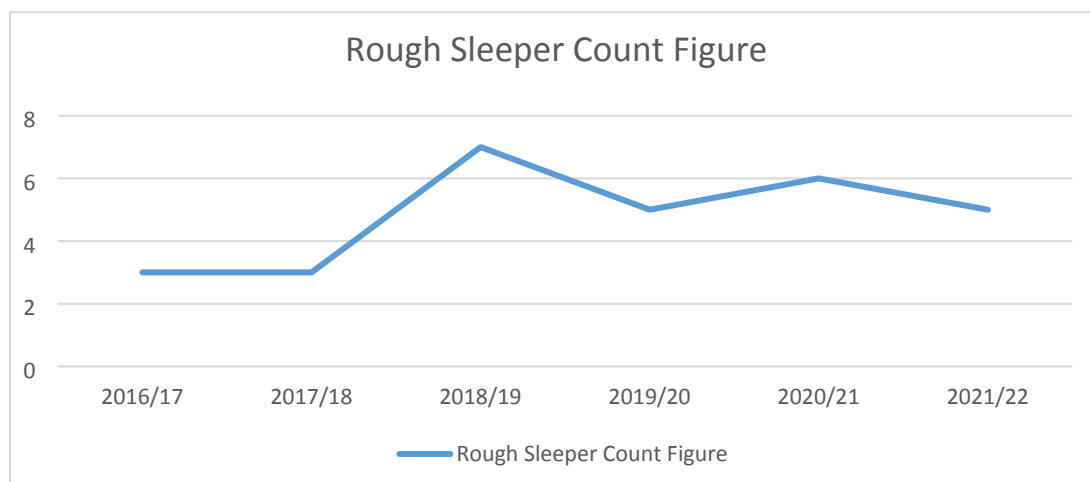
Rough Sleeping in Teignbridge

For the past five years, we have been committed to offering accommodation and support to anyone who we confirm is rough sleeping in Teignbridge and who has a local connection to the district. This offer is made regardless of whether we have a statutory duty to do so under the Homelessness Reduction Act. Our Rough Sleeper Team responds to intelligence provided by members of the public, Teignbridge Council colleagues or partner agencies such as local policing teams, by conducting outreach visits in order to verify the reports.

People who are found to be rough sleeping but do not have a local connection to Teignbridge are offered reconnection to the area with which they do hold a local connection. We provide a range of accommodation options, including our Housing First Project which comprises 11 one-bedroomed properties. Support is provided by our Rough Sleeper Navigator, and support workers from Sanctuary Supported Living.

Each year in the autumn, we conduct an official rough sleeper count, undertaken with a representative from Homeless Link, a national membership charity working directly with people who become homeless in England. Community and voluntary sector agency representatives and local police officers also help us to conduct the count and the findings are reported to central Government.

Despite the overall rise in demand for homelessness services and temporary accommodation placements over the last four years, we can be proud that we have not seen a correlating increase in the most acute form of homelessness, rough sleeping. The graph below shows the annual rough sleeper count figures in Teignbridge since 2016, including the most recent figure from our official count conducted in November 2021.



Maintaining relatively low rough sleeping numbers has been the product of intensive outreach work on the part of our Rough Sleeper Team, combined with the targeting of resources and collaborative partnership working. Together with our commitment to provide accommodation and support to all verified rough sleepers who have a local connection to Teignbridge, we have also:

- Provided increased staffing resource to the Rough Sleeper Team, which now has 2.6 full time equivalent officers, through the Rough Sleeper Intervention funding stream.

- Expanded our Housing First project to 11 one-bedroom self-contained properties.
- Expanded our provision of leased one-bedroom transitional ‘crash pad’ accommodation which can be accessed by the Rough Sleeper Team for those former rough sleepers who do not require the intensive level of support provided in our Housing First Project.
- Established a Multi-Disciplinary Team, led by our Rough Sleeper Coordinator and made up of representatives from key statutory agencies such as Probation, The Police, Adult Social Care, and Mental Health Services, together with community and voluntary sector representatives.

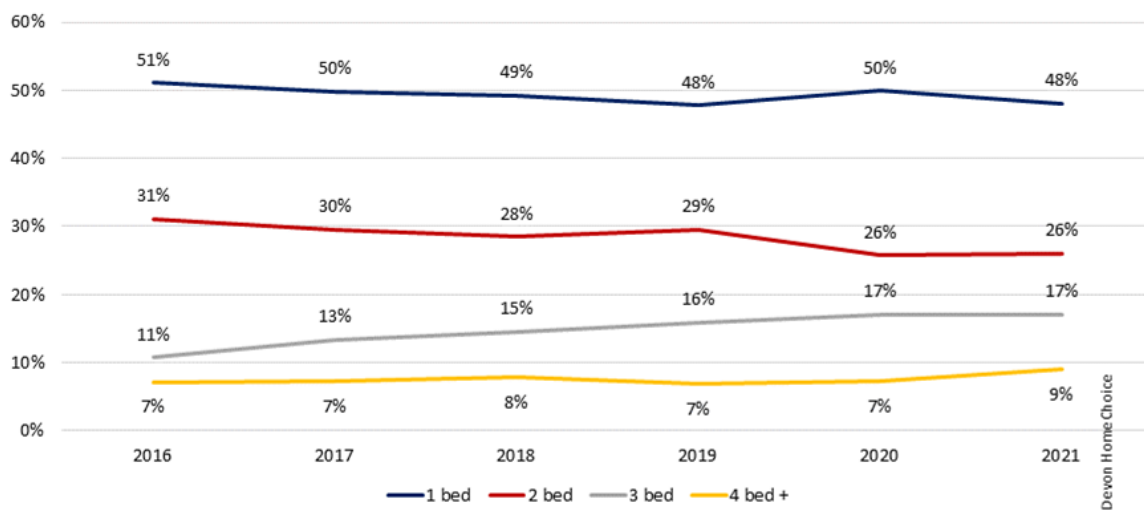
Devon Home Choice

We have two full time allocations officers who manage the social housing register of need (Devon Home Choice) in Teignbridge. They process applications and changes of circumstances, assign priority ‘banding’ status in line with the Devon Home Choice Policy and act as points of contact for applicants. The team is managed by the Housing Solutions Lead who is also responsible for conducting reviews and appeals.

Demand for social housing within Teignbridge remains high as illustrated through the graphs below.

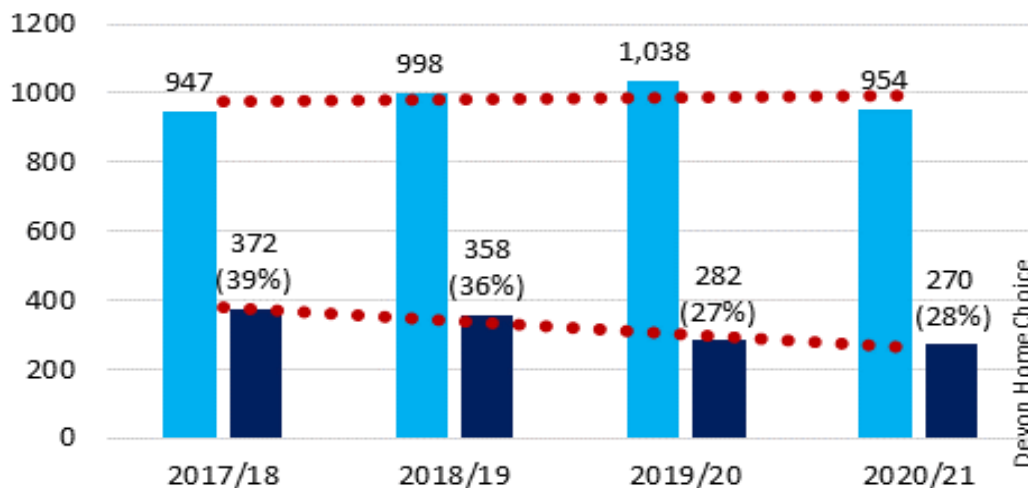
People with a one bedroom need consistently account for around half of all applications on the Devon Home Choice register, however we have also seen an increased need for larger three and four bedroom properties in recent years.

Housing Register applications by bed size



The total number of applicants on the housing register has remained fairly static over the past four years, however there has been a reduction in total social housing allocations in the last two years. This is in part a result of the COVID-19 pandemic, and associated Government-led interventions which caused stasis and limited movement within the housing market.

Total on Housing Register vs allocations



5. Key Challenges

National

Nationally, local authorities are experiencing significant budget pressures and increasing challenges to meeting the high levels of demand for housing and support services. Covid-19 has inflicted extensive damage on the economy and on public finances, and there is concern about a potential tidal wave of ‘new’ homelessness as many households suffer significant changes to their financial situation.

Government has increased the amount of grant funding available to address homelessness in recent years, however funding pots have tended to be short term and highly specified and focused overwhelmingly on rough sleeping.

Ongoing uncertainty around the impact of Brexit has also made the operating environment for house builders and housing associations more difficult. For many, there are major concerns around the economic certainty to secure finance, a reduction in frictionless trade needed to source materials for housing development, the loss of funding streams and the shortage in both skilled and unskilled labour.

Rising energy costs are also causing financial hardship for many households across the country, and are likely to increase the number of people considered to be living in ‘fuel poverty’ whereby a household’s income is below the poverty line, taking into

account energy costs, and its energy costs are higher than typical for its household type.

Local

High demand and lack of affordability

There are currently around 1000 households on the council's housing register. Although this includes some people with low priority for housing, we know that there are also people in housing need who are not registered. For example, those with very complex needs – including some rough sleepers - may not be sufficiently well engaged with services to register; others may decide not to if they feel they have no chance of being housed – e.g., if they have been evicted from previous accommodation or have a housing related debt.

The following issues mean that the number of people in need for suitable, affordable housing within the district are likely to remain high, and could increase over the coming years:

A mismatch between the profile of social housing applicants on our register and the size and type of housing becoming available for letting:

Around half of all applicants on the housing register have a one bedroom need and there is a corresponding shortage of one-bedroomed properties available for general needs social housing applicants.

There is also a shortage of larger social housing properties available to let, meaning that households with a need for properties with four or more bedrooms can spend a long time on the register waiting to be rehoused. We will continue to work with local Registered Providers to address this issue, and ensure as far as possible that the available social housing stock matches the needs of people on the housing register.

Shortage of private rented homes, leading to high rents:

There is an acute shortage of private rented homes which are affordable to people on low incomes in Teignbridge. This is compounded by a Local Housing Allowance (the maximum amount which housing benefit, or the housing element of Universal Credit will cover for housing costs) which is intended only to meet the lower one-third of local private rents - for which there is great competition.

The table below illustrates the mismatch between local housing allowance rates in Teignbridge, and the average rents for private sector properties as of November 2021:

Bedroom size	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom
Monthly Local Housing Allowance rates for South Devon	£448.76	£598.35	£728.00	£897.52
Average rents per calendar month (pcm)	£538 pcm	£738	£938	£1,350

Buoyancy within the housing market as people relocate to the South-West:

The disparity between the local housing allowance rate and average private rents in Teignbridge is a long-standing issues which has been further exacerbated by the impacts of Covid-19. The pandemic has brought increased buoyancy to the housing market in Devon as households have sought to relocate to the South-West from large metropolitan areas.

The table below shows compares the average house prices nationally, in Devon and in Teignbridge as of November 2021:

Average House Prices, November 2021:

National	Devon	Teignbridge
£264,000	£312,935	£275,991

Although house prices in Teignbridge are higher than the national average, household wage levels are lower as illustrated in the table below:

Average weekly and annual total pay earnings 2021

	National	Devon	Teignbridge
Weekly Gross	£578	£567	£533
Annual Gross	£30,056	£29,484	£27,716

Therefore, the average property for sale in Teignbridge is currently 10 times the average annual wage level.

Poverty and Inequality

The impact of Covid-19 on jobs and incomes is likely to lead to many more people in Teignbridge experiencing economic hardship, including some who have previously been relatively well off. It will also exacerbate existing poverty; those who have no credit history or savings to fall back on are likely to be particularly hard hit.

The Devon County Council Economy, Enterprise and Skills Team established an economic vulnerability index in order to track the impacts of Covid-19. The index uses an existing economic baseline but is combined with more real-time information when this is available. It is helping identify areas of both need and opportunity in a potentially rapidly changing post-Covid-19 economy.

It includes factors such as current unemployment levels, alongside respective furlough vulnerability, age profile, sector make up (highlighting potentially vulnerable sectors) and overall deprivation.

Most of Devon has been significantly impacted by the economic effects of COVID-19 and more broadly a slowing global, national and local economy, with patterns of economic difficulty spread more widely across the whole County than in previous recessions.

The impacts and future vulnerabilities identified in the Index are being felt most significantly in Devon's market and coastal towns, with the 10 most vulnerable areas currently being:

1. Barnstaple Town Centre
2. Teignmouth: Town Centre and Seafront area
3. Ilfracombe – High Street, Fore Street and Quay
4. Newton Abbot: Station Road and Osborne Street area
5. Newton Abbot: Central – Union Road and Halcyon Road area
6. Ilfracombe West – Wilder Road and Torrs Park
7. Totnes Town Centre
8. Barnstaple – Forches Avenue Area
9. Honiton – Streamers Meadows and King Street
10. Ilfracombe – College Area

Three of the wards (numbers 2, 4 and 5, highlighted in red above) considered to be most economically vulnerable are located within the Teignbridge district area.

In terms of protected characteristics, evidence from the Cabinet Office identifies that Black and Minority Ethnic (BAME) people are more likely than non-BAME people to experience housing issues in relation to quality of housing, cost of renting as a proportion of income and overcrowding. LGBTQ research from Stonewall also found that around one in five trans people had experienced homelessness at some point in their lives. Inequalities in health and educational attainment are also factors.

A full Equality Impact Assessment will be carried out on the Strategy and will be published alongside it.

Our Core Principles

6. Working in Partnership

We understand that working closely with partners is key to helping prevent and relieve homelessness. Under the Homelessness Reduction Act's 'duty to refer' mechanism, partnership working is now also a statutory requirement. The value of working collaboratively with statutory agencies and community and voluntary groups was highlighted through the response to the Covid-19 pandemic, and we are committed to building on and galvanising these relationships.

Teignbridge Council has a long history of working collaboratively with a wide range of partner agencies to develop and deliver homelessness and wider health and wellbeing services.

We have played a key role in establishing the Devon and Cornwall Housing Options Partnership and the Devon and Cornwall Rough Sleeping Partnership, and we helped establish the Devon Homelessness and Health Partnership in response to the Covid-19 pandemic. We also provide representation on a wide range of partnership boards relating to the underlying causes and impacts of homelessness, the full details of which can be found in our Homelessness Review.

New partnerships have emerged more recently in response to legislation and policy changes such as:

- The Domestic Abuse Partnership Board which was established as a result of the Domestic Abuse Act and;

- The Community Mental Health Framework Southern Locality team - established to help develop the Community Mental Health Framework in South Devon.

We will continue to work collaboratively but recognise there is more we can do. We need to work more closely with community and voluntary sector groups, for example, recognising the critical role they play in addressing homelessness locally.

To achieve this aim we will establish a Teignbridge Strategic Homelessness Forum.

The Forum will:

- Agree the Delivery Plan attached to this Strategy and set out the steps required in achieving the vision within the lifetime of the Strategy
- Meet regularly to review progress against the delivery plan and ensure it remains responsive to emerging needs
- Identify funding opportunities and develop services where there are identified gaps in provision
- Share best practice in providing homelessness services and solutions
- Commit to joint working and to co-deliver improved services providing effective responses to homelessness
- Collaborate and agree solutions to common system blockages

7. Using data effectively

Our Covid-19 recovery work, both within Teignbridge and through our wider representation on the Devon-wide Recovery Coordination Group, has shown that certain areas have been disproportionately impacted by the pandemic, as illustrated on page 14.

Consultation and partnership work with our statutory and voluntary sector colleagues throughout the response and recovery phases of the pandemic has also highlighted the value of holding and evaluating geographically specific indicators of need for the services we provide.

Historically, however, we have focused on analysing past trends, rather than predicting future demand, and we have lacked the means to effectively combine our key data sources.

We intend to capitalise on our improved partnership arrangements so that we can move from a position of analysing historic trends, to one where we can more effectively predict future demand for services, and target interventions within the areas and communities that most need our support.

To achieve this aim, we will establish a pilot scheme to combine key data sources in order to predict demand for housing, homelessness and related support services in Teignbridge.

Teignbridge District Council, Devon County Council and Citizens Advice Teignbridge (CAT) will combine key Teignbridge ward level data sources relating to:

- Weighted Vulnerability Index information such as unemployment levels, benefit claimant counts, income deprivation levels, health outcome information, crime statistics etc. collated by Devon County Council
- Demand for advisory services broken down by ward area and the type of advice sought, provided by CAT
- Demand for support services provided by Teignbridge District Council, such as help with housing benefit claims, council tax support, and housing advice and assistance, broken down by ward area.

These data sources will be combined into a smart dashboard which will enable us (Teignbridge District Council), Devon County Council, and voluntary and third sector organisations operating within the Teignbridge district area to more accurately predict demand for services, and target communications and ward specific preventative interventions.

8. Putting the client first

Putting the client first means developing homelessness and housing support services which focus on the person rather than the process. We need to ensure we deliver personalised support which helps people sustain their homes and ensures they receive early help when they are at risk of homelessness. When people fall into crisis, we will act swiftly to give them targeted, bespoke support to get them into accommodation and off the streets.

The operating environment of front-line homelessness services is fast paced and can often be reactive. We recognise that we need to do a better job of learning from successful projects, and listening to those with a lived experience of homelessness. We also need to ensure that we empower people to make decisions about their lives and help people build on their strengths and assets in a way that works for them.

To achieve this aim we will:

- Work with people with lived experience of homelessness to ensure the Strategy delivers the right outcomes; that the commissioning of projects maximises effective interventions; and that local initiatives improve the life of those experiencing homelessness

- Establish local networks to provide support to sustain tenancies including furniture and home start packs, access to foodbanks, befriending and help with integration into the local community and help with budgeting, money management, benefits advice and claiming benefits
- Create specific projects to help people access and maintain appropriate training and/or employment opportunities
- Develop peer advocacy, employment and training opportunities for people with lived experience
- Be proactive in understanding and responding to current homelessness causes and risk factors by undertaking research and evaluation with households who have engaged with homelessness services – which will inform continual service improvement and the design of future provision.
- Procure a homelessness case management IT system that enables people to easily update their case-file via a ‘client portal’, thus improving our digital offer to those experiencing homelessness.

Strategic Priorities

9. Priority 1: Prevention

Although there are many reasons why a household may be homeless or threatened with homelessness, the most common reasons recorded locally are the loss of a private rented home and family and friends who are no longer willing, or able to accommodate. Other reasons include relationship breakdowns, evictions from supported housing, the end of a social tenancy and people needing to flee violence and harassment, including domestic violence.

For many people there will be a number of reasons, and for some will require enhanced support because they have multiple complex needs.

We try to work with people at the earliest opportunity when they are threatened with homelessness, and take proactive steps to enable them to remain in their existing home, provided that it is safe and suitable to do so. Where this is not possible, for example because a landlord has decided to sell their property, we try to assist people to find another home which meets their needs.

There are a number of services available to help people remain in their homes, including:

- Financial and debt advice

- Targeted financial support provided to people struggling to meet their rental liability
- Putting adaptations in people's homes for people with disabilities
- Work undertaken with landlords and lettings agents to resolve tenancy issues
- Mediation with family and friends where relationships have broken down
- Partnership work to tackle anti-social behaviour, harassment and domestic abuse
- Taking a trauma informed approach to supporting people with complex needs.
- Find suitable, affordable alternative accommodation for people who cannot remain in their existing home.

Homelessness prevention also means ensuring that local residents and representatives from our partner agencies are aware of the support we can provide. We try to ensure those who are threatened with homelessness either contact us directly, or are referred to us by their advocates, at the earliest opportunity.

We will continue to try to prevent homelessness wherever possible, as soon as possible.

To achieve this aim we will:

1. Continue to improve the Housing Solutions Service, to make sure that we give residents high quality advice when they need it.
2. Continue to recognise the strong links between mental health, substance misuse and homelessness, and work with Devon County Council to ensure that service design supports tenancy sustainment and homelessness prevention.
3. Improve our approach to preventing private sector evictions and to preventing homelessness for people living with family, or friends through targeted and proactive mediation.
4. Explore further tenancy rescue solutions for private tenants including the potential for targeted grants and loans.
5. Improve our digital offer to service users, ensuring that our IT systems incorporate self-service capabilities, and do not act as a barrier to people accessing the right help at the right time.
6. Review the financial advice services available to identify any gaps, duplication, or problems with accessing services.
7. Continue to work with housing providers operating locally, through which we have agreed common policies and approaches and help minimise the number of social housing evictions.
8. Improve how we capture the reasons for homelessness and identify trends, particularly in relation to cases of repeat homelessness, understating that some people will require more support than others to sustain a tenancy in the future.

9. Improve our understanding of what impact COVID-19 might have on the risk of homelessness, so that we can plan and respond accordingly.
10. Collect and analyse data coming from a number of sources, including from Devon County Council and the Community and Voluntary Sector so that we can target communications and interventions at those areas within the district that need the most support.

10. Priority 2: Intervention

It is not always appropriate for people to remain in their existing home and sometimes it is not possible to prevent homelessness. Intervention covers a broad range of activities that ensure local people who are made homeless are given the support and help they need to access and sustain suitable accommodation.

In order to intervene effectively to relieve homelessness, we will: seek to improve access to a range of accommodation options both temporary and permanent; act to minimise the use of unsuitable emergency accommodation; improve access to and the effectiveness of support services; and continue to build on our commitment to end rough sleeping within the district through the use of targeted outreach and the development of homelessness and health pathways.

To achieve this aim we will:

1. Continue to review the Devon Home Choice Policy and our approach to Local Lettings Plans to ensure access to housing for people with high levels of need.
2. Review the extent to which housing related debt should remain a barrier to being offered a home.
3. Work with housing providers to explore how we can use existing homes better.
4. Encourage and promote the take-up of private rented housing options, considering additional incentives and improving the support available to landlords and tenants.
5. Build a register and needs assessment of affordable, suitable private rented properties to ensure they are allocated to households in an equitable way.
6. Investigate the feasibility of delivering more specialist forms of housing, such as acquiring houses of multiple occupation to provide more housing options for young people on low and middle incomes.
7. Further develop our existing plans to reduce reliance on the use of Bed and Breakfast style emergency accommodation.
8. Look for alternative ways of providing temporary and emergency accommodation to more effectively support people with complex needs.
9. Develop effective homelessness and accommodation pathways to ensure people are not discharged from hospital or released from prison directly onto the streets.

10. Establish a Homelessness Forum made up of the key agencies that work with homeless people in Teignbridge, using their knowledge and experience to develop effective interventions and innovative projects.

Priority 3: Recovery and Sustainment

We need to make sure our interventions are focused on helping people sustain safe and suitable accommodation in the long term. Sustainment means breaking the cycle of repeat and chronic homelessness, and enabling people to lead healthy and productive lives.

To build a model of sustainment we will: ensure that tackling the social, economic and health impact of homelessness is the business of all local services; adopt an inclusion health approach aimed at improving the health outcomes of those at risk of, or already homeless; work with local landlords and social housing providers to support people before they reach a point of crisis; and develop pathways through which people who have experienced homelessness can access employment and training opportunities, building their resilience and independence.

To achieve this aim we will:

1. Review the scope and effectiveness of accommodation based and floating support, particularly in relation to 'move on' advice and maintaining settled homes.
2. Develop a model of accommodation based and floating support that meets the housing and health needs of our local service users.
3. Continue to provide financial inclusion advice and support for those at risk of or already homeless.
4. Work with the Department of Work and Pensions and the community and voluntary sector to improve options for employment, education and training for people who have experienced homelessness.
5. Improve collaboration with statutory partners at a strategic level to address the underlying causes of homelessness.
6. Build on the work of our Rough Sleeper Multidisciplinary Team, and explore how joint working arrangements with mental health, substance misuse and social services can be improved including the potential of some co-location of services.
7. Continue to work in partnership with representatives from statutory agencies and the community and voluntary sector, consolidating the brilliant partnership work undertaken in response to the Covid-19 pandemic.
8. Ensure we provide support to landlords and social housing providers experiencing issues with tenants so we can resolve problems before they reach crisis point.

9. Develop an ethical framework which enables us to hear and understand the voices of people with a lived experience of homelessness, ensuring that those experiences are embedded within and directly inform future service design.

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Homelessness Review 2021

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1. Introduction

1.1 Why conduct a homelessness review?

Housing authorities are required by legislation (Homelessness Act 2002 and the Homelessness Reduction Act 2017) to carry out a periodic review of homelessness in their area. The purpose of the review is to determine the extent to which the population in the district is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available to prevent and tackle homelessness.

Local housing authorities should use this understanding of homelessness in their area to inform their Homelessness Strategy and they are obliged by legislation to involve partners in this process. In addition, the Homelessness Code of Guidance for local authorities sets out some requirements for a Homelessness Strategy.

It should:

- Link to the wider contributory factors of homelessness, such as health, wellbeing, employment and economic factors.
- Be consistent with other corporate strategies and objectives.
- Involve partners in implementing the strategic homelessness objectives.
- Have an Action Plan to show how the strategic objectives will be achieved.
- Be monitored and reviewed during the life of the Strategy.

1.2 Definition of Homelessness

The main provisions for dealing with homelessness are contained in Part 7 of the Housing Act 1996 (as amended). The Homelessness Reduction Act 2017 came into force on 3 April 2018. It made significant changes to Part 7 of the 1996 Act. Its main effect was to place increased duties on local authorities to assess an applicant's needs and to prevent and relieve homelessness.

A person is threatened with homelessness if it is likely that they will become homeless within 56 days. This includes where they have been given a valid section 21 notice in respect of their only accommodation, and the notice is due to expire within 56 days. Where a person is threatened with homelessness, the local authority will have a duty to take reasonable steps to prevent them from becoming homeless.

A person is statutorily homeless if they have no accommodation available for their occupation which they have a legal right to occupy and is reasonable for them to continue to occupy. If the person is statutorily homeless, the local authority will have some form of duty towards them. This ranges from advice and assistance, or providing interim accommodation, to the relief duty or the main housing duty of securing accommodation for a continuing period. The extent of the duty will depend on whether or not they are, or may

be, eligible for assistance, in priority need, intentionally homeless, or have a local connection. It is important to note that there is only a duty to secure accommodation for those who are eligible for assistance and have a priority need.

The priority need categories are set out in Part 7 of the Housing Act 1996 and these are:

- Pregnant women
- Households with dependent children
- 16 and 17 year olds
- Care leavers aged 18,19 or 20
- People made homeless by an emergency
- People vulnerable as a result of old age, mental illness or physical disability, having been in care, having served in the armed forces, having been in custody, having to leave accommodation because of violence or abuse or those who are vulnerable for some other special reason.

2. Homelessness in context

2.1 National context

A range of national policies and priorities, alongside legislation, have influenced and helped to shape the direction of the Council's Homelessness Strategy. Ending rough sleeping, reducing overall levels of homelessness and the eliminating the use of unsuitable emergency accommodation are national priorities. These are also linked to other strategies and initiatives relating to: reducing substance misuse, supporting victims of domestic abuse, reducing delayed hospital discharges, supporting looked after children and vulnerable families, supporting care leavers, and helping to rehabilitate those within the criminal justice system.

Key pieces of legislation and national policies include:

- The Criminal Justice Act 2003
- The Mental Health Act 2007
- The Health and Social Care Act 2012
- The Care Act 2014
- The Children and Families Act 2014
- HM Government Care Leavers Strategy 2014
- The Localism Act 2011
- The Homelessness Reduction Act 2017
- The Homelessness Code Of Guidance for Local Authorities 2018
- The Rough Sleeping Strategy 2018
- The Domestic Abuse Act 2021

Prior to the onset of the Covid-19 pandemic, national levels of homelessness, rough sleeping and placements into temporary accommodation, including bed and breakfast style accommodation, had risen year on year over the last decade.

Thanks to temporary protective measures, particularly income protection programmes and eviction moratoria, the Covid-19 pandemic triggered no overall increase in homeless applications nationally. Temporary accommodation placements surged however, particularly of single homeless people, as the result of the emergency measures to protect those at risk of rough sleeping (Everyone In) during the pandemic.

The pandemic has also further exposed England's severe shortage of affordable homes. Access to long-term housing was the capacity challenge most widely seen as having been posed by the pandemic by local authorities according to research conducted by Crisis, a homelessness charity. A majority of councils surveyed said it had become harder to place homeless households in both social rented and private rented sector housing during the pandemic. (*Crisis homelessness monitor 2021*)

2.2 Local Context

Teignbridge

At a district level, the key strategic plans linked to this strategy are:

- The Teignbridge District Council Housing Strategy 2021-2026
- The Teignbridge Tenancy Strategy 2019
- The Teignbridge Council Strategy 2020-2030
- The Teignbridge Local Plan 2020-2033
- The Dartmoor National Park Local Plan 2006-2026

The Teignbridge Housing Strategy 2021-26 sets out what the Council, and its partners will be doing over the next five years to improve the housing situation for our current and future residents, and should be read alongside our Homelessness and Rough Sleeping Strategy. Our vision is grouped into five key themes which reflect the broad range of work that we do to meet housing need in Teignbridge. The five key themes are:

1. Building affordable homes.
2. Improving homes
3. Preventing homelessness and addressing rough sleeping
4. Putting the client first and
5. Tackling climate change.

Devon

At a county-wide level, the key strategic plans linked to this strategy are:

- Happy and Healthy Communities, Devon’s Joint Health and Wellbeing Strategy 2020-2025
- Wider Devon Sustainability and Transformation Plan 2016
- Promoting Independence in Devon, 5 Year Plan for Adult Social Care 2018
- The Children and Young People’s Plan 2019-2023
- Healthy Lives, Vibrant Communities, Housing Choices, a Joint Strategic Approach to Supporting People to Live Independently in Devon 2020-2025
- Domestic Abuse Support in Safe Accommodation in Devon (currently at consultation phase)
- The Devon Partnership Trust Community Mental Health Framework (currently under development)
- Team Devon COVID-19 Economy and Business Recovery Prospectus 2020

The Devon Recovery Co-ordination Group (DRCG) was established following the first response phase of the Covid-19 pandemic in 2020. The group brought together representatives across Devon to work with communities and help to reset, restart and regrow Devon. A crucial element of the DRCG’s work has been to assess the impacts of the pandemic in Devon. Some of the key findings include:

- Communities stepped up to the challenge of the pandemic, and community-based groups have played a critical role in supporting vulnerable people and those with additional needs.
- The impact of the pandemic has not been felt equally and has fallen disproportionately on those groups who already suffered entrenched and systematic inequality.
- Those who privately rent their homes are at higher risk of rent increases or eviction, and food insecurity has also risen. Most at risk are households where someone has a disability or mental health issue, single adult households with children and those with a low income.
- The pandemic has exacerbated existing health inequalities including those around age, occupation, ethnicity, health status, place of residence and areas of deprivation.
- There have been rising numbers of people seeking support for domestic abuse, and there has been a rise in hate crimes including those motivated by sexuality and race.

We therefore face significant challenges over the coming years which are likely to be further exacerbated should we enter a period of austerity and reduced financial support for key public services. However, the work of the Recovery Coordination Group, and the many other multi-agency forums established in response to the Covid-19 pandemic, shows the value of collaborative knowledge sharing and partnership work through which we can build successful approaches to meeting the needs of those who need support.

3. Who has sought our help? Understanding the profile and needs of our clients

3.1 Total initial assessments and reasons for homelessness

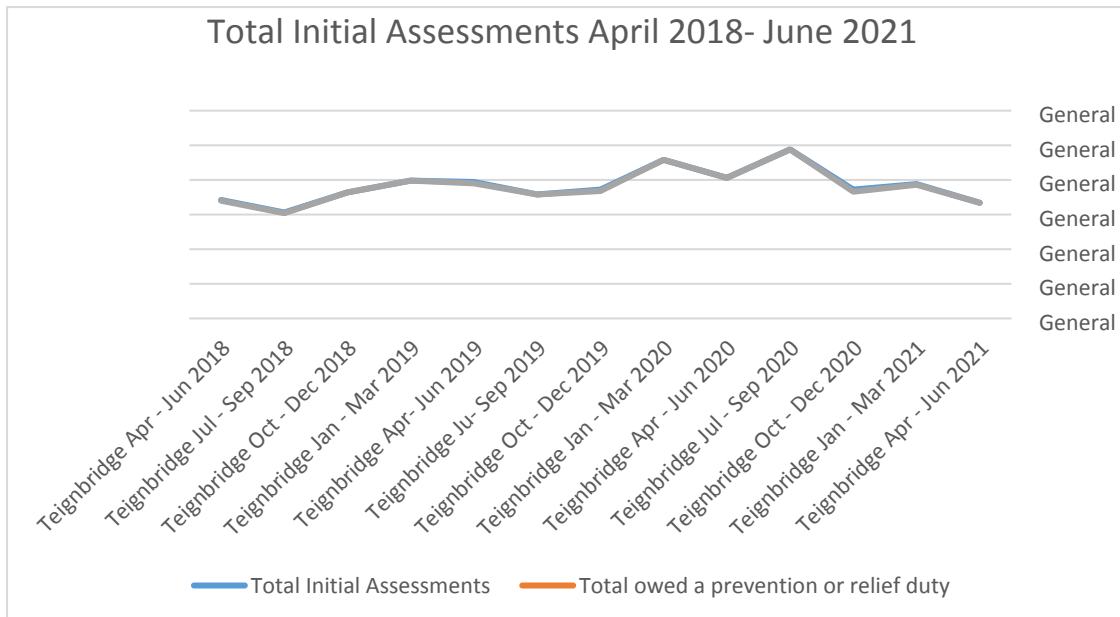
The term 'initial assessments' refers to the assessment process undertaken by our Housing Caseworkers when a person, or household is either homeless, or threatened with homelessness within 56 days. It is an indicator of overall demand for housing advice and support. When initial assessments are undertaken, a Personalised Housing Plan (PHP) is completed with the lead applicant of the household. This is a collaboratively produced bespoke plan which assesses the circumstances and specific needs of a household, and sets out the steps that should be taken by both the Housing Caseworker and the lead applicant in order to resolve their housing difficulties.

In total, initial assessments have been undertaken for 2490 households since the implementation of the Homelessness Reduction Act in April of 2018. Of those, 2480 have been assessed as being owed either;

- A prevention duty because they were threatened with homelessness within 56 days or;
- A relief duty because they were already homeless at the time of their initial assessment.

Demand for the service has remained fairly consistent over the past three and a half years, although we have seen some spikes in demand, for example between January and March of 2020, and between July and September of 2020.

The Graph below shows the total number of households who have presented, or who have been referred to our Housing Solutions Service since the enactment of the Homelessness Reduction Act in April of 2018.

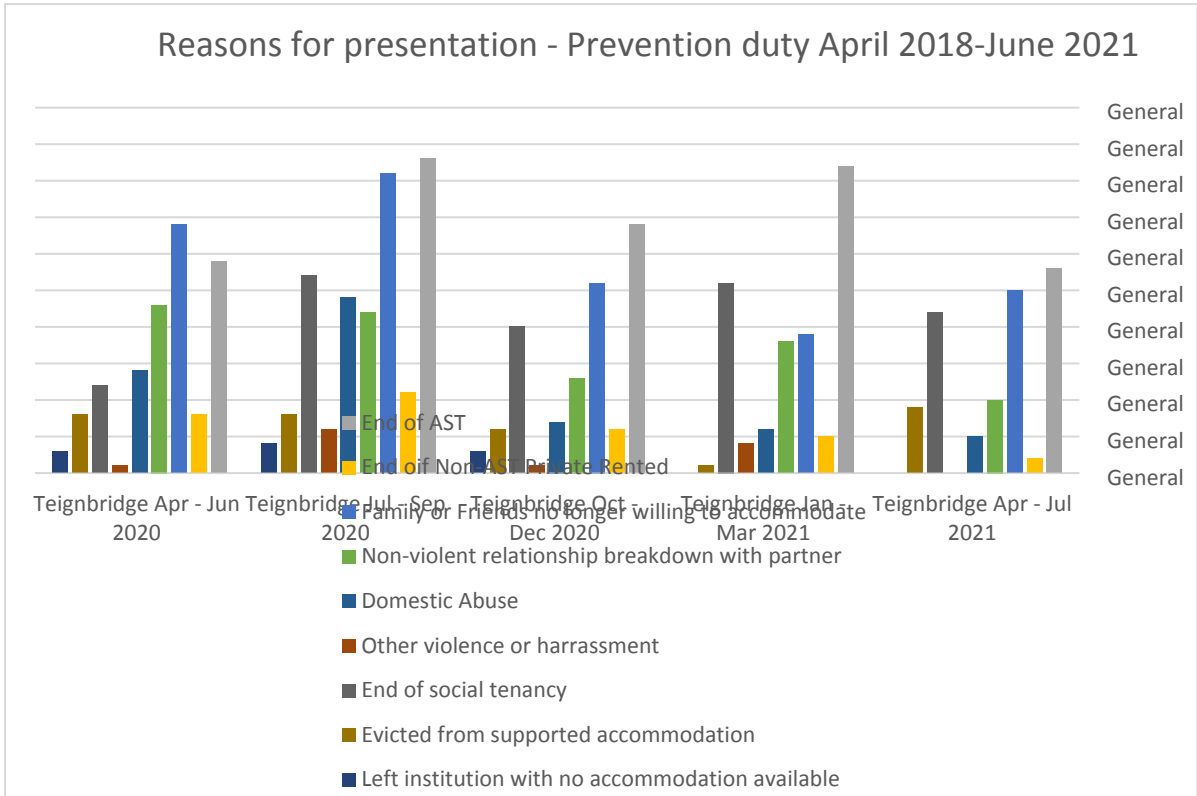


Reasons for Homelessness

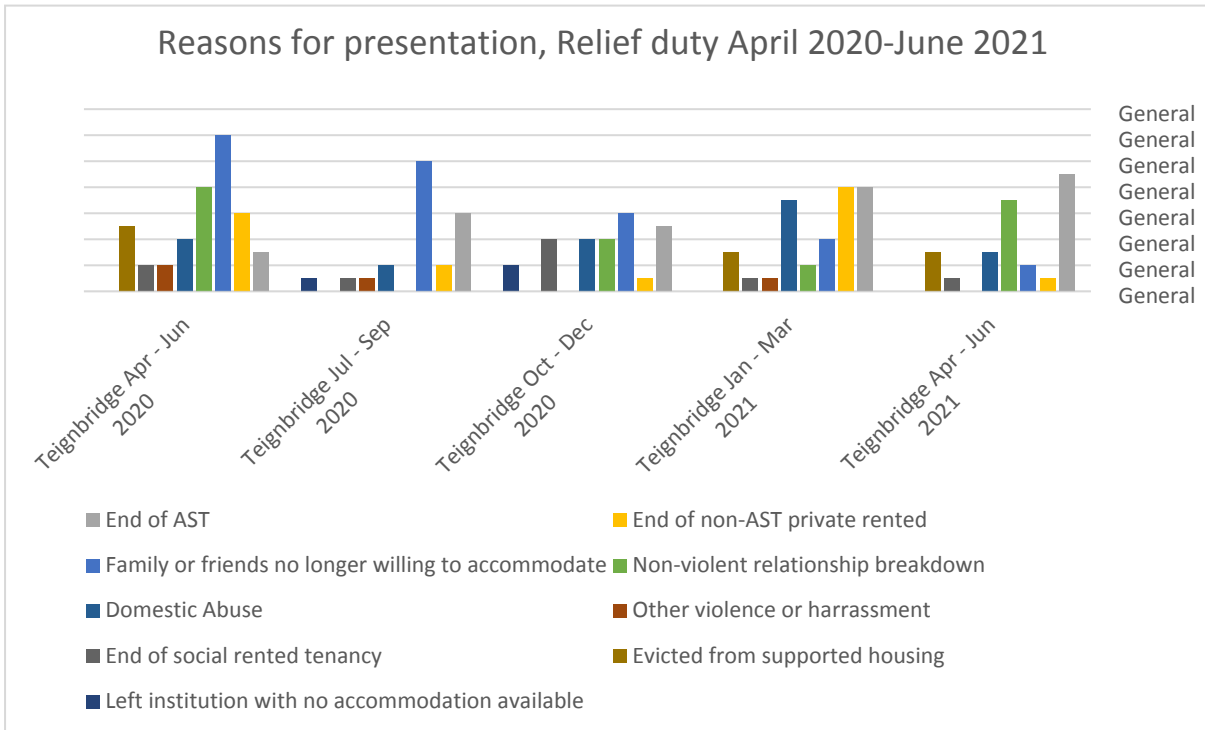
The next graph shows the reasons for homelessness for those households owed a prevention duty between April 2020 and June 2021.

The top five reasons for homelessness were:

1. Ending of an assured short hold tenancy: 176 households
2. Friends or family no longer being willing to accommodate: 145 households
3. Ending of a social tenancy: 107 households
4. Non-violent relationship breakdown with partner: 86 households
5. Domestic abuse: 56 households



The next graph shows the reasons for homelessness for those households owed a relief duty between April 2020 and June 2021.



The top five reasons for homelessness were:

1. Ending of an assured short hold tenancy: 49 households

2. Friends or family no longer being willing to accommodate: 34 households
3. Non-violent relationship breakdown with partner: 21 households
4. Domestic abuse: 20 households
5. Evictions from supported housing: 11 households.

3.2 Support needs of households needing housing support

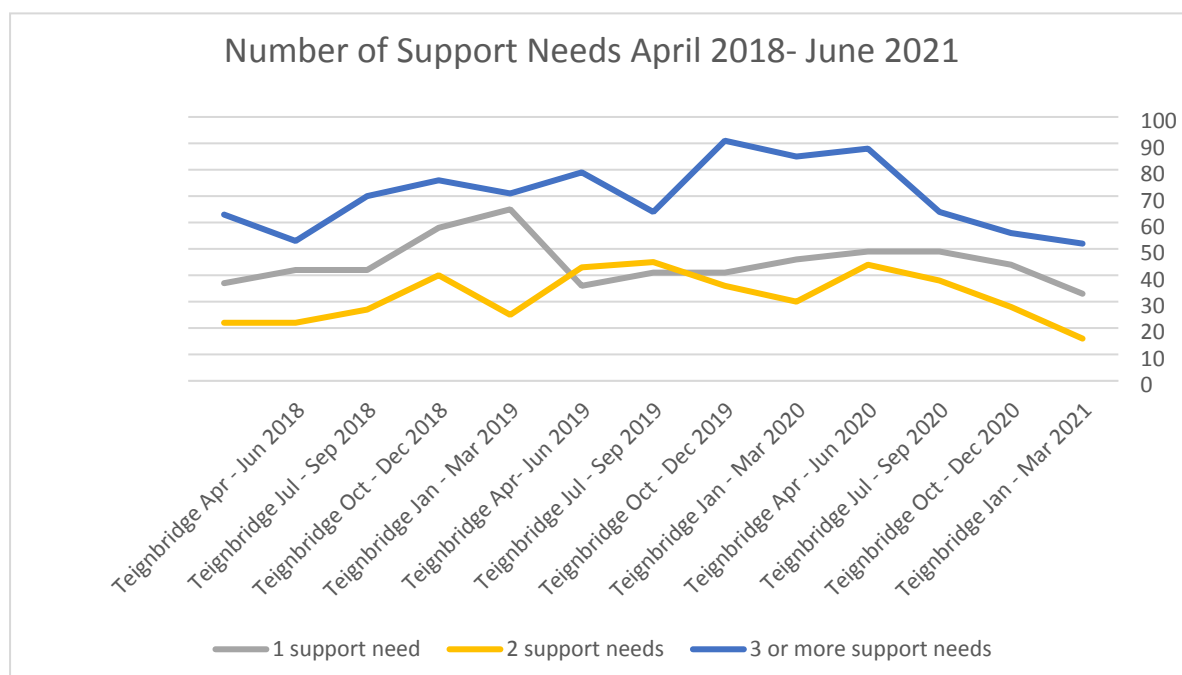
When a Personalised Housing Plan is completed, we record the specific support needs of the household requiring housing assistance.

The majority of households for whom initial assessments have been undertaken since April 2018 have disclosed that they have one or more support needs.

- 1911 households have identified that they have one or more support needs
- 569 households over the same period have disclosed that they do not have any identifiable support needs.

Of those households who have identified that they have support needs, a high proportion of have multiple support needs, i.e. three or more.

- 912 households identified three or more support needs
- 416 households identified 2 support needs
- 583 households identified 1 support need.



3.3 Types of Support Needs

A breakdown follows of the specific support needs identified by households and individuals who have approached our service between April 2018 and June 2021. The categories recorded are a statutory requirement, and are reported to central Government on a quarterly basis.

The data shows that mental health issues, physical ill health and disability, being a victim of domestic abuse and repeat homelessness are areas of high need for our clients.

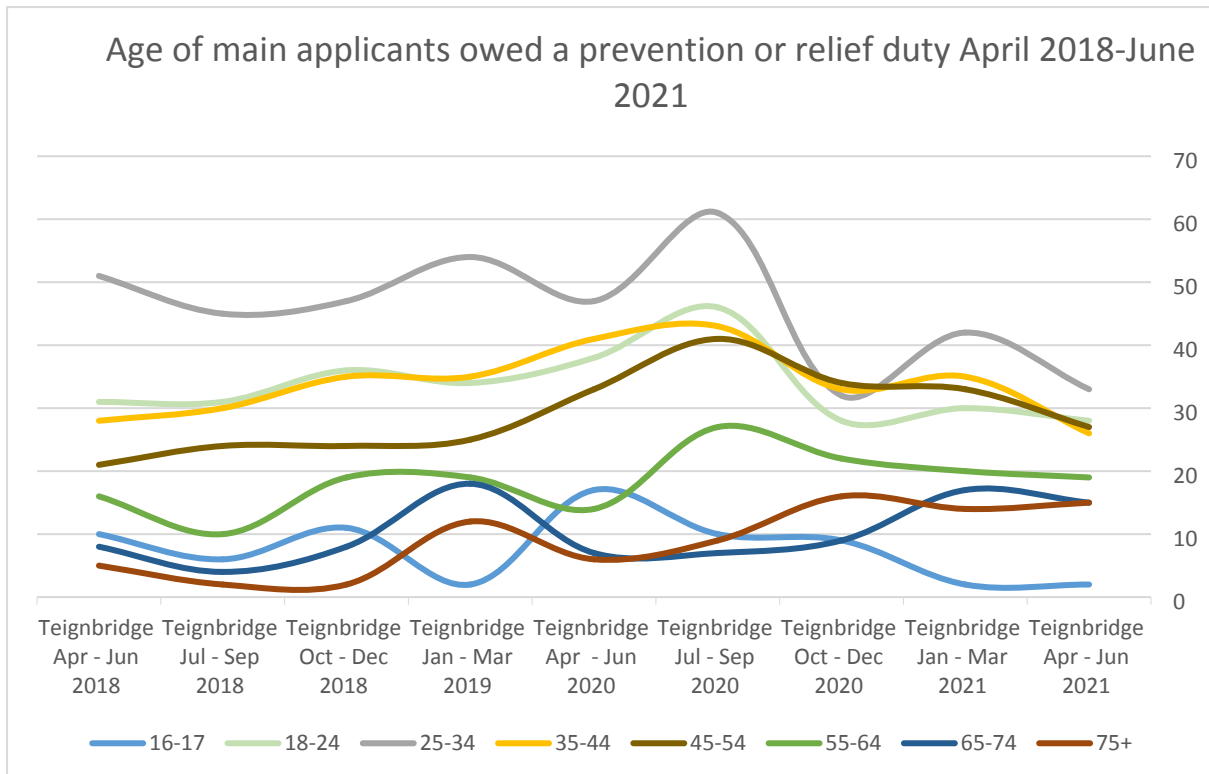
1) Young People in Need of support

a) 16 or 17 year old:	82 households
b) 18-25 year old requiring support:	168 households
c) Young parent requiring support:	31 households
d) Care Leaver aged 18-20:	59 Households
e) Care leaver aged 21 and over:	75 households

- 2) Physical ill health and disabilities, history of mental health issues and learning disabilities:
 - a) People with physical ill health and/ or a physical disability: **926** households
 - b) People with a history of mental health problems: **1181** households
 - c) People with a learning disability: 324 households
- 3) Drug and Alcohol Dependency
 - a) People with a disclosed drug dependency issue: 235 households
 - b) People with a disclosed alcohol dependency issue: 221 households
- 4) Offending history
 - a) People with a history of offending and criminal convictions: 416 households
- 5) Domestic violence and sexual abuse (DVSA) and exploitation
 - a) At risk of/ has experienced sexual abuse or exploitation: 178 households
 - b) At risk of/ has experienced domestic abuse: **503** households
 - c) At risk of/ has experienced abuse (non-domestic abuse) 225 households
- 6) Repeat homelessness and a history of rough sleeping
 - a) People who have a history of repeat homelessness: **380** households
 - b) People who have a history of rough sleeping: 289 households
- 7) Additional support needs:
 - a) Old age: 123 households
 - b) People who have served in the armed forces: 89 households
 - c) Need support with employment, education or training 125 households

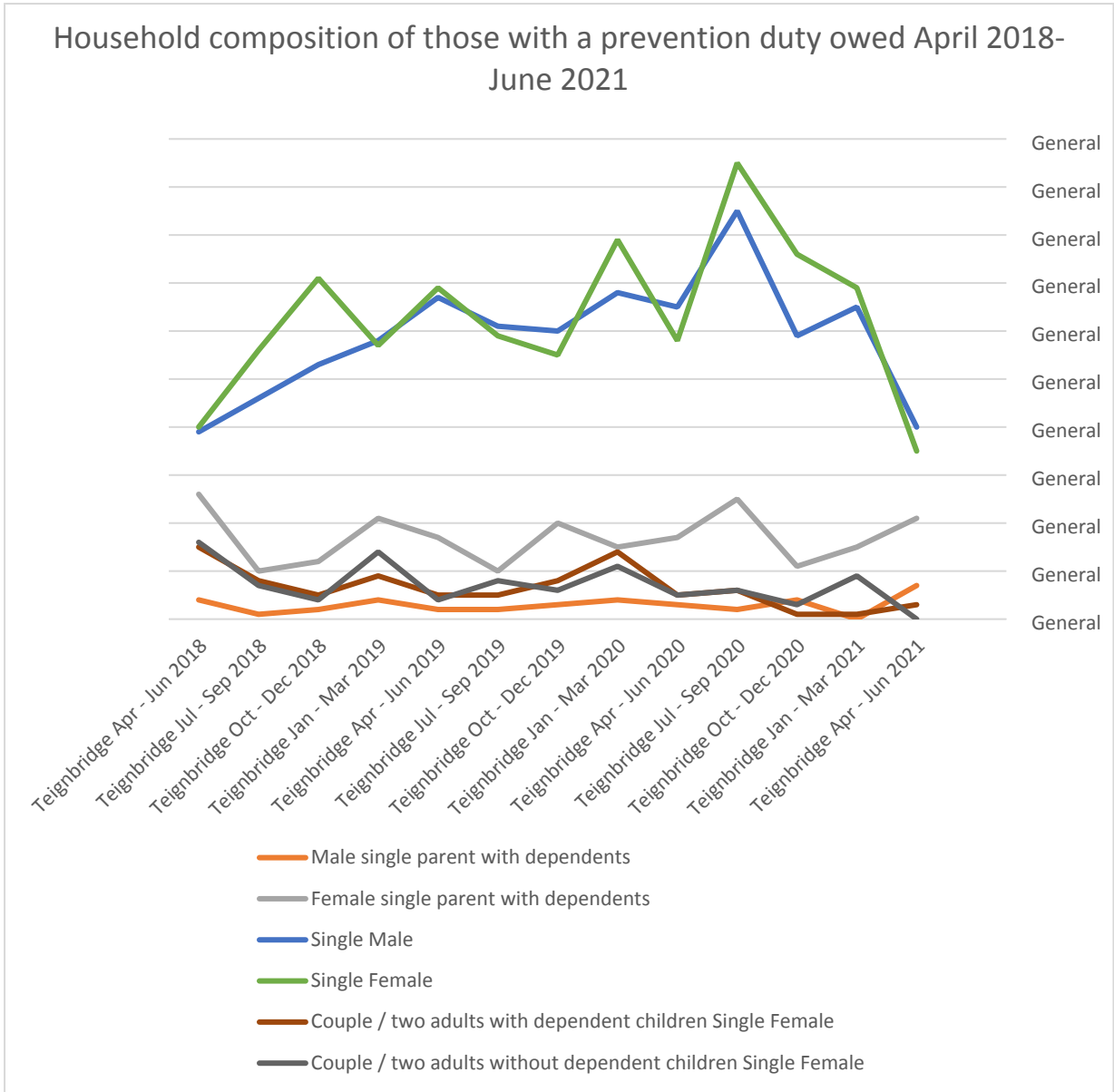
3.4 Age of main applicants

The next graph tracks the age range of the main applicants for housing support between April 2018 and June 2021. The largest age group needing housing support are 25-34 year olds. There are also high numbers of presentations from people aged 18-24 years old, 35-44 years old and 45-55 years old.



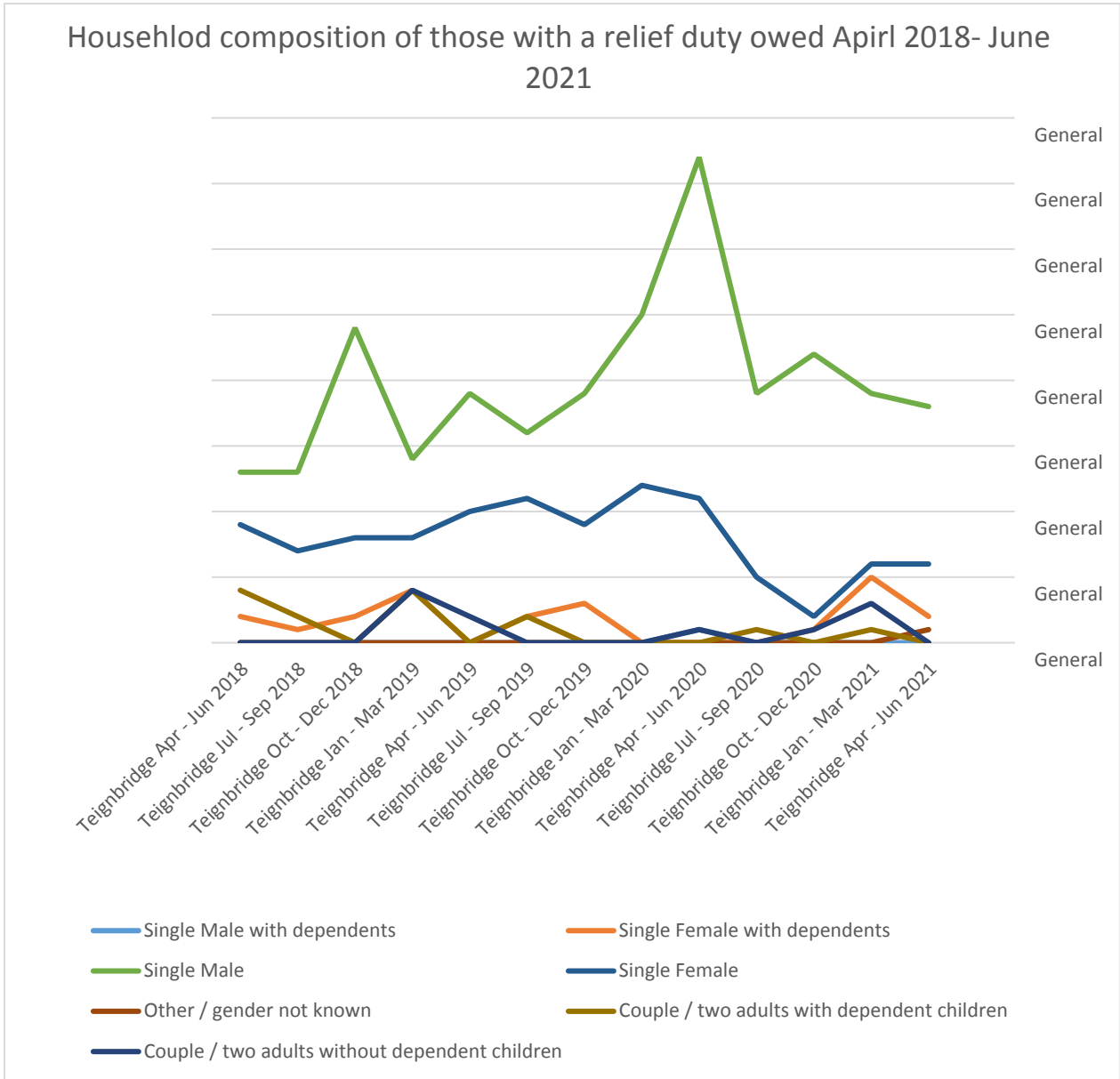
3.5 Household composition of those seeking help

The next graph tracks the household composition of applicants for housing support between April 2018 and June 2021 for those people with a prevention duty owed to them. The top three categories are: single males, single females, and single females with dependent children.



The next graph tracks the household composition of applicants for housing support between April 2018 and June 2021 for those people with a relief duty owed.

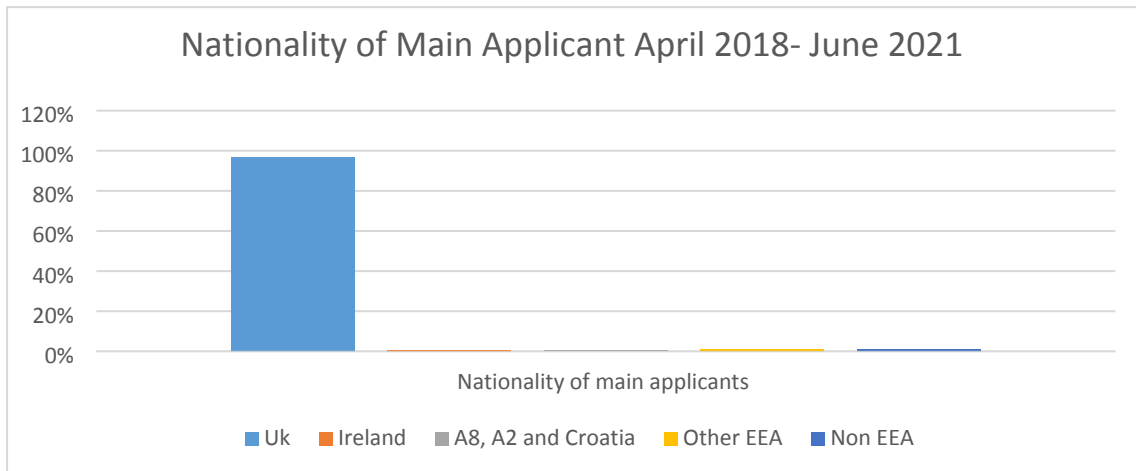
Again, the top three categories are: single males, single females, and single females with dependent children. We saw a significant spike in demand from single adult males during the early stages of the Covid-19 pandemic as people were asked to leave precarious accommodation arrangements prior to and during the first lockdown.



3.6 Nationality and ethnicity of main applicants

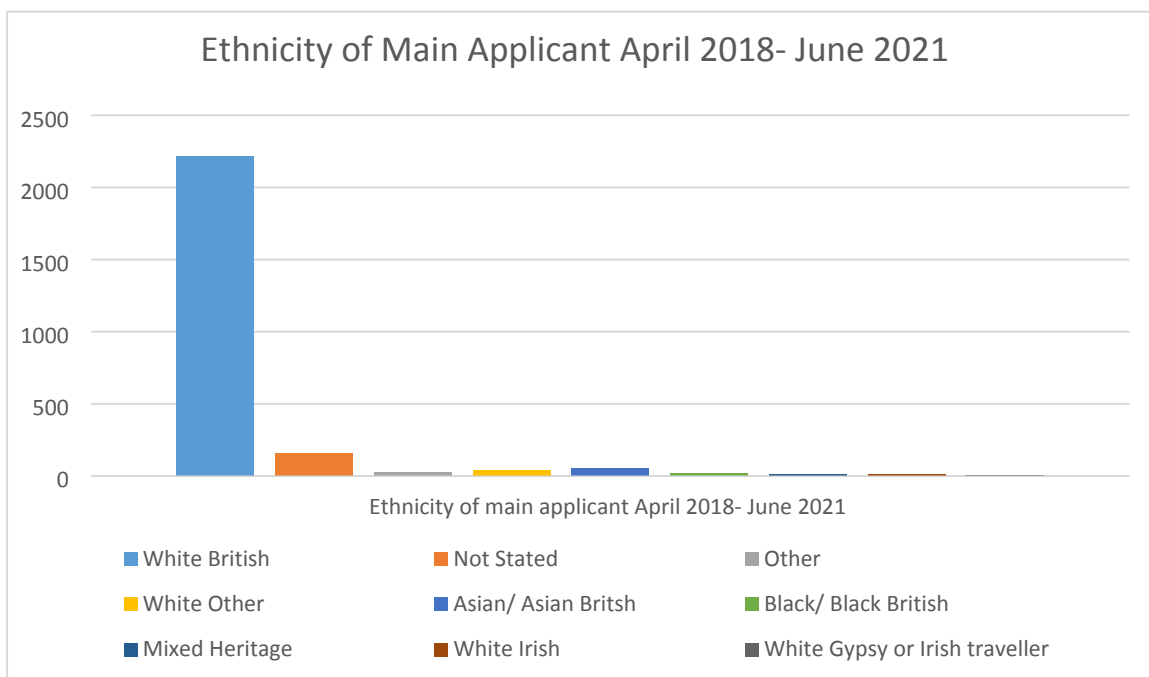
The graph below shows the nationality of the main applicants for households requiring housing support between April 2018 and June 2021, broken down by percentages.

As illustrated in the next graph, the vast majority (97%) are UK nationals.



The next graph shows the ethnicity of the main applicants for households requiring housing support between April 2018 and June 2021.

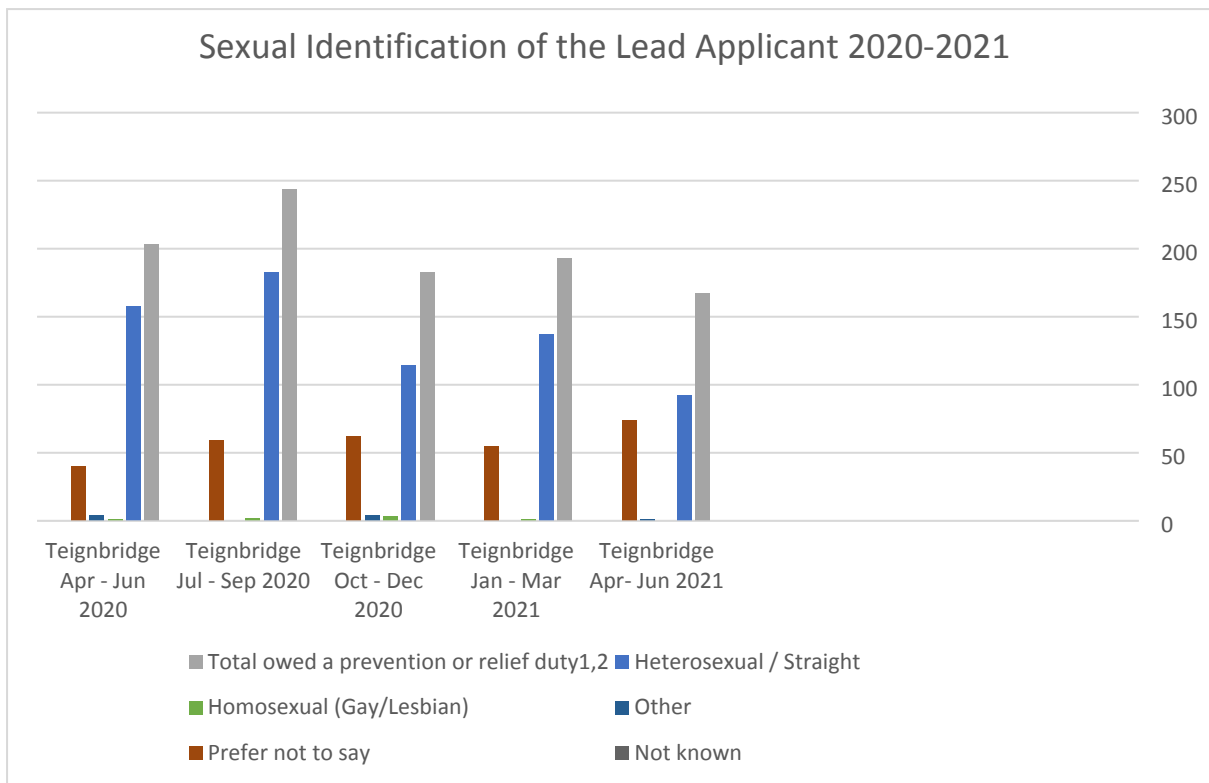
The majority of applicants identify as being White British. A small minority of applicants identify as either Black or Black British, Asian or Asian British, from another White ethnic group or have chosen not to state their ethnicity.



3.7 Sexual identification of main applicants

The next graph shows the sexual identification of the lead applicants for households requiring housing support between April 2020 and June 2021.

The majority of lead applicants identify as being heterosexual/ straight, however a significant proportion chose not to state their sexuality.



4. Homelessness prevention and relief work

4.1 Reasons for the ending of prevention duties

A prevention duty owed to an applicant can be discharged or ended for a number of reasons, for example because alternative accommodation has been found for a household, or because we have taken steps to enable a household to remain in their existing home.

Between April 2018 and June 2021, prevention duties were ended for a total of 1809 households, of which, accommodation was secured for 1240 households.

The top 5 reasons for prevention duties ending were:

1. The household moved into alternative accommodation: 689
2. The household were helped to remain in their existing accommodation: 551
3. 56 days elapsed meaning that the relief duty was triggered: 247
4. The household became homeless, including intentional homelessness: 170
5. The application was withdrawn by the applicant or the applicant passed away: 70

4.2 Reasons for the ending of relief duties

A relief duty owed to an applicant can also be discharged or ended for a number of reasons, for example because alternative accommodation has been secured for six months or more, or because the 56 day 'relief period' has elapsed, after which a final assessment of statutory homelessness is made.

Between April 2018 and June 2021, relief duties were ended for a total of **544** households.

The top 5 reasons for prevention duties ending were:

1. Accommodation was secured for 6 or more months: 247
2. 56 days elapsed triggering the end of the relief duty period: 214
3. The application was withdrawn by the applicant or the applicant passed away: 49
4. Contact was lost because the applicant disengaged: 12
5. The applicant became intentionally homeless from accommodation provided: 8

4.3 Main homelessness duties

Where a relief duty cannot be discharged, a final statutory 'main duty' homelessness decision must be made. Between April 2018 and June 2021, 202 main duty decisions were made:

- 84 households were found to be homeless, in priority need for assistance and unintentionally homeless.
- 48 households were found to be homeless, in priority need for assistance but intentionally homeless.
- 62 households were found to be homeless but with no 'priority need' for assistance.
- 8 households were found to be not homeless.

5. Temporary Accommodation

5.1 Profile of our temporary accommodation provision

The Accommodation Team is led by our Accommodation Lead and includes a team of officers whose job it is to: manage placements within temporary accommodation, collect rent and oversee financial arrangements, and resettle people into secure and suitable homes.

Our temporary accommodation provision is made up of:

- A supported temporary accommodation project for single homeless households and families called Albany House. Albany House is made up of ten rooms including six single rooms, two small family rooms and two large family rooms.
- A Housing First project made up of 11 self-contained one bedroom properties where enhanced support is provided by our Rough Sleeper Team and our contracted support provider, Sanctuary Supported Living.
- A further 28 units of leased, self-contained properties of varying sizes spread across the district area.
- We also help to fund two accommodation projects for young people which are managed by Young Devon.
- When no other options are available, we have to place people into bed and breakfast accommodation. We do not place 16 or 17 year olds into bed and breakfast and we cannot legally place families or expectant mothers into bed and breakfast for any longer than six weeks.
- We are currently in the process of purchasing a property to be used as an additional supported accommodation project for homeless families and expectant mothers comprising of five rooms of varying sizes. This will provide an alternative to bed and breakfast placements. We are also in the process of purchasing five one bedroom properties to house former rough sleepers under the Rough Sleeper Accommodation Programme.

5.2 Net spend on Temporary Accommodation 2019- 2021

Between 2019- 2021, placements into temporary accommodation cost a total of £296,997.00 to the local authority. Costs in 2020/2021 were particularly high as a result of the increased demand for temporary accommodation brought about by the Covid-19 pandemic, and due to our need to procure additional units of self-contained accommodation in order to provide accommodation that would enable people to self-isolate if necessary.

Net spend 2019/20: **£123,375.00**

Net spend 2020/21: **£173,602.00**

Teignbridge Council Temporary Accommodation Provision

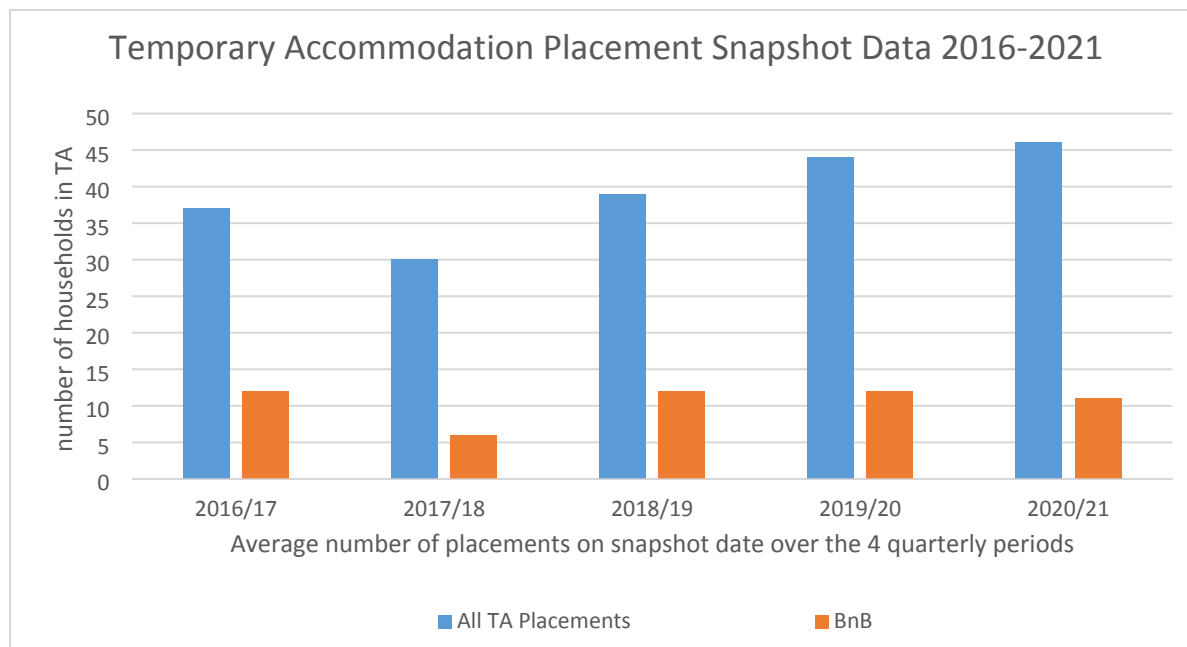
Accommodation Type	Number of units	Description	Tenure	Average length of stay
Bed and Breakfast	Average of 9 households placed on any given date.	Spot purchased accommodation booked on nightly basis.	Licence	20 days

Accommodation Type	Number of units	Description	Tenure	Average length of stay
Albany House	10 Rooms 6 x single occupancy 2 x small family rooms 2 x large family rooms	Local Authority owned homeless supported accommodation. Mixed occupancy (single people and families).	Licence	52 days
STAR Project	11 x 1 beds	Housing first accommodation project for rough sleepers.	Licence	320 days
Crash Pads	11 x 1 Beds 7 x 2 Beds 1 x 3 Bed (30 total)	Self-contained furnished properties for use as emergency accommodation.		152 days
Second Stage Temporary Accommodation	3 x 3 beds 4 x 2 beds 1x 1 bed	Self-contained unfurnished properties leased from private landlords and registered providers.	Non-secure tenancy	195_Days

Accommodation Type	Number of units	Description	Tenure	Average length of stay
Private Sector Lease (PSL) for temporary accommodation	(8 Total)			

5.3 How many people require temporary accommodation?

The next graph aggregates the average number of households placed into temporary accommodation by Teignbridge Council each year since 2016. In line with the overall rise in demand for housing advice and support, we have seen a consistent rise in the demand for temporary accommodation placements.



On any average night the following number of households were occupying temporary accommodation (TA) and bed and breakfast accommodation (B&B):

2016/17: 37 households in TA, of which BnB: 12 households

2017/18: 30 households in TA, of which BnB: 6 household

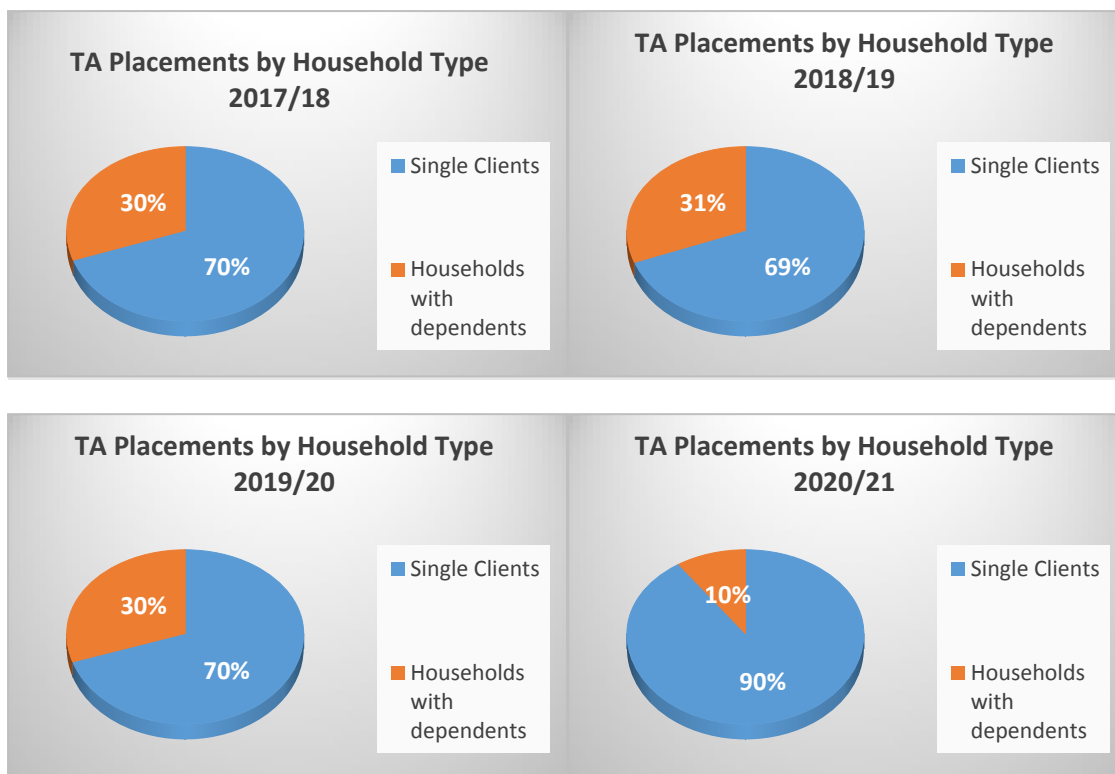
2018/19: 39 households in TA, of which BnB: 12 households

2019/20: 44 households in TA, of which BnB: 12 households

2020/21 46 households in TA, of which BnB: 12 households

5.4 Household composition of people accessing temporary accommodation

The following charts illustrate that, aside from the in the year 2020/21, the split between single people and families requiring temporary accommodation has remained at a consistent level. In 2020/21, a higher proportion of single clients required temporary accommodation compared to families, because families were largely prevented from becoming homeless as a result of the temporary moratorium on evictions implemented by Government.

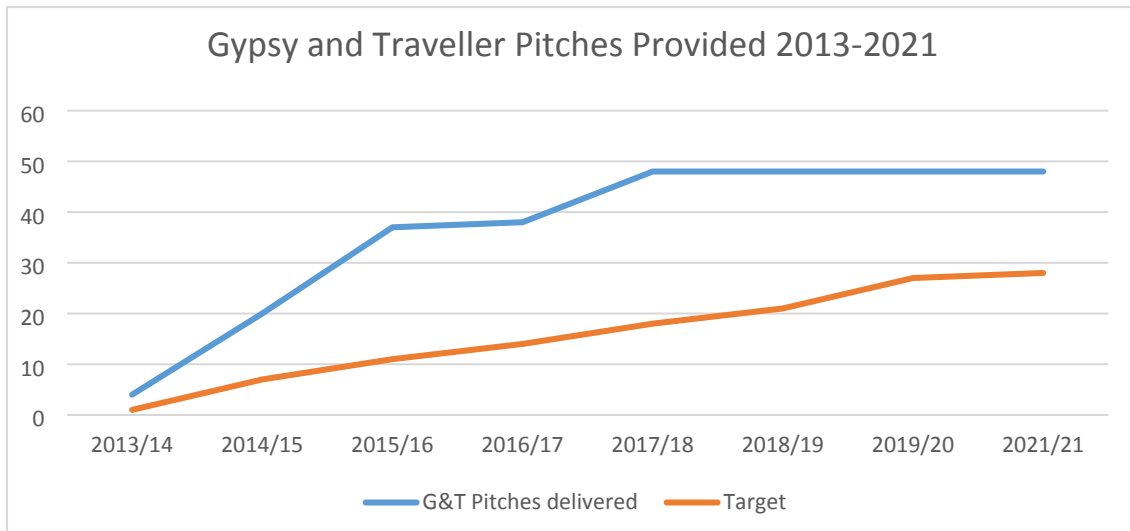


5.5 Gypsy and Traveller Provision

A gypsy and traveller pitch is likely to accommodate a single household and is generally a piece of ground large enough to accommodate a static caravan, a touring caravan and an amenity building. It will have a parking area and provide enough space to carry out domestic activities, for example laundry, children’s play, and a sitting area.

The Teignbridge Local plan target is for 70 pitches over 20 years, which equates to 3.5 pitches every year and will be provided by either direct provision, or by assisting the G and T community to gain planning consent for pitches on their own land. To date 48 pitches have been delivered since the beginning of the Local Plan in 2013, the majority at Haldon Forest, near Exeter.

Within the Local Plan there are two major strategic allocations with a requirement for pitches to be provided by developers. Due to the collaboration between the Council and the developers, suitable land, that would not have otherwise been forthcoming, has been brought forward; one site now has planning consent and another with an application pending.



From work carried out, in consultation with the Teignbridge Gypsy and Traveller Forum, it is anticipated that future demand for pitches will remain fairly consistent and the emerging Teignbridge Local Plan will update these figures.

6. Rough Sleeping

6.1 Background

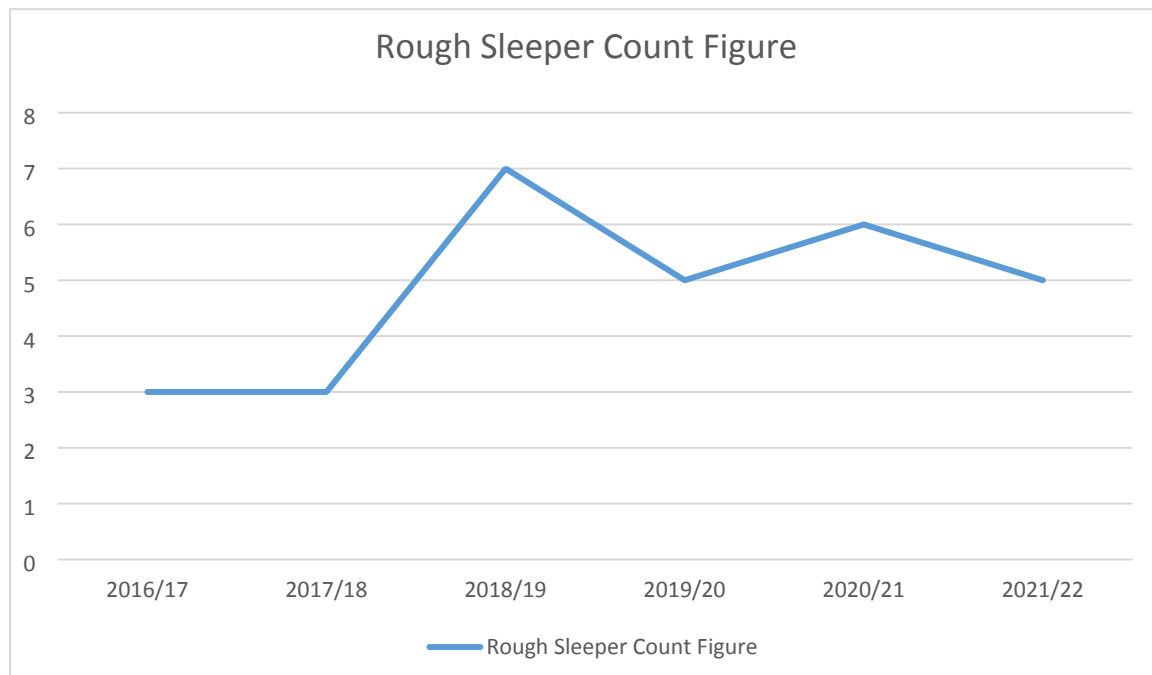
For the past five years, we have been committed to offering accommodation and support to anyone who we confirm is rough sleeping in Teignbridge and who has a local connection to the district. This offer is made regardless of whether we have a statutory duty to do so under the Homelessness Reduction Act. Our Rough Sleeper Team respond to intelligence provided by members of the public, Teignbridge Council colleagues or partner agencies such as local policing teams by conducting outreach visits in order to verify the reports we receive. People who are found to be rough sleeping but do not have a local connection to Teignbridge are offered reconnection to the area with which they do hold a local connection.

We provide a range of accommodation options, including our Housing First Project which comprises of 11 one bedroomed properties. Support is provided by our Rough Sleeper Navigator, and support workers from Sanctuary Supported Living.

Each year in the autumn, we conduct an official rough sleeper count, undertaken with a representative from Homeless Link, a national membership charity working directly with people who become homeless in England. Community and voluntary sector agency representatives and local police officers also help us to conduct the count, and the findings are reported to central Government.

6.2 Rough Sleeper Snapshot Figures

Despite the overall rise in demand for homelessness services and temporary accommodation placements over the last four years, we can be proud that we have not seen a correlating increase in the most acute form of homelessness, rough sleeping. The graph below shows the annual rough sleeper count figures in Teignbridge since 2016, including the most recent figure from our official count conducted in November 2021.



6.3 Key interventions to address Rough Sleeping

Maintaining relatively low rough sleeping numbers has been the product of intensive outreach work on the part of our Rough Sleeper Team, combined with the targeting of resources and collaborative partnership working. In addition to fulfilling our commitment to provide accommodation and support to all verified rough sleepers who have a local connection to Teignbridge, we have also:

- Provided increased staffing resource to the Rough Sleeper Team, which now has 3.5 full time equivalent officers, through the Rough Sleeper Intervention funding stream.
- Expanded our Housing First project to 11 one bedroom self-contained properties.
- Expanded our provision of leased one bedroom transitional 'crash pad' accommodation which can be accessed by the Rough Sleeper Team for those former rough sleepers who do not require the intensive level of support provided in our Housing First Project.
- Established a Multi-Disciplinary Team, led by our Rough Sleeper Coordinator and made up of representatives from key statutory agencies such as Probation, The Police, Adult Social Care, and Mental Health Services, together with community and voluntary sector representatives.

7. Devon Home Choice

The Council works in partnership with the other local authorities in Devon to deliver a choice-based lettings scheme known as Devon Home Choice (DHC). All the registered providers which operate in the districts, and the two unitary authorities, which work across Devon are also involved in the scheme as partners, and representatives from each authority and from each registered provider sit upon the DHC Management Board.

The aims of DHC, as stated in the policy document, are to provide:

- Choice for people seeking housing and the ability to move within Devon
- A common scheme across Devon that is transparent, easy to understand and accessible to all.

DHC provides a common:

- Application form
- Housing register
- Approach to assessing housing need and awarding priority
- Approach to advertising available properties

The DHC scheme includes an assessment framework which contains detailed criteria against which housing need is determined. The circumstances of all housing applicants are considered in accordance with this framework and they are then placed into one of four bands, according to need, in descending order of priority.

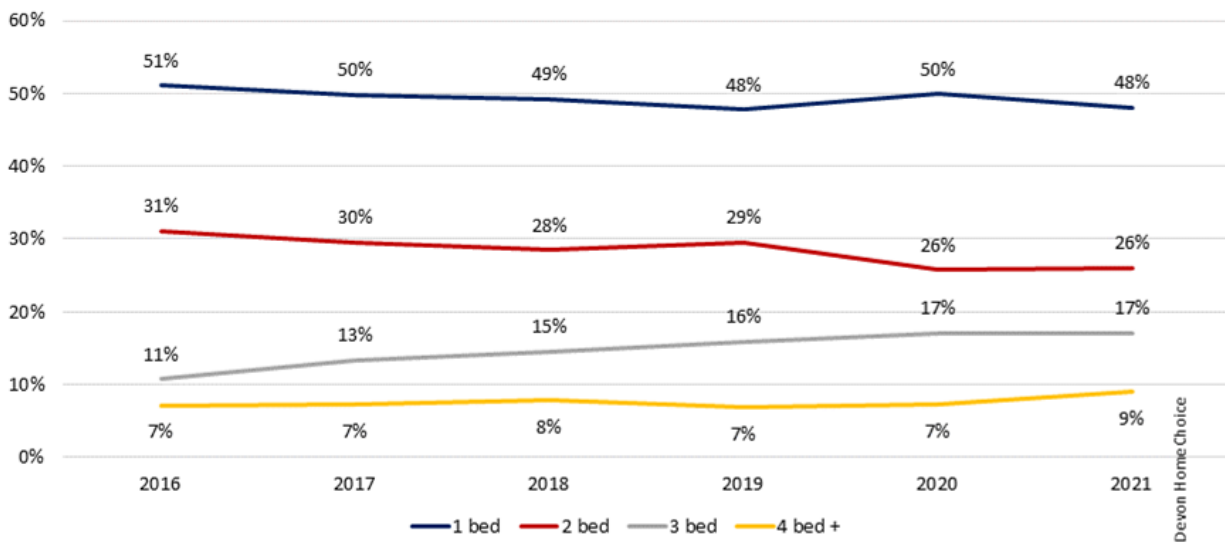
The Council is a member of the Management Board which oversees the work of the two Officers employed to manage DHC. These Officers are employed by Exeter City Council on behalf of the partnership.

We have two full time allocations officers who manage the social housing register of need (Devon Home Choice) in Teignbridge. They process applications and changes of circumstances, assign priority 'banding' status in line with the Devon Home Choice Policy and act as points of contact for applicants. The team is managed by the Housing Solutions Lead who is also responsible for conducting reviews and appeals.

Demand for social housing within Teignbridge remains high as illustrated through the graphs below.

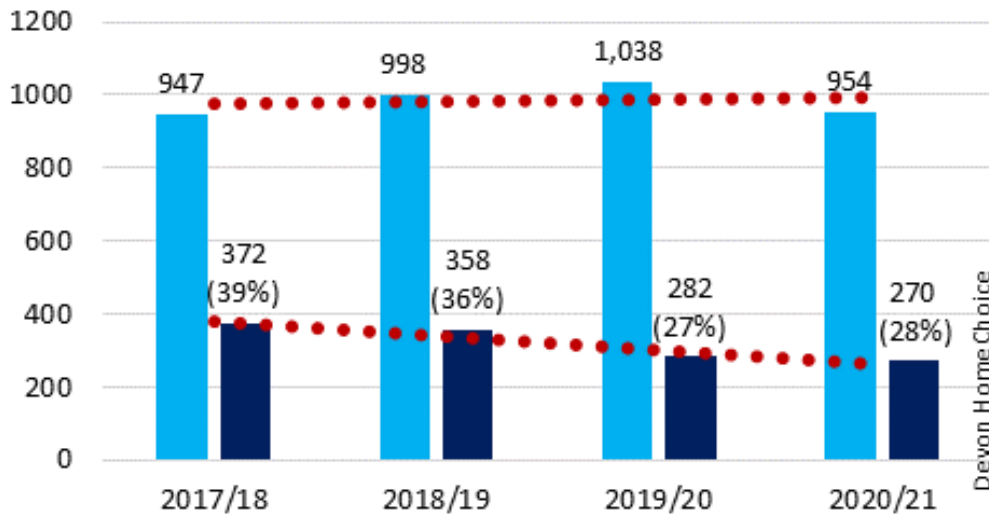
People with a one bedroom need consistently account for around half of all applications on the Devon Home Choice register, however we have also seen an increased need for larger three and four bedroom properties in recent years.

Housing Register applications by bed size



The total number of applicants on the housing register has remained fairly static over the past four years, however there has been a reduction in total social housing allocations in the last two years. This is in part a result of the COVID-19 pandemic, and associated Government led interventions which caused stasis and limited movement within the housing market.

Total on Housing Register vs allocations



9. Partnership Arrangements

There are a myriad of partnership which we attend that operate across Devon and the wider peninsular area relating to housing, homelessness and wider health and wellbeing needs. Details of some of the key partnership forums are provided below. Please note that this is not an exhaustive list.

1. The Devon and Cornwall Housing Options Partnership (DCHOP)

The DCHOP comprises of the eight Devon district housing authorities together with Torbay Council and Cornwall Council. Housing and Homelessness Leads from these authorities meet on a bi-monthly monthly basis in order to: share best practice, investigate opportunities for the pooling of resources and promote a consistent approach to homelessness service delivery.

2. The Devon Homelessness and Health Partnership Cell

Initially established in response to the Covid-19 Pandemic, the group brings together statutory agencies including: Housing and Homelessness leads, Substance Misuse Commissioners, Domestic Violence Services Commissioners, Criminal Justice representatives, Public Health Registrars, Mental Health Services Leads and the Police. The group meets on a bi-monthly basis in order to promote best practice, develop standard operating procedures and protocols and overcome barriers to service delivery.

3. Devon Homelessness Prevention Partnership for 16 & 17 Year olds and Care Leavers (DHPP)

This group meets on a bi-monthly basis and includes Housing and Homelessness Leads and commissioners of services for young people based at Devon County Council. Recent joint working has focussed on developing a Homelessness and Social Care Care Leavers protocol, and updating on the protocol for 16 and 17 year olds. A Care Leavers Housing Action Plan has been developed by Children's Services and is is monitored by DHPP group. The group reports to the Devon County Council Joint Commissioning Group on housing/homelessness issues for young people (16/17 year olds and care leavers up to 25 years).

DHPP group also receives reports on the Devon Youth Homeless Prevention Work provided by Young Devon, Encompass, and several different Local Authorities.

4. The Devon Youth Homelessness Prevention Workers Forum

This provision of Devon Youth Homelessness Prevention workers (HPWS) is a service which is jointly funded by Devon County Council and each district housing authority. The HPWs arrange fortnightly Homeless Prevention Panels (HPPs) with supported accommodation providers present, so local new cases can be considered for accommodation. The Devon Youth Homeless Prevention Workers Forum meets quarterly.

5. The Devon and Cornwall Housing Options Partnership Practitioner's Forum

The main purpose of this group is to assist DCHOP, and is attended by senior Homelessness and Housing Options officers from across Devon and Cornwall. The group meets bi-monthly to discuss their working arrangements, raise problems they encounter relating to service delivery, celebrate successes and resolve cross-border issues.

6. The Refugee Resettlement Governance & Operational Groups

Refugee Resettlement arrangements in Devon are coordinated by Devon County Council's Communities Team who also commission the support provided to resettled families. It is the responsibility of the district authorities to provide safe accommodation for resettlement, and to oversee the management of the accommodation provided. Governance and operational groups meet on a quarterly basis.

7. The Joint Commissioning Group for the Children and Families Partnership

A The Joint Commissioning Group for the Children and Families Partnership meets on a bi-monthly basis bringing together representatives from a wide array of statutory agencies in order to set commissioning intentions relating to the services provided to children, families and young people in Devon. The group is attended by the Devon and Cornwall Housing Options Partnership manager who represents the interests of the district housing authorities.

8. The Devon and Cornwall Multi Agency Public Protection Arrangements (MAPPA) operational meetings and Strategic Management Board (SMB)

These arrangements are established by the Criminal Justice Act 2003, and sections 325 to 327B provide the statutory basis for MAPPA. Local Housing Authorities have a Duty to Co-operate with MAPPA arrangements. MAPPA SMB group meetings are usually held 3 or 4 times per year and there is an expectation that all organisations with a Duty to Co-operate are represented at SMB meetings.

Each Local authority also nominates a single point of contact (SPOC) and deputy, to attend level 2 or 3 MAPPA meetings if invited, to provide housing advice to the meeting group.

9. The Devon Multi-agency Risk Assessment Conference Operational Meetings and Steering Group.

This is a non-statutory group which is led by Devon and Cornwall Police and which meets on a bi-monthly basis. The purpose of the MARAC Steering Group is to monitor and assist, where necessary, the local MARAC meetings, monitor attendance at the Steering Group, and generally achieve the requirements of the national Safe Lives organisation. The local meetings are held every fortnight to review (usually) high risk cases, which need more intense monitoring and action, due to the risk associated with the victim, from the perpetrator. There are named single points of contact who represent their District Council at the local MARAC meetings. Case details are sent securely a few days before the meetings, with consideration for privacy of the victim and family.

10. The Devon Domestic Abuse Partnership Board

The Devon Domestic Abuse Partnership Board was established in response to the statutory requirements for collaborative working under the Domestic Abuse Act, in order to support the victims and families of victims of domestic violence and abuse. The group brings together a wide array of agencies from the public and community sectors. Work of the group has thus far focused on developing a Domestic Abuse Strategy for Devon and setting out commissioning plans to support victims and families in safe accommodation.

11. The Community Mental Health Framework Southern Devon Locality Implementation Team

A Community Mental Health Framework Southern Locality Implementation Team has recently been established in Teignbridge in order to develop and implement services due to be provided under the new Community Mental Health Framework. The team is led by the Devon Partnership Trust and involves a wide array of partnership agencies, including Housing and Antisocial Behaviour Team officers from Teignbridge District Council.

13. The Teignbridge, South Hams and West Devon Rough Sleeper Multi-Disciplinary Team (MDT)

Led by our Rough Sleeper and MDT Coordinator, The Teignbridge, South Hams and West Devon Rough Sleeper Multi-Disciplinary Team brings together key statutory and community sector agencies who work with Rough Sleepers and former Rough Sleepers. The MDT provides an opportunity to 'case conference' for clients with complex needs, and also enables referrals into our Housing First Project.

Teignbridge District Council Homelessness and Rough Sleeping Strategy 2022-2027 Consultation Report

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1. Background

Consultation on our draft Homelessness and Rough Sleeping Strategy 2022-2027 was undertaken in December of 2021 and January and February of 2022 in order to help Teignbridge District Council to shape our strategic aspirations in relation to tackling homelessness and develop our plans for delivering services over the next five years.

The Council is required to consult such public or local authorities, voluntary organisations or other persons as they consider appropriate before adopting or modifying a homelessness strategy. This can include service users or specialist agencies that provide support to homeless people in the district.

2. Methodology

Consultation on our draft Homelessness and Rough Sleeping Strategy was undertaken using the following 5 methods:

- A workshop conducted with local representatives of the community and voluntary sector in Teignbridge
- An open formal consultation undertaken between 2nd December 2021 and 4th January 2022.
- Feedback provided by staff working in the field of Housing and Homelessness at Teignbridge Council
- Focused interviews with the leads of key agencies including those supporting young people and commissioners of substance misuse services.
- Interviews with people with lived experience of homelessness in Teignbridge.

3. Community and Voluntary Sector Engagement

On 13th December 2021, a consultation workshop was held with service leads from Teignbridge Council and members of the community and voluntary sector who work with homeless clients within the district. Representatives from the following organisations were present at the workshop:

- Young Devon

- Citizens Advice Teignbridge
- Homemaker Southwest
- Teignbridge CVS
- Sanctuary Supported Living

NB Representatives from a wide range of other local community and voluntary sector groups (14 in total) were invited to attend but were unable to. They instead agreed to provide feedback via the open consultation.

Throughout the course of the workshop, we discussed the core principles and strategic priorities underlying our draft Homelessness and Rough Sleeping Strategy, and what these would mean in practical terms for local services.

Core Principles

Working in Partnership

We said:

- We are proposing to establish a strategic homelessness forum to monitor progress against the strategy and agreed actions.
- Projects will run on an 18 month life cycle through 3 delivery plans to allow for changes in demand and emerging needs
- We proposed to meet twice a year to review progress, share information and feedback/ advice from VS, linking with best practice and overcoming blockages.
- Frequency could be adjusted if necessary, and written updates could be shared between meetings

Community and Voluntary Sector Partners said:

- *Partners agreed with the format in principle and confirmed interest in involvement*
- *Noted that projects which overlap would need involvement with partners from consultation and engagement stage.*
- *Meetings should include a combination of developing projects and sharing of relevant information from all parties (the previous homelessness forum was not structured in this way and attendance tailed off)*

Using Data Effectively

We said:

- We are planning on creating a dashboard of homelessness data collated by Teignbridge Council, Citizen's Advice Teignbridge & Devon County Council broken down by ward area to create a heat map of service need. We will use this to predict future demands, target outreach and share with Councillors and partners.

Community and Voluntary Sector Partners said:

- *All agreed that this is a valuable project and that voluntary sector datasets could be added/combined*
- *Areas of vulnerability were identified as Dawlish, Teignmouth, Buckfastleigh and Moretonhampstead*
- *All agreed to review the initial project plan and provide feedback*

Putting the Client First

We said:

- Homelessness services tend to work reactively and engagement with feedback has been low historically
- We aim to capture the voice people with lived experience of homelessness to develop services focussed on the person rather than the process.

Community and Voluntary Sector Partners said:

- *Young Devon approaches include a Mentoring system which focusses on peer support rather than parenting, and Co-designing services with young people via schemes such as the Wellbeing Café and Youth Council. Requests for general feedback focus on what worked and didn't work about the service, and how to change language/ approach.*
- *Consensus was that time is needed to build a relationship in order to gain engagement.*

Strategic Priorities

Prevention

We said:

- Financial advice services were discussed, Money Advice and Pension Service recommissioning is underway nationally which may impact the services available to the most vulnerable clients.
- This should be discussed further with CAB and Homemaker via a focused meeting in the New Year.

Community and Voluntary Sector Partners said:

- *We should add into the strategy more specific reference to Mental Health services and the new Community Mental Health Framework.*

- *Mediation has become more difficult due to pressure on Social Care services – harm minimisation process – recognising that more serious intervention might be needed.*
- *We should add into the Strategy specific reference to awareness raising, for example outreach/ visiting schools and undertaking workshops around housing options*

Intervention

We said:

- Housing related debt can be a barrier to being offered a home.
- Housing prices and rental rates have increased, incentives for landlords to rent to families on benefits to be considered.
- There is a mismatch between local rents in the private sector and housing allowances
- There is a gap in accommodation options for young people

Community and Voluntary Sector Partners said:

- *Add into the strategy a commitment to looking at the relationship between mental health crisis and debt.*
- *It is important that people are aware of options that are available to them, and that awareness raising targets the right people.*
- *Consider using national homeless week to collaborate with partners and promote services across Teignbridge.*

Sustainment & Recovery

We said:

- Demands on the service have meant that there has not been resource to look at meaningful occupation, available budgets have not been taken up for education and training.
- Spending to save, access to education and routes into employment reduce costs associated with homelessness and are key to recovery from a life of street attachment.

Community and Voluntary Sector Partners said:

- *Showcase good news stories to attract landlords for supported move on.*
- *Revisit Homelessness Week annually.*
- *Promote and utilise befriending services – meaningful occupation and reducing isolation.*
- *Links to volunteering/charity work.*
- *Link in with Community Mental Health framework.*

- *Look into the “I can do that” organisation helping to get under 25’s into work.*
- *Utilise and promote Apprenticeship schemes such as ‘Kickstart’.*
- *Ensuring awareness of entitlements and maximising income.*
- *Mapping of services and referral routes for professionals and users.*

4. Open Formal Consultation

An open consultation was undertaken between 2nd December 2021 and 4th January 2022. Through the consultation, a copy of the Draft Homelessness and Rough Sleeping Strategy and Draft Homelessness Review were made available to members of the public, who were also asked to complete an on-line survey.

The consultation widely was promoted including via the Resident’s Newsletter, the Members Newsletter, our staff Newsletter, and the Teignbridge Council Website. The survey was also promoted via a local press release used by local news outlets, and the Executive Member for Housing was interviewed in relation to the Strategy on the BBC Devon breakfast show.

A link to the consultation was also directly emailed to key service leads and representatives of a wide range of statutory and community and voluntary sector agencies both locally and nationally. A link was also emailed directly to representatives of agencies representing marginalised groups and people with protected characteristics, as defined by the Equality Act 2010, in Teignbridge and Devon.

The results of the online survey are listed below. Also listed are the comments made by respondents to the survey, together with officer responses to each comment.

Homelessness and Rough Sleeping Strategy Survey Results

Total Responses: 84.

Q1. Do you agree that partnership working should be a core principle?

Yes: 98.1%

No: 1.19%

Q2: Do you agree that effective use of data should be a core principle?

Yes: 95%

No: 4.76%

Q3: Do you agree that putting the client first should be a core principle?

Yes: 97.62%

No: 2.38%

Q4: Do you agree that prevention should be a strategic priority?

Yes: 93%

No: 6.10%

Q5: Do you agree that intervention should be a strategic priority?

Yes: 97.53%

No: 2.47%

Q6: Do you agree that Sustainment and Recovery should be a Strategic Priority?

Yes: 97.56%

No: 2.44%

Comments and Responses from the Homelessness and Rough Sleeping Strategy Consultation

Comments on Key issues	Officer Response
Partnership working	
<p>My experience (currently in temporary accommodation) is that different agencies struggle to communicate effectively, and/or acknowledge other agencies' recommendations</p>	<p>Yes, we agree that Silo working has been a barrier to effective communication in the past and we are committed to improving effective communication between key agencies in order to prevent and relieve homelessness.</p>
<p>It is very important that these agencies should be included - it's crucial that they should work together. However, what's needed is an overarching body whose sole objective is to help people who are going off the rails, drawing on the expertise and if possible detailed information from social services etc.</p>	<p>As the Local Housing Authority, responsibility for addressing and reducing levels of homelessness lies with Teignbridge District Council. We do however participate in a number of key partnerships which operate at a County-wide level.</p>
<p>Needs to be recognised that all these services are massively underfunded and it is not the job of the voluntary and community sector to patch holes in statutory provision. Voluntary and community sector can make a difference to people's lives but cannot counteract the core elements which contribute toward homelessness like a lack of safe homes, low wages and unnecessary criminalisation of homelessness. It also needs to be recognise that the criminal justice system seeks to penalise and further criminalise homelessness. As a person working within the Voluntary and community sector I am reluctant to collaborate with this agency because of the detrimental effect they have on people's lives.</p>	<p>In relation to Homelessness Services, Government has committed in core funding by 60% over the next three financial years. The criminalisation of homelessness under the Vagrancy Act of 1824 will also be repealed. We welcome this change in legislation.</p>
<p>Care should be taken to ensure that members of the 'partnership' belonging to the 'criminal justice system' [however attached] are seen to take a 'low key' approach to these meetings. The majority of 'rough sleepers' have over the years bad experiences with 'law enforcement' in general [both perceived and otherwise] such that any such contact could be seen in a bad light and frighten the rough sleeper away from further contact - to their detriment.</p>	<p>Representation of the criminal justice system is and will continue to be a key component of our partnership work. Police and probation officers attend our multidisciplinary team meetings and representatives of those agencies are also involved in the wider Devon and Cornwall Housing Options Partnership. We recognise that distrust of statutory services can be a barrier to engagement amongst the rough sleeping cohort and our Rough Sleeper Navigators work hard to build relationships and break down those barriers.</p>

Partnership working should not negate Teignbridge from increasing its own stock of additional accommodation.	Noted and agreed
The statutory agencies are hard-pressed already, both funds and folks. Charities have inadequate funds and cannot add another set of worthy recipients of their money. Why not be partners with those who do have money? Banks, landowners, big business. With those who can institute changes for the individuals - banks, colleges, hairdressers, clothes sales, churches.	Thank you and noted. We will further explore the potential for including organisations within the private and social enterprise sectors into our wider homelessness partnership. We agree that this could have a positive financial and social impact and could benefit those experiencing homelessness.
The partnership should also be with voluntary groups and charities who currently support the homeless.	Agreed. The community and Voluntary Sector will be included in our partnership work via a Homelessness Forum which will meet on a quarterly basis. We are also in regular contact with key C&V sector agencies via our daily operational work.
Core principle should be to eliminate homelessness. Work with whoever you need to in order to achieve this. Why assume that existing partners are the best choice?	That is certainly our ambition through this strategy. We will continue to ensure that we reach out to a wide range of partners, from both existing and emerging organisations.
It is vital that a preventative approach is taken towards the causes of homelessness as clearly it is better to prevent people from becoming homeless in the first place than to react only after someone becomes (or is about to become) homeless.	Agreed. Prevention is a key strategic priority within our Homelessness and Rough Sleeping Strategy
Fundamental. Strengthens synergies and reduces overlaps. In theory should be more cost-effective overall. The partnership should include a lived experience element and take a holistic approach to address those experiencing multiple needs rather than just homelessness.	Agreed and noted.
I feel the lived experience on parents and families who are facing homeless and eviction must be heard as with the levels of private landlords selling while property prices are high, families are facing court evictions through no fault of their own. There is just not enough affordable rental properties for the level of landlords selling. This is also escalated by letting agents encouraging sales through promotions to make the best of the Selling boom.	Agreed- The lack of affordable accommodation is a key challenge as outlined within our strategy. We are also committed to continuing to capture the voices and views of people with a lived experience of homelessness in order to shape and refine our approach and service provision.
Use of Data	

<p>Spending resources on better data when there is limited resources/political will to implement the solutions that are already known to be needed (as seems to be the current state of affairs) is just a waste of resources.</p>	<p>There is a very clear political will to address homelessness, both locally and nationally. Collecting and analysing data is a fundamental requirement of homelessness services as we are statutorily mandated to complete statistical returns. Our aim is to reach beyond our statutory obligations and intelligently collate and combine data sets so that we can direct resources towards those areas and people who most need our support. Using data in this way will have a positive financial impact as it will enable us to prevent homelessness more effectively.</p>
<p>I think data quickly becomes outdated, unless you use already limited resources to continuously update. Therefore it needs to be informed by experience of service users, potential & actual as well as staff.</p>	<p>Agreed and noted. We appreciate the need to utilise real-time up to date data sets. We are also committed to continuing to capture the voices and views of people with a lived experience of homelessness in order to shape and refine our approach and service provision.</p>
<p>Obviously. But you also very much need 'people skills'. Have a look at 'Nightmare tenants - slum landlords' on My5. Lots of these cases are resolved by landlords/letting agents persuading tenants to shape up - quite a skill!</p>	<p>Having strong interpersonal skills is a fundamental requirement of any front-line officer working in the sphere of homelessness. We also support staff to develop these skills though person centred, person –focus training and development.</p>
<p>However it should be remembered that every individual is an unique member of society and often what fits one will not fit another [the "One Man's Meat is another Man's Poison" principal], as such whilst data is an important indication of 'trends' the observer must ensure they 'tread lightly' when using this data.</p>	<p>Agreed and noted.</p>
<p>Only if some high degree of urgency is involved not endless data collection for years, Just go outside of the cosy office and trudge the streets in night time.</p>	<p>Agreed, however street homeless outreach work is a core element of our service. All of our staff have experience of this work, although it is predominantly conducted by our Rough Sleeper Team. Outreach is conducted in the early hours of the morning, in all weather conditions.</p>
<p>If being effective means doing the right thing, then you also need to be efficient, meaning doing the thing right, This relates to the choice of and management of the right data.</p>	<p>Agreed and noted.</p>
<p>Surely statistically you need to analyse past trends in order to predict future trends</p>	<p>Yes, analysis of past trends is key to informing and developing our service provision.</p>
<p>But some rough sleepers and homeless people do not appear on data as they are below the radar or their homelessness is not officially</p>	<p>Agreed and noted, however we do our best to keep up to date records of all of the rough sleepers what we encounter through our outreach work. It is difficult to capture data</p>

known. They may just be on the streets or sofa surfing.	relating to 'hidden homelessness' such as sofa surfing, unless individuals contact our homelessness service, or apply for housing through Devon Home Choice. We therefore recognise the importance of working with our partners to widely promote the services and support we offer. Collating data from advisory services such as Citizens Advice Teignbridge also helps us to better understand the extent of 'hidden homelessness' within the district.
Record "what matters to me" voiced by homeless	We are also committed to continuing to capture the voices and views of people with a lived experience of homelessness in order to shape and refine our approach and service provision.
Do not confuse data with information. The data may need "interrogation" to give information that is useful.	Agreed and noted.
So long as it protects the individual	Agreed and noted.
Putting the Client First	
The term 'Improving our digital offer' makes no sense, you're meant to be using plain ** English!! Forums are good but only if those with homelessness experience can access them.	Noted. We will ensure that we adapt the language used to ensure it is more accessible.
My experience of the housing departments (both Teignbridge and Torridge council) is that they are rewarded/encouraged to not help people in need, and to find every reason not to help people. Reading up on the official council guidance available also suggests this to be the case, and in some cases the guidance given (for example regarding children) seems to contradict guidance given to other agencies. How much money is being used on avoiding helping people, and avoiding implementing long term strategies?	Sorry that you have had a negative experience however it is not our intention to avoid helping people. We are committed to providing assistance and support to anyone who is threatened with homelessness or homeless.
Absolutely, also need to improve engagement in terms of the organisation being proactive.	Agreed.
Good to see this principle being put forward. Forum participants need to be properly paid for their time and the system also needs to recognise that the statutory sector, including the council, are often not trusted because they are part of the state apparatus which includes law informant. E.g. a displaced person who is not a legal immigrant in this country would not	Thanks. We recognise that distrust of statutory services can be a barrier to engagement amongst the rough sleeping cohort and our Rough Sleeper Navigators work hard to build relationships and break down those barriers. We also recognise that non-statutory agencies are sometimes best placed to provide advocacy

take part in this forum because of fear of being found out.	and support to those experiencing homelessness.
Putting to one side the difficulties that Covid has placed on face to face contact clients need face to face support, guidance and assistance.	Agreed and noted. We do recognise the importance of offering face to face support, particularly in relation to service users who are vulnerable and require enhanced levels of care.
Partners will need to recognise importance of going out into community to access clients	Outreach work is and will continue to be a key element of our work.
I assume the client is the homeless person, who will probably have neither means nor skill to make use of a digital offer.	The vast majority of those accessing homelessness services are not street homeless and do have access to either a laptop or smartphone.
Services need to take on board feedback from the homeless/ex-homeless people in order to ensure that services remain responsive, proactive and learn from past mistakes.	We are also committed to continuing to capture the voices and views of people with a lived experience of homelessness in order to shape and refine our approach and service provision.
Prevention	
I feel like this could encourage councils to force tenants to stay in accommodation that is unsuitable (either due to health and safety, or abuse from family/partner/landlords/neighbours) due to minor technicalities housing departments will find in order to avoid helping people. For example, domestic abuse is difficult to prove, and excepting in extreme circumstances, councils can avoid helping people as there is no evidence.	Under Homelessness Legislation, we are statutorily obliged to assist people who are occupying unsuitable accommodation and it is not our intention to use prevention as a means of avoiding helping people. Please also note that under both Homelessness Legislation and the Domestic Abuse Act, evidence is not required in order to prove a case of domestic abuse. The legislation recognises that it is not always possible for victims of domestic abuse to report incidents to the Police or other statutory agencies.
The concept of 'remaining in your existing home' is to me flawed. Before going that way the reasons of homelessness needs to be closely studied - is remaining in their present home actually a reason to want to leave? A bad experience or experiences within that home or with neighbours could so easily lead to a feeling of lack of ability to cope with the present situation - a case of fight or flight? With flight being the easy [possibly only] avenue of escape	<i>As above- Under Homelessness Legislation, we are statutorily obliged to assist people who are occupying unsuitable accommodation and it is not our intention to use prevention as a means of avoiding helping people.</i> Assisting people to remain at home should only be the focus of our homelessness officers when it is safe and suitable to do so.
Whilst I cannot disagree that prevention should be a priority how does Teignbridge propose to actually deal with the chronic shortage of affordable rented property	Increasing the supply of affordable accommodation within the district is a fundamental priority of our Housing Strategy.
But not to remain in their home if it is safer on the street, or if the bailiffs are at the door now	Assisting people to remain at home should only be the focus of our homelessness officers when

and it's outside office hours and to only intervene when a crisis occurs because no-one has seen the underlying cause.	it is safe and suitable to do so. Please also note that people can access support out of normal office hours through our 'out of hours service'. This is a statutory requirement of all homelessness services.
A huge priority that has so many interlinking reasons. Communication with clients can help with prioritising these reasons	Agreed and noted.
Social workers must be at the heart of spotting who is liable to become homeless. The chances of success of this priority would be improved by increasing their numbers, as well as their special training for this task and their suitably improved pay levels and promotion prospects.	Agreed. The 'Duty to Refer' mechanism, introduced through the Homelessness Reduction Act 2018 ensures that statutory agencies such as social services are legally obliged to refer clients to local housing authorities when they are homeless or threatened with homelessness.
Prevention where possible will reduce or eliminate demands on the service in the future.	Agreed. Thank you.
Absolutely - prevention is better than cure as the saying goes	Agreed. Thank you.
The preponderance of those with mental health challenges needs careful evaluation and diagnosis. How can enough capacity for talking therapies be developed?	Agreed. We will investigate how we can further promote therapies through our links with Mental Health Services under the new Community Mental Health Framework.
Helping someone stay in their home should be top priority	Agreed.
However one of the main problems of homelessness is young people fed up with living with their parents and having an obligation to rules of the house. A lot of young people leave home because they feel it is better and they can live on their own. They are incorrect. The main aim is to keep teenagers at home	We are committed to continuing to support mediation between family members as a means of preventing homelessness, provided that it is safe and suitable for people to remain at home. Mediation is a core function of our contracted Youth Homelessness Prevention Service, Young Devon.
Working closely with Citizens Advice in Devon which is often an agency called on at early stages of crisis	We work closely with Citizens Advice Teignbridge, and also provide annual funding to them (£52,130 pa).
If the sale of rental properties by Landlords is the number 1 cause of homelessness then surely there should be some sort of incentive for these Landlords to keep their properties in the long term rental sector and avoid a sale or going into the holiday trade.	We will work with our Private Sector Housing Team to investigate what incentives may encourage landlords to continue to let their properties at affordable rents.

Prevention is always better and saves a lot of money and time and also helps people's health if they can be helped sooner rather than later	Agreed. Thank you
The Homelessness Forum is a great idea but will only be effective if there is a clear action plan with deliverables in specific timeframes. The whole strategy as laid out is excellent but next to useless if there isn't a plan of deliverables that everyone will be judged against. Where the plan doesn't meet the need this has to be identified so that more resources can be identified.	It is our intention to develop a SMART action plan which will be attached to this strategy.
Intervention	
lacking a semi-permanent address and reasonable cooking facilities prevents people getting back on their feet/working - relying convenience food makes it difficult to save and uncertainty around where one is located makes it difficult to focus on job related activities (I've been signed on to 4 different job centres and had to leave two jobs due to relocation). Judging from the people rough sleeping, there needs to be more things for people to do to help themselves (other than begging and selling big issue).	Agreed. Access to safe, suitable accommodation is crucial to enabling people to live healthy and productive lives and is a fundamental human right.
Intervention needs to be moved away from law informant agencies and toward properly funded community organisations.	The focus of our intervention is on person centred engagement and support. Enforcement is the responsibility of the Police and anti-social behaviour teams. We do however recognise that certain circumstances require a combined approach of enforcement and support including offers of suitable accommodation.
Guidance and suggestion would be a better term than direct intervention. Any form of 'seen intervention' can be seen in a bad light - why do they want me to go THERE? What will happen to me if I do? Will I be forced to do something I don't want to do?	Thank you, however we feel that the term intervention embodies the principle and priority of proactive engagement in order to address homelessness.
if this means B&B at least make sure accommodation is fit for purpose not some down and out doss house	One of our priorities is to reduce the use of bed and breakfast placements and invest in alternative emergency accommodation options. We do however ensure that all bed and breakfast accommodation is inspected and meets regulatory standards.
Far more bricks and mortar resources need to be provided to meet the need. In my experience in the NHS strategies and pathways	Improving the availability of affordable accommodation is a key priority of our Housing Strategy,

can sometimes get in the way of actually meeting needs	
Robust partners are key in this - no use leaning on a partner if their support is wafer-thin. No-one wins.	Agreed. Please see our section on partnership working.
Sufficient purpose-built accommodation must be created for single occupation within a sheltered environment.	Agreed and noted.
as long as it has enough flexibility to be workable for individuals	Agreed and noted.
Although people need to be supported to be able to support themselves. For example, support to get employment or access to the right medical intervention.	Agreed. Enabling people to become and self-sufficient as far as possible, and as much as circumstances allow, is critically important and explored further through our key strategic priority of 'Sustainment'.
But you don't need to develop better pathways, they already exist. You need to implement pathways that others have already developed, saving time and money	We do utilise existing pathways, however we feel that there is more work to do, for example through the development of improved pathways for people experiencing homelessness and mental health issues.
Teignbridge should licence ALL private letting and there should be a register of ALL landlords operating within Teignbridge and the register should be open to the public to view. Any actions taken by TDC should be noted on the register.	We will pass this comment on to our Private Sector Housing Team.
Proactive, targeted intervention can significantly reduce the emotional and financial costs of homeless by getting people back on their feet as quickly as possible.	Thank you, we agree.
Would homeless persons access a mobile phone access to urgent help when needed if one were available?	We do provide mobile phones to people who are rough sleeping when required as a means of maintaining contact so that we can arrange placements into accommodation, and facilitate support.
Having worked for Shelter many years ago, can I commend this paper? Teignbridge seem to be doing their best in difficult National circumstances and year-on-year cuts. I fully support the efforts to provide single person / 1 bedroom accommodation to enable persons to get back on their feet.	Thank you.
Yes. However we must always prioritise UK citizens BEFORE illegal migrants. Illegal migrants	Illegal immigration is the responsibility of the Home Office. People without recourse to public

have made themselves stateless and their needs must not supersede those of UK homeless people	funds are not eligible for assistance under Homelessness Legislation.
Consider a Housing First approach	We do use Housing First. We have a Housing First project comprising of 12 self-contained properties where bespoke support is provided to tenants. Teignbridge has been using Housing First since 2012.
Only as and when it is a need - focus more on prevention. Intervention will reduce and although it needs to be there intervention is when you have ineffective prevention - and if you do intervene - working in partnership may mean a better and more bespoke intervention rather than fuddled - end of the line - not fit for purpose service serving intervention	Thank you. We feel that prevention and intervention are both crucially important, as is working in partnership.
Drug and dependency support and treatment services need to be improved. There are a lot of people with mental health issues who need basic support to manage their finances.	We have invested in providing specialist drug and alcohol recovery support to rough sleepers and those with a recent history of rough sleeping, however we recognise that there is more work to do. We will continue to work closely with drug and alcohol support services and seek to improve pathways and support for those experiencing mental health issues.
There needs to be a lot more resources aimed at helping peoples' mental health as many/most reasons for homelessness will have a mental health component that if not addressed will only continue the cycle	Agreed. Please see above.
It's important to be able to intervene but the person being helped also needs to be listened to and their worries taken into account, There is not a one size fits all!!	Agreed and noted. Thank you.
Sustainment & Recovery	
Having brought the persons problem out into the open and 'housed' them must not be the end of the situation, follow up meetings are essential to ensure that the 'former' homeless person is happy with the new situation or a rapid return to the former situation could easily occur - back to square one so to speak. A lot of work and expense for nothing so to speak, however this does not mean a continual series of meetings and visits to be carried out - a gradual phasing out initially of meetings and finally visits need to be carried out - with the	Thank you. Agreed.

reminder that any further problems no matter where, when or why can be dealt with	
you do need to provide sufficient resources in both funding and staff not as is now with say social worker starting with 5 clients /day ending up with 50 + and not coping and failing the system	Agreed. We try to ensure that staffing levels enable manageable caseloads within every element of the homelessness service. We will continue to ensure that this is a priority moving forward and use every opportunity to bring in additional resource through grant funding opportunities aimed at addressing levels of homelessness.
They are simple sentences, but a huge programme to set up, to staff, to administer, to maintain and to make resilient against the unforeseen circumstances that hit us all - as well as those who don't want to be helped as they fear change or cannot be helped as they fear exposure to their abusers.	We have the staff and programme in place to support this approach and we will continue to endeavour to work with those people who initially refuse to engage. We are used to rejection but we are nothing if not persistent!
No one should sleep on the streets	We agree and we are committed to offering all verified rough sleepers accommodation and support.
If people have mental health issues, they need to receive ongoing support	Agreed, however people do not always meet the threshold for ongoing support through mental health services. The new Community Mental Health Frame work should support a more preventative approach however, and provide community based support to those who have not met the threshold in the past.
The long term needs of vulnerable people is sometimes overlooked. Individuals whose life is unstructured or affected by substance dependency may need second or third chances. Also criminal activity should not bar people for being offered a second chance.	Agreed. Thank you.
Mental health specialists should have an important role to play where there is a cycle of repeated homelessness.	Agreed.
It is important that people are supported against falling back into homelessness thereby ensuring that resources are deployed on as many homeless people as possible rather than continually assisting the same people again and again.	We agree. For us, a model of supporting sustainment and preventing the cycle of repeat homelessness is critically important.
Again I agree but ensure these people take up employment to support themselves	We are committed to working closely with the job centre in order to help people into employment. We also have funds provided

	under the Rough Sleeper Intervention funding stream for people who have experienced rough sleeping for vocational training and education attainment.
Education and particularly financial management of personal budgets must be in capable hands	We recognise that financial management and debt advice is crucially important. To this end we are committed to continuing to provide guidance and support through our contracted money advice service.
Very important	Thank you.
Current legislation for people in private rented property allows the landlord / agent to delay returning some / all of the deposit. Then it is not available to the tenant to put on a new rental. Agents / landlords write in to contracts clauses that make it impossible for the tenant to receive all the deposit back, they are required to pay (high charges) for professional cleaning on vacating the property. Seems unfair to require the tenant to clean the property and then have to pay for professional cleaning too. Even less then available for them to put towards the deposit on the next property.	Landlords are legally obliged to register tenants' deposits through one of three recognised Tenancy Deposit Protection Schemes. These schemes offer a dispute resolution service which requires evidence to be provided by tenants and landlords in the case of a dispute. An independent assessor then makes a final decision on whether as deposit should be returned.
The key to successful housing placement should be support. Currently too many homeless persons are just put into accommodation and left without help and support to sustain their new home.	Agreed. Bespoke, person centred support is key and will continue to form a key element of our service offer to those experiencing homelessness.

5. Internal Staff Feedback

Front-line officers and managers working for the Housing department at Teignbridge Council were consulted on the draft Homelessness and Rough Sleeping Strategy and Homelessness Review in December 2021 and January of 2022. They provided the following feedback and suggestions which will help to refine our final version of the strategy:

- More explicit reference to the Teignbridge 100 development project should be included to emphasise our efforts to bring into existence more affordable housing for local residents.

- Include more data to show the increased demand year on year for the Rough Sleeping Service.
- Include a heavier emphasis on our approach to reducing levels of rough sleeping within the district.
- Include dedicated sections showing our approach to supporting vulnerable groups including; people with substance misuse issues, young people experiencing homelessness, victims of domestic abuse and violence, and people experiencing mental health issues.

6. Focused Interviews with Service Leads

As detailed above a link to the Homelessness and Rough Sleeping Strategy consultation was emailed directly to the leads of key statutory and community and voluntary sector agencies who work with people experiencing homelessness. Service leads from those agencies were given the opportunity to book a focused meeting with our Housing Needs Lead in order to discuss the aims and objectives of our strategy in more detail. Two focused meetings were held in January of 2021. The first was dedicated to discussing the needs of young people experiencing homelessness, and was attended by a Lead Commissioner for Services for Young People and by the local Service Lead for Young Devon. The second meeting was dedicated to discussing the needs of people experiencing issues with substance misuse and was attended by the Lead Commissioner for Substance Misuse Services, and by the Regional Service Lead for Together Drug and Alcohol services.

Summary of the discussion around the needs of young people experiencing homelessness

- It would be helpful to investigate the feasibility of a Housing 1st project for young people and care leavers.
- We know that move on from supported accommodation is an issue for young people locally, however we need to better understand what the wider unmet needs are of young people experiencing homelessness in terms of the provision of accommodation.
- It would be helpful to investigate the feasibility of an emergency accommodation and assessment centre in Teignbridge.

- We need closer collaboration between Social care and Housing for cases of ‘intentional homelessness’.

Summary of the discussion around the needs of people experiencing issues with substance misuse

- It would be helpful to include something along the lines of an integrated workforce that supports people living with multiple adversity (which can include Substance addiction, DSVAs, mental health needs). The Drug Strategy and Rough Sleeping funding should enable us to co-commission and better integrate service provision.
- Please link your strategy to the new Drugs Strategy which has just been released.
- Moves between units of accommodation can be disruptive for people engaged with treatment services. It would be helpful for this to be acknowledged within the strategy.
- Housing and substance misuse services should work collaboratively to investigate the potential for rapid prescribing for people experiencing street homelessness, and for those people recently accommodated from a position of street homelessness.
- An approach based on harm reduction and harm minimisation should be adopted prior to services users being fully engaged in drug and alcohol treatments.

7. Interviews with Service Users

In January and February of 2022, interviews were conducted with people with a recent lived experience of homelessness in Teignbridge. Interviewees were asked whether they were supportive of the core principles and strategic priorities contained within our draft Homelessness and Rough Sleeping Strategy. Interviewees were supportive of our stated approach. Interviewees were also invited to provide further comment in relation to our homelessness service provision. Below is a summary of the insights provided by respondents:

Working in Partnership:

- More help needs to be centred around mental health, especially for those in temporary accommodation. Children’s mental health is ignored, as social services say that housing is not their responsibility.

Using data effectively

- Health conditions are disregarded while people are in temporary accommodation. By all means collect data, but use it in a proactive way.

Putting the client first

- Updating anything takes forever. Weekly meetings in person should be introduced so that grievances can be personally accounted for.
- A forum to improve services for clients would be good. It would be good to feedback to others and share experiences with people who have been through the process.

Prevention

- It is important so people can keep a roof over their head and so they can focus on living.
- In some cases prevention is important, however in other cases this prolongs the stress of facing homelessness. Children should be the priority and the effects on them if evicted or if circumstances are unpredictable and unsettling. Living out of suitcases, waiting to be homeless is too much for children.

Intervention

- It is important as finding housing is really difficult especially when you have additional support needs. Finding private properties is impossible if you have no guarantor or are on benefits.
- Access to housing for people on benefits needs to be addressed.

Sustainment and Recovery

- It is hard to break the cycle you have been in when you are struggling with addiction and mental health. If you are homeless you cannot focus on recovery.

Suggested improvements to housing and support services

- Weekly meetings with your housing officer and support worker
- Mental health checks for residents of temporary accommodation
- More help with forms and emails
- Explain to schools about clients' housing situation
- Somewhere to play for children in temporary accommodation
- Use a human touch and attitude when working with service users.

8. Summary of planned amendments to the Homelessness and Rough Sleeping Strategy based on consultation feedback

- In relation to the establishment of a Homelessness Forum, meetings should include a combination of developing projects and sharing of relevant information from all parties.
- Developing mechanisms for capturing the voices of people with lived experience of homelessness should draw on local best practice examples such as the co-designing of services by Young Devon.
- We will include more specific reference to mental health services and the new Community Mental Health Framework.
- We will include a commitment to looking at the relationship between mental health crisis' and debt.
- We will include specific reference to awareness raising in relation to homelessness and homelessness prevention, for example outreach/ visiting schools and undertaking workshops around housing options.
- We will commit to the promotion and utilisation of befriending services.
- We will commit to promoting and utilising apprenticeship schemes as a route into employment, particularly for young people.

- We will further explore the potential for including organisations within the private and social enterprise sectors into our wider homelessness partnership. We agree that this could have a positive financial and social impact and could benefit those experiencing homelessness.
- We will be more explicit in terms of our commitment to proactively use data in order to provide tangible benefits for service users.
- More explicit reference to the Teignbridge 100 development project should be included to emphasise our efforts to bring into existence more affordable housing for local residents.
- We will include more data to show the increased demand year on year for the Rough Sleeping Service.
- We will include a heavier emphasis on our approach to reducing levels of rough sleeping within the district.
- We will provide dedicated sections showing our approach to supporting vulnerable groups including; people with substance misuse issues, young people experiencing homelessness, victims of domestic abuse and violence, and people experiencing mental health issues.
- We will commit to investigating the unmet needs are of young people experiencing homelessness in terms of the provision of accommodation.
- We will commit to investigating the feasibility of an emergency accommodation and assessment centre in Teignbridge for young people.
- We will promote closer collaboration between Social care and Housing for cases of 'intentional homelessness'.
- We will link our strategy to the new Drugs Strategy which has just been released.
- We will acknowledge that moves between units of accommodation can be disruptive for people engaged with treatment services.
- We will commit to Housing and substance misuse services working collaboratively to investigate the potential for rapid prescribing for people experiencing street homelessness, and for those people recently accommodated from a position of street homelessness.

- We will promote an approach based on harm reduction and harm minimisation should be adopted prior to services users being fully engaged in drug and alcohol treatments. Please link your strategy to the new Drugs Strategy which has just been released.
- Moves between units of accommodation can be disruptive for people engaged with treatment services. It would be helpful for this to be acknowledged within the strategy.
- Housing and substance misuse services should work collaboratively to investigate the potential for rapid prescribing for people experiencing street homelessness, and for those people recently accommodated from a position of street homelessness.
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**Teignbridge District Council
Overview & Scrutiny Committee
O&S1 29th March 2022
O&S2 TBC
Part i**

Quarter 3 2021-22 Council Strategy Performance

Purpose of Report

To update members on the delivery of the Council Strategy 2020-2030, providing the detailed performance information used to track its delivery. Members are asked to review the performance information and areas where performance is not on track.

Recommendation(s)

The Committee RESOLVES to:

Review the report and the actions being taken to rectify performance issues detailed in Appendix A.

Financial Implications

A summary of the financial information supporting the delivery of the council strategy has been provided as part of this report.

Finance Systems Manager
Email: steve.wotton@teignbridge.gov.uk

Legal Implications

A summary of the legal requirements are contained in the detail of this report.

Monitoring Officer
Email: paul.woodhead@teignbridge.gov.uk

Risk Assessment

Failure to deliver the council strategy or parts of it will be identifiable in both the performance and risks reports, enabling both senior management and members to take action where necessary.

Chief Finance Officer
Email: martin.flitcroft@teignbridge.gov.uk

Environmental/ Climate Change Implications

The council strategy contains a dedicated programme entitled Action on Climate alongside other projects in the strategy that also impact on climate and the

environment. Detailed information about this programme and actions being taken are contained within this performance report.

Climate Change Officer

Email: william.elliott@teignbridge.gov.uk

Report Author

Data and Performance Analyst

Email: jack.williams@teignbridge.gov.uk

Executive Member

Strategic Direction - Cllr Alan Connett

Appendices/Background Papers

1. Introduction/Background

This performance report looks at the Council Strategy 2020-2030 and covers the period from 1st October to 31st December. If you have any queries please ask them in advance of the meeting.

1.1 T10 Finance – for updating at SLT

[Executive report 8 February](#) 2022 identified budget gaps for future years. Deficits are identified of £2.6 million for 2022/23, £3.3 million for 2023/24 and £2.6 million for 2024/25 and heavy use of earmarked reserves to balance the revenue account in these years and maintain general reserves at just above £2 million. Further representations to Government as part of the fair funding review and continued efforts to generate savings/extra income will need to be made

1.2 T10 Programmes

8 are on track. The following programmes continue to be reported with a caution status:

- A roof over our heads
- Out and about and active

1.3 T10 Performance Indicators

A total of 43 PIs included in the report.

- 12 PIs are either ahead or well ahead of target
- 6 PIs are on target
- 7 PIs are underperforming

There are a total of 18 monitoring indicators tracking background data trends that do not have targets.

T10 Performance Indicators by Status

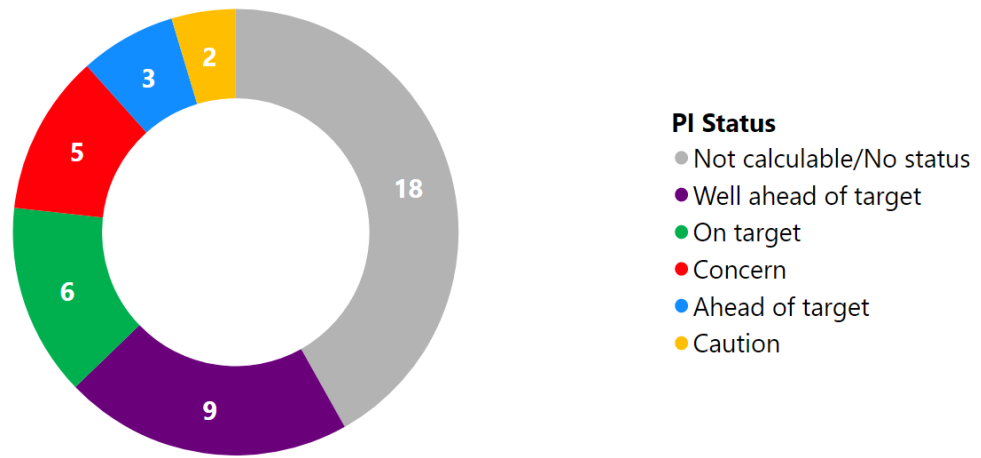


Figure 1 – Performance Indicators by Status

1.4 T10 Projects

A total of 47 projects are included in the report.

- 43 are on track
- 1 are reported with a caution status
- 2 ahead of schedule
- 1 is completed

T10 Projects by Status

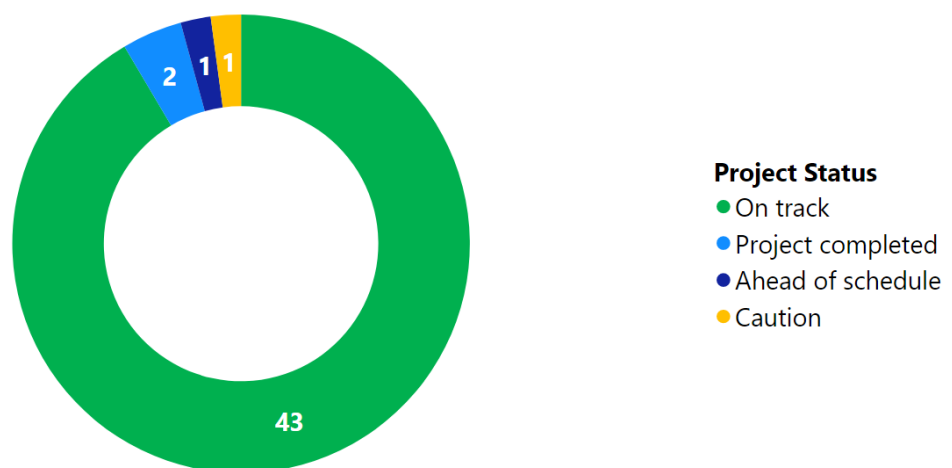


Figure 2 – Projects by Status

Details of the programmes, projects and performance indicators with a concern or caution status together with an explanation of their performance and improvement plan can be found in **Appendix 1**

2. Implications, Risk Management and Climate Change Impact

2.1 Legal

Although there are no direct legal implication regarding this report, it will be appreciated that the Committee has constitutional responsibility to review and scrutinise the performance of the Council in relation to policy objectives and performance targets to which this report refers.

2.2 Risks

The Council Strategy has a comprehensive set of risks associated to its delivery. Each risk has a set of mitigating actions which are reviewed and updated by the officers directly responsible.

These risks are monitored and discussed as part of the strategic and corporate risk reports that are presented regularly to the Strategic Leadership Team and Audit Scrutiny Committee. Any areas of poor performance or unacceptable risk are identified in the reports.

2.3 Environmental/Climate Change Impact

The council strategy contains a dedicated programme entitled Action on Climate. This programme looks at the actions the authority can achieve to reduce carbon emissions and to increase the district's resilience to the changing climate.

The authority continues to support the Devon Climate Emergency, which is seeking to achieve net-zero carbon emissions across Devon at the earliest credible date.

ALTERNATIVE OPTIONS

None

CONCLUSION

The Council Strategy performance report provides Members with an overview of performance for the Teignbridge Ten Programmes including details of any areas of poor performance.

The Council Strategy runs from April 2020 to 2030.

01 Action on Climate

Lead contact: David Eaton, Cllr Jackie Hook

Programme Status: On Track

Note: Data for the 4 utilities monitoring performance indicators provided by the utility companies, is not yet available.

02 A Roof over our Heads

Lead Contact: Graham Davey, Cllr Martin Wrigley

Programme Status: Caution

Summary Statement:
 3 indicators well ahead of target, 1 ahead of target, 2 caution and 4 reported as a concern with 4 tracking performance indicators.

Details of these are summarised below and a fuller explanation is in the Performance Indicator section of the report. All of the areas of concern are still as a direct result of Covid19 and national lockdowns especially in respect of the housing delivery chain.

Of the 9 projects 8 are on track with 1 completed. Projects have still been able to be progressed by staff working from home and reduced staff in the Office.

Make sure plans take full account of all housing needs
 Following the formal ending of the Greater Exeter Strategic Partnership it has been agreed that a joint statutory plan will not be progressed. We are therefore pursue our Local Plan consolidating strategic and non-strategic matters.

Housing delivery remains low. Even before the impact of Covid 19 was felt, our housing target was not being met. The target had increased in line with the Government’s standard method for calculating housing need once the current Local Plan turned 5 years old. Before then, the Local Plan target had been 620 homes per year and average completions had been more than 640 dwelling per year. With new strategic sites now starting development, it is anticipated that completions will increase again. However, at the end of Q3 312 homes have been delivered against a target of 565.

There is therefore, a continued under delivery of housing may or will trigger the presumption in favour of sustainable development. This could result in unplanned development sites that are not allocated in the Local Plan coming forward.

The Local Plan Review process is underway. Teignbridge’s new plans are due to be in place by 2024.

Deliver affordable housing

The net additional homes remains a concern with only 312 delivered in the first half of the year. The affordable homes delivery however, have recovered with 109 delivered against a target of 96. This is due to RP partners purchasing additional units from developers and some delivery in the DNP. Covid19 and planning issues have delayed rural schemes and therefore three projected schemes for this financial year likely to be delivered in the following year. Delays have been caused by complex planning and legal issues as well as shortages of materials and labour. However we now have a robust Community Led Affordable housing programme of 155 units

- 13 completed Denbury, Ashburton and Haccombe in Coombe
- 65 consented (39 on site) Widecombe, Ashburton, Buckfastleigh and Moretonhampstead
- 59 with planning applications submitted and 18 at pre application stage

Evaluate options for delivering affordable rented housing

Drake Road and East Street, Newton Abbot schemes both granted planning consent and successfully tendered. Drake Road is now complete and East Street is due for completion February / March 2022. The next phases of the Teignbridge 100 Housing Delivery Programme will be the Chudleigh Shared Equity Scheme launched in July 2021, the purchase of a large house for temporary accommodation to compliment Albany House and reduce B and B use and the Rough Sleeper Accommodation Programme to purchase five 1 bedroomed flats for homelessness purposes. Four sites in Teignbridge ownership have been submitted for Planning pre application advice.

Improve housing conditions and reduce empty homes

The number of dwellings improved by Council intervention has fallen short of its target due to delays in the supply chain. The number of vulnerable and elderly residents assisted to remain in their home is still well ahead of target. The number of empty properties impacting on New Homes Bonus had a starting point of 650 with work carried out during July and August to reduce to 305 by the assessment date of 4 th October 2021. This is the lowest level of Empty Homes ever recorded.

Prevent homelessness wherever possible

Target to prevent homelessness remains well ahead of target. However helping clients into alternative accommodation remains a concern due to the current lack of privately rented housing. The rough sleeper statistics have decreased from 7 to 4. This will continue to be an area of concentrated Officer work during the Covid 19 Pandemic supported by a dedicated outreach team to get people off the street.

Housing Strategy

The new Teignbridge Housing Strategy is completed with over 500 responses to the consultation. Strategy now approved by Full Council.

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PI Code	Title	Executive Member	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSROH01	Net additional homes provided	Planning	+	565 (3/4)	72	205	328		Michelle Luscombe, Fergus Pate	<p>Quarter 1 - 3) Reason: Housing delivery remains low. Even before the impact of Covid 19 was felt, our housing target was not being met. The target had increased in line with the Government’s standard method for calculating housing need once the current Local Plan turned 5 years old. Before then, the Local Plan target had been 620 homes per year and average completions had been more than 640 dwelling per year. With new strategic sites now starting development, it is anticipated that completions will increase again.</p> <p>Improvement plan: The Local Plan Review process is underway. This is the formal mechanism for responding to updated housing targets. Teignbridge’s new plans are due to be in place by 2024.</p> <p>Continued under delivery of housing will trigger the presumption in favour of sustainable development. This could result in unplanned development sites that are not allocated in the Local Plan coming forward. (FP)</p>

CSROH02	Number of self-build homes provided	Planning	+	29 (3/4)	5	8	15		Michelle Luscombe, Fergus Pate	(Quarter 3) Self build completions continue to track overall trends in housing development rates. Fall below target on one and the other follows. We are, however, beginning to see a number of larger development sites being developed, which will include self build plots. (FP)
CSROH07	Deliver 5 affordable homes a year that are fully wheelchair accessible	Communities, Housing & IT	+	4 (3/4)	0	2	2		Graham Davey	(Quarter 3) 2 houses completed by TDC at Drake Road, NA which are wheelchair adaptable. 2 units which are fully wheelchair accessible are under construction at East Street, NA. (GD)
CSROH12	Relief duty ended through alternative or returning to accommodation	Communities, Housing & IT	+	200 (3/4)	29	84	148		Tony Mansour	(Quarter 3) 21 Relief 43 Prevention (TH)

03 Clean Scene

Lead contact: Chris Braines, Cllr Alistair Dewhirst

Programme Status: On track

PI Code	Title	Executive Member	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSCLS 5.3	Residual household waste per household	Waste Management and Environmental Health	-	261.00kg (3/4)	94.90kg	188.00kg	279.10kg			(Quarter 1 - 3) estimate as still awaiting residual data from DCC for Q2. Estimate is 95kg making the cumulative figure 279.10kg (TF)

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Note: Estimated data only available for Household waste recycled and composted and Residual household waste per household performance indicators. The actual data is usually available 8 weeks after the end of the quarter.

09 Strong communities

Lead contact: Rebecca Hewitt, Cllr Martin Wrigley

Programme Status: On track

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