

## Annex A

<b>What we said we would do</b>	<b>What we have done</b>
Improve access to our service	Reviewed existing reception arrangements, including timetables for drop-in and appointments
	Developed new specialist services that offer outreach and home visits
	Publicised and promoted services available throughout community.
	Improve client communication – proactively contacting those households who we have identified as being at risk of homelessness
	Developed systems to monitor who our customers are to identify gaps and inform service delivery and access strategy
Consult our Customers	Continued to involve customers in service development e.g. through 10/10 surveys and Landlord’s Forums
Increase access to private rented sector (PRS)	We have worked across the Options, Renewals and Revenues and Benefits teams to ensure that the PRS is accessible in practical and financial terms and a genuine long-term alternative to the social rented sector for those households who require it.
	We also have two projects that will increase access to the PRS affiliated to the Options service; the CRISIS Smartmove project for single under 35s and the Local Welfare Support (LWS) service, which helps Torridge customers who need assistance in a short-term crisis or help to resettle
Tackle Empty Homes in the district (with Renewal Team)	This work continues, led by the Housing Renewal team. The limited resources available have been enhanced by procuring the services of the Devon Rural Housing Enablers for one day per week. We are developing a small empty homes loan scheme that will look to target properties and owners where the Council will have the right to nominate tenants to vacant units once renovated
Maintain private sector standards (with Housing Renewal)	We have held regular and well-attended Landlord’s Forums, offering advice on rights and duties to private landlords operating in the district.
	We are increasing our inspection and enforcement activity.
	We have offered a free Landlord’s training course through our main website
	We have worked closely with Transform North Devon in joining up services to provide support to tenants and landlords
Local Housing Allowance (LHA) and Discretionary Housing Payments (DHP)	We have liaised with the Revenues and Benefits team and reviewed and revised DHP procedures to maximise use in light of the changes to LHA (30 <sup>th</sup> % and under 35s) and in the wider context of homeless prevention in general
Continue to develop Homelessness Prevention services	A main focus over the last few years has been to ‘do more with less’, as budgets are decreasing across all services. This has meant that joint-working with other TDC teams such as Revs and Bens and Housing Renewal, as well as external partners has been vital to ensure best use of scant resources and to mitigate any overlaps in service
	We will offer home visits wherever possible

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	Through partnership working, we have developed new services in addition to our core Options service that aim to prevent homeless at the earliest stage possible. New services include the aforementioned LWS service and Crisis Smartmove for single under-35s, both of which offer assistance that can help prevent homelessness
Have a presence at local Court	We have worked with North Devon District Council and the Torridge, Mid and North Devon CAB to have provision at the local Court desk
Set up a Torridge Money Advice Service to supplement existing services	Through the development of the LWS Scheme we have secured a full-time Money Advice worker for 2013/14
	Additionally, the LWS service is able to offer interventions to people in crisis or those households that require help to resettle
Respond to the "credit crunch"	Monitored reasons for homelessness to track if mortgage arrears increase
	Play an active part alongside CAB and social housing (RP) partners in helping people access the government's Mortgage Rescue scheme
	Expanded money advice services as required
	With Wessex Resolutions, developed a bespoke mortgage advice service to supplement the Rescue scheme
Ensure Choice Based Lettings works fairly	We have put procedures in place to ensure that vulnerable clients get fair access to the system
	We have worked to ensure allocations scheme gives fair priority to homeless clients
	Worked with RP partners to help prioritise 'full-duty' households
Meet the needs of Gypsy & Travellers	We have developed policies to deal with unauthorised encampments that respect the rights of both gypsy/travellers and the settled community alike.
	We are to carry out a further Gypsy Traveller accommodation needs survey and are in the process of seeking tenders for this work. This will be followed by a call for sites as part of the local plan process
Engage with Domestic Violence (DV) Partnership Groups	We successfully fund and deliver a sanctuary scheme
	We actively participate in the North Devon DV forum
	We participate in the Multi Agency Risk Assessment (MARAC) process
	We provide financial support to the Devon adva (Against Domestic Violence and Abuse)partnership
	We promote and participate in adva training
	We monitor delivery of DV services via a county group
	The Housing Options Team Leader is now trained to deliver the LINX early intervention programme for young people affected by DV
Respond effectively to people in housing need with mental health issues	We now have an Options Officer as champion

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	We have set up a referral protocol through joint working with the community mental health team
Youth Homelessness	Continued to the host the Streetwise homelessness prevention project throughout the 2008-2013 period and into it's eighth consecutive year
	Carried out home visits for young people who present as homeless/potentially homeless, wherever possible
	Worked with Devon Housing Options Partnership and Devon Children's Services to agree upon a Devon Joint Protocol for Homeless 16/17yr olds
	With Devon Children's Services staff, drafted the new Joint Housing Protocol for Care Leavers for Devon
	Assisted North Devon Council in setting up their own Streetwise Project, mirroring the original Torridge Project
	Worked with NDC and key partners to set up the Homelessness Prevention Panel (HPP) for young people
	The original TDC Streetwise model of working, later incorporating NDC Streetwise, has become a model of good practice for working with young people threatened with homelessness in Devon
Ensure the provision of Floating Support	Participated in DCC partnership delivery of floating support across Torridge area and have provided office/clerical resources for the service to have a base
Rough Sleepers	As of April 2013, we are committed to the Government's No Second Night principles of; i) Ensuring, wherever possible, that anyone new to sleeping rough in the Torridge area does not needlessly spend a further night sleeping rough and ii) to make a robust and viable offer of resolution, wherever possible.
	We work with Encompass South West in order to deliver outreach services for Rough Sleepers in the district
	Working with Encompass South West, TDC was the first local authority in Devon to have the presence of a Trusted Assessor (for the new Community Hub process for Northern Devon)
	We are in the process of working with NDC and key accommodation and support providers in making arrangements for the Northern Devon Community Hub for people with complex needs and rough sleepers
	Torridge works alongside NDC and the Freedom Centre to ensure that Severe Weather Provision is available to rough sleepers
Ensure services are delivered to Single Homeless people	Since 2008, Torridge has offered the Deposit Bond Scheme and loans for Rent-in-Advance to single, non-priority cases who would likely be found unintentionally homeless
	As mentioned above, we now have a specialist homelessness prevention project for single, non-priority under-35s with the provision of the Torridge Crisis Smartmove project, which is delivered in conjunction with Encompass South West
Ensure that we support households in temporary accommodation	We work closely with Independent Futures, who deliver specialist tenancy support to households in temporary accommodation. This support can be also be provided for a transition period while these households are resettling into permanent accommodation
Establish staff as Champions	Each Housing Options Officer has been trained and helped to develop to specialise in particular areas - e.g. mental health, learning disability, DV, drug and alcohol

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Focus on Staff Training and Development	Through appraisal and supervision, we have Identified individual training needs and provided opportunities for staff to access professional qualifications in housing, plus short courses
Review processes to ensure efficiency and maintain customer focus	TDC Housing Options was involved in a local authority peer review involving all 10 Devon local authorities in 2012, where it gained the third highest score overall
	The 'Mystery Shopper' results from the same audit gave an outstanding result of 92% and 3 stars – the highest rating for this exercise
	The audit's service management review achieved a rating of good, with a score of 63%
Monitor National Indicator Performance	We actively analyse and review data, amending procedures as necessary to improve services for customers
Refresh Housing Strategy	This work continues via the drafting and adoption of core strategy documents: Tenancy Strategy, Private Sector Renewal Policy, Empty Homes Strategy, HECA Further report, and now this document. These separate policies, with an updated Affordable Housing Delivery Plan will form the Council's Housing Strategy
LSVT monitoring	Has taken place on a regular basis since stock transfer in December 2007
Participate in housing-related regional and sub-regional partnerships	We are an active local authority member of the Devon Housing Options Partnership (DHOP), the Devon Strategic Housing Group, the Devon Private Sector Housing Group and the Devon Home Choice Management Board
	Torrige is part of the Devon and Cornwall Rough Sleeper Partnership and hosts the Twitter web feed for the DCRSP
	We sit on the Devon Young Person's Housing group and regularly provide positive input into the joint protocols for 16/17yr olds and Care Leavers
	We participate in the Devon Targeted Family Support Executive Leadership Group and in local groups delivering this partnership activity
	Torrige chaired the Countywide steering group that developed district Local Welfare Support schemes and delivered against an extremely tight timescale
Continue with our successful Deposit/rent in advance Schemes	Reviewed current procedures to ensure property checks are done. As a result, we now undertake comprehensive inventories, including colour photos at both entry and exit stages
	Developed a bond scheme as an alternative to deposit loans that has saved the Council money and has proved a welcome alternative to mandatory national tenancy deposit schemes
	We work closely with Housing Renewal to ensure that we do not make loans that would inadvertently enable customers to move into sub-standard properties
	Loans will not normally be made on properties that have an EPC rating lower than 35
	The affordability test for loans is currently being reviewed

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RSL Partnership Working	Along with key partners, such as Tarka Housing and Devon and Cornwall Housing, we regularly review operation of allocations and homelessness prevention work
	With partners, we proactively work on ASB to prevent evictions and parental exclusions
	Tarka housing has worked with us to help us discharge our 'full-duty' homeless cases by advertising properties with a preference for such households