

MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

A4 - Appendix D – Housing Options Service Specification

Original Service Level Agreement	Amended Service Level Agreement
Key Outcomes	
<ul style="list-style-type: none"> • Provide timely housing options advice and prevent homelessness amongst non-priority and intentionally homeless households. 	<ul style="list-style-type: none"> • Work in partnership with the Housing Options team to implement the personal housing plans of homeless households.
<ul style="list-style-type: none"> • To secure decent and safe accommodation for households and work in partnership with the Council to increase the supply of housing in the private sector. 	<ul style="list-style-type: none"> • Work to relieve and prevent homelessness by helping households maintain and secure decent and safe accommodation.
<ul style="list-style-type: none"> • Make appropriate referrals to partner agencies to ensure households are supported to maintain successful tenancies and reduce the likelihood of repeat homelessness. 	<ul style="list-style-type: none"> • Unchanged
Performance Indicators	
<p>a) Attendance and provision of performance figures at quarterly monitoring meetings with designated lead officer at Kettering Borough Council.</p>	<p>a) Unchanged</p>
<p>b) 60 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) (data should be completed as per the P1E homelessness statistics on homelessness prevention).</p> <p>This PI relating to homelessness prevention must be provided to the council by the 2nd of each month (or the next working day).</p>	<p>b) 60 potentially homeless households successfully prevented from becoming homeless or homeless households successfully relieved from being homeless because of their detailed casework.</p> <p>This PI should be recorded in line with the Governments' homelessness statistical return H-CLIC. For each case the following must be recorded:</p> <ol style="list-style-type: none"> I. Date prevention duty started/ended II. Main prevention activity III. Reason prevention duty ended IV. Accommodation outcome when prevention duty ended

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	<p>V. Date relief duty started/ended</p> <p>VI. Main relief activity</p> <p>VII. Reason relief duty ended</p> <p>VIII. Accommodation outcome when relief duty ended</p> <p>IX. Assistance with support need</p> <p>This PI must be provided to the council by the 2nd of each month (or the next working day).</p>
c) 700 households contacting the housing advisor, by method of contact. i) appointments and drop in at KBC offices ii) appointment and drop in at alternative location iii) other	c) 700 customer contacts received by the housing advisor.
d) Of which, 400 new households contacting the housing advisor by method of contact. i) appointments and drop in at KBC offices ii) appointment and drop in at alternative location iii) other.	d) 400 new household contacts received by the housing advisor.
e) 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.	e) Unchanged