

**Cabinet Response to the recommendations of the Adult Social Care and Health Overview and Scrutiny Sub Board
Homelessness Spotlight Review**

| No. | Recommendation: | Cabinet Response: |
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| 1. | the Director of Corporate Services and Director of Adults and Communities Services be requested to further publicise the Landlord Tenancy Matching Scheme and its benefits to unlock additional housing capacity within the private rented sector. | <p>This is on Torbay Council's website. We will engage with the communications team to publicise.</p> <p>Background Information: The council website is complete, and we are building relationships with landlords and have managed to discharge duties into the private rented sector. As this is the main route for people to access accommodation in Torbay this is very important.</p> |

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| 2. | <p>the Director of Corporate Services and Director of Adults and Communities Services be requested to publicise the work of the Leonard Stocks Hostel highlighting its positive support and outcomes for those individuals with housing support needs.</p> | <p>We have now completed the video has been made and will be undertaking messages to the public via One Torbay. There is also a programme of engagement with local businesses, which links in with the Castle Circus programme of work.</p> <p>Background Information: Information has been provided in newsletter to the local community and business as part of the Safer St initiative. Links to newsletters and video on the web. https://www.torbay.gov.uk/safer-torbay/castle-circus-and-harbourside-improvement-programme/ These videos have been some of the most watched from the Council site.</p> <p>Work initially at the Hostel has been around turning around the service and putting robust process and practices in place. This work is resulting in improved results and through put at the Hostel. Average length of stay reduced from 16.6. months in Feb 23 to 5.8 months Dec 23. Further work required on winning hearts and minds in the immediate vicinity Hostel manager has started to reach out to local business.</p> |
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| 3. | <p>the Director of Adults and Community Services be requested to undertake service user engagement to understand what type of facilities those in need of housing support require.</p> | <p>This work is ongoing and will be embedded in the Homelessness and Rough Sleeping Strategy. Service User engagement is also built into the Multiple and Complex Needs Alliance network, focussing on Homelessness, DASV and Drug and Alcohol services.</p> <p>Background Information: Timetable has been produced for the production of new Homeless and Rough Sleeping Strategy. Report to be produced for beginning June 24. This will involve service user engagement to inform the action plan and strategy. Work will take place March/April Use engagement is already included in the Multiple and Complex Needs Alliance work, of which the Hostel is part of.</p> <p>Work is also progressing in January directly with service users on the type of diversionary activities that would facilitate engagement and what type services etc would be most beneficial. The Castle Circus project, SRO Dr L Sargeant, will provide updates.</p> |
| 4. | <p>the Director of Adults and Community Services be requested to explore whether security support and staffing levels at Leonard Stocks Hostel are currently sufficient and provide a written update on this to the Adult Social Care and Health Overview and Scrutiny Sub-Board.</p> | <p>In hand, Security being arranged, and funding identified for 23/24.</p> <p>Background Information: Security role has been in place from mid-December. 20:00 – 7:00 7 days a week. Reduced ASB through the night both outside and in. Staff are feeling supported. Residents are also making comments that they feel safer as well.</p> |

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| 5. | the Director of Adults and Community Services be recommended that the temporary accommodation model provided at Morgan Avenue be recognised as an example of best practice for future Houses in Multiple Occupation (HMO). | Noted. Background Information: This is a good model of delivery, and the individual that provides the facility provides support and empathy. A procurement exercise was undertaken to commission similar type of facility but was not successful. We aim to learn from what works and does not work at each type of provision and if we can replicate this in any way. |
| 6. | the Director of Adults and Community Services be requested to explore additional support contracts to assist those with mental health and housing support needs. | This is being scoped with the ASC Commissioning Team. Background Information: This is a key piece of work that he will be progressing with Community Safety. |
| 7. | the Director of Adults and Community Services be requested to review the location of the temporary accommodation offer within Torbay to ensure that it meets people's needs particularly in accessing relevant services. | Noted – PHI properties were purchased in areas with school and transportation access. Background Information: As part of the property selection process of properties as part of the TA Purchase and Repair program, location has been carefully considered. Accessibility, services, transportation have been carefully reviewed. The separate of accommodation to meet needs across the 3 town is also considered, to reduce impact on displacement, especially for families. |

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| 8. | the Director of Adults and Community Services be requested to write to the Police and Crime Commissioner to request further assistance and engagement in tackling anti-social behaviour in the vicinity of the Leonard Stocks Hostel. | Ongoing conversations with police have agreed that additional resources are needed. Background Information: Collocated Police officers are now co-located with Community Safety. This currently involves a neighbourhood Sargent. Police are now regularly physically visiting the office to enhance partnership work and are actively developing this further. Dedicated resource has been deployed to the Town Centre since beginning of January 24 and initial feedback is that this is improving confidence and behaviour. |
| 9. | the Director of Adults and Community Services be requested to implement a focus group consisting of Council representation and external organisations with appropriate knowledge and expertise to share ideas and best practice on tackling homelessness and rough sleeping including provision of a web form on the Council's website for use in sharing ideas. | This will be picked up through the development of the Homelessness and Rough Sleeping Strategy, which will be co-produced. Background Information: The evidence base for the strategy is currently being developed and will involve partner information. A series of workshops are also currently being planned to provide this engagement and will also activity seek to determine the best method by which this can be achieved that would also assist them. |
| 10. | the Director of Corporate Services and Director of Adults and Community Services be requested to publicise benefits assistance available which could assist those threatened with homelessness. | This is built into the current model practice. We will review communications to ensure that this fully apparent. Background Information: Information has been provided in a variety of different formats and communication methods. Materials in the school bags of children for parents has been very successful in access support such as Household Support Fund. Communication program being produced now to go live in next few weeks to tackle the post-Christmas usual increase in homelessness. |

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| 11. | the Director of Adults and Community Services be requested to explore expansion of the breakfast club at the Leonard Stocks Hostel incorporating lunch and dinner every day of the week to promote a healthy lifestyle and encourage engagement with services. | Noted. This will be discussed with the Public Health Team. Background Information: There is evidence to support improved nutrition and behaviour. This will also be picked up as part of the Homeless and Rough Sleeping Strategy discussions. |
| 12. | the Director of Adults and Community Services be requested to explore how the Council can work with the Voluntary Sector to signpost to those organisations and the Council in terms of available housing advice and assistance. | This is in place via the Community Helpline and wider organisations. This will be reviewed to ensure that strong communication links are in place. Background Information: This will also be picked up as part of the Homeless and Rough Sleeping Strategy discussions. See also point 9 above. |
| 13. | the Director of Pride of Place be requested to explore options to increase the number of social rented homes within Torbay. | We are considering all options available to us across Torbay. Torbay Council took a decision to bring Torre Vista back to the control of the council. This included the following requirement: The Director of Pride in Place be instructed to: Develop detailed delivery plans, in consultation with the Cabinet Member for Housing, Finance and Corporate Services and all Group Leaders (or their nominees), setting out how the Council will accelerate the provision of new Affordable Housing, targeted to meet Torbay's local housing need, specifically including: 1. Social Rented Housing; and 2. Affordable Rented Housing |

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| 14. | the Director of Adults and Community Services and the Director of Pride in Place be requested to explore as part of the town centre regeneration whether the former Boots pharmacy could be used as a community hub and police liaison centre. | This will be discussed via programmes to develop and regenerate Torquay town centre. Background Information: Work is being undertaken in January with service users to assess what services and activities they feel would be most beneficial. The findings of this will feed into this action and if it is something that could be of benefit. The police are now centrally located in Torquay. |
| 15. | the draft Homelessness and Rough Sleeper Strategy be brought to Adult Social Care and Health Overview and Scrutiny Sub-Board for consultation prior to adoption. | Noted. Background Information: Discussions have taken place on the timing of meeting and how this may fit into any timetables. The exact dates for consultation are being finalised. |