

VALE of GLAMORGAN

Housing Advice Team

Team Plan 2014/15



BRO MORGANNWG

Team Manager	Ian Jones
Service Plan	Housing & Building Services
Date signed off	
Signed off by	Hayley Selway

Outcome 1:	<i>All Citizens of the Vale have access to suitable, affordable housing options.</i>
-------------------	--

Objective 1:	To reduce homelessness by better prevention, intervention, advice and information.
---------------------	--

Context for this objective:	
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?	Progress
	Ensure systems are in place to accurately record prevention activity and populate new WAG PI suit to measure performance and drive improvement	Understanding developed regarding what is required to be recorded and how. Amend current OHMS reports. Provide staff training sessions Reports accurately produced. Staff fully understand and are accurately	High	Mike Ingram	April 2014	March 2105	Within existing resources. However they may be addition funding required if we look to purchase a prevention/ housing advice module for OHMS Estimated costs £5k	Discussions held with Welsh Government via homelessness forum and internal IT support. In progress

		populating new system.						
	Ensure Council is ready to mitigate challenges expected through the introduction of the Housing Bill and future Welfare Reform measures	Identify staff training needs. Fully implement actions contained within plan. Identify possible resource implications.	High	Mike Ingram	April 2014			
	Develop a feasibility study for a Vale based Housing Solutions Service	Submit S180 funding bid and appoint independent Housing Consultant. Create overarching sub group to progress study. Organise feasibility events for all stakeholders. Production of a fully researched and informed feasibility study	High	Mike Ingram	April 2014			S180 Funding received. Stakeholders event held April 2015. HUB venue options currently being considered.

		document. Arrange Council Member Briefing						
	Continue to develop key performance indicators for housing solutions that will drive prevention initiatives	Maintain meaningful set of KPI's capturing service development and areas of demand and pressure.	High	Mike Ingram	April 2014			Suit of indicators currently in place which are regularly monitored to ensure
	Promote and develop access to affordable furniture schemes for both temporary accommodation and clients moving-on into permanent accommodation.	More affordable options for clients who we have a duty to protect belongings, also new schemes to save money for the LA	High	Mike Ingram	April 2014			Alternative furniture storage options c recently being explored to create an information leaflet.
	Ensure young people have easy access to advice		High	Mike Ingram	April 2014			Excellent work continues with Social Services

	and support							and Llamau to ensure support and appropriate accommodation is identified.
HS01/A002	Promote new homelessness and prevention legislation in line with the new housing bill	Vale citizens are more aware of the new legislation and changes in options in line with Housing White Paper,	Medium	Mike Ingram	April 2014		Homelessness & Housing Advice Manager	Council's web based information has been significantly improved and will continue to be updated with legislative developments.
HS01/A004	Develop and implement an Homelessness Prevention Strategy.	Reduction in homelessness. Increased supply of alternative options for housing.	High	Mike Ingram	April 2014		Accommodation Options Officer	Draft complete awaiting approval for consultation.
HS01/A007	Promote new information packs for clients and landlords promoting	Information packs are readily accessible to clients and landlords.	Medium	Mike Ingram	April 2014		Mediation officer Accommodation options officer	Leaflets produced – branding to be identified.

	options and services provided.	Information packs provide useful and appropriate information.						
HS01/A0 08	Collate feedback on advice and assistance outreach advice surgeries particularly for isolated areas/residents of the Vale	Establish whether surgeries are needed and create procedure to be able to continue.	Medium	Mike Ingram	April 2014		Homelessness & Housing Advice Manager Housing Advice Team	Rural surgery pilot commenced June 2015. Feedback being gathered at the 4 pilot areas that will be used to steer the future rural service.
HS01/A0 03 H9	Develop a Housing Solutions Service to focus on delivering further service improvements by merging the current	The Housing Solutions Service: <input type="checkbox"/> provide specific information to applicants in housing need; <input type="checkbox"/> provide real options	High	Mike Ingram	April 2103	Jan 2104	Head of Housing and Building Services OM (H)	Ongoing and included within HUB feasibility study work being undertaken.

	HOMES4U and Homelessness Advice Teams.	<p>for housing across tenures;</p> <ul style="list-style-type: none"> <input type="checkbox"/> have a register of those applicants who are interested and able to take advantage of low cost home ownership schemes; <input type="checkbox"/> call upon a wide range of services or information; and <input type="checkbox"/> give service users the best and most up to date housing options available for them. 			Nov '13	Feb '14		
HA02	Re-launch and intensively re-	Increase the supply of	High	Mike Ingram	April 2104		Homelessness & Housing Advice	Draft landlord/letting

	market Vale Assisted Tenancy Scheme	permanent and temporary accommodation options in preparation to the introduction of the White Paper initiatives April 2015					Manger Accommodations Options Officer	agency financial offers/incentives produced ready for consultation
HA03	Develop a service feedback protocol	Provide genuine feedback from current and past customers to establish where we can change or better our service	high	Mike Ingram	April 2014		Homelessness & Housing Advice manager Housing Advice Team Homelessness prevention officer Accommodation options officer Hostel Staff	To be developed within Housing Services. Hostel feedback currently being collated and used to steer services and initiatives.
HA04	Create a more robust housing advice drop in/appointment service	Provide more availability for our in house advice surgery enabling clients to attend	high	Mike Ingram			Homelessness & Housing Advice manager	New trial service has been identified through discussions at team meeting

		at times and dates appropriate from them					Housing Advice Team Homelessness prevention officer Accommodation options officer	that will provide a mix of drop-in and appointment opportunities as well as the provision on essential staff prevention work time.
HA05	Create more of a 'brand' for the housing advice team	Provide an obvious brand to the housing advice team. Look to possibly link in with other housing departments. home4you, housing management, money advice, rents etc. Invite them to attend our outreach surgeries. Possible t shirts to make staff easily identifiable.	high	Mike Ingram	April 2014		Homelessness & Housing Advice manager Housing Advice Team Homelessness prevention officer Accommodation options officer	
HA06	Further develop	In line with the	high	Mike Ingram	April		Homelessness &	

	relationships with agencies such as probation, Gobaith, south wales police	new housing bill and amendments to priority need for prison leavers. These relationships need to be stronger than ever to deal with the changes			2014		Housing Advice manager Housing Advice Team Homelessness prevention officer Accommodation options officer	
HA07	Attend more community and agency events to promote services	Be available to promote ourselves and our services to other customers and agencies.	high	Mike Ingram	April 2014		Homelessness & Housing Advice manager Housing Advice Team Homelessness prevention officer Accommodation options officer	
HA08	Develop further links between LA, RSL and HA in order to maximise	This will assist with the new 56 day prevention duty, thus	High	Mike Ingram	April 2014		Homelessness & Housing Advice manager	

	early interventions	maximising successful preventions and assisting customers and agencies.					Prevention Officer	
HA09	Further develop Homeswapper as tool for prevention through downsizing	Fully utilising LA, RSL and HA stock to assist with homelessness prevention and cost savings to housing advice budgets and other budgets such as DHP.	Medium	Mike Ingram	April 2014		Homelessness & Housing Advice manager Prevention Officer	
HA10	Access further funding streams	Gaining extra financial assistance for customers through charities and non-profit making organisations. This will assist our customers to sustain their current	High	Mike Ingram	April 2014		Homelessness & Housing Advice manager Prevention/mediation Officer Hostel Co-ordinator	

		accommodation and help them integrate into their community.						
HA11	Further community engagement through activities / events	Continue to develop activities such as the Food Co-op, Drop-in sessions, day trips and encourage members of local community to get involved with the hostel	Medium	Mike Ingram	APRIL 2014		Hostel Co-ordinator Hostel Workers	
HA12	Further develop partnerships with outside agencies to help support all TA tenants	Encourage further partnerships with other agencies that would be of use to TA residents – such as Credit Union, St Giles Trust, etc	High	Mike Ingram	April 2015		Hostel Co-ordinator Hostel Workers	We are in discussion with Credit Union re: a drop-in service. Have had a meeting with St Giles Trust re: NEETS program “Choices”

HA13	Explore initiatives to further engage with all TA residents accommodated outside of the hostel	Continue to invite TA residents to activities in the hostel. Create and update leaflets to advertise services on offer at Ty lolo					Hostel Co-ordinator Hostel Workers	Speaking to Rob Phillips re: provision of a Digital Inclusion package
HA14	Explore possibilities of furniture storage for residents moving into TA	Re-cycling & Environmental benefits also this would be a way assisting residents with moving on without furniture / expenses & stress associated with DAF applications	Medium	Mike Ingram	April 2015		Hostel Co-ordinator Hostel Workers	