

APPENDIX 1

CHILTERN AND SOUTH BUCKS DISTRICT COUNCILS **ENHANCED HOUSING OPTIONS PROGRAMME – ACTION PLAN**

Summary of Proposed EHO Funding Expenditure

Scheme	Year 2009/10	Year 2010/11
Specialist Debt Advice/Support (Chiltern CAB)	£25,000	£25,000
Specialist Debt Advice/Support (Rickmansworth CAB)	£14,000	£14,000
Increased Outreach Advice Sessions (Chiltern CAB)	£10,000	£10,000
Increased Housing Advice/Support to Young People (Padstones)	£25,000	£25,000
Increased Housing Advice/Support to Young People (Housing Interaction Trust)	£19,000	£19,000
Increased Support for schemes to help clients access private rented housing (Chiltern)	£5,000	£5,000
TOTAL EXPENDITURE	£98,000	£98,000

Action Plan

The Action Plan on the following pages provides full details of the initiatives being taken forward in Chiltern and South Bucks to deliver an enhanced housing options service to Clients in the two districts.

A number of these initiatives have been allocated funding from the Government EHO programme. Where initiatives are listed in the plan and they have not been allocated EHO programme funding, this means that:

- the initiatives will be delivered using existing officer resources and funding from existing council budgets, or
- funding has not yet been identified (or funding bids are outstanding at the time of writing) and the proposed initiative will be considered for any additional funding that becomes available via the Councils, their partner agencies or any underspend or re-allocation of funds from within the EHO Programme itself.

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
1A. Secure that specialist debt and money advice is available to all residents (Chiltern)	Chiltern CAB (Citizens Advice Bureau) in partnership with CDC	2009/10 £25,000 2010/11 £25,000	EHO funding will be supplemented by funding from CDC (£122,000 p/a) and Paradigm Housing to support Chiltern CAB in the delivery of core advice services Chiltern CAB will continue to seek to secure funding from other sources to help build capacity	Chiltern DC finalises SLA with CAB (April 2009) CAB agrees referral mechanism for partner agencies (April 2009) Debt/money adviser appointed (July 2009) Debt/money advice service in place (Jul 2009) All CAB staff given continuation training to ensure they can deliver basic debt advice and channel the more complex cases to the specialist debt adviser (Oct 2009 then ongoing)	<u>Outcome</u> More clients able to access debt advice in Chiltern <i>Baseline</i> – Current average of 200 clients per quarter <i>Target</i> – Increase to 275 clients per quarter <u>Outcome</u> Increased number of re-possession actions averted by CAB intervention <i>Baseline</i> – Total of 20 repossessions prevented in 2008 <i>Target</i> - Increase to 30 preventions per annum <u>Outcome</u> Increase in benefit uptake following debt/money advice To be monitored against uptake in previous years

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
1B. Secure that specialist debt and money advice is available to all residents (South Bucks)	Rickmansworth CAB (Citizens Advice Bureau) in partnership with SBDC	2009/10 £14,000 2010/11 £14,000	EHO funding will be supplemented by funding from SBDC to Rickmansworth CAB support the delivery of core advice services Rickmansworth CAB will continue to seek to secure funding from other sources to help build capacity	South Bucks DC finalises SLA with CAB (April 2009) CAB agrees referral mechanism for partner agencies (April 2009) Debt/money adviser appointed (July 2009) Debt/money advice service in place (Jul 2009)	<u>Outcome</u> More clients able to access debt advice in Chiltern <i>Baseline</i> – No specialist debt advice service in South Bucks <i>Target</i> – Debt Advice service in place and at least 15 repossession actions per annum are being averted by CAB intervention. <u>Outcome</u> Increase in benefit uptake following debt/money advice To be monitored against uptake in previous years

Action	By whom	EHO Funding	Other Resources	Key Milestones	Key Outcomes
2. Develop and deliver Financial Capability Support/Training for householders facing changing financial circumstances (e.g. new tenants and homeowners, persons facing redundancy etc.)	Chiltern CAB (in partnership with CDC)	None	Cost of service will be approximately £28,500 p/a. Bid was submitted to Bucks Supporting People programme to fund a pilot scheme was unsuccessful. Chiltern DC is working with CAB to explore alternative models of providing training.)	Identify key partners and consult (May 2009) Agree support/training model and referral process (Sep 2009) Launch Scheme (Dec 2009)	<u>Outcome</u> Financial capability training in place <i>Baseline</i> – No training currently in place <i>Target</i> – Training established and delivering up to 120 group/individual training sessions per annum.
3. Increase the provision of outreach advice sessions in GP surgeries and outlying locations	Chiltern CAB (in partnership with CDC, SBDC and Primary Care Trust)	2009/10 £10,000 2010/11 £10,000	Existing outreach sessions (in four GP surgeries) are supported by core funding from District Councils and contributions from PCT. The EHO funding will allow the outreach work to be significantly expanded.	SLA agreed with CAB for outreach service (June 2009) Outreach locations agreed (June 2009) Outreach sessions underway (Oct 2009)	<u>Outcome</u> Increase in the number of hours of advice being delivered in outreach locations <i>Baseline</i> – Outreach sessions being delivered from four GP surgeries <i>Target</i> -An additional 400 hours of outreach work per annum and at least two additional outreach locations established in Chesham and Prestwood

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
4. Increase the number of households accessing private rented accommodation via Local Authority schemes by securing increased administrative support	CDC	2009/10 £5,000 2010/11 £5,000	CDC proposes to contribute revenue funding of £13,000 which will be matched to the EHO funding to secure a Support post for the Housing Team. This will increase officer capacity to run the local Rent Deposit Guarantee Scheme and increase the level of landlords and tenants in the scheme.	Appoint support officer (Jul 2009)	<p><u>Outcome</u> More clients who are facing homelessness are able to access private rented accommodation</p> <p><i>Baseline</i> – Chiltern DC Rent Deposit Guarantee Scheme securing an average of 17 PRS tenancies per quarter in 2008</p> <p><i>Target</i> – An increase in the number of PRS placements compared to 2008</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
5A. Increase the provision of housing-related advice and support to young people (age 16 – 25) (South Bucks)	<p>Padstones (in partnership with SBDC)</p> <p>(This will allow these agencies to deliver more one-to-one advice, support and mediation to clients and provide an enhanced outreach service to schools and to outlying areas away from the main towns)</p>	<p>2009/10 £25,000</p> <p>2010/11 £25,000</p>	<p>SBDC currently contributes £6,000 p/a to support Padstones. The EHO funding will help increase the capacity of the service</p>	<p>SBDC agrees revised SLA with Padstones (April 2009)</p> <p>Mediation training undertaken by Floating Support Worker during 09/10.</p> <p>Investigate potential to set up a telephone help line for parents.</p> <p>Floating support worker to initiate drop in sessions at local community centres/youth clubs to offer housing advice.</p>	<p><u>Outcome</u> Increased levels of housing advice and support given to young people to help prevent homelessness amongst this client group</p> <p><i>Baseline</i> – Padstones currently delivering 35 hours of advice and support per week</p> <p><i>Target</i> Continuation of advice and support and enhancement of the services provided, including:</p> <ul style="list-style-type: none"> - ensuring exit strategies are implemented for all young people within 12/18 months of being referred to Padstones, - increased activity in promoting prevention and awareness of homelessness through presentations to schools,

5A. Increase the provision of housing-related advice and support to young people (age 16 – 25) (South Bucks) (continued)					and - increased provision of mediation service for young people and families with aim of reducing parental exclusions (compared to current average of 30 to 35 exclusions per annum)
5B. Increase the provision of housing-related advice and support to young people (age 16 – 25) (Chiltern)	Housing Interaction Trust (in partnership with CDC)	2009/10 £19,000 2010/11 £19,000	SBDC currently contributes £30,000 p/a to support Housing Interaction Trust. The EHO funding will help increase the capacity of the service.	CDC agrees revised SLA with Housing Interaction Trust (April 2009) Additional part time support worker appointed (Jun 2009)	<u>Outcome</u> Increased levels of housing advice and support is given to young people to help prevent homelessness <i>Baseline</i> – Housing Interaction Trust currently delivering advice and support to this client group <i>Target</i> - An additional 14 hours of advice and support work per week delivered by the Trust, encompassing one-to-one advice work, mediation, outreach and tenancy sustainment.

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
6. Increase the number of outreach housing education sessions being provided to young people (age 14-18) and youth workers/teachers	Shelter, Padstones and Housing Interaction Trust (in partnership with CDC and SBDC)	None	Funding of up to £10,000 per annum would be required for Shelter to deliver a programme up to 20 sessions in partnership with Padstones and Housing Interaction Trust. Funding has not yet been identified for this specific project. If additional funding cannot be secured, we will explore delivering additional sessions via HIT & Padstones within the context of Action (4) above.	<p>Agree delivery plan for outreach sessions (Dec 2009)</p> <p>Commence delivery of sessions (Mar 2010)</p>	<p><u>Outcome</u> More young people are receiving housing education within school</p> <p><i>Baseline</i> – Housing Interaction Trust currently deliver sessions in local schools, but delivery is limited by officer availability and workload.</p> <p><i>Target</i> –An increased number of education sessions being delivered in schools/youth clubs across Chiltern and South Bucks</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
7. Pilot the use of information kiosks to deliver housing and debt advice in community locations	Chiltern CAB (in partnership with CDC and SBDC)	None	The pilot would require funding of approx. £8,000 over 3 years. Funding has not yet been identified to date, but EHO funding could be utilised for this if some of the actions highlighted above do not proceed or have underspend.	Introduce Information Kiosks (June 2010)	<p><u>Outcome</u> Clients able to access tailored housing advice remotely via kiosks</p> <p><i>Baseline</i> – No kiosks currently operational</p> <p><i>Target</i> – Kiosk operating in a community location and being used by local residents</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
8. Introduce/Review: - “Directory of Housing Advice and Support Agencies” - Housing Options Packs - Common assessment script/checklist (for use by authorities and partner agencies) for client interviews	CDC and SBDC	None	Review of existing literature and revision/development work will be undertaken by existing officers. Printing costs would be met from Council Revenue Budgets.	<p>Complete audit of all key agencies & services (Oct 2009)</p> <p>Finalise common assessment form (Oct 2009)</p> <p>Publish Directory and Packs (Dec 2009)</p>	<p><u>Outcome</u> Good quality written advice and information is available to all clients and a consistent cross-agency approach is in place for first assessments</p> <p><i>Baseline</i> – A range of directories and written information is in place, but provision is patchy.</p> <p><i>Target</i> – Detailed and user-friendly written advice is available to all persons across the districts and all agencies are utilising a common assessment checklist when dealing with clients with housing issues.</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
9. Ensure all frontline housing advice and support officers are trained to deliver basic advice on worklessness issues	CDC and SBDC (with training and guidance then to be rolled out to all partners delivering housing advice services)	None	Training and guidance to be developed by existing officers with reference to CIH “Tackling Worklessness: A Toolkit” document. Printing costs would be met from Council Revenue Budgets.	<p>Guidance developed on local worklessness advice (Oct 2009)</p> <p>Guidance issued to all partners and training delivered to frontline officers (Dec 2009)</p>	<p><u>Outcome</u> Housing advice clients given effective help and “signposting” on worklessness</p> <p><i>Baseline</i> – The current knowledge that Housing Options Advisers have on worklessness is patchy</p> <p><i>Target</i> – Housing Options Advisers across all agencies are equipped with skills and knowledge to give informed worklessness advice</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
10. Monitor Rough Sleeping locally and ensure all frontline housing officers are trained to give suitable advice to rough sleepers	CDC and SBDC (with training and guidance then to be rolled out to all partners delivering housing advice services)	None	Training and guidance to be developed by existing officers with reference to CLG “No One Left Out” document. Printing costs would be met from Council Revenue Budgets.	<p>Guidance developed on local rough sleeping advice (Oct 2009)</p> <p>Guidance issued to all partners and training delivered to frontline officers (Dec 2009)</p>	<p><u>Outcome</u> Rough sleepers can access tailored advice and help</p> <p><i>Baseline</i> – Basic advice and help is available through normal housing advice routes</p> <p><i>Target</i> - All frontline housing advice officers are equipped with skills to give advice to rough sleepers and CDC and SBDC monitor rough sleeping numbers (as part of the multi-agency Bucks Homelessness Strategy Group)</p>

Action	By whom	EHO Funding	Other Resources	Key Milestones	Key Outcomes
11. Deliver basic housing advice training to front-line staff across statutory and voluntary partner agencies (housing and non-housing agencies)	CDC, SBDC, Aylesbury Vale DC and Wycombe DC	None	Cost of training will be met from CLG Recession Fund (£30,000 allocated to Bucks)	<p>Training plan developed and key front line services identified (e.g. Health Workers etc.) (Oct 2009)</p> <p>Training programme put in place and underway (Dec 2009)</p>	<p><u>Outcome</u> Front line staff across all agencies can give basic housing advice and signpost clients to specialist assistance <i>Baseline</i> – Knowledge of housing services within non-housing agencies is patchy <i>Target</i> – Front line staff across all agencies are equipped to give basic housing assistance and to refer clients on for further help.</p>
12. Pilot a Landlord Standards Partnership linked to Rent Deposit Guarantee Scheme (with all RDG tenancy documents & properties subject to checks including basic HHSRS assessment)	CDC	None	Process would be developed by existing officers	<p>Draft accreditation requirements and consult landlords (Oct 2009)</p> <p>Finalise scheme (Dec 2009)</p> <p>Launch scheme (Mar 2010)</p>	<p><u>Outcome</u> Landlords in Chiltern RDGS scheme operate in accordance with agreed standards <i>Baseline</i> – No formal “accreditation scheme” is currently in place <i>Target</i> – Formal RDGS Landlord Standards Partnership launched</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
13. Develop the Housing Options element of the Bucks Home Choice CBL scheme (acting as a hub for accessing options information)	CDC, SBDC, Aylesbury Vale District Council and Wycombe District Council	None	Officers will work with Locata to develop the Housing Options element and identify costs involved	Liaise with Locata following Bucks Home Choice launch (Oct 2009)	<p><u>Outcome</u> Users of Bucks Home Choice scheme have access to a full range of housing options information</p> <p><i>Baseline</i> – Bucks Home Choice to be launched in May 2009 with limited housing options information available to applicants</p> <p><i>Target</i> – Scheme gives applicants a range of information on housing options tailored to their circumstances.</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
14. Introduce Housing Options Diagnostic Tool on local authority website	CDC	None	Depending on progress in developing Bucks Home Choice options package, CDC may also look to develop a self-diagnostic options tool via local authority websites. This development work would be undertaken in-house, but additional officer resource (see (5)) would assist in delivering this project.	Develop tool following completion of Housing Options Packs (June 2010)	<p><u>Outcome</u> CDC Website users are able to use a diagnostic tool to provide tailored housing advice and information</p> <p><i>Baseline</i> – CDC Housing micro-website currently provides wide range of written advice, but has no interactive element</p> <p><i>Target</i> – Website users can receive tailored housing advice by entering key personal details.</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
15. Monitor use of Homelessness Prevention Fund and utilise it as effectively as possible	CDC	None	Resources drawn from CDC Revenue budget (currently approximately £20,000 is set aside for the Prevention Fund)	Continually review operation of the Fund and identify how best use can be made of funding (Quarterly)	<p><u>Outcome</u> CDC Homelessness Prevention Fund continues to successfully prevent homelessness among clients</p> <p><i>Baseline</i> – Prevention Fund is in place, but take up is patchy</p> <p><i>Target</i> – Prevention Fund is fully integrated into CDC's Homelessness Prevention toolkit and regularly used</p>

Action	By whom	EHO Funding Allocated	Other Funding & Resources Required	Key Milestones	Key Outcomes
16. Ensure advice and information on home ownership and mortgage arrears support is effectively publicised and targeted	CDC, SBDC, Catalyst Housing Group (local Homebuy Agent) and CAB	None	Support schemes (e.g. Mortgage Rescue, Home Ownership Support etc.) are directly funded by CLG. Publicity and targeting will be undertaken by existing officers	Continually review existing and new schemes and the delivery of advice and information (e.g. via local Homebuy shows)	<p><u>Outcome</u> All clients facing mortgage arrears have access to suitable advice and information on the help that is available (and can access the support schemes that they qualify for)</p> <p><i>Baseline</i> – Information available via one-to-one advice, websites etc.</p> <p><i>Target</i> – Information is regularly being updated and methods of publicity etc. are regularly being reviewed to ensure that advice is effectively targeted.</p>