

## CBH Annual Delivery Plan 2013-14 Q4 progress report








### Highlights

- New CBH website
- Preparations in place for migration of corporate facilities management by April
- STAR survey carried out
- Significant improvement in relet times for general needs properties
- Targets achieved for rents, service charges & arrears





### To note







- Call waiting times
- Not currently pursuing Green Deal installer option as better options available, e.g. grant funding
- ▲ Improve our use of technology – some delays in implementation of key priorities
- ▲ Review of job scheduling process – on hold pending software checks
- ▲ Support and prepare sheltered residents for personalised budgets – training planned for 2014/15
- ▲ Although 2013-14 target missed for pre-tenancy workshops, review implemented and expectation of improved attendance in Q1 201-15


### Key to symbols

	Cancelled / on hold
	Unlikely to achieve target
	Not started/behind schedule/below target
	In progress/on target
	Completed



## 1 Placing residents at the heart of what we do

1. 1 Increase customer satisfaction		
Assist CBC in carrying out a standardised tenant survey and use the results and other customer satisfaction measures to plan improvements to services		<p>Survey carried out January 2014. Results and full report expected in April – action plan to follow.</p> <p>HouseMark Complaints Accreditation initial assessment took place in Q4. The accreditation process highlighted gaps in the service, though tenants who had been interviewed spoke positively about their experiences. Housemark Complaints Accreditation – developing continuous improvement plan to achieve the accreditation.</p>
Implement a programme for mystery shopping and customer focus groups to test and improve service delivery		<p>Community Safety Manager held a coffee and conversation event in February. 8 tenants attended to talk about their experience of the ASB service to help us to improve our service delivery. Programme completed for 2014/15 - pln-depth “mystery shop” of the sign-up procedure in Q1 2014/15)</p> <p>Service Improvement and Development Group has agreed their work plan for 2014/15 to include monitoring recommendations from HouseMark Accreditation, STAR Survey Outcomes &amp; developing a new Customer Services Strategy.</p> <p>The Service Improvement and Development Group has also made recommendations for mystery shops to be carried out in 2014/15, to include ending a tenancy, the voids process and bidding/signups. The group also suggested a new methodology for these shops/reviews.</p>
Publish a communications strategy and action plan		New communications strategy published on website June 2013
Transfer first point of contact call handling to CBC Customer Services		Staff and service changes took place in November 2013.





Improve availability/visibility of CBH staff by promoting the availability of services		<p>Redesigned website launched. More proactive approach to the use of social media (Facebook &amp; twitter), sending at least one message a day and including service information, current news, job vacancies, Involved Tenant meetings etc. This is proving successful, e.g. Colchester Gazette contacted us for a good news story from a post they picked up on our How we are doing survey results.</p> <p>10 positive press articles including CBH involvement in the Apprenticeship scheme, Good Neighbour Awards, May Bareham's 101<sup>st</sup> birthday, the West Bergholt Make a Difference Day and the tenant board.</p> <p>HouseMark complaints accreditation report received in March highlighted that we have work to do on "A diverse range of customers can easily access the service" so this will be an area of focus on in the coming months.</p>
Improve access to services and information on the CBH website		<p>New website went live on 16<sup>th</sup> March, redesigned for ease of use and to encourage/facilitate self-service. "Soft launch" as creation and improvement of content still underway.</p>
<b>1. 2 Work with customers to improve what we do</b>		
Publish a resident involvement strategy & action plan		New resident involvement strategy published on website June 2013
Publish a complaints policy in line with regulation		New complaints policy published on website June 2013
Develop the role of tenant scrutiny		Training programme throughout year.
Work with other organisations to promote resident involvement		<p>Leading on organisation of regional tenant event planned for April 2014 in conjunction with e2 consortium. The event will bring together tenants and staff from the consortium to share vision and good practice ideas</p> <p>Partnership working with SVC group on creating a new series of workshops on fundraising for involved tenants</p> <p>Working with involved tenants and leaseholders from Colne Housing Association</p> <p>Working with Orwell Housing with TLCC members attending a networking meeting with Orwell's scrutiny</p>

		group Working with e2 consortium planning for the annual cross-landlord mystery shop Attended the TPAS workers' conference
Develop a protocol for CBC to access CBH tenant involvement structure for consultation		Work on protocol in progress. Tenant focus group held on 21 <sup>st</sup> March. Draft protocol to be discussed at May 2014 Principal Liaison meeting.



## 2 Investing in homes





2. 1 Provide high quality homes		
Maintain 30-year asset management strategy in line with HRA Business Plan		Ongoing implementation of the Asset Management Strategy and a review of the viability model. New HRA Business Plan agreed following joint project with CBC. Revised AMS in July 2013.
Implement and review 5-year investment programme		Windows & Doors -slippage due to Planning requirements in Dutch Quarter for works to Historic Buildings.- This will be a carry forward request  External Refurbishment programme – additional resources made available in year not required to meet planned programme.  Internal Works Contract OJEU procurement agreed by Cabinet in November. Contract start date April 2014.


## 2. 2 Deliver an effective repairs service

Evaluate the potential for a tenant cashback scheme for repairs		Report evaluating tenant cashback scheme drafted. Survey indicates 34% of CBC tenants would be interested in a cashback scheme. Proposal for a scheme covering specific minor repairs being considered. Under the proposed scheme repairs carried out by tenants would require CBH approval and not require an inspection afterwards.
Review job scheduling processes		Review will be undertaken once Open Contractor is fully operational & after health check by Xmbrace
Get repairs and improvements right first time where practical		Latest figures show over 98% repairs right first time.
Provide a value for money repairs service		Repairs satisfaction exceeded 99% in March, including gas repairs. Of 1258 appointments in March only, 1 repair and 2 gas appointments were missed. 100% of urgent repairs were completed on time in March. Benchmarking and cost review against NHF schedule to be carried out once Open Contractor bedded in.

## 2. 3 Improve & increase the supply of affordable housing


Work with CBC to explore opportunities offered by self-financing, such as development and investment capacity		<p>Joint work on HRA Business Plan approved November 2014.</p> <p>Sheltered housing review to improve housing stock and reduced levels of hard to let sheltered housing</p> <p>Asset Management Group considering opportunities to develop housing and improve overall viability of the housing stock</p>
Implement recommendations of sheltered housing review		Refurbishment of Worsnop house in progress. Work has started on developing plans for the next scheme for refurbishment when Worsnop House has been completed. In early summer we will begin to consult with tenants of the schemes involved.





		<p>Sale of Joyce Brooks House completed on 19<sup>th</sup> March. All tenants now moved and settled at Winstree Court.</p> <p>3 commercial laundry upgrades completed, new Euro bins have been installed at 4 schemes. Plant room installed at the Cannons, fire door closers at Grymes Dyke Court.</p> <p>Mobility scooter stores installed at Winstree Court, Mobility scooter store works commenced at Harrison Court February 2014</p>
Refurbish sheltered accommodation at Worsnop House		<p>Phase 2 completed and tenants moved in. Work has started on the empty flats in phase 3 to enable a swift start once residents are moved Slightly behind schedule but within acceptable tolerance. Scooter room now open and plant rooms installed – consultation took place with tenants on new layout of grounds. Atrium design being finalised - expected to be installed in early July. On site Tenant Liaison Officers continue to support and liaise with the tenants at Worsnop House through a newsletter and regular monthly meetings. Newsletter and regular monthly meetings with tenancy liaison officers and the Project Manager continue.</p>
Project management for development of new council housing on garage sites		CBH acting as the intelligent client for the CBC developments
Consider development, acquisition & partnerships to increase supply of specialist accommodation		CBH role in private sector and other accommodation being considered as part of new Medium Term Delivery Plan. Private sector initiatives being evaluated. Future role of CBH and CBC Private Sector Housing to be considered in 2014.
<b>2. 4 Improve the environmental sustainability of Council homes</b>		
Explore funding opportunities for environmental initiatives, including the government's Green Deal		<p>The first repay instalment for £71,550 of the £415K EU funding for Worsnop House was received in January. CBH was successful in securing £90,000 from the Government's RHPP fund for the installation of 40 Air Source Heat Pumps and 10 Solar Thermal (hot water) units. These units are being installed in rural areas where the homes are burning either coal or oil.</p>

		CBH has successfully agreed two new phases of photovoltaic (PV) panel installations. This will be a six-month programme in which CBH expects the original number of installations to rise from 1,000 to 2,000 and possibly more if the Government Feed-in Tariff rate remains stable. These PV arrays generate electricity that tenants can use free of charge and will be maintained for at least 20 years.
Meet environmental targets for homes		<p>SAP is 70.2 at year end, exceeding the target of 70 for 2013/14. The increase is due to the Housing Investment Programme (heating) and updating the database with those properties with PV arrays. The new phase of the PV programme follows CBH's successful bid for Renewable Heat Premium Payment (RHPP) funding in 2013. By overlapping our PV and RHPP programmes, use PV generated electricity to heat the homes throughout the day.</p> <p>Programme of cavity &amp; solid wall insulation completed. Funding secured to expand the insulation upgrade programme.</p>

### 3 Letting homes fairly and effectively






#### 3. 1 Minimise the number of empty properties

Reduce the time properties available for letting are empty		<p>Average time to relet general needs properties 15.3 days, exceeding target.</p> <p>Implementation of Voids module on Capital Housing in top ICT priorities as discussed with CBC. New CBC voids contractor being monitored against required performance targets.</p> <p>The average overall re-let time for sheltered accommodation stands at 102 days against a predicted outcome of 75 days. This is due to the impact of hard-to-let properties, which will reduce as the refurbishment project progresses. The repairs element of the void process was within the target of 15</p>
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		days. Void loss reducing through promotion at virtual ward meeting with community nursing team, website, EAC website, events such as info exchange, mutual exchange fair and sheltered schemes & older person's forum. Working with property services to improve void turnaround and agree specification for voids. Some delays on void turnaround due to contractor availability. Waiting list for properties growing.
Promote and facilitate mutual exchanges		Mutual exchanges advertised in Housing News & Views. Tenant Incentive to Move scheme being revised. MX events held throughout year.
<b>3. 2 Support those who require housing</b>		
Work in partnership with others to manage temporary accommodation		Visit to Family Mosaic – ASB Team delivered training to Family Mosaic staff at Hargood Court to promote the benefits of ABCs and Housing injunctions and how to apply these tools.
Develop pre-tenancy workshops		2 young people attended the February workshops - the target of 40 was not achieved in 2013/14. Learning from this experience has been applied and the system now in place whereby applications for housing from relevant applicants would be suspended until they have attended a workshop. Have also worked in partnership with Beacon House on the workshops.  Next workshop scheduled for April at the YMCA - expectations of improved attendance.
<b>3. 3 Support CBC's strategic tenancy strategy</b>		
Work with the Council on new options for tenancies arising from the Localism Act		CBC decision not to pursue flexible tenancies. Landlord Policy Group has completed work on succession & relationship breakdown. Changes to the current tenancy agreement and terms & conditions on hold.






## 4 Working with our communities

4. 1 Plan for and manage the impact of welfare reform		
Welfare reform strategy and action plan		<p>369 working age tenants on Housing Benefit underoccupying at end of March, down from 520 in January 2013.</p> <p>Financial Inclusion officer leading on liaising with underoccupying tenants and welfare reform action plan. Good progress against action plan, notably applications for Discretionary Housing Payments and helping tenants to move. Review of action plan to agree areas of continued focus held in Q4. The number successful applications for Discretionary Housing Payments continues to rise and preparations in place for renewed DHP claims for 2014-15 financial year. Plans for financial inclusion officer to work more closely with CBC Revs &amp; Bens in 2014</p>
Increase resources for welfare and money advice		CBC has agreed to fund a dedicated HB officer from 2014 as well as appoint 3 x tenancy monitoring officers which will help us to target resources effectively. Recruitment planned for Q1 2014-15.
Assist CBC in changes to how homes are let and managed resulting from welfare reform		Discussions have taken place around redesignation of properties / bedroom sizes to reflect welfare reform changes. Advice written for Housing Officers.
Review the Tenant Incentive to Move policy and funding		Tenant /staff consultation complete. Review of policy passed from CBC to CBH in late 2013. Anticipate completion in Q1 of 2014/15
Financial inclusion strategy & action plan		<p>New financial inclusion working closely to the action plan. Christians Against Poverty (CAP) have opened a triage session in Colchester so that they can meet, greet, and assess tenants with debt issues before arranging in depth debt counselling.</p> <p>Lloyds Bank is open to working with CBH to provide simple bank accounts to tenants following a meeting with the local manager. Planning to promote bank accounts with CBH tenants has started.</p>






#### 4. 2 Help residents to help themselves



Help customers understand and take advantage of the range of options available to keep energy costs low		Staff trained in energy saving. The British Gas Energy Trust is open for applications to deal with fuel and arrears debts for tenants, especially if eviction is a possibility.
Support CHIP and Life Projects for families with complex needs		CBH attend Life Steering Group – recent discussions have included Family Solutions and the possible options for Life staff.
Support and prepare sheltered residents for personalised budgets		Working to arrange training on Personalised Independence Payments in 20 14/15.
Tenant training & development programme		Programme of training carried out throughout year in formal and informal workshop sessions. Q4 training programme focused on Knowing Your Community (Equality & Diversity). TLCC members and involved tenants had training with TPAS on 'moving Scrutiny Forward'. Involved tenants are attending training on Tenant Scrutiny delivered by Linchpin in April – TLCC members to attend Scrutiny Lounge set up by Tenant Central and TPAS in May.

#### 4. 3 Keep the neighbourhood and communal areas of our homes clean and safe






Deal with antisocial behaviour effectively		<p>No evictions for ASB since October 2013 –the tools we are using are having a positive impact.</p> <p>Section 222 Update – Portfolio Holder has been updated</p> <ul style="list-style-type: none"> <li>February saw 15 initial warnings for breaching injunction, which is a significant reduction on the 40 warnings for January.</li> <li>Proceedings commenced to commit 2 males to trial for committal proceedings for breaching injunction 3 times.</li> </ul> <p>Procedure agreed with Open Road to refer individuals who breach injunction.</p> <p>The ASB team invited Crimestoppers to a team meeting and the team have now signed up to be ambassadors of Crimestoppers and to promote the service within our communities. We have displayed Crimestoppers posters in the Greenstead local housing office.</p> <p>Neighbourhood Wardens are working with Park Rangers in Castle Park following ASB littering.</p> <p>Group to be set up Q4 working with Community Safety and Older Persons Services team</p> <p>ASB officer attending AGM at sheltered schemes to give a talk about ASB</p>
Inspect communal areas regularly to ensure standards are maintained		<p>Contract with Wettons in place following tenant &amp; leaseholder involvement in selection process.</p> <p>Leaseholder Focus group met with Matt Armstrong, and representative from Wettons Cleaners. A series of cleaning audits and site visits with Wettons has been undertaken to monitor its performance.</p>
Use Quality Assurance Assessors and mystery shopping to improve standards		<p>QAA involvement in selection of new cleaning contractor - continue to monitor and report, with complaints acted upon.</p>






#### 4. 4 Promote health and social, environmental & economic wellbeing

Explore the viability of establishing a charitable subsidiary		Considering information and legal advice provided by other ALMOs. Rolled over into new Delivery Plan 2014-17.
Develop neighbourhood impact assessments		Neighbourhood Improvement Projects – work is completed at Erle Havard Road on an enveloping project which has brought improvements to the block of flats there, including door entry systems, external painting, new flooring to communal areas including the stairs, external painting, new signage, new shrub borders, improved lighting. has been completed. Programme of resident parking scheme reviews underway.
Build links with local youth organisations		ASB team working with Essex Fire Service to take an active role in Firebreak 2014. Firebreak is a direct intervention Youth inclusion programme for young people.  Delivered a pre-tenancy workshop at Youth Enquiry Service – 16 young people attended. This was achieved in partnership with Youth Enquiry Service who delivered a budgeting skills session.
Increase partnership working with other organisations		Housing Services Manager and Antisocial Behaviour Officer attended Essex University to receive presentation from the students who job shadowed the service. This was a positive experience and also gave us an opportunity to network with other organisations that had taken part.  Housing Services Manager has been invited to attend future Essex Housing Officer Group meetings in Chelmsford.  Series of fire safety talks by Essex Fire Service in sheltered schemes well received
Increase support available for disabled & vulnerable residents (subject to funding)		Housing Services Manager met with Essex County Lead Partnership Officer for North Local Children's Partnership and has been invited to sit on the stay well operational group that's key focus is child poverty.  Continued participation in the Life project supporting residents with chaotic lifestyles

		<p>Open day being organised as part of work experience programme for disabled personnel leaving the armed forces.</p> <p>Met with Essex County Lead Partnership Officer for North Local Children's Partnership and have been invited to sit on the Stay Well operational group whose key focus is child poverty</p> <p>Attended a meeting with Police Crime Commissioner and other housing providers in Essex to discuss providing safer accommodation for the victims of domestic abuse.</p> <p>Sheltered staff attended a talk at Equality &amp; Diversity group about dementia awareness. 3 members of staff have become dementia friends and attended training course. Sheltered Visiting Officers running talks in all schemes – a number of events held in Q4</p>
Align training & community activities to resident-focused strategies		Visiting Officers and Enabling Officers have arranged a number of events in sheltered schemes each week.
Improve internet access for customers		Developing links with "Colchester Works" to see if this multi agency group can help provide this. Collecting data from new tenants about access to IT and bank accounts so can target support 2014/15. Begun consultation on future digital inclusion plans.

## 5 Providing value for money

5. 1 Maximise income		
Meet collection targets for rents, service charges and arrears		All targets achieved. Additional Direct debit dates for rent & service charges in place from April – 1 <sup>st</sup> , 15 <sup>th</sup> , 29 <sup>th</sup> to increase choice & take up for customers
Evaluate the benefits of becoming a Green Deal installer		Not currently pursuing Green Deal installer option as better options available, e.g. grant funding
Develop a trading strategy and protocol		CBH/CBC trading protocol agreed.
Explore new business opportunities such as providing management, maintenance and professional services to others		£60K surplus made from trading activities in 2013/14. CBH Board has agreed in principle to the establishment of a trading subsidiary. CBH trading plans were put to the Council's Trading Board on 26 March. More detailed proposals being developed for consideration. Work underway on implementation of the trading strategy action plan, for example development of marketing materials, networking/promotion, planned presence at Colchester Means Business exhibition in May, dedicated business section on new website.
Review options for maximising income from garage sites		Ariel Close - Report to AMG complete and awaiting outcome of pilot. Agreement from Housing Portfolio Holder. Design and consultation underway. Carried Forward to 2014/15. Intention to roll future refurbishment out to other sites to increase income.






5. 2 Improve efficiency		
Achieve savings totalling £500K a year by completing 3-year Fundamental Service Review		3-year programme complete in year 3 with financial targets achieved and accounts audited
Begin annual efficiency review plan for 2014/15 as part of local housing review migration of services		Process of identifying £60K saving during 2014-15 agreed as part of management fee begun. Currently looking at restructure of housing services and asset management teams for 2014-15.
Rationalise use of Gosbecks site		Supported CBC disposal strategy Gosbecks site. Completion on depot sale now Tuesday 6 <sup>th</sup> May 2014 and contracts have been exchanged. Alternative accommodation found
Use Housemark value for money benchmarking data to identify areas of focus		Results of STAR survey have been fed into HouseMark. These quality KPIs significantly affect the value for money benchmarking and the new figures will be used to identify further areas of focus.
Improve our use of technology		<p>Progress in many areas but no areas complete.</p> <p>Windows 7/Office 2010 – rollout deferred by CBC until end August</p> <p>IT hardware requirements established for Office 2013 – to CBC for consideration</p> <p>Riverside IT infrastructure &amp; provision of IT hardware in progress</p> <p>Meetings scheduled for early 2014/15 to review ICT road map priorities.</p> <p>Preliminary discussions taking place re incorporating CBH requirements/self service options into the customer journey review as part CBC Universal Customer Contact project.</p>

		<p>Capita contractor module Functionality not as anticipated. Further enhancements required.</p> <p>SMS text messaging pilot in progress</p> <p>Streamline Capita arrears process review approaching completion – pending Capita upgrade</p> <p>New direct debit dates implemented.</p> <p>New CBH website live – mobile site &amp; intranet projects to be scoped.</p> <p>Deployment of mobile working solution – phase one complete. Funding agreed by CBC for 5 additional tablets for mobile working – to be ordered as part of O2 agreement. New O2 scheme for this + support expected end of May.</p> <p>Riverside IT infrastructure &amp; kitting out of IT hardware.</p> <p>Gas /Morrison interface still outstanding</p> <p>Initial business case produced for Codeman mobile – awaiting system upgrade.</p> <p>Implementation of e-invoicing on hold pending CBC timescale for CBH roll out</p> <p>Locator Plus web package to be purchased by CBC – awaiting upgrade of Capita Housing</p>
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## 6 Looking to the future

### 6. 1 Support the Council's strategic aims

Assist CBC in its Universal Customer Contact review		Average call waiting times were 94 seconds at year end against a target of 25 seconds. Jane Swift (CBC) attended March Operations Committee meeting to assure members that steps were being taken to improve performance. CBC are analysing call data to enable resources to be targeted effectively. CBH is working with CBC to assist with the delivery of the service level agreed and expected by tenants and leaseholders, including a review of the customer journey aimed to minimise unnecessary contact and increase self-serve options. Pam Donnelly and Leonie to attend July Board meeting to update members on the Universal Customer Contact Centre Fundamental Service Review and call handling performance.
Assist CBC in realising its housing vision and housing strategy		New medium term delivery plan agreed, detailing how CBH can assist CBC in realising its housing objectives. CBH to join new housing strategy working group from Q1 2014-15.
Work with CBC to develop its new 30-year HRA Business Plan		New HRA Business Plan in place
Manage more housing on behalf of others		Providing repairs & maintenance services to Gurkha Homes at Abbeygate House – management options currently being explored. Beginning to market services to increase portfolio.
Work in partnership with other landlords		Proposal to set up a social enterprise (Jobs at Home Essex) with Colne Housing and Chelmer Housing Partnership being considered at April board meeting. Attended a CIH Lunch and Learn event at Orwell HA on Welfare Reform and the Prevention of Rent Arrears

## 6. 2 Evolve as an ALMO

Work with CBC on implementation of new working arrangements for the housing service		<p>Corporate Facilities Management Team and Highways Team ready to transfer across from CBC to CBH on 1 April together (12 additional staff in total), to conclude the implementation phase.</p> <p>Sponsors agreed that the project should be closed down in February 2014 as its objectives have been met. CBC has produced a post project report detailing the history of the project, its objectives and those decisions and outcomes that resulted.</p>
Develop a new management agreement		New 10-year management agreement plus new Memorandum & Articles of Association signed and came into effect in August.
New CBH business plan aligned with the Council's HRA Business Plan		Rolled into Medium Term Delivery Plan 2014-17, which was finalised and agreed in Q4.
Improve environmental sustainability as a business		<p>Achieved ISO 14001 June 2013.</p> <p>CBH shortlisted in the final of the Environmental Awareness category of the Essex Wide Business awards (May)</p> <p>Proposal to adopt electronic decision making to be considered by Board in April</p>
Implement new Human Resources & Organisational development strategy		<p>Plan to purchase membership of Housing eAcademy as provider of e-learning.</p> <p>Leadership development programme under discussion by DMT/SMT.</p> <p>Implementation process underway for new Drugs &amp; Alcohol policy – training sessions &amp; launch scheduled for Q1 ahead of launch on 1<sup>st</sup> June. A number of other policies are currently being reviewed including Managing Absence and Recruitment.</p>

		<p>The delivery of inductions is being revised.</p> <p>Organisational Development Strategy agreed by DMT – going to Governance &amp; Remuneration Committee in Q1. Work in progress on accompanying Development Plan with input from SMT/DMT.</p>
Implement Equality & Diversity strategy and action plan		Good progress on action plan.
Governance review		<p>Good progress against Governance action plan. Action plan considered by Governance &amp; Remuneration Committee in January.</p> <p>Jennifer Hartland (Independent) joined the Board in February 2014 and has become a member of the Finance &amp; Audit Committee. Vacancy for tenant board member advertised – due to appoint July.</p> <p>Substantial assurance in governance audit March – 2 minor actions which will be completed in Q1 2014/15. Board away day planned for July. Code of governance to be reviewed by Board in April. Scheme of delegation under review.</p>

## Appendix 1 – Housing Options team

<p>Work Proactively with Private Landlords to create better access to Private Rented Sector</p> <ul style="list-style-type: none"> <li>• Lettings Negotiator has recruited 33 landlords this quarter</li> </ul>
<p>Reduce the use of B&amp;B</p> <ul style="list-style-type: none"> <li>• The final quarter of the year is always the busiest for emergency accommodation approaches. There was an increase in the numbers of single applicants and families that required emergency accommodation this quarter although the number of 16/17 yr. olds remained the same. 30 singles were accommodated up from 24 the previous quarter, 3 16/17 yr. olds the same as o 5 last quarter and 18 families down up from 7last quarter. The number of families being the most significant increase. However all but 7 of those families were moved on from B&amp;B before the end of the quarter</li> </ul>
<p>Ensure adequate supply of temporary accommodation</p> <ul style="list-style-type: none"> <li>• We are working on a project with Colchester YMCA to find suitable move on accommodation for their tenants in the private sector so that we can make use of the YMCA for our clients</li> </ul>
<p>Work with local agencies to deliver housing pathways</p> <ul style="list-style-type: none"> <li>• We have pulled together all local agencies that work with homeless people to form a task and targeting group working with rough sleepers to produce better outcomes for each. This group is called Colchester Homelessness Agencies Service Users Panel (CHASUP)</li> </ul>
<p>Prevent homelessness by sustaining tenancies</p> <ul style="list-style-type: none"> <li>• 27 cases closed this quarter with advice and prevention work allowing them to remain in their properties</li> </ul>
<p>Reduce rough sleeping</p> <ul style="list-style-type: none"> <li>• We have funded the April Centre on their Outreach project for Rough Sleepers which started in November.</li> </ul>
<p>Provide education &amp; training to manage the expectation and perception of Housing Options</p> <ul style="list-style-type: none"> <li>• Homelessness information day was held this quarter with a great turnout from all local agencies.</li> <li>• Emma Henley has started an internet project with the Communities team (CBC) called Colchester Young Housing (CoYoHo) designed to provide an interactive and youth friendly housing advice website.</li> </ul>
<p>Improve the health &amp; wellbeing of homeless people</p> <ul style="list-style-type: none"> <li>• April Centre Outreach project started</li> </ul>

<ul style="list-style-type: none"> <li>• Liaised with Beacon House to Provide HOT outreach one day starting in the Spring</li> </ul>
Closer working partnership with external agencies on homelessness strategy <ul style="list-style-type: none"> <li>• Worked Closely with Housing Strategy and external agencies on the production of the new homelessness strategy.</li> </ul>
Achieve Homelessness Gold Standard <ul style="list-style-type: none"> <li>• Work to start our bid for Gold Standard has begun and we have scheduled a peer review with Maldon, Tendring and Braintree.</li> </ul>
Develop education, employment and training opportunities for council tenants and other residents <ul style="list-style-type: none"> <li>• Started a new procedure with Supported Housing Providers that makes attendance of tenancy training workshop mandatory for those nominated to the Housing Register</li> </ul>
Provide access to high quality Housing Options information and advice to improve housing mobility <ul style="list-style-type: none"> <li>• 222 Households interviewed and Advised by HOT this quarter</li> <li>• 144 cases closed this quarter with a positive outcome not requiring a homelessness application</li> </ul>
Increase tenancy sustainment <ul style="list-style-type: none"> <li>• 27 cases closed this quarter with advice and prevention work allowing them to remain in their properties</li> </ul>
Work with supported housing providers to maximise tenancy sustainment <ul style="list-style-type: none"> <li>• Supported Housing Network meetings in place</li> <li>• NTQ joint meetings held with providers and tenants to prevent evictions</li> </ul>
Develop more supported housing for residents with Mental Health and Learning Disabilities <ul style="list-style-type: none"> <li>• HOT Supported Housing Specialist has been attending the MH JRP</li> </ul>
Provide a health & wellbeing budget for sheltered and temporary accommodation