

Enhanced Housing Options in Cheshire West and Chester



Overview and Action Plan

1) Introduction

In March 2008 the Government released the document “Expanding Choice, Addressing Need”. It outlined the vision for authorities to develop an Enhanced Housing Options (EHO) service which offers both a broad range of housing advice and better links to employment.

The four main principles of EHO are:

- Meeting housing need with a wider range of solutions
- Using stock more effectively
- Tackling Worklessness
- Improving Customer Service

2) National Context – Challenges to Local Authority Housing Advice Services

The United Kingdom economy is in recession. As a result house prices and home loan approvals continue to fall from 2007 levels. Some homeowners are having difficulties repaying their mortgages due to unemployment and decreasing incomes. The Government has acknowledged this by introducing a number of schemes including the mortgage rescue scheme.

Given the economic climate it will become increasingly difficult to reduce homelessness and achieve the national targets, such as reducing the number of households in temporary accommodation, eliminating the use of bed and breakfast accommodation for 16 and 17 year olds and ending rough sleeping.

3) Cheshire West and Chester in Context

Cheshire West and Chester Council came into being on the 1 April 2009. The new unitary authority replaced the two-tier system of local government by bringing together Ellesmere Port and Neston, Chester, Vale Royal and Cheshire County Councils.

The new council area of Cheshire West and Chester will have a population of 327,500 and an area of 91,664 hectares, which will make it the fourth largest local authority in the North West.

The new area will include the historic city of Chester, the industrial towns of Ellesmere Port and Northwich and, in contrast, will also include substantial areas of rural land and villages. The district also includes a large number of areas, which score highly in the indices of multiple deprivation. In Cheshire West and Chester there are 211 lower layer super output areas and it is estimated that 14% of Cheshire West and Chester's population live in these deprived areas.

Affordability is a major issue across Cheshire West. The average house price is £197,967 against a North West average of £177,664 (Land Registry, October 2008).

The authority has recently been awarded growth point status and this will enable the delivery of:

- Housing growth at a rate of 23 per cent above proposed RSS figures, totalling 8000 units in the first five years
- The bringing back into positive use of many derelict underused and neglected sites in sustainable locations
- 30-40 per cent of all new homes will be affordable, up to 3200 new affordable

4) Current service delivery Across Cheshire West and Chester

There are three Housing Options teams located across the borough (Chester, Ellesmere Port and Northwich). In Chester, the Housing Advice service is contracted out to Chester & District Housing Trust who also carry out the homelessness function on behalf of the local authority. In the other two locations the service is delivered by the local authority.

Our vision is that "every homeless presentation is preventable". Staff work with households to enable them to remain in their home or assist with planned and timely moves into more suitable and sustainable accommodation by offering a range of housing options and where appropriate, referrals to support organisations. Advice is provided regardless of priority and intentionality and is tailored towards the individual needs of the client.

Housing Option's tools available include:

- Proactive Housing Options Service
- Private Sector Liaison Officers
- Home Visits
- Mediation
- Bond Scheme
- Homeless Prevention Fund
- Resettlement work
- Rough Sleeper Street Outreach Team
- Sanctuary Scheme/ Domestic Abuse Family Safety Unit/ Multi Agency Risk Assessment Conferencing
- Pre-eviction protocols
- Mortgage Rescue Scheme
- Court Advocacy
- Floating tenancy support
- Homeless awareness raising sessions within schools and places of learning
- Homelessness Medical Service
- Choice Based Lettings
- Supported accommodation projects
- Social enterprise scheme - Neighbourhood, Enterprise, Skills, Training & Support Scheme (NESTS)

5) Enhanced Housing Options to be delivered across Cheshire West and Chester

To deliver sustainable housing solutions, housing options advice requires a holistic assessment of the wider causes of housing need, and links to other types of advice and support. The planned enhancements will enable us to respond to the wider housing needs of Cheshire West and Chester residents in an effort to tackle the root cause of the housing problem.

In Cheshire West and Chester the EHO funding will be used specifically for the following:

- **Employ 1.5 Employment Solutions Mentors** – Based within the Housing Options Team the post holder will support homeless households through training and into employment. The post holder will also work closely with employers, referral sources and training providers to ensure an effective service for users.
- **Employ 0.5 Employment Solutions Training Coordinator** - Based within the Housing Options Team the post holder will deliver a programme of pre-employment training courses aimed at helping homeless households into employment.
- **Employ 1 Debt Adviser** - To provide a debt counselling service to Housing Options clients in the Chester West and Chester area who have multiple debt problems or other financial difficulty.
- **Employ 1 Resettlement Worker** - To deliver housing advice and assistance to offenders across West Cheshire, including prolific and priority offenders.
- **Housing Options information via Digi TV** – To provide information and advice on the full range of housing advice and work opportunities. The interactive service will also be linked into the expanded Choice Based Lettings project to enable households to fully explore the range of housing opportunities open to them from their own living rooms.
- **Housing advice hub** – To provide a wealth of housing, training, education and job related information from a wide range of providers. It is intended that the site will act as a one stop facility providing automatic links to the most appropriate agency to deal with and act on any enquiries made. A simple logging system will ensure that the information would be passed to the most appropriate agency and record the level of activity on the website.

In addition to the enhancements funded through the EHO programme Cheshire West and Chester Council is committed to the following enhancements to compliment the EHO programme:

- **Redesign service around EHO principles** - To ensure that EHO is embedded at the heart of service delivery. This will include appointing an EHO project officer and development of new policies, procedures and monitoring frameworks.
- **Employ 1 Mortgage Arrear Adviser** - Based within the Housing Options Team the post holder will provide housing advice and assistance to clients experiencing difficulties with mortgage payments and deliver the Mortgage Rescue Scheme.

- **FIRM Foundations** - (Family, Intervention, Research, Mediation) is a service for young people aimed at preventing homelessness, by working with the young person and their family using the outcome star tool to identify and resolve issues. In addition to the intervention and mediation service data will be collected on the extent and nature of youth homelessness.
- **Education programme** - Raise the profile of homelessness through the delivery of awareness raising sessions in schools using peer mentors. The programme will also employ a young person who in addition to the school sessions will act as a young persons rep on various forums, consultation exercises and assist in developing information on social networking sites.
- **Nightstop** – To provide safe, emergency accommodation for homeless young people in the homes of approved volunteers. Placements will be made in either emergency situations or to give families and young people ‘time out’ to resolve issues. This then enables the council and its partners time to assess the needs of the young person and provide a package of care tailored to the individual.
- **Accessible housing options** - Cheshire West covers a diverse geographical area, including a major city, significantly rural areas and areas of multiple deprivation. It is therefore essential that the Enhanced Housing Options Service is accessible to all residents regardless of location, tenure or acute need. To address this we will develop multi-agency surgeries, outreach surgeries, marketing campaign and innovative use of technology.
- **Expansion of Choice Based Letting** - Expand the existing CBL scheme in Chester to incorporate the new Cheshire West and Chester geographical area. Explore the possibility of private rented properties being included in the CBL scheme.
- **Develop strategic plans** – Including a new homelessness review and strategy, overcrowding action plan, service delivery plan and implement the MOPP.
- **Supported accommodation** – Refurbishment of Crispen House night shelter and development of a women’s night shelter.

6) Financial Information

The additional resources that the EHO programme delivers will be allocated as detailed below.

| Enhancements | Year 1 | Year 2 | Total |
|--|-----------------|-----------------|-----------------|
| Employ 1.5 Employment Solutions Mentor | £40,500 | £40,500 | £81,000 |
| Employ 0.5 Employment Solutions Training Coordinator | £13,500 | £13,500 | £27,000 |
| Employ 1 Debt Adviser | £27,000 | £27,000 | £54,000 |
| Employ 1 Offender Resettlement Worker | £27,000 | £27,000 | £54,000 |
| Housing Advice Hub & Digi TV | £0 | £30,000 | £30,000 |
| Total | £108,000 | £138,000 | £246,000 |

7) Action Plan

The action plan has been split into six main areas of work:

1. Financial inclusion
2. Tackling worklessness
3. Social inclusion
4. Accessible housing options
5. Tackling youth homelessness
6. Service delivery

Financial inclusion

| Action | Lead responsibility and key partners | Resources | Milestones | Target | EHO Outcomes & National targets | Progress |
|---|---------------------------------------|--|--|--|---|----------|
| <p>Employ 1 Debt Adviser</p> <p>Post holder will hold debt advice surgeries and work with supported accommodation providers and RSL around financial inclusion</p> | Senior Manager - Housing Solutions | <p>EHO grant</p> <p>£27,000 per Worker</p> <p>Total £54,000</p> | <p>Job description drafted Feb 2009</p> <p>Job Advertised Apr 09</p> <p>Appointment June 09</p> <p>Outcomes to be reviewed quarterly</p> | <p>Case load of 50 cases per year (total 100)</p> <p>50% of cases to receive personalised debt plan</p> <p>Increase the number of individuals prevented from becoming homeless due to arrears – total of 25 cases prevented per year</p> | <p>Additional housing options</p> <p>Improving customer services</p> <p>Homelessness prevention</p> <p>TA Target</p> <p>Address economic downturn</p> | |
| <p>Employ 1 Mortgage Arrears Adviser</p> <p>Post holder will provide housing advice and assistance to clients experiencing difficulties with mortgage payments and deliver the Mortgage Rescue Scheme</p> | Senior Manager - Housing Solutions | <p>CLG allocation to prevent repossessions</p> <p>£27,000 per Worker</p> | <p>Job description drafted March 2009</p> <p>Job Advertised May 09</p> <p>Appointment July 09</p> <p>Outcomes to be reviewed quarterly</p> | <p>Case load of 50 cases per year</p> <p>Increase the number of individuals prevented from becoming homeless due to mortgage repossession – total of 25 cases prevented per year</p> | <p>Additional housing options</p> <p>Improving customer services</p> <p>Homelessness prevention</p> <p>TA Target</p> <p>Address economic downturn</p> | |

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|---|---|--------------------------------|--|--|---|--|
| Fund a court desk at all courts serving the West Cheshire area | Senior Manager - Housing Solutions | £20,000 CLG Homelessness grant | Court desk at Northwich and Chester courts on all possession hearing days | Court desk to be provided throughout the year 80% success rate | Additional housing options Improving customer services Address economic downturn | |
| Ensure Enhanced Housing Options Programme links into the credit union | Policy and Strategy Officer - Housing Solutions | Within existing resources | Set up meeting with credit union June 2009 Agree referral mechanisms July 09 Arrange training for staff on credit unions July 09 | Staff advising customers of the credit union and making referrals by July 2009 | Additional housing options Improving customer services Homelessness prevention Address economic downturn | |

Tackling worklessness

| Action | Lead responsibility and key partners | Resources | Milestones | Target | EHO Outcomes & National targets | Progress |
|--|--|-------------------------------------|---|---|--|----------|
| Employ 1.5 Employment Solutions Mentors Post holders will support homeless households through | Senior Manager - Housing Solutions Workability Plus | EHO grant £27,000 per Mentor | Job description drafted Feb 2009 Job Advertised Apr 09 | 60 cases per year (total 120) 90% of cases into training 30% of cases into employment | Additional housing options Tackling | |

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| training and into employment | | Total £8 1,000 | Appointment June 09 Outcomes to be reviewed quarterly | | worklessness Improving customer services Homelessness prevention Address economic downturn Preventing repeat homelessness | |
| Employ 0.5 Employment Solutions Training Coordinator Post holder will deliver a programme of pre-employment training courses aimed at helping homeless households into employment | Senior Manager - Housing Solutions Workability Plus | EHO grant £13,500 per Coordinator Total £27,000 | Job description drafted Feb 2009 Job Advertised Apr 09 Appointment June 09 Outcomes to be reviewed quarterly | Deliver a programme of pre-employment training courses on building self esteem, completing application forms, interview techniques, communication skills and basic literacy skills | Additional housing options Tackling worklessness Improving customer services Address economic downturn Preventing repeat homelessness | 00000 |

Social inclusion

| Action | Lead responsibility and key partners | Resources | Milestones | Target | EHO Outcomes & National targets | Progress |
|---|---|--|---|--|--|----------|
| Employ 1 Resettlement worker Post holder will deliver housing advice and assistance to offenders across Cheshire West, including prolific and priority offenders | Senior Manager - Housing Solutions | EHO grant £27,000 per Worker Total £54,000 | Job description drafted Feb 2009 Job Advertised Apr 09 Appointment June 09 Outcomes to be reviewed quarterly | Case load of 100 cases per year (total 200) 50% of cases to be accommodated | Additional housing options Improving customer services Homelessness prevention TA Target End rough sleeping Tackling social Exclusion | |
| Develop and implement a Prison Release Protocol | Policy and Strategy Officer - Housing Solutions | Within existing resources | Draft protocol June 2009 Consultation July 09 Training and launch Aug 09 | Implement protocol by Sep 09 | Improving customer services Homelessness prevention TA Target End rough sleeping Tackling social Exclusion | |

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|--------------------------------|------|---|---|---|---|--|
| Refurbishment of Night Shelter | CATH | CLG Grant £55,000 CWAC Match Funding £20,000 | Work to Commence April 2009 Completion June 09 | Refurbishment of hostel to provide 8 individual rooms with updated facilities | Effective use of stock Improving customer services End rough sleeping | |
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Accessible housing options

| Action | Lead responsibility and key partners | Resources | Milestones | Target | EHO Outcomes & National targets | Progress |
|--|---|---------------------------|---|--|--|----------|
| Provide information and advice on the full range of housing advice and work opportunities via Digi TV and a housing advice hub | Policy and Strategy Officer - Housing Solutions | EHO grant £30,000 | Initial discussions by July 2009 Draft Pages by Nov 09 | Cheshire West local page on Digi TV and housing advice hub in operation by April 2010 | Tackling worklessness Effective use of stock Improving customer services Homelessness prevention Address economic downturn | |
| Introduce Wifi technology for home visits & out of hours service | Operational Manager - Housing Solutions | Within existing resources | Laptops purchased by May 2009 | All officers carrying out home visits and out of hours duty have access to lap tops by June 09 | Improving customer services Homelessness prevention | |

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| <p>Publicity campaign to raise awareness of the Housing Options service</p> <p>Through posters, outreach bus, leaflets, regular press releases</p> | Operational Manager - Housing Solutions | <p>CLG LGR grant</p> <p>£9,000</p> | <p>Draft leaflets/posters by April 2009</p> <p>Press releases to commence April 09</p> | Raise the profile of the Housing Options Service | <p>Improving customer services</p> <p>Homelessness prevention</p> <p>Address economic downturn</p> | |
| Increase the accessible of the Housing Options service by extending the opening times, providing an outreach service | Operational Manager - Housing Solutions | Within existing resources | <p>Research and consultation with customers Sep 2009</p> <p>Find suitable location for outreach service Nov 09</p> <p>Advertise the service</p> | <p>Outreach surgeries to commence from Jan 2010</p> <p>Extend opening hours by Jan 2010</p> | <p>Improving customer services</p> <p>Homelessness prevention</p> | |
| Introduce multi-agency surgeries | Senior Manager - Housing Solutions | Within existing resources | <p>Research and consultation with customers Sep 2009</p> <p>Find suitable location for surgeries Nov 09</p> <p>Advertise the service</p> | Multi-agency surgeries to commence from Jan 2010 | <p>Improving customer services</p> <p>Homelessness prevention</p> | |
| Expand existing CBL scheme in Chester to incorporate new CWAC geographical area | CDHT | <p>Mainstream capital and revenue budget</p> <p>£130,000</p> | <p>Project Plan developed by Feb 2009</p> <p>Implement project plan</p> | <p>Implemented CBL in Vale Royal area by Oct 09</p> <p>Implemented CBL in Ellesmere Port area by April 2010</p> | <p>Additional housing options</p> <p>Effective use of stock</p> <p>Improving customer services</p> <p>Homelessness prevention</p> <p>TA Target</p> | |

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| | | | | | Implement CBL | |
| To create one point of contact for access to social housing through a common allocation and CBL process | Policy and Strategy Officer - Housing Solutions CBL board | Within existing resources | Common allocations policy drafted Feb 2009 Consultation period May 09 | Implemented allocation policy across Cheshire West by April 2010 | Effective use of stock Improving customer services Homelessness prevention TA Target Implement CBL | |
| To advertise private rented accommodation through CBL scheme | Policy and Strategy Officer - Housing Solutions CDHT | Within existing resources | Consult with private landlords Jan 2010 | Advertising private rented accommodation through CBL by July 2010 | Additional housing options Effective use of stock Improving customer services Homelessness prevention Implement CBL | |
| Enhanced work with the Private Rented Sector Introduce Rent Bond Scheme Increase supply of private | Private Sector Liaison Officer | Existing Resources | Agree content of Rental Bond agreement Feb 09 Procedure notes agreed March 09 New CWAC Bond Scheme launched April 09 | Develop a weekly Cheshire West private rented list. Increase the number of individuals prevented from becoming homeless due to rent | Additional housing options Improving customer | |

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| <p>rented accommodation through marketing campaign</p> <p>Raise awareness of the Private Sector Liaison Officers with landlord forum</p> <p>Expand Rent Bond scheme for overcrowded households</p> | | | Marketing campaign Sep 09 | arrears – total of 50 cases prevented per year | <p>services</p> <p>Homelessness prevention</p> <p>TA Target</p> <p>Address economic downturn</p> | |
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Tackling youth homelessness

| Action | Lead responsibility and key partners | Resources | Milestones | Target | General outcomes | Progress |
|--|---|---|--|---|---|----------|
| <p>Implement and monitor FIRM Foundations (Family Intervention, Research & Mediation)</p> <p>All 16 & 17 yr olds threatened with homelessness to be assessed using the Outcome Star Tool to identify the individual needs of the young person taking into account, health, education, training, employment etc.</p> <p>Were appropriate mediation with families will be done to prevent youth homelessness</p> | <p>Forum Housing Association</p> <p>Policy and Strategy Officer - Housing Solutions</p> | <p>Within existing Forum resources</p> <p>CLG homelessness grant £4,400 (training cost)</p> | <p>Live from Jan 2009 in Ellesmere Port</p> <p>To be rolled out in Vale Royal February 09 & Chester in March 09</p> <p>Bi monthly meeting of the steering group to review outcomes</p> | <p>To form part of the pathway of services aimed at young people</p> <p>To see all 16 and 17 year olds who contact the Housing Options Team who are homeless or threatened with homelessness and ensure that they receive a service which is tailored to the individual and person centred</p> <p>Provide research data into the nature and extent of youth homelessness to inform future service delivery</p> <p>Prevent homelessness for 80% of all 16/17 yr olds seen by Housing Options</p> | <p>Additional housing options</p> <p>Tackling worklessness</p> <p>Improving customer services</p> <p>Homelessness prevention</p> <p>TA Target</p> <p>Tackle youth homelessness</p> <p>Address</p> | |

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| | | | | | economic downturn | |
| | | | | | End use of B&B for all 16 & 17 yr olds | |
| Develop and implement a protocol with Children's Services for joint assessments | Policy and Strategy Officer - Housing Solutions | Within existing resources | Draft protocol July 2009 Consultation August 09 Training and launch Sep 09 | Implement protocol by Oct 2009 | Improving customer services Homelessness prevention TA Target Tackle youth homelessness End use of B&B for all 16 & 17 yr olds | |
| Develop and implement Nightstop Scheme to provide emergency accommodation for under 25's | Nightstop coordinator | CLG homelessness grant £7,500 | Live by March 2009 | To form part of the pathway of services aimed at young people No 16/17 yr olds to be placed in B&B Prevent homelessness for 60% of all under 25 yr olds seen by Housing Options | Additional housing options Improving customer services Homelessness prevention TA Target End rough sleeping Tackle youth homelessness | |

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| | | | | | End use of B&B for all 16 & 17 yr olds | |
| Implement a School Educational Programme employing a young person to act as a young persons rep | Forum Housing Association Policy and Strategy Officer - Housing Solutions | CLG homelessness grant £25,000 per annum | Programme to commence in April 2009 | Programme delivered to all year 10 & 11 pupils across West Cheshire by March 2010 Young person rep to attend homelessness forum and conduct consultation | Additional housing options Homelessness prevention Tackle youth homelessness End use of B&B for all 16 & 17 yr olds | |
| Housing advice aimed at young people through social networking sites | Forum Housing Association Policy and Strategy Officer - Housing Solutions | Included within the costs of the education programme | Start date May 2009 | Live information on relevant web pages by Sep 2009 | Improving customer services Homelessness prevention Tackle youth homelessness End use of B&B for all 16 & 17 yr olds | |

Service delivery

| Action | Lead responsibility and key partners | Resources | Milestones | Target | EHO Outcomes & National targets | Progress |
|---|---|---------------------------|---|--|--|----------|
| Employ a project officer to implement and monitor the EHO programme | Senior Manager - Housing Solutions | CLG grant £19,000 | Project officer in post by April 2009 | Successful delivery of the EHO programme | Additional housing options Effective use of stock Tackling worklessness Improving customer services | |
| Complete CW&C Homelessness review and strategy | Policy and Strategy Officer - Housing Solutions | Within existing resources | Draft review completed by June 2009 Draft strategy completed by Dec 2009 | New strategy adopted by CWAC by April 2010 | Additional housing options Effective use of stock Tackling worklessness Improving customer services Homelessness prevention TA Target | |

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|---|---|---|--|---|--|--|
| | | | | | End rough sleeping Tackle youth homelessness Address economic downturn End use of B&B for all 16 & 17 yr olds | |
| Develop overcrowding action plan | Policy and Strategy Officer - Housing Solutions WVHT CDHT | Within existing resources | Commence April 2009 | Action plan adopted by CWAC by April 2010 | Effective use of stock Reducing overcrowding | |
| Implement the MOPP 1)Partnership work 2)audit to capture numerical information 3)action plan – based on the audit 4) delivery of the action plan 5) monitoring of the action plan 6) review | Supporting People Manager | Existing resources for initial stages however will need to be reassessed at the action planning stage | Work to start July 2009 identify lead contacts and agree action plan to implement 6 stages of MOPP | MOPP Implemented from July 2009 | Effective use of stock Improving customer services TA Target End rough sleeping | |
| Develop an induction and training pack for all new staff Develop annual training programme for all Housing Options staff | Housing Options Manager | Within existing resources | Commencement Sep 09 | Completed Nov 09 | Improving customer services | |

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| Develop a training programme for key partners to include short courses, Job shadowing and joint team meetings | Operational Manager - Housing Solutions | Within existing resources Training Budget | Develop programme of delivery by July 2009 to include Housing Benefit, RSLs, Connexions, CAB, SP Providers, Job Centre Plus, PCT | Increase the understanding of housing options among key partners improving joint working | Improving customer services Homelessness prevention | |
| Co-location of Housing Options and Housing Benefit. Arrange for the administration of Discretionary Housing Payment to be carried out within Housing Options | Senior Manager - Housing Solutions | Within existing resources | Discussions with New housing benefit manager May 2009 | A housing benefits officer to be located in each housing options office from July 2009 DHP to be administered by Housing Options Sep 2009 | Additional housing options Improving customer services Homelessness prevention Address economic downturn | |
| Develop a common assessment/referral form to be used by all accommodation & support providers | Policy and Strategy Officer - Housing Solutions | Within existing resources | Set up working group April 2010. Draft form June 2010 Consult with accommodation and support providers June 2010 Role out form Aug 2010 | Begin - April 2010 Completed – Aug 2010 | Improving customer services | |
| Develop a comprehensive information pack on the Housing Options available | Operational Manager - Housing Solutions | CLG LGR grant £9,000 | Agree range of leaflets April 2009 Agree content and design of leaflets May 2009 Consultation period July 2009 | New leaflets available to the public and on website by Sep 2009 Reviewed annually | Improving customer services Homelessness prevention | |

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| Produce a detailed procedure manual covering all areas of service | Operational Manager - Housing Solutions | Within existing resources | Complete draft procedure March 2009 Staff training March 09 | Procedure to be used by staff from April 2009 Reviewed annually | Improving customer services | |
| Develop a comprehensive suite of relevant paperwork to include Enhanced Housing Options developments | Senior Manager - Housing Solutions | Within existing resources | Review paperwork Feb 2009 Assess gaps Feb 2009 Add/amend items as necessary Mar 2009 Staff training Mar 2009 | All paperwork in place and used by staff by April 2009 Faster processing of paperwork and appropriate referral to specialist posts | Improving customer services | |
| Develop a set of service standards with service users and stakeholders which are tailored to meet local need | Policy and Strategy Officer - Housing Solutions | Within existing resources | Commencement work Feb 2009 Draft service standards March 2009 Consult with service users and partners Mar 2009 Implement and monitor monthly from April 2009 Evaluate annually | Set of clear and comprehensive service standards which are widely communicated, regularly monitored and fully met in place by April 2009 | Improving customer services | |
| Develop a web based directory of services; including details of service, lead contacts, address, telephone number, email & website | Housing Options Manager | Within existing resources | Begin April 09 | Completed Dec 09 | Improving customer services | |
| Introduce an IT system to capture housing options information | Senior Manager - Housing Solutions | CLG homelessness grant 8,000 | View Peter Lally April 2009 Buy system May 2009 Live from June 2009 | Effective IT system in use from June 2009 | Improving customer services | |

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| Develop monitoring framework and template for achievements | EHO project officer - Housing Solutions | Within existing resources | <p>Develop monitoring framework April 2009</p> <p>Develop template for achievements May 09</p> <p>First report July 09 to be sent to all key partners</p> <p>Monitoring information to be considered by the Steering group on a quarterly basis</p> | <p>Effective monitoring of EHO programme to ensure successful delivery</p> <p>Key partners updated on progress</p> | <p>Additional housing options</p> <p>Effective use of stock</p> <p>Tackling worklessness</p> <p>Improving customer services</p> | |
| Assess the contribution that an Enhanced Housing Options services will make in assisting the LA to meet a number of indicators contained in the LAA /LPI | EHO Project Officer - Housing Solutions | Within existing resources | <p>Commence April 20 09</p> <p>Inform the LSP of EHO outcomes quarterly</p> | <p>Ensure the continuation of the EHO programme post March 2011</p> | <p>Additional housing options</p> <p>Effective use of stock</p> <p>Tackling worklessness</p> <p>Improving customer services</p> | |

8) Monitoring Framework

EHO steering group will monitor progress against the action plan and monitoring framework on a quarterly basis.

Quarterly performance reports will set out progress against actions. This will be used to update Members, staff and key partners on progress.

Quarterly progress meetings will be held with the CLG Specialist Advisor.

| Performance Indicators | | | | |
|---|--|--|---|---------------------------------|
| 2009/2010 Performance Indicators | Description | Definition | Calculation | Frequency of Reports |
| NPI 156 | Number of Households in temporary accommodation. | Snapshot of number of households in temporary accommodation on the last day of each month. | To include all households resident in temporary accommodation (including B&B) on the last day of the month. | Monthly |
| LPI 1 | Number of households placed in Bed & Breakfast | Total number of households placed in B&B throughout the month. To be broken down by a) families, b) singles, c) singles and d) all households | To include all households placed in B&B during the month. Households should only be counted once (i.e if their stay crosses a calendar month they should only be counted on the month they went into B&B) | Monthly |
| LPI 2 | Average Length of Stay in Bed & Breakfast Accommodation. | The average length of stay in B&B accommodation for all households. To be recorded for all households leaving B&B in that month. To be broken down by a) families, b) singles c) couples and d) all households | Divide the total number of weeks spent in B&B by the number of households leaving B&. To be calculated in weeks to two decimal points | Monthly |
| LPI 3 | Average Length of Stay in Temporary Accommodation. | The average length of stay in temporary accommodation for all households. To be recorded for all households leaving temporary accommodation in that month. To be broken down by a) families, b) singles c) couples and d) all households | Divide the total number of weeks spent in temporary accommodation by the number of households leaving temporary accommodation. To be calculated in weeks to two decimal points | Monthly |
| LPI 4 | Number of Rough Sleepers. | a) The number of people sleeping rough on a single using the CLG count guidance; b) the number of rough sleepers found on hotspot counts in Chester City Centre | Formal rough sleepers count to be carried out every two years in line with CLG guidance. Hotspot counts to be carried out weekly in Chester | a) Annually; b) Monthly |

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| LPI 5 | Homeless Decisions. | The average number of working days to make a homeless decision | Divide the total number of days for all decisions by the total number of decisions made. To be calculated in working days | Monthly |
| LPI 6 | Repeat Homelessness. | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years. | Include households accepted as homeless within the last two years by Former Council's Of Chester City, Ellesmere port and Neston and Vale Royal. To be calculated both as a percentage and an actual number. | Monthly |
| LPI 7 | Homeless Prevention | Number of households who considered themselves homeless, who approached the local housing authority's housing service(s), and for whom housing advice casework intervention resolved the situation, according to the P1E definition. | To be calculated as the actual number of preventions against each prevention category in accordance with the P1E definition. | Monthly |
| LPI 8 | Reasons for threat of homelessness | Reasons for threat of homelessness for all housing options clients seen. | To be calculated as the actual number of cases threatened with homelessness against the P1E definitions of reason for homelessness | Monthly |
| LPI 9 | Number of clients seen by the Housing Options team | Number of clients seen by a Housing Options Adviser for appointments or through drop in. | To be calculated as a total number of clients seen | Monthly |
| LPI 10 | Number of homeless decisions made | Number of homeless decisions made; of which were accepted, not homeless, ineligible, not homeless and no local connection. | To include all decisions made that month | Monthly |

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| LPI 11 | Number of homeless review requests received and time to make review decisions | a)Number of homeless review requests; b) average number of days to make review decision and c)percentage that were overturned or upheld | To include all review decisions made that month | Monthly |
| LPI 12 | Home Visits | a)Percentage of home visits carried out within 24 hours of threat of homeless, and b)percentage of home visits which resulted in homeless prevention | To include all potential cases of family and friends evicting. | Monthly |
| LPI 13 | Number of households on the Housing Register | Number of households on the Housing Register each month | To include all households on all three Housing Registers until CBL goes live across Cheshire West | Monthly |
| LPI 14 | Number of households excluded for the Housing Register | Number of households excluded from joining the Housing Register | To include all households excluded from all three Housing Registers | Monthly |
| LPI 15 | Number of households rehoused from the Housing Register | Number of households rehoused from the Housing Register | To include all households rehoused from the Register including through nomination arrangements | Monthly |
| LPI 16 | Number of offenders prevented from becoming homeless | The number of offenders seen by the Housing Options Service whose homelessness was prevented through housing options work. | To be calculated as a) total number of cases prevented and b) percentage of cases prevented in relation to those seen; c)and how homelessness was prevented in line with P1E prevention definitions | Monthly |
| LPI 17 | Stage at which homelessness was prevented for offenders through housing options intervention | To record the number of offenders prevented from becoming homeless a) upon sentence; b) prior to release and c) post release | To be calculated as total number prevented at each stage | Monthly |
| LP1 18 | Prevention sustainment for Offenders | To record the number of preventions for offenders that were sustained for six months or longer | To be calculated as the total number where the offender remains in settled accommodation six months after the Housing Options intervention | Monthly |

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| LPI 19 | Number of housing Options clients a)referred to debt advice b)who have a personalised debt plan developed | To record the number of housing options clients referred to the debt advice worker, and of those how many have had a personalised debt plan developed | To be calculated as the total number of cases referred | Monthly |
| LPI 20 | Number of households prevented from becoming homeless due to a)private rent arrears b) social rent arrears c) mortgage rent arrears | To record the number of households prevented from becoming homeless due to a)private rent arrears b) social rent arrears c) mortgage rent arrears | To be calculated as the total number of cases prevented | Monthly |
| LPI 21 | Number of clients seen by the Housing Options team with mortgage arrears | To record the total number of clients seen by the Housing Options team who are in mortgage arrears | To be calculated as the total number of clients seen | Monthly |
| LPI 22 | Number of clients referred to an Employment Solutions Mentor | To record the total number of housing options clients referred to the Employment Solutions Mentor | To be calculated as the total number of clients referred | Monthly |
| LPI 23 | Number of Housing Options clients referred to the Employment Solutions Mentor who have accessed a) training b) employment | To record the number of Housing Options clients referred to the Employment Solutions Mentor who have accessed a) training b) employment | To be calculated as the total number who have accessed training and employment | Monthly |