

ENHANCED HOUSING OPTIONS Programme - Home-Options, IMPLEMENTATION PLAN .

Objective 1: Appoint a Project Manager

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Appoint a project Manager on a 2 year secondment	Identify an effective project manager	Home Options Executive Group	Jan 2008	Up to £81,000 2 nd Homes funding	<ul style="list-style-type: none"> • Agree employment arrangements (March 09) • Agree T and Cs (March 09) • Agree JD/PS March 09) • Advertising (March/April 09) • Interview/selection (end April 09) • Appoint to post (End April 09) • Commence in post (June 09) 	Project Manager appointed	Effective programme management Monthly update paper Quarterly Executive Team meetings	

Objective 2: Develop the Enhanced web based software

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Fully functioning cross tenure web based Home-Options system by Dec 2009	Agree a specification	All	April 2008	Existing resources	<ul style="list-style-type: none"> Review existing provision (March 2009) Consult other Locata EHO users. (March 2009) Working group define spec (March 2009) Locata develop spec (April 2009) Exec agree spec (April 2009) 	<ul style="list-style-type: none"> Establish a shared understanding of what existing scheme provides. Assess whether other schemes are proposing the same enhancements and identification of economies of scale. Specification which takes in to account needs of service users, partner organisations and other trailblazers. Assessment and enhancement of specification by Locata. Partnership approval to proceed. 	Comprehensive specification against which Locata can deliver the Enhanced website and other service developments	
	Consult with service users on content and accessibility	Project Manager	June 2009	Existing Resources	<ul style="list-style-type: none"> At least one consultation event in each local authority (June 2009) Web consultation (May 2009) 	<ul style="list-style-type: none"> Understanding of service user needs and requirements from across the partnership area Feedback on the appropriate styles and content 	Service user comments clearly identifiable within specification	
	Agree a revised contract with Locata	Project Manager	May 2009	Existing Resources	<ul style="list-style-type: none"> New contract written (May 2009) Contract passed to legal (May 2009) Contract signed (May 2009) 	<ul style="list-style-type: none"> Contract completed giving certainty to the partnership and Locata 	A signed contract	
	Test site prepared	Locata	August 2009	Nil	<ul style="list-style-type: none"> Agree test spec (July 2009) Test site implementation (Aug 2009) Complete testing (end Aug) 	<ul style="list-style-type: none"> Understand system features and removal of problems restricting the site 		

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
	Enhanced Housing Options Goes live	ALL	Sept 2009	£76,000 EHO	<ul style="list-style-type: none"> At least one launch event in each local authority (end Sept) 	<ul style="list-style-type: none"> Delivery of the finished product and presentation to the public of a working enhanced housing options website 	Homeseekers exercising choice between tenures to achieve a positive housing solution	

Objective 3.1: Roll out Older Persons Housing Advice Website

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Provide an Older Persons Housing Advice website in AVBC and EBC	Deliver a working older persons housing advice Website for AVBC and EBC	Project Officer/ Digital Umbrella/ AVBC/ EBC	Oct 2009	£25,000 2 nd Homes CT, and £11,000 EHO	<ul style="list-style-type: none"> Agree specification for site (May 09) Agree Age Concern input (May 09) Detailed project plan to include reporting of outcomes including site hits, and the effectiveness of the site for users (May 09) Produce draft site (July 09) Service user testing (Sept) Site Launch (Oct 09) 	<p>Extend the good quality accessible advice for older people to the whole Home-Options partnership</p> <p>Assess baseline data of hits in first month.</p> <p>Record, analyse and measure customer feedback</p>	<p>Accessible and effective advice</p> <p>Target 100 accessing each site per month</p>	Met with IT provider 18th Feb and they are on track to complete additional work

Objective 3.2: Roll out Property Development Website

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Launch Property Development Website in AVBC and EBC	Deliver a working Property Development Website for AVBC and EBC	Project Officer/ Digital Umbrella/ AVBC/ EBC	Nov 09	As per Objective 3.1 above	<ul style="list-style-type: none"> Agree specification for site (July 09) Detailed project plan to include reporting of outcomes including site hits, and the effectiveness of the site for users (July 09) Agree Age Concern input (Aug 09) Produce draft site (Sept 09) Service user testing (Oct) Site Launch (Nov 09) 	<p>Extend the good quality accessible advice to the whole Home-Options partnership</p>	<p>Accessible and effective advice</p> <p>Multi tenure accomm advertised across the Home Options partnership</p>	Met with IT provider 18th Feb and they are on track to complete additional work

Objective 3.3: Roll out Private Sector Landlord site

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Launch Private Sector Information site in AVBC and EBC	Deliver a working Landlord Accreditation Website for AVBC and EBC	Project Officer Digital Umbrella/ AVBC/ EBC	March 2009	As per Objective 3.1 above	<ul style="list-style-type: none"> • Agree specification for site (Sep 09) • Detailed project plan to include reporting of outcomes including site hits, and the effectiveness of the site for users (Sep 09) • Agree LA and Adullam HA input (Nov 09) • Produce draft site (Jan 10) • Service user testing (Feb 10) • Site Launch (Mar 10) 	<p>Extend the good quality accessible advice to the whole Home-Options partnership</p> <p>Target to be agreed by HO Exec by Jan 10</p>	<p>Accessible and effective advice</p> <p>Multi tenure accomm advertised across the Home Options partnership</p>	Met with IT provider 18th Feb and they are on track to complete additional work

Objective 4: Provide additional opportunity to obtain accommodation through Home-Options by the expansion of the landlord accreditation scheme across the partnership area

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Regular lettings of private rented properties to Home-Options applicants	Complete launch in DDDC/HPBC	Landlord Acc. Off.	September 2008	£37,000 2 nd homes CT	<ul style="list-style-type: none"> Project launch (Dec 2007) Consultation and development of scheme with local landlords through forum and events (Feb 08) Scheme went live September 2008 	<ul style="list-style-type: none"> 12 landlords registered by March 2009 	Landlords within Peak Sub Region recognise the value of accreditation and join the scheme	Completed – scheme progressing
	Agree content of scheme in AVBC/EBC	Landlord Acc. Off.	July 2009		<ul style="list-style-type: none"> Review existing provision (June 2009) Agree a common approach to provision of the accreditation scheme 	<ul style="list-style-type: none"> Understanding of how the existing scheme can work within AVBC and EBC taking into account the regional accreditation scheme, DASH Consensus on the way forward across the partnership area 	Agreement on the way forward which will lead to private rented properties being advertised within the Enhanced Housing Options scheme	
	Consult locally on proposals	Landlord Acc. Off.	Sept 2009	Existing Resources	<ul style="list-style-type: none"> Consultation events (June 2009) Web consultation (June 2009) 	<ul style="list-style-type: none"> Landlords have a clear understanding of proposals Landlords and tenants views taken in to account 	Landlords feel engaged with the process and contribute to the consultation events	
	Launch expanded scheme	Landlord Acc. Off.	Nov 2009	Existing Resources	<ul style="list-style-type: none"> At least one launch event in each local authority (Nov) 	<ul style="list-style-type: none"> Delivery of the finished product and presentation to the wider landlord community 	At least 50 new Landlords joining the scheme within 12 months	

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
	Evaluate progress	Landlord Acc. Off.	May 2010		<ul style="list-style-type: none"> • Agree monitoring process • Monitor quarterly 	<ul style="list-style-type: none"> • Monitoring process recording progress on landlord and tenant views on the operation of the scheme 	Positive feedback on the delivery of the accreditation scheme	
	Undertake further enhancements	Landlord Acc. Off.	Nov 2010	Existing Resources	<ul style="list-style-type: none"> • Target of 200 private tenancy lets by March 2011, to be reviewed Feb 2010 	<ul style="list-style-type: none"> • Private sector is viewed as a tenancy of choice by homeseekers 	Standards of accommodation are raised, more properties advertised on Home-Options	

Objective 5: Ensure that support workers of vulnerable people are properly trained and have a good working knowledge of the Enhanced Housing Options Programme to support access by vulnerable people

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
To enhance the knowledge and ability of existing support workers to assist vulnerable people to access and use Home-Options	Recruit Home-Options Vulnerable Persons Support worker	Home Options Executive Group, Project Officer	June 2009	Existing resources, £62,000 EHO funding	<ul style="list-style-type: none"> • Agree employment arrangements (March 09) • Agree T and Cs (March 09) • Agree JD/PS (March 09) • Advertising (March/April 09) • Interview/selection (end April 09) • Appoint to post (End April 09) • Commence in post (June 09) • Ensure that by March 2010 at least 125 Support Staff in partner agencies have received advice and support on the use of Home-Options with at least a further 175 support staff receiving training by March 2011. 	<p>Home-Options Vulnerable Persons Support Worker appointed</p> <p>By March 2010 at least 125 Support Staff in partner agencies have received advice and support on the use of Home-Options with at least a further 175 support staff receiving training by March 2011.</p> <p>Create a directory of Support Services by Sept 09</p>	<p>Effective engagement with support providers</p> <p>Quarterly update paper</p> <p>Better advice on housing options from external support agencies</p>	

Objective 6: Deliver joined up housing and Job Centre Plus services

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Understand where Housing and Job Centre Plus can work together locally, agree actions and implement programme of joint work	Develop a research specification	Job Centre Plus & Project Manager	Apr 2009	£20,000 EHO funding	<ul style="list-style-type: none"> Draft research spec (Apr 09) Sign off spec at Operational group level (May 09) Agree spec with (JCP May 09) 	<ul style="list-style-type: none"> Agreement of research specification suitable to attract interested agencies. 	Clear deliverable research specification attracting at least 3 expressions of interest.	
	Commission Research	Job Centre Plus	May 2009		<ul style="list-style-type: none"> Commence project (July 09) Update Operational Group with progress Monthly 	<ul style="list-style-type: none"> Successful contractor commences research 	Research project starts on time	
	Receive findings and agree further joint actions to promote housing and Job Centre Plus activity	Job Centre Plus & Project Manager			<ul style="list-style-type: none"> Report findings to strategic group (Oct 09) Partners report to relevant boards (Oct Nov 09) Agree action plan (Oct Nov 09) Outcomes to be developed following the development of the action plan 	<ul style="list-style-type: none"> Report received detailing the joint working opportunities between DWP/JCP and Home-Options Action Plan updated to reflect findings 	<ul style="list-style-type: none"> Research findings reflect the specification Opportunities for joint work are implemented Homeseekers and job seekers receive joined up support 	
	Undertake awareness raising between Housing and Job Centre Plus staff	Job Centre Plus & Project Manager	December 2008 and 2009	From existing resources	<ul style="list-style-type: none"> Commence action plan implementation (Dec 09) 	<ul style="list-style-type: none"> Consistent joint working across the partnership area between DWP/JCP and Home-Options 	<ul style="list-style-type: none"> Homeseekers and job seekers receive joined up support 	

Objective 7: Provide specialist housing options advice to Older People in HPBC/AVBC/EBC

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Provide additional frontline services for older people 2.	Secure 2 Age Concern Staff one in High Peak and one working across AVBC and EBC	Age Concern and Project Officer	August 2009	£73,000 EHO funding, £73,000 (AVBC/EB C) 2 nd Homes CT (HP)	<ul style="list-style-type: none"> • Prepare a service specification focusing on Band A and B clients (May 09) • Recruit to posts (July 09) • Investigate opportunities to sustain posts beyond 2010/11 (July 10) • Outcomes include the support and assistance to 120 clients in AVBC/EBC and 180 clients in HPBC over the 2 years 2009-2011. (subject to confirmation of 2nd homes funding in HPBC) 	<p>2 Age Concern Officers appointed</p> <p>Support and assistance to 120 clients in AVBC/EBC and 180 clients in HPBC over the 2 years 2009-2011 (subject to confirmation of 2nd homes funding in HPBC)</p> <p>Set bench marking across HO area Oct 09</p>	<p>Accessible and effective advice for older people</p> <p>Quarterly update paper</p>	

Objective 8: Improve the use of Home-Options data for research and Homeseeker benefit

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
To have the ability to analyse data produced through the operation of Home-Options, to the benefit of applicants and for research purposes, providing a greater understanding of homeseeker needs.	Produce web based access to summary information both for clients to inform housing choices and more detailed information for Housing researchers	Head of Housing DDDC, Locata and Sector	September 2009	£20,000 RHB funding	<ul style="list-style-type: none"> Project initiation meeting with Sector: (Feb 09) Agree research and reporting requirements (April 09) Reporting arrangements of Home-Options enhanced (Aug 09) Web based information for homeseekers provided as part of broader website enhancements (Dec 09) 	<ul style="list-style-type: none"> Shared understanding of the project Agreement of research questions and the geographic areas used to organise the results. Strategic benefit of data realised and used to inform policy Improved reporting for customers concerning key housing information 	<ul style="list-style-type: none"> Agreement on the way forward All partners contributed to research questions and geographic boundary details Accessible and relevant information used in strategy and policy development Homeseekers gain substantial benefit from understanding turnover and other details to inform pursuit of appropriate housing options 	Met with Sector on 28th Jan. Hometrack access gained for sector to view the reporting styles required by Home-Options. Met with Sector 18th Feb to follow up. geographic boundaries. Information being developed using postcode information. Research questions in development.

Objective 9: Ensure vulnerable people in supported accommodation receive help and support to access the Enhanced Housing Options Service

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Improve the efficiency of supported accommodation across Derbyshire	Agree a person specification	Head of Housing DDDC	September 2008	Existing resources	<ul style="list-style-type: none"> Job Description and person Spec developed by September 2008 	Person Spec written		Completed October 2008
	Obtain approval from DDDC to host the Move on Officer	Head of Housing DDDC	September 2008		<ul style="list-style-type: none"> Agree employment arrangements (October 2008) Agree T and Cs (October 2008) 	Approval given from DDDC	Effective working with all partners	Completed October 2008
	Advertise and recruit post	Head of Housing DDDC	February 2009	£64,000 partner funding	<ul style="list-style-type: none"> Advertise during Mar 2009, for a secondment opportunity Interview/selection (Apr 2009) Appoint to post (Apr 2009) Commence in post (June 09) Agree County induction (June 2009) 	Post advertised		Successful candidate refused post – hence re-advertise Apr 09.
	Complete the Move On Strategy Action Plan	Move on Officer	Dec 2010	Existing resources	<ul style="list-style-type: none"> Quarterly progress reports to Supporting People Share best practice through Community of Practice Outcomes to be confirmed in more detail following recruitment and consultation with Derbyshire Supporting People Team 	<p>Effective connection between Home-Options and Supporting People</p> <p>Outcomes as Move-On Strategy</p>	<p>Improved partnership working</p> <p>Assist completion of Strategy Actions</p>	

Objective 10: Deliver a Training Programme to ensure the Enhanced Housing Options programme is effective and delivers against the EHO principles

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Identify and deliver a training programme to support the delivery of the aims of the Enhanced Housing Options Programme	Survey training needs across all partners	Project Officer	June 2009	Existing resources	<ul style="list-style-type: none"> Enhanced Housing Options briefing and training survey request for partners agreed by working group. (Apr 09) Briefing and training survey sent to all partners organisations (April 09) Surveys returned (May 09) Training needs evaluated (June 09) 	<ul style="list-style-type: none"> Survey form completed Clear understanding of training needs 	<ul style="list-style-type: none"> Clear accessible form for partners to complete 	
	Design training Programme to provide an induction for all partners	Project Officer	Aug 2009	Existing resources	<ul style="list-style-type: none"> Training programme produced (July 2009) Training programme and resources agreed by partnership (August 2009) Training commences, target of 40 staff trained in 2009/10 (September 2009) 	<ul style="list-style-type: none"> Staff trained in the use and operation of the Enhanced Housing Options product 	<ul style="list-style-type: none"> Trained staff delivering an enhanced service to homeseekers 	
	Ensure all partners are multi-skilled	Project Officer	Ongoing	Existing resources	<ul style="list-style-type: none"> Review of progress across partnership (November 2009) Refresher programme produced and agreed by partnership (January 2010) 	<ul style="list-style-type: none"> Identification of any unmet training needs Unmet training needs rectified by follow up work. 	<ul style="list-style-type: none"> Trained staff delivering an enhanced service to homeseekers 	

Objective 11: Enhance and Develop existing and new Homelessness Prevention projects

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Enhance and provide new services in relation to: Court Desk (HPBC), Debt Advice and Schools Project	Agree service specifications in line with Homelessness Strategy Action Plans	Project Officer	Aug 2009	£60,000 Homelessness Directorate	<ul style="list-style-type: none"> Draft service spec (Jul 09) Sign off service spec at Operational group level (Aug 09) Agree service spec delivery plan (Aug 09) Commence new services (Sept 09) 	Provision of Debt Advice across all partners by 2011 Schools Projects in 80% of all secondary schools across the partnership by 2011 Continued provision of Court desk in HPBC. (Target set on 2008/09 data)	Increased numbers of homeless prevention More effective housing options approach	
	Review effectiveness of new/enhanced services	Individual LAs	2009/10	Existing resources	<ul style="list-style-type: none"> Agree format of review through Operational meetings (Feb 2010) Conduct 6 monthly review (Apr 2010) Report outcome of reviews to Operational meetings (May 2010) 	Common monitoring across Home-Options partners by Jan 2010 4 Customer focus groups per year	Satisfaction of service provision (as baseline to set service improvement)	
	Implement improvements where necessary	Individual LAs	2009/10	Existing resources	<ul style="list-style-type: none"> Agree improvement plan (May 2010) Implement improvements (Jun/July 2010) 	Improvements implemented	More effective housing options approach	

Objective 12: Enhance Supporting People contract specifications and working arrangements of support providers to assist in the delivery of the principles of Enhanced Housing Options

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Support vulnerable people to access and maintain a home in any tenure	Develop a contract specification which can be added to new and revised SP contracts	Project Officer	July 2009	Existing resources	<ul style="list-style-type: none"> Identify SP contractors and present specification (July 2009) Awareness raising for SP providers (ongoing) 	<ul style="list-style-type: none"> SP service providers understand the benefits Enhanced Housing Options can provide 	SP providers support Homeseekers to better engage with Home-Options	
	Obtain approval from Derbyshire SP Core Strategy Group	Project Officer	Sept 2009		<ul style="list-style-type: none"> Present paper to the CSG by September 2009 	<ul style="list-style-type: none"> SP Core Strategy Group understand the benefits Enhanced Housing Options can provide 	Shared understanding across Derbyshire of Enhanced Housing Options	
	Implement revisions as contracts are renewed	SP Contracts Manager	Oct 2009 onwards	Existing resources	<ul style="list-style-type: none"> New and revised contracts updated with reference to Enhanced Housing Options 	<ul style="list-style-type: none"> Homeseekers and vulnerable people benefit from enhanced access to Home-Options 	Homeseekers moving on from supported accommodation receive appropriate support to engage with Home-Options	
	Evaluate impact of contract changes through SP Service Reviews	SP Lead Officer	Ongoing	Existing resources	<ul style="list-style-type: none"> Findings reported to Executive Group (annually) 	<ul style="list-style-type: none"> Impact of revisions understood by partners and SP 		

Objective 13: Develop and agree a series of Key Performance Indicators to support evaluation of the programme in accordance with DCLG requirements

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Support DCLG evaluation of the Enhanced Housing Options Programme	Establish KPIs and reporting mechanisms	Project Manager	Apr 2009	Existing resources	<ul style="list-style-type: none"> Waiting for info from Regional Lead 	Published KPI's	Expanding options available for customers	
	Review progress and suitability of KPIs	Home Options Executive Group	Apr 2010	Existing resources		Record, analyse and measure outcomes achieved from Trailblazer funding	Expanding options available for customers	

Objective 14: Ensure that Enhanced Housing Options is accessible to all

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Undertake a health impact assessment together with an Equality and Diversity assessment	Provide an enhanced housing options service accessible to all	Home Options Executive Group	March 2010	Existing resources	<ul style="list-style-type: none"> Health Impact: agree study parameters with PCT (Jan 09) Equality & Diversity: agree extent of review with Corporate E&D leads across partnership area. (July 09) Establish appropriate panels to oversee delivery of the assessments (Sept 09) Report findings to EHO Executive Group (Feb 10) Implement recommendations from the review (Mar 10) 	<ul style="list-style-type: none"> Agreed terms of reference for the reviews Clear actions to ensure access by all Homesearchers from all backgrounds are able to access Home-Options 	<ul style="list-style-type: none"> People from all backgrounds with health, equality or diversity issues are able to access Home-Options, bid for and take properties advertised through Home-Options 	<ul style="list-style-type: none"> Health: PCT have prepared a project brief (Jan 09)

Objective 15: Undertake a sustainability appraisal of the Enhanced Housing Options Programme to ensure it supports the aims and objectives of the Local Strategic Partnerships that comprise the partnership area.

Target	Task	Who	By when	With what	Milestones	Outcomes	What would success look like	Progress
Ensure the Enhanced Housing Options programme supports the aims and objectives of partner LSPs	Undertake a sustainability appraisal of Enhanced Housing Options	LA Officers lead officers on the Home Options Executive Group	March 2010	Existing resources	<ul style="list-style-type: none"> Obtain a suitable sustainability appraisal tool (April 09) Complete the appraisals (July 09) Evaluate gaps and areas of weakness (August 09) Determine whether gaps/weaknesses can be filled (Sept 09) Implement revisions to the EHO programme where appropriate (Oct 09) 	<ul style="list-style-type: none"> Areas of improvement identified Appropriate actions implemented EHO supports the delivery of the wider LSP priorities across the partnership area 	<ul style="list-style-type: none"> Home-Options supports the delivery of wider LSP priorities 	<ul style="list-style-type: none"> DDDC/HPBC share a joint LSP and have developed a sustainability appraisal tool (Apr 09).