

Local Challenge 3: “To offer a Housing Options prevention service to all customers including written advice”

Area of Assessment	Key Elements	Areas to Consider
<p>We offer a Housing Options prevention service, including written advice, to all clients</p>	<p>A. Service standards and staff support is in place to ensure quality of advice and assistance to all customers.</p>	<ol style="list-style-type: none"> 1. Diagnostic Peer Review (DPR) Toolkit has been used to create a continuous improvement plan or local alternative 2. Clearly defined local standards for Housing Options service delivery which includes a commitment to continuous improvement and a robust monitoring arrangement 3. Written procedures or a guide for staff in place to support operational service delivery 4. Housing law and skills based training delivered to staff 5. Safeguarding, data protection and awareness training delivered to all staff 6. Regular periodic quality checks - including case allocation, quality of advice, corrective actions, customer feedback reviews, interviews observed periodically 7. Regular performance monitoring, appraisal objectives set and measured and one-to-one staff support 8. Complaints and comments policy in place which is regularly reviewed, implemented effectively and accessible to customers. 9. Regular briefings in relation to services offered by the housing options team for all local authority staff providing a first point of contact (no wrong door approach) 10. Service demand managed appropriately to ensure the best use of staff resources 11. Access to interpreters and written information in other languages 12. Services accessible to customers with disabilities
	<p>B. All customers receive a baseline service offer that is meaningful</p>	<ol style="list-style-type: none"> 1. Clearly defined baseline service offer which sets out the basic options available to any customer who is homeless or threatened with homelessness to ensure they receive adequate support to access a housing solution 2. Baseline service offer includes access to the private rented sector for all customers (Link to Local Challenge 6) 3. All customers approaching the local authority housing service receive a comprehensive assessment of their needs and available housing options, including support to enable customers to sustain their existing accommodation wherever practicable (and appropriate). 4. Customers can make contact through a range of mechanisms 5. The housing options service is accessible to all customers (including home visits, outreach surgeries, comprehensive online advice and information including self-help tools and out of hours service). 6. Baseline service offer includes a developed response to prevent rough sleeping including foreign nationals where there is an identified need (Link to Local Challenge 4)

	<p>C. The LA has systems in place to record footfall, number of appointments held, reasons for approach, household types, and outcomes of advice including statutory and non-statutory customers across all customer access points.</p>	<ol style="list-style-type: none"> 1. LA has systems in place to record footfall, number of appointments held, reasons for approach, household types, and outcomes of advice including statutory and non-statutory customers across all customer access points. 2. Ongoing contact & case-tracking is undertaken until appropriate resolution identified and accessed for each client, irrespective of statutory duties owed 3. Housing Options interviews are structured using standard enquiry forms including prompts to promote consistent advice to support casework progression 4. Where Part 7 applications are triggered, prevention work continues to run alongside enquiries 5. Ongoing advice and assistance continues once a s184 decision is made 6. Part 7 duties are being observed at interview
	<p>D. Confirmation of advice is provided</p>	<ol style="list-style-type: none"> 1. All customers receive a written confirmation of advice either at interview, or within set service standard time frames post-interview. The written advice should include details of the presenting issues, the advice that has been provided, what the customer needs to do next, and what the local authority will do next – including timescales