

Enhanced Housing Options Service



Delivery Plan
2008-2011

DOCUMENT HISTORY

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If you require further Information about Kettering Borough Council's Enhanced Housing Options service please contact:

Charlotte Smith

Housing Strategy Officer (Policy & Performance) & Enhanced Housing Options

Trailblazer Project Manager

Email: Charlottesmith@kettering.gov.uk

Telephone: 01536 534215

1 PURPOSE OF THIS DOCUMENT

This document defines the scope of Kettering Borough Council's Enhanced Housing Options service project, set out its aims and objectives, and identifies timescales and resource implications.

2 BACKGROUND TO KETTERING

Situated in the north of Northamptonshire, Kettering borough is one of seven district councils in the county. The population of Kettering borough is 89,500, 3.3% of whom are from black and minority ethnic communities. Around 62% of the Borough's population live in Kettering town, a further 27% live in the three smaller towns of Rothwell, Desborough and Burton Latimer, and 11% live in the Borough's 26 villages.

Kettering, and the wider North Northamptonshire sub-region has been identified as a key growth area by central government and is set to undergo substantial population increase over the next twenty years.



2.1 Background to the Enhanced Housing Options Project

In March 2008 the Minister for Housing invited local authorities to submit bids under the Housing Options Trailblazers programme to develop enhanced housing options services and act as mentors to other councils. The Government wanted to see

councils develop housing options services to provide customers with personalised advice on their housing options and helping them get access to training, education and employment opportunities. Kettering Borough Council submitted a bid to the Housing Options Trailblazer programme in April 2008 and in July 2008, it was announced that the Council would be one of twelve councils who had been selected to participate in the Enhanced Housing Options Trailblazers Extra programme. The Council will receive a grant of £318,327 over 3 years to deliver the Enhanced Housing Options service.

2.2 Background to Kettering Borough Council's Housing Strategy and Options Service

As part of our *Next Steps for Housing* improvement programme, the Housing Strategy and Housing Needs teams were merged to form one integrated Housing Strategy & Options team in October 2006.

We recognised that we needed to move away from a traditional style of service with housing advisors in reactive and fire-fighting type roles, and implement a more proactive, customer focused approach. Consequently, we have invested time and money since then to ensure that the new team has the right skills and a far wider range of housing options at their disposal, to enable them to prevent homelessness and provide sustainable housing solutions for local people into the medium to long term. We have developed a comprehensive housing options toolkit that includes a rent assistance scheme, private sector leasing, spend-to-save project, sanctuary scheme, mediation project, and a life-skills training programme for young people.

As a result of our new approach, we have halved the number of homeless applications, increased threefold the number of successful homeless prevention cases, and reduced the numbers of families living in temporary accommodation by forty per cent in little over a year.

One-to-one contact with customers has placed Housing Options Advisors in a unique position to offer an enhanced package that not only addresses housing needs but also helps us to improve basic skills, reduce unemployment, and ensure we have a

skilled workforce which can benefit from the Milton Keynes South Midlands growth agenda. We therefore submitted a bid as the Trailblazer programme represented a logical next step for our housing options service.

2.3 Proposed Enhanced Housing Options Service

Through the Trailblazer project we will be enhancing our Housing Options service in four main areas:

- 1 Launching a *LifePlan* programme for customers of our Housing Options service. The aim of *LifePlan* will be to connect customers to training, employment and volunteering opportunities in the Borough. LifePlan will also aim to improve the health and well-being of our customers.
- 2 Expanding our housing options service to deliver improved outcomes for young people, ex-offenders and people with mental health problems. Front-line housing officers will be released from their normal duties to undertake detailed project work the aim of which will be to improve the Housing Options service for these client groups.
- 3 Introducing a *HomeMove* scheme to provide practical support as well as financial assistance to those people wishing to downsize to a smaller Council or RSL property. The HomeMove Advisor will also offer practical assistance to Council tenants living in overcrowded accommodation to help them improve their living space.
- 4 Enhancing our current lifeskills training programmes to offer opportunities for people to access training and employment in the Borough. Both of our training courses, *Move On, Move In* (for young people) and *New Opportunities, New Skills* (for people over 25) give vulnerable tenants and prospective tenants the opportunity to gain life skills, which not only help them to sustain their tenancies but also enhance their self-confidence and self-esteem.

3 PROJECT AIMS AND OBJECTIVES

3.1 Project aims

The long term changes we want to achieve through our Enhanced Housing Options service are:

1. To provide a more effective Housing Options service to vulnerable people which meets their needs with a wide range of housing options.
2. To use council accommodation more effectively by reducing under-occupancy and over-crowding in the housing stock.
3. To reduce worklessness and increase the basic skills of our customers and tenants.
4. To develop an enhanced Housing Options service this is an exemplar of good practice.
5. To improve accessibility to advice & support for Housing Options customers.

3.2 Project objectives

The project objectives are summarised below. They are also listed in the Delivery Plan (which is located at the back of this document) along with the key milestones, timescales and lead officers. During 2008-2011 the Housing Strategy and Options Team will:

Strategic management of the Enhanced Housing Options team

1. Complete a full equalities impact assessment of the allocations policy
2. Develop policies and procedures for all Housing Options services
3. Review the Housing Strategy to include the Enhanced Housing Options Service
4. Launch an Enhanced Housing Options Trailblazer Steering group
5. Communicate progress of Enhanced Housing Options Trailblazer project to stakeholders
6. Communicate progress of Enhanced Housing Options Trailblazer project to Kettering Borough Council staff
7. Communicate progress of Enhanced Housing Options Trailblazer project to Council Members

8. Inform other local authorities and organisations of our Enhanced Housing Options Trailblazer plans

Improving accessibility to advice and support

9. Where appropriate, Housing Options Advisors will offer outreach Housing Options interviews
10. Introduce dedicated Housing Options Advisors for specific client groups (ex-offenders, domestic abuse, young people, mental health)
11. Introduce a triage assessment of Housing Options
12. Develop a range of Housing Options Information leaflets and packs.
13. Update the Housing Options area of the Council website
14. Introduce personalised action plans for clients following Housing Options interviews
15. Review all forms used by the Housing Options service and phase out redundant forms

Developing options/services for groups with specialist needs

16. Release a front-line Housing Options Advisor from their normal duties to undertake project work to develop the housing options service for ex-offenders
17. Train staff from partner agencies involved with offenders on homelessness legislation, the role of Housing Options at Kettering Borough Council and Choice Based Lettings
18. Produce a directory of housing services in Kettering borough for prison staff
19. Offer offenders the opportunity to attend the Council's tenancy training courses
20. Produce a "working arrangement" document to clarify how Housing Options Advisors will work with Kettering Probation (including MAPPA), and Youth Offending Team
21. Improve access to accommodation in the private rented sector for ex-offenders
22. Help deliver the "How to be a good tenant course" at Woodhill Prison
23. Release a front-line housing officer from their normal duties to undertake project work (aprox. 3 months) to develop the housing options service for people with mental health problems

- 24. Release a front-line housing officer from their normal duties to undertake project work to develop the housing options service for young people
- 25. Develop a supported lodgings scheme for young people
- 26. Complete a young persons 'peer' research project into homelessness services in Kettering
- 27. Improve access to the private rented sector for young people leaving supported accommodation
- 28. Develop supported housing & treatment facilities for people with drug and alcohol problems (PHASE project)

The Housing Options 'Plus' service

- 29. Employ a LifePlan Advisor (3 years fixed term contract) to work with housing customers to help them into training, employment and volunteering opportunities in the Borough
- 30. Develop and launch LifePlan
- 31. LifePlan Advisor to launch LifePlan interviews with housing customers
- 32. LifePlan to include education & training and personal development of council tenants
- 33. Employ a HomeMove Advisor (3 years fixed term) to help people who choose to move into a smaller Council property
- 34. Launch the HomeMove Scheme
- 35. Identify under-occupied and over-crowded Council properties through a tenant survey
- 36. Expand HomeMove into the housing association sector
- 37. Deliver Move On Move In (MOMI) our tenancy training courses for young people
- 38. Deliver New Opportunities, New Skills (NONS) our tenancy training course for vulnerable adults
- 39. Offer construction training for vulnerable people on new affordable housing sites
- 40. Deliver one-off training sessions on budgeting and managing a tenancy to housing customers
- 41. Launch Kettering Keyways our Choice Based system of allocating Council and housing association properties

- 42. Enhance Kettering Keyways to include Low Cost Home Ownership and privately rented properties (for accredited landlords)
- 43. Develop Choice Based Lettings across the local authorities of North Northamptonshire (Kettering, Corby and Wellingborough)
- 44. Develop Kettering Keyways website into a 'hub'

Helping Kettering residents through the economic down-turn

- 45. To provide a single point of contact for advice and guidance to prevent crisis problems.
- 46. Empower local people to access and use information related to the economic down-turn to help them improve their situation.
- 47. Help people develop their financial capability.

4 PROJECT PLAN

The Delivery Plan, which sets out the timescales, key milestones, and lead officer for each of the objectives of the Enhanced Housing Options service, can be found at the back of this document. The Delivery Plan will be reviewed every quarter to monitor progress against the activities.

The table below summarises the timeline for the implementation of the main projects that formed the basis of our Enhanced Housing Options Trailblazer bid made to the CLG. These projects were; launching a LifePlan programme, launching HomeMove, expanding the Housing Options service for groups with specialist needs, and expanding our lifeskills training programme.

	Enhanced Housing Options Trailblazer projects			
	LifePlan programme	Enhancing the Housing Options service for groups with specialist needs	HomeMove programme	Expanding life skills training
October 2008	Trailblazer Steering group launched			

	Enhanced Housing Options Trailblazer projects			
	LifePlan programme	Enhancing the Housing Options service for groups with specialist needs	HomeMove programme	Expanding life skills training
November 2008				Move On Move In – course 6 completed
December 2008		Housing Options Advisor starts project work on developing the Housing Options service for ex-offenders		
January 2009		Housing Options Advisor meets with partners from the criminal justice system. Detailed project plan completed.		
February 2009	LifePlan Advisor Assessment Centre			
March 2009	LifePlan Advisor in post	Housing Options Advisor starts project work on developing the Housing Options service for people with mental health problems.	HomeMove Advisor Assessment Centre	
April 2009		Housing Options Advisor meets with partners form mental health services. Detailed project plan completed.	HomeMove Officer in post HomeMove policy and procedure is devised	Move On Move In – course 7 commences

	Enhanced Housing Options Trailblazer projects			
	LifePlan programme	Enhancing the Housing Options service for groups with specialist needs	HomeMove programme	Expanding life skills training
May 2009	LifePlan policy and procedure is devised LifePlan Launched		HomeMove project is approved by Tenants Forum and Executive Committee HomeMove scheme goes live	New Opportunities New Skills - course 2 commences
June 2009	LifePlan Advisor to launch LifePlan interviews with housing customers			LifePlan Advisor starts working with participants on <i>Move On Move In</i> and <i>New Opportunities, New Skills</i>

5 COSTS

5.1 Budgeted costs

The total cost of the Enhanced Housing Options project is budgeted to be £350,963. The CLG has awarded the Council a grant of £318,320, the Council will fund the remainder of the cost, in addition to staff time, over the lifetime of the scheme. The budget is broken down as follows:

ACTIVITY	YEAR ONE 2008/09 £	YEAR TWO 2009/10 £	YEAR THREE 2010/11 £	YEAR FOUR 2011/12 £	Total
LifePlan Programme					
LifePlan Advisor	2,210	27,386	28,255	25,900	83,751
Enhancing the Housing Options service for groups with specialist needs					
Temporary staff to cover front-line housing officers while they undertake project work	15,000	30,000	0	0	45,000
HomeMove Programme					
HomeMove Advisor	2,210	27,386	28,255	25,900	83,751
HomeMove budget	0	25,000	25,000	25,000	75,000
Enhanced Life Skills Training Programmes					
Tenancy training courses	0	10,000	15,000	0	25,000
Project Management					
Project Manager	4,700	7,093	7,079	2,589	21,461
Printing/advertising costs	2,000	5,000	5,000	5,000	17,000
TOTAL	26,120	131,865	108,589	84,389	350,963

6 PROJECT OUTCOMES

Local Performance Indicators have been devised to monitor the project outcomes. Each of the Local Performance Indicators relates to an Enhanced Housing Options Objective listed in section 3.2 above and in the Delivery Plan (located at the back of this document). Some of the project objectives involve the completion of a new policy or procedure, in these instances the objective will not be monitored through a Local Performance Indicator. The table below will be updated every quarter with the latest performance information. Some of the baseline and target figures will be set as the project develops.

					Outturn 2009/10 Quarter			
	Enhanced Housing Options Objective	Local PI	Measure	Baseline / Target	1	2	3	4
9	Introduce outreach Housing Options interviews	EHO 9	Number of outreach Housing options interviews undertaken at Probation, Youth Offending Team, domestic abuse services	Baseline 2008/09 = 1 per month Target 2009/10 = 2 per month				
11	Introduce a triage assessment of Housing Options	EHO 11a	Number of clients that fail to show up for their Housing Options interview	Baseline 2008 = 25% percentage of no-shows for Housing Options interviews Target 2009/10= reduce the percentage of no-shows to less than 18%				
		EHO 11b	Proportion of "avoidable" Housing Options appointments	February 2009 = To be set Target 2009/10= to be set				
17	Train staff from partner agencies involved with offenders on the role of Housing Options	EHO 17a	Number of training events held	Baseline = 0 Target 2009/10 = 2				
		EHO 17b	Number of people attending training events	Baseline = 0 Target 2009/10 = 20				

				Outturn 2009/10 Quarter			
Enhanced Housing Options Objective	Local PI	Measure	Baseline / Target	1	2	3	4
19 Offer ex-offenders the opportunity to attend the Council's tenancy training courses	EHO 19a	Number of ex-offenders accepted onto the Council's tenancy training courses after being referred from agencies in the criminal justice system	Baseline 2008 = 0 Target 2009/10 = 2				
	EHO 19b	Number of ex-offenders successfully completing one of the Council's tenancy training courses	Baseline 2008 = 0 Target 2009/10 = 1				
21 Improve access to accommodation in the private rented sector for ex-offenders	EHO 21	Number of ex-offenders assisted into permanent settled accommodation in the private rented sector by the Housing Options team	Baseline 2008 = 0 Target 2009/10 = 3				
22 Deliver a Housing Options training session on the "How to be a good tenant course" at Woodhill Prison	EHO 22 a	Number of Housing Options training sessions delivered at Woodhill	Baseline 2008/09 = 0 Target 2009/10 = 1				
	EHO 22 b	Number of prisoners attending a Housing Options training session at Woodhill	Baseline 2008/09 = 0 Target 2009/10 = 10				
23 Release a front-line housing officer from their normal duties to undertake project work to develop the housing options service for people with mental health problems	EHO 23	Mental Health Priority Need homelessness acceptances as a proportion of total acceptances	Baseline 2008 = 12% of homeless acceptance had a mental health priority need Target 2009/10 = to be set				
25 Develop a supported lodgings scheme for young people	EHO 25	Number of young people who have had their homelessness prevented through accessing a supported lodgings scheme	Baseline 2008/09 = 0 Target 2009/10 = to be set once the delivery service has been selected				
27 Improve access to the private rented sector for	EHO 27	Number of young people leaving supported	Baseline 1/07/07 to 30/06/08 = 1 (taken from Move On Plan				

					Outturn 2009/10 Quarter			
Enhanced Housing Options Objective		Local PI	Measure	Baseline / Target	1	2	3	4
	young people leaving supported accommodation		accommodation who access privately rented accommodation	Protocol audit) Target 2009/10 = 4				
31	LifePlan Advisor to launch LifePlan interviews with housing customers	EHO 31a	Number of LifePlan interviews undertaken	Baseline 2008/09 = 0 Target = to be set July 2009 when LifePlan Advisor is in post				
		EHO 31b	Number of LifePlan interviews as a proportion of Housing Options interviews undertaken	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31c	Number of LifePlan clients who take-up a volunteering opportunity for a voluntary organisation	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31d	Number of LifePlan clients who choose a volunteering opportunity for a voluntary organisation and whom continue for at least 3 months	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31e	Number of LifePlan clients who have been referred to JobMAETS	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31f	Number of LifePlan clients who have been referred to JobMAETS and have successfully entered employment	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31g	Number of LifePlan clients referred to JobCentre Plus	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 31h	Number of Better Off Calculations carried out with LifePlan clients	Baseline 2008/09 = 0 Target = to be set July 2009				

					Outturn 2009/10 Quarter			
Enhanced Housing Options Objective		Local PI	Measure	Baseline / Target	1	2	3	4
		EHO 31J	Number of LifePlan clients referred to Kettering Borough Training	Baseline 2008/09 = 0 Target = to be set July 2009				
32	LifePlan to include education & training and personal development of council tenants	EHO 32a	Number of careers events held	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 32b	Number of employment training events held for Council tenants	Baseline 2008/09 = 0 Target = to be set July 2009				
		EHO 32c	Number of numeracy /literacy courses held for Council tenants	Baseline 2008/09 = 0 Target = to be set July 2009				
34	Launch the HomeMove Scheme	EHO 34a	Number of under-occupiers assisted to move into smaller council properties through the HomeMove scheme	Baseline 2008/09 = 45% of Council tenants estimated to be under-occupying Target = number of households to be assisted to move (to be set once HomeMove Advisor is in post)				
		EHO 34b	Number of Council tenants living in over-crowded accommodation given practical assistance to improve their living space	Baseline 2008/09 = 0 Target = to be set				
36	Expand HomeMove into the housing association sector	EHO 36	Number of housing association tenants downsizing to a smaller property through HomeMove	Baseline 2008/09 = Number of housing association tenants living in over-crowded properties to be established from RSL partners. Target = to be set for 2010/11				





					Outturn 2009/10 Quarter			
Enhanced Housing Options Objective		Local PI	Measure	Baseline / Target	1	2	3	4
37	Deliver Move On Move In our tenancy training courses for young people	EHO 37a	Number of <i>Move On Move In</i> courses held	Baseline 2006 to 2008 = 2 courses held per year Target = 2 courses per year				
		EHO 37b	Number of young people successfully completing <i>Move On Move In</i>	Baseline 2006 to 2008 = Average of 16 young people successfully completing the course per year Target = 16 young people successfully completing the course per year				
38	Deliver New Opportunities, New Skills our tenancy training course for vulnerable adults	EHO 38a	Number of <i>New Opportunities, New Skills</i> courses held	Baseline = 1 course held during 2008 Target 2009/10 = 2 courses per year				
		EHO 38b	Number of vulnerable adults successfully completing <i>New Opportunities, New Skills</i>	Baseline course one= 7 vulnerable adults successfully completed the course Target 2009/10 = 14 people successfully completing the course per year				
39	Offer construction training to vulnerable people on new affordable housing sites	EHO 39	Number of housing clients offered a construction training placement	Baseline 2008/09 = 0 Target = to be set once scheme has been finalised				
40	Deliver one-off training sessions on budgeting and managing a tenancy to housing customers	EHO 40a	Number of one-day training events held	Baseline = 0 Target 2009/10 = 4 training events held				
		EHO 40b	Number of people attending a one-day training event	Baseline = 0 Target 2009/10 = 40 people attended training events				


7 DELIVERY PLAN 2008-2011



The remainder of this document contains the Enhanced Housing Options Service Delivery Plan which details the objectives of the Housing Strategy and Options team during 2008-2011. The following dates have been scheduled for the Trailblazer Project Manager to meet with Communities and Local Government to monitor the progress of the activities in the Delivery Plan:



Date	Location
22 July 2009	GOEM
21 October 2009	GOEM
26 January 2010	Kettering BC
21 April 2010	GOEM
22 July 2010	GOEM
25 October 2010	Kettering BC



Enhanced Housing Options Delivery Plan 2008-2011



Key			
On target to complete by target date		Target date missed	
Target date may be missed		Area of work completed	



Objective	Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
Strategic management of Enhanced Housing Options service					
Local authority corporate and member commitment					
1.	Complete an equalities impact assessment of allocations policy	<ul style="list-style-type: none"> Complete preliminary equalities assessment. Complete draft full equalities impact assessment. Consultation with 	Full equalities impact assessment of allocations policy undertaken which ensures advice and support is accessible to all.	August 2009 	Housing Strategy & Options Manager / Supported Housing Manager



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		stakeholders. <ul style="list-style-type: none"> Full equalities impact assessment undertaken 				
2.	Develop policies and procedures for all Housing Options services	<ul style="list-style-type: none"> Policy and procedure written/reviewed for the: Rent Deposit Scheme (March 2009) Discretionary Housing Payments Spend-to-save 	Policy and procedure written for all housing options homelessness preventions tools.	March 2009 - December 2009 	Housing Strategy & Options Manager	26/01/2009: Rent Assistance procedure to be reviewed and new procedures completed by the end of March 2009 to take into account new changes (bond only) from 1/1/2009.
Reviewing relevant strategies						
3.	Review the Housing Strategy to include Enhanced Housing Options Service	<ul style="list-style-type: none"> Draft Housing Strategy complete (Mar 09) Consultation with partners (Apr 09) Housing Strategy adopted by Full Council (May 09) 	Housing Strategy 2009-14 adopted by Full Council and published.	May 2009 	Housing Strategy & Options Manager	
Communication and publication						
4.	Launch an Enhanced Housing Options	<ul style="list-style-type: none"> Identify and invite 	The progress of Enhanced Housing Options project will	Completed	Housing Strategy Officer (Policy &	24/12/2008: Group launched 3 rd October 2008. Second meeting



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	Trailblazer Steering group.	<p>key partners from employment, education and voluntary sector onto steering group (Sept 08).</p> <ul style="list-style-type: none"> Set up inaugural meeting of the steering group (Oct 08). Meet every quarter. 	be discussed at the Enhanced Housing Options Trailblazer steering group, which comprises key stakeholders.	<p>October 2008</p> 	Performance)	planned for 13 February 2009.
5.	Communicate progress of Enhanced Housing Options Trailblazer project to stakeholders.	<p>Update Local Strategic Partnership- Health, Housing and Social Care Panel:</p> <p>4 September 2008 ✓</p> <p>Update Young Persons Housing Forum:</p> <p>12 September 2008 ✓</p> <p>16 January 2009 ✓</p> <p>22 May 2009</p> <p>Update MAPPA</p> <p>19 January 2009 ✓</p> <p>Update Northants LA Prisoner Housing Group</p> <p>20 January 2009 ✓</p>	Stakeholders knowledgeable about the progress of the Enhanced Housing Options Trailblazer project.	<p>September 2008 - April 2011</p> 	<p>Head of Housing</p> <p>Housing Strategy & Options Manager</p> <p>Housing Strategy Officer (Policy & Performance)</p>	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		21 April 2009 Northamptonshire Sub-Regional Homelessness Strategy Group 11 March 2009				
6.	Communicate progress of Enhanced Housing Options Trailblazer project to Kettering Borough Council staff.	<ul style="list-style-type: none"> Regular updates in weekly housing newsletter (sent to all Council housing services staff) Presentations at monthly Housing Briefing (Housing services team meeting): 17/9/08✓ Write articles for Core brief (Council staff newsletter) 	Kettering Borough Council staff knowledgeably about the progress of the Enhanced Housing Options Trailblazer project.	September 2008 - April 2011 	Head of Housing Housing Strategy Officer (Policy & Performance) Housing Strategy Officer (Policy & Performance)	
7.	Communicate progress of Enhanced Housing Options Trailblazer project to Council Members.	<ul style="list-style-type: none"> Organise Members Briefing sessions for July 2009 and November 2009 Prepare information packs for Members. 	Council Members knowledgeable about the progress of the Enhanced Housing Options Trailblazer project.	September 2008 - April 2011 	Head of Housing Housing Strategy Officer (Policy & Performance)	
8.	Inform other local authorities and organisations of our	Presentations planned/delivered: CIH Letting & Homelessness	Other local authorities informed about our Enhanced Housing Options Trailblazer	September 2008 - April 2011	Head of Housing Housing Strategy Officer (Policy & Performance)	19/01/2008: Sharing Good Practice Event – Tenancy Training Courses was held on 15 Jan 2009 and

Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	Enhanced Housing Options Trailblazer plans.	<p>Conference – Nov 2008 ✓</p> <p>Northern Housing Consortium: Homelessness Conference 1/10/08 ✓</p> <p>Housemark Homelessness Conference 24/9/08 ✓</p> <p>National Housing Federation conference for smaller housing associations – 30/10/08 ✓</p> <p>Kettering Borough Council sharing good practice event: tenancy training courses - 15 January 2009 ✓</p> <p>East Midlands MAPPA conference – March 2009</p>	project.		<p>Performance)</p> <p>Housing Strategy & Options Manager</p> <p>Housing Options Advisors</p>	attended by 52 people from 30 organisations.
Developing a customer- focused Enhanced Housing Options service						
Improving accessibility to advice and support						
9.	Where appropriate, Housing Options Advisors will offer outreach Housing Options interviews.	<p>Agreement reached with partner agencies to offer outreach Housing Options interviews at:</p> <ul style="list-style-type: none"> Prisons 	Housing Options Advisors undertaking housing interviews with clients at partner offices where appropriate. This service will improve the accessibility of	<p>January 2009 – April 2011</p> 	<p>Housing Options Manager</p> <p>Housing Options Advisors</p>	19/01/2009: Carly Hanger, Housing Options Advisor, has agreed with partners to undertake interviews at Youth Offending Teams, Probation and prisons.



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<ul style="list-style-type: none"> Youth Offending Team offices Probation offices Domestic abuse support centres 	<p>housing options advice for our customers.</p> <p>Local PI: EHO 9</p>			
10.	Introduce dedicated Housing Options Advisors for specific client groups (ex-offenders, domestic abuse, young people, mental health)	<ul style="list-style-type: none"> Specialist ex-offenders contact identified– Carly Hanger Specialist domestic abuse identified – Andrew Odom Specialist young persons contact identified- Andrew Odom Specialist mental health contact identified – Sarah Peters 	<p>Dedicated Housing Options Advisors will have expert knowledge and be a key contact for partners.</p> <p>Partners will be aware of their key contacts.</p> <p>For example:</p> <p>Carly Hanger will have knowledge of the Criminal Justice System, local housing opportunities for ex-offenders. She will attend the Northants Prisoners Housing Issues Group, team meetings at Probation, Catch 22 and ROSE project when required.</p>	<p>January 2009 - December 2009</p> 	<p>Housing Options Manager</p> <p>Housing Options Advisors</p>	<p>14/01/2009: Ex-offenders Housing Options Advisor is Carly Hanger. Mental health project to commence 2 March 2009 (by Sarah Peters).</p>
11.	Introduce a triage assessment of Housing Options clients to reduce avoidable Housing Options appointments and telephone contact.	<ul style="list-style-type: none"> Meet with Housing Options team to identify where improvements can be made with housing options appointments (Feb 09) 	<p>Where appropriate, some clients will be given advice over the phone or in person, which will reduce the need for them to make a housing options appointment.</p> <p>Local PI: EHO 11a&b</p>	<p>April 2009</p> 	<p>Housing Strategy Officer (Policy & Performance)</p> <p>Housing Options Manager</p>	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<ul style="list-style-type: none"> Implement improvements (March 09). Develop first approach filtering form for Customer Services staff (March 09). Monitor outcomes. 				
12.	Develop a range of Housing Options Information leaflets and packs.	<p>Leaflets written:</p> <ul style="list-style-type: none"> Introduction to Housing Options service (March 08) Directory of key homelessness services and contacts (April 08) Accessing training, employment and volunteering services (Oct 08). 	The Housing Options service will have a range of leaflets for customers.	<p>February 2009 – December 2009</p> 	Trainee Housing Manager (Housing Strategy)	
13.	Update Housing Options area of the Council website	<ul style="list-style-type: none"> Meet with web master and Housing Options team to discuss changes and areas for improvement (August 09). 	Council's website to include information on the Housing Options service which is informative, clear and up-to-date. A Housing Options diagnostic tool will also be available which will lead to a range of housing options	<p>November 2009</p> 	Housing Strategy Officer (Policy & Performance)	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<ul style="list-style-type: none"> Use customer feedback to identify information to be included on the website. Write content and upload to website (November 09). 	given individual circumstances.			
14.	Introduce personalised action plans for clients following Housing Options interviews	<ul style="list-style-type: none"> Standard paragraphs written (August 09). Action plans saved on shared drive so Housing Options Advisors can access them and print them off while in the interview rooms (September 09). 	<p>Following a Housing Options interview clients will be given a personalised action plan which will describe what they can expect from the Housing options Advisor and also what they need to do next. Follow-up calls will be made to clients to boost their confidence in taking action for themselves.</p> <p>The probation service will put the personalised action plans in an offender's sentence plan.</p>	<p>September 2009</p> 	<p>Trainee Housing Manager (Housing Strategy)</p> <p>Housing Options Advisor (Carly Hanger)</p>	
15.	Review all forms used by the Housing Options service and phase out redundant forms.	<ul style="list-style-type: none"> Review and amend the homelessness application form and the housing options assessment form. 	Reviewing current forms will ensure unnecessary paperwork will be kept to a minimum for the Housing Options Advisors.	<p>September 2009</p> 	<p>Housing Strategy & Options Manager</p> <p>Housing Options Manager</p>	



Objective	Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
Developing options/services for groups with specialist needs					
Ex-offenders					
16.	Release a front-line Housing Options Advisor from their normal duties to undertake project work to develop the housing options service for ex-offenders	<ul style="list-style-type: none"> Carly Hanger selected to work on this project (Oct 08). Temporary Housing Options Advisor employed (agency staff) to cover Carly's role until 31 Jan 09 (3 months). Carly has met with Probation, Catch 22, Youth Offending Team, NACRO and the ROSE project. Project plan completed. 	Project plan completed by Housing Options Advisor (Carly Hanger) that identifies how we can develop the housing options service for ex-offenders (see below).	Completed January 2009 	Housing Options Advisor - Carly Hanger 14/01/2009: See objectives below that have been identified following Carly's project work.
17.	Train staff from partner agencies involved with offenders on homelessness legislation, the role of Housing Options at Kettering Borough Council and Choice Based Lettings.	<ul style="list-style-type: none"> Training session written. Venue booked. Invitations sent to partners. Sessions delivered. Housing Options Job-shadowing 	Colleagues working with offenders knowledgeable about homelessness legislation and the role of the Housing Options service. This training will help reduce the need for partner agencies in the criminal justice system to contact the Housing options service with questions about	February 2008 – April 2010 	Housing Options Advisors - Carly Hanger & Andrew Odom


Developing options/services for groups with specialist needs



16.	Release a front-line Housing Options Advisor from their normal duties to undertake project work to develop the housing options service for ex-offenders	<ul style="list-style-type: none"> Carly Hanger selected to work on this project (Oct 08). Temporary Housing Options Advisor employed (agency staff) to cover Carly's role until 31 Jan 09 (3 months). Carly has met with Probation, Catch 22, Youth Offending Team, NACRO and the ROSE project. Project plan completed. 	Project plan completed by Housing Options Advisor (Carly Hanger) that identifies how we can develop the housing options service for ex-offenders (see below).	Completed January 2009 	Housing Options Advisor - Carly Hanger	14/01/2009: See objectives below that have been identified following Carly's project work.
17.	Train staff from partner agencies involved with offenders on homelessness legislation, the role of Housing Options at Kettering Borough Council and Choice Based Lettings.	<ul style="list-style-type: none"> Training session written. Venue booked. Invitations sent to partners. Sessions delivered. Housing Options Job-shadowing 	<p>Colleagues working with offenders knowledgeable about homelessness legislation and the role of the Housing Options service.</p> <p>This training will help reduce the need for partner agencies in the criminal justice system to contact the Housing options service with questions about</p>	February 2008 – April 2010 	Housing Options Advisors - Carly Hanger & Andrew Odom	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		opportunities offered to partners.	their clients. This will help reduce “avoidable contact” made to the Housing Options service. Local PI: EHO 17a&b			
18.	Produce a directory of housing services in Kettering borough for prison staff.	<ul style="list-style-type: none"> • Directory of housing services written and sent to prison staff. • Adapt directory for other agencies. • Directory of housing services annually updated. 	<p>Housing advisors in prisons having the directory on hand to help them advice their clients of the housing opportunities in Kettering borough (including how to apply for social housing, and list of local lettings agents).</p> <p>This will help them meet their target to ensure prisoners are released to a settled address.</p>	<p>February 2009</p> 	Housing Options Advisor - Carly Hanger	
19.	Offer ex-offenders the opportunity to attend the Council's tenancy training courses.	<ul style="list-style-type: none"> • Develop appropriate risk assessment form • Send course referral forms to Catch 22, Youth Offending Team, and the ROSE project. • Educate partners about the course so they can promote the course to their 	<p>Partners dealing with offenders able to refer clients to the Council's tenancy training courses.</p> <p>Partners are involved in the course planning meetings.</p> <p>Local PI: EHO 19a&b</p>	<p>April 2011</p> 	<p>Housing Options Advisor - Carly Hanger</p> <p>Housing Strategy Officer (Policy & Performance)</p>	


Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<p>clients.</p> <ul style="list-style-type: none"> Partners to attend course planning meetings to discuss suitability of the client. 				
20.	Produce a “working arrangement” document to clarify how Housing Options Advisors will work with Kettering Probation (including MAPPA), and Youth Offending Team.	<p>Working arrangement document to include:</p> <ul style="list-style-type: none"> Referral procedures Information sharing agreements The role of Housing Options Move on protocol for YOT supported lodging tenants Working arrangement document agreed with Kettering Probation and Youth Offending Team. 	The clients of our partners working in the criminal justice system will approach the Housing Options team before their housing situation reaches crisis point.	<p>February 2009</p> 	Housing Options Advisor - Carly Hanger	
21.	Improve access to accommodation in the private rented sector for ex-offenders.	<ul style="list-style-type: none"> Meet with Kettering probation to investigate how we could administer their Rent Assistance Scheme for their 	Ex-offenders able to access accommodation in the private rented sector that is affordable and of a good standard through a Rent Assistance Scheme which is administered	<p>February 2009</p> 	Housing Options Advisor - Carly Hanger	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		clients (Feb 09).	by Kettering Borough Council and funded by Kettering Probation. Local PI: EHO 21			
22.	Deliver a session on the "How to be a good tenant course" at Woodhill Prison.	<ul style="list-style-type: none"> Woodhill prison to contact Carly Hanger with dates of courses. Presentation written. Session delivered. 	Prisoners knowledgeable about their rights and responsibilities as private and social housing tenants. Local PI: EHO 22	February 2009 - April 2011 	Housing Options Advisor - Carly Hanger	
Developing options/services for groups with specialist needs People with mental health problems						
23.	Release a front-line housing officer from their normal duties to undertake project work (aprox. 3 months) to develop the housing options service for people with mental health problems.	<ul style="list-style-type: none"> Front-line officer selected to work on this project (Jan 09) (Sarah Peters). Temporary front-line housing officer employed (agency staff) to cover role for duration of the project (from 2 March 09). Front-line officer meets with key agencies and organisations 	Project plan completed by housing officer that identifies how we can develop the housing options service for people with mental health problems. This will include an investigation into the potential for a single referral pathway for people with mental health problems. Local PI: EHO 23	June 2009 	Housing Options Advisor – Sarah Peters	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<p>involved with people with mental health problems (March 09).</p> <ul style="list-style-type: none"> Project plan written (June 09). 				
Developing options/services for groups with specialist needs Young people						
24.	Release a front-line housing officer from their normal duties to undertake project work to develop the housing options service for young people.	<ul style="list-style-type: none"> Front-line officer selected to work on this project (Sept 09). Temporary front-line housing officer employed to cover role for duration of the project (Oct 09). Front-line officer meets with key agencies and organisations involved with young people (Oct 09). Project plan written (Dec 09). 	<p>Project plan completed by housing officer that identifies how we can develop the housing options service for young people.</p> <p>This will include an investigation into the potential for a single referral pathway for young people.</p>	<p>December 2009</p> 	Housing Strategy & Options Manager to identify suitable housing officer to take forward the project	
25.	Develop a supported lodgings scheme for	<ul style="list-style-type: none"> KBC funding identified (Dec 08). 	Five units of supported lodgings for young people	December 2009	Supporting People Housing Strategy &	13/01/2009: In negotiations with Supporting People about the details of



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	young people (to include mediation service)	<ul style="list-style-type: none"> Supporting People to select delivery provider. Delivery provider to recruit hosts and manage placements. 	<p>available in Kettering per annum.</p> <p>Local PI: EHO 25</p>		Options Manager	the scheme.
26.	Complete a Young Persons 'peer' research project into homelessness services in Kettering	<ul style="list-style-type: none"> Project brief completed (Sept 08). Consultant selected to manage research project (Oct 08). Young people trained on undertaking peer research (Nov 08). Young people undertake field research (Dec 08). Research findings published by consultants (Feb 09). Summary of research findings written and published by young people (Apr 09). 	<p>Young homeless people will have completed a peer research project that identifies services that are working well and those that need improving in Kettering. This will inform future improvements that need to be made to the services that we provide to young homeless people in Kettering.</p> <p>Following the results of this research we will identify what service improvements need to be made.</p>	<p>April 2009</p> 	Housing Strategy Officer (Policy & Performance)	
27.	Improve access to the private rented sector for	<ul style="list-style-type: none"> Speak to young people living in 	Young people leaving supported accommodation will	September 2009	Housing Strategy Officer (Policy & Performance)	20/01/2009: This has been identified as a priority through the Move On



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	young people leaving supported accommodation	<p>supported accommodation projects to understand their views about accessing PRS (April 09).</p> <ul style="list-style-type: none"> Investigate options – flatmate finding, access to bonds for sharers, shared accommodation (April 09). Speak to private landlords to gain support. Develop suitable scheme. 	<p>have the option to access accommodation in the private rented sector if they choose.</p> <p>Local PI: EHO 27</p>		Performance)	Plan Protocol which was completed in July 2008.
Developing options/services for groups with specialist needs People with drug & alcohol problems						
28.	Develop supported housing & treatment facilities for people with drug and alcohol problems (PHASE project)	<ul style="list-style-type: none"> Drug & Alcohol Action Team to take the lead on the project. NHS funding secured. Registered Social Landlord partners 	<p>Housing Options Advisors will be able to make referrals to supported accommodation for people with drug & alcohol problems</p> <p>A drug & alcohol floating support service will also be available.</p>	<p>December 2010</p> 	Housing Strategy & Options Manager & Drug & Alcohol Action Team Supporting People	26/01/2009: Orbit Housing Association has identified suitable flats for purchase. A bid will be made to the Homes & Communities Agency by June 2009.



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<p>identified to deliver new units of accommodation.</p> <ul style="list-style-type: none"> • Bid to the Homes & Communities Agency to be made. • Supporting People to tender support contract in conjunction with DAAT. 				
The Housing Options 'Plus' Service						
Launch LifePlan to reduce worklessness and increase the basic skills of our customers and tenants						
29.	Employ a LifePlan Advisor (3 years fixed term contract) to work with housing customers to help them into training, employment and volunteering opportunities in the Borough.	<ul style="list-style-type: none"> • Complete Job Description and Person Specification • Summit post to Job Evaluation • Advertise post • Organise assessment centre 	LifePlan Advisor in post. The post holder will hold LifePlan interviews with housing customers to link them into training, employment and volunteering opportunities in the Borough. The LifePlan Advisor will also work with households in temporary accommodation and Council tenants.	<p>March 2009</p> 	Housing Strategy Officer (Policy & Performance) / Housing Strategy & Options Manager	13/01/2009: Lifeplan Advisor advertised – closing date for applications 23/01/2009. Assessment centre to take place on 24 Feb 2009.
30.	Develop and launch	<ul style="list-style-type: none"> • Prepare detailed 	LifePlan will be launched	May 2009	Housing Strategy	



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	LifePlan	<p>LifePlan procedures & protocols with partners</p> <ul style="list-style-type: none"> LifePlan approved by Trailblazer Steering group Offer LifePlan to Move On Move In and New Opportunities, New Skills participants Produce a range of leaflets about LifePlan 	which will link housing customers to training, employment and volunteering opportunities in the borough.		Officer (Policy & Performance) LifePlan Advisor	
31.	LifePlan Advisor to launch LifePlan interviews with housing customers	<ul style="list-style-type: none"> System for booking LifePlan interviews decided. LifePlan interviews launched. Client action plans written following interview. Outcomes of the interviews monitored. Following year one a target for the number for referrals made to other organisations will be set for year 	<p>LifePlan interviews being undertaken with housing customers which cover:</p> <ul style="list-style-type: none"> Assesment of employment and skills needs Better-in work calculations Income maximisation health checks including benefits take-up Encouragement into training & employment 	<p>May 2009</p> 	Housing Strategy Officer (Policy & Performance) LifePlan Advisor	



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		two.	<ul style="list-style-type: none"> Referrals to Health Trainers employed by PCT Local PI: EHO 31a to j			
32.	LifePlan to include education & training and personal development of council tenants.	<ul style="list-style-type: none"> Organise education, training and employment fairs for Council tenants In-house classes – literacy, numeracy, basic skills Referrals to further education colleges Self-esteem building and life coaching classes Training events on CV writing, lone-parents getting back-to-work, and redundancy. 	<p>The LifePlan Advisor will undertake outreach work with Council tenants so that they are aware of training, employment and volunteering opportunities in the borough. Through LifePlan Council tenants will also have the opportunity to access courses held in their communities.</p> Local PI: EHO 32a to c	<p>December 2009</p> 	<p>Housing Strategy Officer (Policy & Performance)</p> <p>LifePlan Advisor</p> <p>Tresham Institute of Further & Higher Education</p> <p>JobMAETS (Multi-agency employment teams)</p>	
Introduce a HomeMove Scheme to reduce under-occupation and over-crowding in our Council housing stock						
33.	Employ a HomeMove Advisor (3 years fixed term) to help people who choose to move into a smaller Council property.	<ul style="list-style-type: none"> Complete Job Description and Person Specification Summit post to Job Evaluation 	<p>HomeMove Advisor in post. The post holder will offer practical and financial support to Council tenants wishing to downsize into a smaller Council property. Thus</p>	<p>April 2009</p> 	<p>Housing Strategy & Options Manager</p> <p>Housing Strategy Officer (Policy & Performance)</p> <p>Tenancy Service</p>	<p>24/12/2008: adverts prepared – ready to advertise January 2009. Assessment centre to take place 5 March 2009.</p>



Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<ul style="list-style-type: none"> • Advertise role • Organise assessment centre 	increasing the number of family homes available to let through our Choice Based Lettings system of housing allocation.		manager Neighbourhood Services Manager	
34.	Launch the HomeMove Scheme	<ul style="list-style-type: none"> • HomeMove project group set-up • HomeMove scheme devised • HomeMove scheme approved by Tenants Forum and Executive Committee • Publicity campaign designed • Outcomes monitored 	<p>Kettering Borough Council's HomeMove scheme goes live which includes:</p> <ul style="list-style-type: none"> • Bespoke service & financial support for under-occupiers wishing to downsize • Support with CBL • Financial support package for space-saving actions and living space adaptations <p>Local PI: EHO 34a to b</p>	<p>May 2009</p> 	<p>HomeMove Advisor</p> <p>Housing Strategy Officer (Policy & Performance) Leona Mantle</p>	
35.	Identify under-occupied and over-crowded Council properties through a tenant survey.	<ul style="list-style-type: none"> • Draft tenant survey completed and agreed • Communication to staff and tenants • Printing & delivery of tenant survey • Reminder letter sent to non-respondents 	A Tenant Profile will have been undertaken with 100% of Council tenants to identify under-occupied and overcrowded properties. This date will from the baseline from which the success of HomeMove can be monitored.	<p>December 2009</p> 	<p>Housing Strategy Officer (Policy & Performance)</p> <p>HomeMove Advisor</p>	24/12/2008: Once CBL is in place we need to visit another LA that uses ANITE so we can understand how to input the Tenant Profile data into the software system.



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		<ul style="list-style-type: none"> Door-to-door survey Input data into Anite Analysis of results 				
36.	Expand HomeMove into the housing association sector	<ul style="list-style-type: none"> Work with Orbit Housing Association to explore the potential to work with their tenants who wish to downsize to a smaller property 	<p>By offering practical and financial support to housing association tenants wishing to downsize into a smaller property this will increase the number of family homes available to let through our Choice Based Lettings system of housing allocation.</p> <p>Local PI: EHO 36</p>	<p>April 2010</p> 	HomeMove Advisor	19/01/2008: Orbit HA has agreed to be part of the pilot to expand HomeMove into the Housing association sector.
Enhancing our lifeskills training programmes to ensure our housing customers have the necessary skills to help them maintain successful tenancies.						
37.	Deliver Move On Move In (MOMI) our tenancy training courses for young people	<ul style="list-style-type: none"> MOMI course 6 completed November 2008 MOMI course 7 begins March 2009 MOMI course 8 begins September 2009 MOMI course 9 begins March 2010 MOMI course 10 	<p>Young People trained on key skills that will help them maintain a successful tenancy including budgeting, home maintenance, and managing a tenancy.</p> <p>Local PI: EHO 37a & b</p>	<p>September 2008 - April 2011</p> 	Housing Strategy Officer (Policy & Performance) / Northamptonshire YMCA	24/12/2008: Move on Move In course 6 completed.

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		<ul style="list-style-type: none"> begins September 2010 MOMI course 11 begins March 2011 				
38.	Deliver New Opportunities, New Skills (NONS) our tenancy training course for vulnerable adults	<ul style="list-style-type: none"> NONS course 2 completed begins March 2009 NONS course 3 begins October 2009 MOMI course 4 begins February 2010 MOMI course 5 begins October 2010 MOMI course 6 begins February 2011 	<p>Vulnerable adults trained on key skills that will help them maintain a successful tenancy including budgeting, home maintenance, and managing a tenancy.</p> <p>Local PI: EHO 38a & b</p>	<p>April 2011</p> 	Trainee Housing Manager (Housing Strategy)	12/01/2009: NONS course 2 planning meeting took place today with partners.
39.	Offer construction training for vulnerable people on new affordable housing sites	<ul style="list-style-type: none"> Construction skills training project starts at Whiteford Drive (start on site Summer 2009) Develop a construction training project with Westleigh 	<p>Young homeless people successfully completing a construction training course on an affordable housing development site.</p> <p>Local PI: EHO 39</p>	<p>August 2009 – August 2010</p> 	<p>Housing Strategy & Options Manager</p> <p>Housing Strategy Officer (enabling)</p>	
40.	Deliver one-off training	<ul style="list-style-type: none"> Meet with Supporting 	Keyworkers of Supporting	December	Housing Strategy	

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	sessions on budgeting and managing a tenancy to housing customers	people to discuss potential for involving SP funded services	people funded services will deliver training sessions to their clients on issues such as budgeting and viewing an offer. Local PI: EHO 40a & b	2009 	Officer (Policy & Performance)	
Choice Based Lettings (CBL): Kettering Keyways as a Housing Options 'Hub'						
41.	Launch Kettering Keyways our Choice Based system of allocating Council and housing association properties.	<ul style="list-style-type: none"> Internal project team established CBL steering group established which includes housing associations Abritas Software solution chosen as the CBL IT provider New application forms written and delivered Lettings Officers (2 posts) will provide a dedicated CBL support line for all queries and feedback. 	Once launched, Kettering Keyways will give our customers looking for a home a far greater say in where they are allocated than under the current system. Each week vacant council and housing association properties will be advertised, via a website and on posters and leaflets in council buildings, with applicants then able to register an interest for the properties that they would like to be considered for.	Completed 29 January 2009 	Housing Options Development Officer Service Development Manager	14/01/2009: Kettering Keyways on target to launch on 28 Jan. Lettings Officers post advertised – closing date for applications 23 Jan 2009. Assessment centre on 9 Feb 2009.
42.	Enhance Kettering Keyways to include Low Cost Home Ownership	<ul style="list-style-type: none"> Promote Low Cost Home Ownership options through CBL 	Kettering Keyways will advertise Low Cost Home Ownership properties and	March 2009	Housing Options Development Officer	26/01/2009: It is planned that applicants will be able to express an interest in shared ownership

Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
	and privately rented properties (for accredited landlords).	<p>(March 2009)</p> <ul style="list-style-type: none"> • Work with the Zone Agent – <i>KeyHomes East</i> to establish system for advertising low cost home ownership properties through CBL. • Launch and promote the East Midlands Landlord Accreditation Scheme for private landlords (Feb 2009) • Advertise privately rented properties on CBL once the landlord has been accredited (March 2009) 	privately rented properties, which will give customers a greater range of housing opportunities.			properties from 28/1/2009.
43.	Develop Choice Based Lettings across the local authorities of North Northamptonshire (Kettering, Corby and Wellingborough).	<ul style="list-style-type: none"> • £105k funding secured from CLG for sub-regional CBL scheme • Dan Hannam to be seconded to project manage CBL project (2.5 days per week for 18 months) 	<p>The local authorities of Kettering, Corby and Wellingborough will have a common choice based system of housing allocation.</p> <p>This will mean that customers who register for housing in one area can bid for housing in any of the three local authorities. This will give</p>	<p>September 2010</p> 	Housing Options Development Officer	19/01/2009: £100k funding secured from CLG for sub-regional CBL scheme. Dan Hannam to work on sub-regional CBL from 2/3/09.

Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		<ul style="list-style-type: none"> North Northamptonshire common allocation policy to be agreed 	customers a far greater range of housing opportunities.			
44.	Develop Kettering Keyways website into a 'hub'.	<ul style="list-style-type: none"> Research best practice Contact Abritas to investigate capacity and cost for advertising space on Kettering Keyways website. 	Kettering Keyways website will market employment services and other related services such as better-off calculations.	September 2010 	Housing Options Development Officer	
Helping Kettering residents through the economic down-turn						
45.	To provide a single point of contact for advice and guidance to prevent crisis problems.	<ul style="list-style-type: none"> To produce a definitive list of who provides what services/advice etc. To produce a simple postcard of contact information for customers to take away To agree a set of advice scripts for all organisations to use To provide a credit crunch advice page 	Front-line officers from a range of different organisations will deliver the same message to people who approach them for who may need help during the economic down-turn.	July 2009 	Head of Income and Debt, Tenancy Services Manager, Benefits Take-up Liaison Officer	

Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		on the Council's website with links to partner organisations.				
46.	Empower local people to access and use information related to the economic down-turn to help them improve their situation.	<ul style="list-style-type: none"> Create a debt-pack that will contain useful self-help materials e.g. debt sheets, letter templates, budget sheet and useful contacts etc. Make this information accessible through all partners in hard copy and electronically 	A self help debt advice pack will be available that front-line staff from different organisations can distribute to customers.	July 2009 	Performance Improvement Team	
47.	Help people develop their financial capability.	<ul style="list-style-type: none"> Deliver training courses to social housing tenants that will build their financial management skills Develop ways to educate residents from a range of different backgrounds on financial 	<p>Kettering borough residents and Council tenants will have the opportunity to attend training events that will build their financial capability.</p> <p>Local PI: EHO 40a & b</p>	December 2009 	Housing Strategy Officer (Policy and Performance)	

Objective		Deliverable outputs / Milestones (target dates will be included as projects develop)	What would success look like? Monitored through Local Performance Indicator?	Time Frame / Completion Date	Lead officer	Update
		management skills including self-service and signposting				