

ENHANCED HOUSING OPTIONS
KEY OBJECTIVES/MEASURABLE OUTCOMES
JULY2008- MARCH 2011

<u>MONITORING</u>	Q1	Q2	Q3	Q4	2008/9	2009/10	2010/ 2011
1. <u>IAG CASEWORK</u>							
<u>Total client referrals</u> National Indicator reference NI:18, NI:30, NI:45, NI:117, NI:141, NI:142, NI:152, and NI:153 Public Service Agreement reference PSA:8, PSA:14, PSA:17, PSA:20 and PSA:23	Target of 50 per month	Target of 50 per month	Target of 50 per month	Target of 50 per month			
• Ex-offenders							
• Excluded							
• Supported housing residents							
• Families							
• Young people							
<u>Advice given EET</u>	80%	80%	80%	80%			
• Advice given Housing							
• Advice given Education							
• Advice Training							
Advice given Employment							
<u>Uptake of EET</u>	20%	20%	20%	20%			

<u>MONITORING</u>	Q1	Q2	Q3	Q4	2008/9	2009/10	2010/ 2011
• Uptake of Employment							
• Uptake of Education							
• Uptake of Training							
<u>Completion of EET</u>	10%	10%	10%	10%			
• Completion of Employment							
• Completion of Education							
• Completion of Training							
2. <u>TASTER TRAINING</u>	50 per annum	50 per annum	50 per annum	50 per annum			
Taster training sessions delivered							
Total training hours delivered							
Clients receiving training							
3. <u>AMBER / INDEPENDENT LIVING TRAINING</u>	50 per annum	50 per annum	50 per annum	50 per annum			
National Indicators NI:141 NI:142 Public Service Agreements PSA17							
Amber / Independent living skills training delivered							
4. <u>ADDITIONAL IAG AS A RESULT OF EDUCATION/TRAINING</u>	5%	5%	5%	5%			
Referrals to additional EET							
Uptake of additional EET							
Completion of additional EET							

<u>MONITORING</u>	Q1	Q2	Q3	Q4	2008/9	2009/10	2010/ 2011
5. <u>SUPPORTED HOUSING FOCUS</u>							
National Indicators NI:141 and NI:142 Public Service Agreements PSA17							
Supported housing move-ons as a result of EHO training (Baseline set as 0 ;to be measured on a quarterly basis)							
Training Supported Housing staff in areas of EET so they can also provide training to SU							
6. <u>USE OF JCP PACKAGE</u>							
Access made with JCP jobpoints							
Uses of JCP phone line							
7. <u>CASE STUDIES</u>	2 Success Stories per month	2 Success Stories per month	2 Success Stories per month	2 Success Stories per month			
Case studies							
8. <u>SERVICE USER FEEDBACK</u>	100% satisfaction plus monthly review	100% satisfaction plus monthly review	100% satisfaction plus monthly review	100% satisfaction plus monthly review			
Satisfaction of service received							
Positive outcomes achieved (to extend when more detail decided for example asking clients impact on confidence, view of EET etc)							

<u>MONITORING</u>	Q1	Q2	Q3	Q4	2008/9	2009/10	2010/ 2011
Service User Involvement with Steering Group and other planned activities.	Monthly review.	Monthly review	Monthly review	Monthly review			
9. <u>PROMOTION ACTIVITIES UNDERTAKEN</u> <u>National Indicators</u> NI:18, NI:30, NI:117, NI:141, NI:142, NI:152 and NI:153 <u>Public Service Agreements</u> PSA:8, PSA:14, PSA:17 and PSA:23	Total of 8 events per annum	Total of 8 events per annum	Total of 8 events per annum	Total of 8 events per annum			
Visits to red alert secondary schools to engage with the most vulnerable(yr10/yr 11) to advise on EET.Engage with a minimum of 10 students to prevent NEET when leaving school.							
Quarterly visits to the local prison to advise on how to access housing and prevent homelessness							
10. <u>LOCAL AUTHORITY MENTORING</u>	Arrange with Ashford Council, 2 events per Annum to share good	Arrange with Ashford Council, 2 events per Annum to share good practice	Arrange with Ashford Council, 2 events per Annum to share good practice	Arrange with Ashford Council, 2 events per Annum to share good practice			

<u>MONITORING</u>	Q1	Q2	Q3	Q4	2008/9	2009/10	2010/ 2011
	practice with other local authorities	with other local authorities	with other local authorities	with other local authorities			
Mentoring sessions undertaken							

Notes

Due to economic climate some of these targets maybe optimistic and may need to be reviewed after 6 months.
Do not want to set targets too low as there is a need for us to go the extra mile
Need to measure the actual activities undertaken and their outcomes. There will be a considerable amount of invisible work carried out due to the Service User group we are engaging with.
Some longer term outcomes will be very difficult to confirm (e.g. improved life chances)