

Broxtowe Borough Council - Enhanced Housing Options Programme Action Plan

Task	Resource Implications	Lead Officer & Partners involved	Milestones (Target Start / Finish Date)	Anticipated Outcomes	Comments
Acquisition of premises to provide a 'hub' within Eastwood. To provide a debt / housing options presence in Eastwood.	Money from sale of existing Eastwood Cash Office & Town Council	Corporate - CAB, Job Centre Plus, Castle College, Framework TST, Metropolitan Support	<ul style="list-style-type: none"> Identify suitable premises (Dec.08) Purchase premises (Jan.09) Undertake building conversion works (Feb.09 – Jun.09) Official opening / launch (Oct.09) 	Improved access to services for those in the north of the borough. Ability to tackle the wider issues associated with homelessness and offering a holistic approach. Increased sustainable solutions	Risk – Possible delays in building works, risks are beyond control of Housing Options.
Appointment of a Project Manager.	Salary Scale SO1 + on – costs (£31,650)	Homeless Manager	<ul style="list-style-type: none"> Advertise Job (Mar.09) Interviews (Mar.09) Appointment of Project Manager (May 09) 	The Project Manager will lead and be responsible for delivering all the required actions and outcomes of the programme.	Possible secondment opportunity.
Establishment of 4 self-contained units for Substance Misuse and Supported Accommodation (SMASH) and 20 units of support for drug users	£264k Housing Corp. Grant	Project Manager - SP, Framework HA, Double Impact Longhurst Group & DAAT	<ul style="list-style-type: none"> Work with partners to jointly design referral procedures & nomination rights. (Feb.09) Accommodation units ready for occupation (Apr.09) Work with Framework HA to develop to develop an action / move-on plan with 100% of residents (on-going) 	<ul style="list-style-type: none"> Minimum of 4 residents to have a Housing & support plan from Housing Options Team. Incorporate accommodation units into Move-on Plans Protocol. (April 10). Aim to get 2 residents on the Pre-Tenancy Training Course in Year 1. 	Need to make links with Double Impact Contributes to NI 141 & PSA 16

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Establishment of 7 units of accommodation based support for offenders and 20 units of floating support.	SP Funded.	Project Manager - SP & Framework HA, Catch 22, Probation, YOS & HMP Nottingham	<ul style="list-style-type: none"> • Work with partners to jointly design referral procedures & nomination rights. (Feb.09) • Accommodation units ready for occupation (Apr.09) • A commitment with Framework HA to develop an action / move on plan with all residents (on-going) 	<ul style="list-style-type: none"> • Minimum of 7 residents to have a Housing & support plan from Housing Options Team. • Incorporate accommodation units into Move-on Plans Protocol. (Target needed). • Aim to get 2 residents on the Pre-Tenancy Training Course in Year 1. 	Need to make links with Catch 22
Appointment of Housing options advisor / debt advice worker to be based at Eastwood hub	Salary Scale 4 + on-costs (£23,037)	Homeless Manager & Project Manager	<ul style="list-style-type: none"> • Advertise Job (May 09) • Appointment of worker (July 09) • Induction with Housing Options Team (Aug.09 – Sep.09) • Induction with CAB debt advisors (Sep.09-Oct09) • Commence front-line work with the opening hub. (Oct.09) 	<ul style="list-style-type: none"> • 100 additional clients seen at Eastwood hub per year. 	
Ensure that Housing Advice worker post based at CAB Eastwood is full-time.	£20k of Enhanced Housing Options budget	Project Manager & CAB Broxtowe Manager	<ul style="list-style-type: none"> • Meet with CAB to discuss arrangements (Jun.09) • Be involved in recruitment process (Jun.09) • Ensure appropriate training is undertaken (Aug.09) 	<ul style="list-style-type: none"> • Minimum of 100 additional clients seen for housing / debt advice per year. 	BBC to be involved in recruitment of any new part-time worker. Ensures there is full time independent specialist housing advice within the CAB

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Commence prison housing surgeries at HMP Nottingham and attend housing open days at HMP Sudbury & HMP Ranby	Housing Options workers time	Project Manager & Homeless Prevention Officer - HMP Nottingham, Sudbury & Ranby	<ul style="list-style-type: none"> Identify Partner LA's (July 09) Training for staff carrying out surgeries (Sep.09) Set-up monitoring systems to track and monitor those given advice (Nov.09) Commence Quarterly Surgeries at HMP Nottingham (Jan.10) Broxtowe to attend open days at HMP Ranby & Sudbury 	<p>A more proactive approach to assist offenders both on reception in prison with good quality advice and also those being released without accommodation to form a plan of options.</p> <ul style="list-style-type: none"> Undertake 4 prison surgeries per year. Aim to see a minimum of 8 prisoners per surgery Formulate accommodation action plans for every prisoner seen at surgery 	Commitment from Erewash BC, Amber Valley BC & Rushcliffe BC to work in partnership.
Introduce homelessness and health needs assessments in partnership with PCT & Mental Health teams	Existing staff resources	Project Manager & Homeless Health Team , PCT, SureStart, Broxtowe Mental Health team	<ul style="list-style-type: none"> Initial meeting with Health partners (Mar.10) Design a questionnaire for health agencies (April 10) Circulate questionnaire (May 10) Analyse results and write a recommendation report and action plan (July 10) 	<p>Ensure the health needs of those in TA are met.</p> <ul style="list-style-type: none"> Minimum of 25 referrals to health related services for homeless clients and those in TA. 	

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Produce personalised action plans and case conferences with key partners for homeless and vulnerable 16 & 17 year olds and care-leavers.	Existing staff resources	Project Manager & Broxtowe Children & Young Peoples Services, Connexions, YOS, Broxtowe Youth Homelessness, Framework HA, Canaan Trust & Stepping Stones	<ul style="list-style-type: none"> • Meet with partners to introduce case conference style to dealing with 16/17 yr olds (Jan 10.) • Write a procedure guide (Jan 10) • Get partners to sign-up to conference style.(Feb.10) • Commence multi-agency conference meetings – Broxtowe Housing options to lead (March 10) 	<p>A more coordinated and multi-agency response to youth homelessness. Reduction in youth homelessness.</p> <ul style="list-style-type: none"> • Minimum of 15 case-conferences and personalised action plans produced for most vulnerable 16&17 yr olds (April 10 – March 2011) 	
Implement the Move-on plans protocol (MOPP)	Project Manager's time	Project Manager & SP, Stepping Stones, Framework HA (Elizabeth House & Villa Street) & Canaan Trust	<ul style="list-style-type: none"> • Meet with Supporting Housing Providers to discuss MOPP (Jan10.) • Write a draft Protocol (Mar.10) • Agree amendments and finalise protocol (Apr.10) • Work to principles of protocol (May 10) 	<ul style="list-style-type: none"> • 100% sign-up from all providers • 100% residents in supported accommodation visited and given a move-on plan • Minimum of 20 clients successfully moved on into settled accommodation. 	Ensure that effective move on plans are in place to keep throughput in supported accommodation through comprehensive housing options approach.

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Introduce a budgeting and life skills training package for young people in schools.	£2k out of existing funding from BBC to BYH	Project Manager & BYH Manager , All comprehensive schools in Broxtowe	<ul style="list-style-type: none"> Meet with BYH to design a budgeting package (Apr.09) Have pilot session in 2 schools (Oct.09) Review and Modify programme if necessary (Feb.10) Roll out to all BBC comprehensive schools BBC to support BYH to deliver programme. 	<ul style="list-style-type: none"> Minimum of 5 schools to agree to use budgeting programme All year 11 pupils to receive budgeting programme <p>Develop a questionnaire for pupils attended the training for review purposes and also to highlight the benefits of the training</p>	Increase awareness of young people of budgeting and life skill issues. Will assist tenancy sustainment.
Launch of South Notts CBL scheme	Revenue Development did £15k	CBL Project Manager & Nottingham City Council, Gedling BC, Rushcliffe BC & RSL's, First Lets & Homebuy	<ul style="list-style-type: none"> Agreement on allocations policy (May 2009) Development of ICT specification(June2009) Copmpletion of Staff training(Feb.2010) Implementation of scheme(March 2009) 	Increased choice for applicants, greater transparency of allocations. A common housing register. Website / newspaper advertising social housing / private tenancies in the same place.	
Examine the issues of over-crowding particularly those who are mid to lowly banded on the housing register and target them for housing options advice.	Project Manager's time	Project Manager	<ul style="list-style-type: none"> Work with Allocations team to identify those mid to lowly banded but are over-crowded (Sep 10) Devise a standard letter/ leaflet inviting applicants in to discuss options (Nov. 10) Send out letter to applicants (Jan. 11) 	<ul style="list-style-type: none"> Invite a minimum of 25 applicants in for housing advice appointment. Aim to assist a minimum of 5 families via alternative housing options. 	Those families in over-crowded conditions but unlikely to gain a social housing tenancy can be assisted via other options.

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Develop a Service Level agreement with CAB to deliver debt advice services	Homeless Manager's time	Project Manager & CAB Broxtowe Manager CAB	<ul style="list-style-type: none"> Meet with CAB to discuss SLA (May 09) Draft a SLA (June 09) Consultation period with staff (July 09) Adopt SLA (Aug 09) 	More coordinated debt advice services with a consistent approach. Reduction in Homelessness numbers.	Need to incorporate robust monitoring systems within the SLA to monitor outcomes. Establish a baseline with CAB.
Establish base line figures for monitoring of key targets eg number of homeless applications, take-up of in work benefits. Void rates and turn round of void times	Homeless Manager & Project Manager's time	Homeless Manager & Project Manager - CAB, First Lets, Allocations team, JCP, Castle College, BYH, CYPS, Connexions	<ul style="list-style-type: none"> Identify and introduce a range of PIs - in addition to Government and LAA targets.(Apr. 09) Develop robust systems to capture information and monitor outcomes. (Apr 09) 	<ul style="list-style-type: none"> Evidence based data that will assist in measuring service effectiveness. Performance monitoring to inform current and future planning. Poor performance quickly identified ensuring speedy / timely interventions. Meet LAA targets. 	Use of BBC Covalent system
Pilot project with HMP Nottingham, Probation, Prison Service & Supporting People to provide a re-settlement pathway for offenders leaving prison NFA	£8k of enhanced housing options funding for rent deposits	Ken Cartwright – Prison Service & Homeless Manager & HMP Nottingham, Nottinghamshire Probation, SP.	<ul style="list-style-type: none"> Arrange meeting with key partners (Jan 10) Agree design for pathway with partners (Mar.10) Test prototype pathway (April 10) Review and redesign if necessary (Nov 10) 	A clear re-settlement pathway for offenders. Reduction in homelessness. Reduction in re-offending. PSA 16 <ul style="list-style-type: none"> Minimum of 10 offenders sustaining settled accommodation for a minimum of 6 months. 	To link with specialist Offender Accommodation but also to secure Private-Rented Tenancies for a minimum of 6 months. Links to action in Regional Homelessness Strategy.

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Introduce a peer education programme in schools / colleges and other agencies dealing with young people.	Funded by Big Lottery & £3k of BBC Funding	BYH Project Manager – BBC Housing Options, Stepping Stones, Castle College	<ul style="list-style-type: none"> Meet with BYH & Supported Housing providers to identify former homeless young people to be peer educators.(June.09) Recruit a minimum of 3 young people(Dec.09) Train young people (Feb.10) Pilot session in schools (Apr.2010) Work with Castle College to get work accredited (Sep.10) Roll out to all comprehensive schools as part of current package(Sep.10) 	<ul style="list-style-type: none"> Introduce a peer education programme into a minimum of 4 schools. Recruit a minimum of 3 young people to be peer educators. Repeat process to continue to recruit peer educators. All peer educators to be offered other training / education opportunities via Castle College 	<p>Homeless education programme will be stronger and have greater impact. Reduction in Youth Homelessness.</p> <p>BBC & BYH to act as mentors</p>
Introduce skills assessments as part of current Housing Advice Assessment Form	Project Manager's time	Project Manager, Homeless Manager & JCP	<ul style="list-style-type: none"> Work with JCP to design a skills assessment form (Nov 09) Agree signposting & referral arrangements (Dec 09) Train staff in skills assessment (Jan 10) Use skills assessment form as part of housing options assessment (Mar 10) 	<ul style="list-style-type: none"> Minimum of 50 clients completing a skills assessment form as part of Housing options assessment. Minimum of 35 clients referred to a specialist agency dealing with Employment, Education or Training Minimum of 15 clients go on to access Education, Employment or training (per year) 	<p>It is anticipated that the majority of the skills assessments will be carried on those people who are NEET, particularly those under 25.</p> <p>Holistic service dealing with employment education and training alongside housing. Decrease of numbers of young people who are NEET</p>

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Pilot project to look at offering incentives to those under-occupying family properties.	£10k of grant money	Project Manager & Allocations team	<ul style="list-style-type: none"> Project Manager to analyse stock profile to identify under-occupiers (Dec 09) Send standard letters to those over 60 under-occupying their property (Mar 10) Home visit those who show an interest in down-sizing (Apr 10) Write a report requesting incentives for those identified for a suitable move (May 10) Incentive package given to those recommended (May 10) 	<ul style="list-style-type: none"> Aim to free up a minimum 10 properties <p>3 bed properties will be the main priority followed by 2 bed houses.</p>	<p>Freeing up of family properties may reduce numbers requiring TA or the waiting time of families in TA.</p> <p>Making better use of housing stock</p>
Establish a Skills, Learning & Employment Partnership Forum	Principal Economic Dev Officer & Homeless Managers time	Principal Economic Dev. Officer (BBC) & LSC, JCP, Train To Gain, Working Links, Castle College	<ul style="list-style-type: none"> Work with Economic Development to set up Forum (Apr 09). Develop Terms of Reference (Apr.09) Produce programme of meetings including speakers (Jun 09) Commence Meetings (Aug 09) 	<ul style="list-style-type: none"> Housing Options to attend all quarterly meetings Housing Options to do presentation re: Enhanced Housing Options Set other outcomes for the group following the first forum. Add new outcomes to EHO Action Plan 	Housing Options to tap into this Forum to ultimately work together to support local people to return to the labour market. Awareness of initiatives to form an enhanced housing options service.

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Work with Private Sector Team to develop an Empty Homes Strategy that links to the Homelessness Strategy and impacts on tackling homelessness.	£100k from East Midlands Regional Housing Group	Principal EHO & Project Manager , First lets.	<ul style="list-style-type: none"> • Develop Policy for Empty Homes grants • Locate / meet potential recipients / owners • Advertise properties on First Lets • Process grants 	<ul style="list-style-type: none"> • Minimum of 5 properties bought back into use and advertised via First Lets. 	Reduction in numbers in TA. Making better use of housing stock
Explore Giltbrook retail site employment opportunities for local people	Project Manager & Principal Economic Dev Officer's time	Project Manager & Principal Economic Dev. Officer & Heanor JCP, Working Links & Castle College	<ul style="list-style-type: none"> • Meet with partners to discuss potential opportunities at Giltbrook or any employer in the borough. (Jan.10) • Aim to get agreement from minimum of 3 employer (Mar.10) • Aim to place a minimum of 5 clients. (May.10) 	Opportunity to provide work placements, apprenticeships, part-time and full-time employment opportunities. Employer & Employee support packages provided by partners	Relatively small numbers targeted with the idea that this work will continue and the numbers of employers and clients placed with them will increase year on year.

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Introduction of a Pre-Tenancy Training Course for Homeless young people or those who have experienced homelessness. (Based on the Kettering Model)	£5000 of Enhanced Housing Options funding	Project Manager - Castle College Divisional Head – Hostels & Project Manager	<ul style="list-style-type: none"> Meet with Castle College to design programme (Sep.10) Design materials & identify suitable venue (Oct.10) Advertise programme to those is supported housing (Nov. 10) Sign-up a minimum of 8 people for the programme (Jan.11) Course to commence (Mar 11) 	<p>Building up of confidence & self-esteem of the young people and gaining of transferable skills to help maintain independent living.</p> <ul style="list-style-type: none"> Minimum of 8 clients complete course. Continue to provide a minimum of 1 course to run each year. 	<p>6-8 sessions involving budgeting, home maintenance, how to manage a tenancy etc.</p> <p>Including rewards for those who complete all modules</p> <p>Additional funding may be required to run the course beyond the EHO programme term.</p>
Comprehensive Training for new staff & existing Housing Options staff on employment, training & skills initiatives (Worklessness agenda)	£5k of enhanced housing options funding	Homeless Manager & Castle College, JCP, Working Links	<ul style="list-style-type: none"> Skills Audit of Housing Solutions Team (Jun 09) Identify individual / team training needs. (Jul 09) Deliver / purchase appropriate training. (Jul 09 – Dec 09) Define individual roles and responsibilities within the teams. (Jan 10) 	<ul style="list-style-type: none"> Deliver basic housing options training to a minimum of 25 members of internal staff. Deliver basic EHO training to a minimum of 40 staff from external agencies 	<p>All housing options staff have an awareness of local employment, education & training issues to discuss and refer / signpost during options interviews.</p> <p>Increase awareness of EHO approach amongst partner agencies.</p>
Organize and co-ordinate a financial 'health – check' open day	Project Manager's time	Project Manager & CAB, JCP, Castle College, Independent Financial Advisors, Housing Options Team	<ul style="list-style-type: none"> Meeting with partners to organize the day (May 09) Advertise the open day to residents (June 09) Open day event (July 09) 	<ul style="list-style-type: none"> Minimum of 8 agencies represented to offer advice Evaluate success of event with a view to running another event in a different part of the borough. 	Many agencies represented to offer advice re: welfare rights, benefits maximisation, energy efficiency, housing options etc

