

Appendix C(iv)

Housing Options Service Specification

AMOUNT ALLOCATED: £30,000 per annum

(To be split into equal annual amounts with grants being paid in advance in two stages during the year on a 60/40 basis). The level of funding will be reviewed after two years.

Mandatory and discretionary council tax relief (subject to eligibility).

Contribution towards to car parking costs of volunteers while they are working in the town centre.

If sessional work at the Council's Customer Service Centre is required, to help meet validated additional costs 'in kind' contributions of:

- Desk/work space
- Telephones (line rental and calls)
- Free parking (while working at the Customer Service Centre)

Key outcome:

- Provide timely housing options advice and prevent homelessness amongst non-priority and intentionally homeless households.
- To secure decent and safe accommodation for households in the private rented sector and work in partnership with the Council to increase the supply of housing in the private sector for single people.
- Make appropriate referrals to specialised Tenancy Support agencies to ensure households are supported to maintain successful tenancies and reduce the likelihood of repeat homelessness.

Core Service Objectives:

- To provide housing advice to non-priority and intentionally homeless households who do not qualify to access the service offered by Kettering Borough Council.
- To work in partnership with the Council's Housing Options team to provide a first point of contact in the Council's Customer Service Centre for non-priority homeless households.
- To provide support to non-priority and intentionally homeless households to either prevent them from becoming homelessness, or access suitable alternative accommodation.
- To liaise with the Council's Private Sector Housing Team to ensure households are placed in decent and safe accommodation.

Minimum Requirements

1. Provide a Housing Advice service for the equivalent of 37 hours per week to deliver this specification.
2. To work in partnership with the Local Authority's Housing Options and Private Sector Housing teams.
3. To liaise with the Housing Benefit Section / Benefits Agency and voluntary organisations to improve access to services help improve understanding of benefit systems, in order for people to claim more effectively.
4. To provide individual advice, support and signposting services to single people and childless couples in housing need (including rough sleepers), in order that they be made aware of their housing options locally and to avoid further homelessness.
5. To support households to access social rented accommodation through Keyways our choice based allocations scheme.
6. To work to resettle individuals into decent & safe accommodation in the private rented sector.
7. To work in partnership with other agencies to resettle individuals into decent & safe accommodation such as specialised supported accommodation.
8. To liaise with the Council's Private Sector Housing Team before securing accommodation for individuals in Houses in Multiple Occupation. The team may request to undertake an inspection of the property prior to agreeing to a household being placed in the accommodation.
9. The Housing Advisor employed to deliver this service specification will be available:
 - Drop-in/appointment service at least three days per week at a location within Kettering town centre (hours and time to be agreed).
 - Monday to Friday for xx hours per day (time to be agreed) at the Customer Service Centre, Kettering Borough Council (appointments and drop-in).
 - The housing advisor will be expected to make up the 37 hours outlined in the specification through casework.
10. Make appropriate referrals to specialised Tenancy Support agencies to ensure households are supported to maintain successful tenancies and reduce the likelihood of repeat homelessness.
11. To work in partnership with the Local Authority and other agencies to develop the Homelessness Strategy.
12. To work in partnership with the Council to increase the supply of housing for single people; such as the promotion of lodging schemes in private sector accommodation.

13. A member of the organisation who will be delivering the specification will possess a certificate in competency for the assessment of house conditions using the Housing Health and Safety Rating System.
14. To attend training/information sessions delivered by the Council.
15. Attendance at quarterly monitoring meetings with a designated lead officer from Kettering Borough Council.
16. Acknowledge the funding and support from Kettering Borough Council when providing this service.
17. To take an active part in the quarterly meetings of the Kettering Futures Partnership

Key outcome:

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Performance Indicators:

- a) No of potentially homeless households prevented from becoming homeless because of their detailed casework, of which i) Total cases able to remain in existing home (by assistance type) ii) Total cases assisted to find alternative accommodation (by accommodation type) (date should be completed as per the P1E homelessness statistics on homelessness prevention)
- b) No of households contacting the housing advisor employed to deliver this specification.
- c) No of new households contacting the housing advisor employed to deliver this specification.
- d) Seek other funding to develop activities for this SLA, aiming to achieve up to 75% of the annual grant. This could include in kind support and income generation

Added Value

- I Demonstrate partnership working with other voluntary and statutory agencies that help achieve the objectives of this SLA.

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- II Organisation's activities also support other local Priorities (KBC Corporate Plans, Community Strategy, Community Safety Partnership Plan etc.)
- III Describe how during the next four years you could realign your advice services to be accessed from the Council's Customer Service Centre
- IV Adopt the Borough Council's Customer Service Standards
- V Evidence of implementation of Quality Management systems including the quality of data for management purposes.

SIGNED

On behalf of the Management Committee of the Service Provider

Management position of signatory

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DATE:

SIGNED

On behalf of Kettering Borough Council

Position of the Signatory within the Council

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DATE: