

Appendix I – Housing Options Intervention

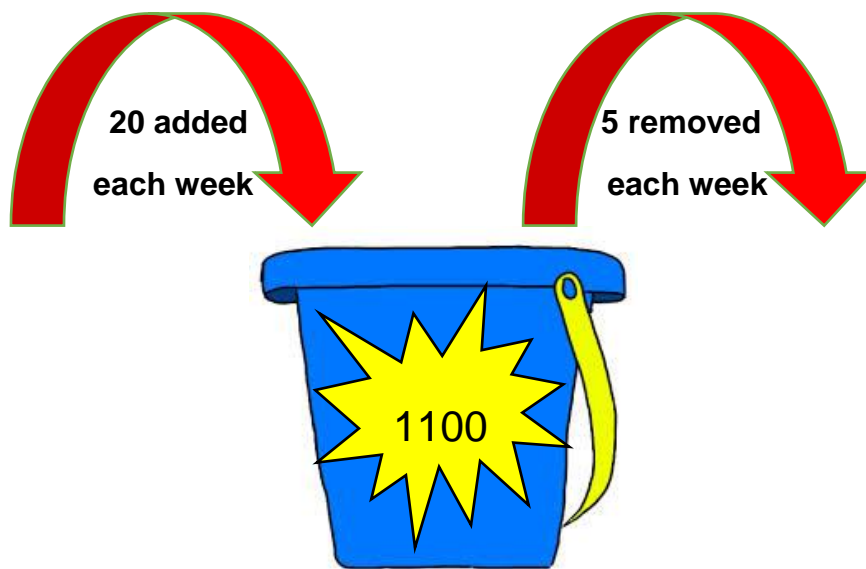
Housing Options

In 2015, an intervention in Housing was completed covering Housing Options, which focused on the way in which we help people in housing need. This was run in conjunction with an intervention in Tenancy and how we look at filling our vacant properties.

The old approach Purpose: To determine what our legal duty is and only do that

The old approach to dealing with people in housing need focused on the legislation and would often mean that families were placed in unsuitable temporary accommodation whilst waiting for a home through the Housing Waiting List.

In addition to this, people who were already adequately housed were able to join the Housing Waiting List. As a result, the list was growing and for the majority of applicants there was no realistic chance of ever being offered a property.



The new approach Purpose: Help people solve their housing problem

"...there are not enough people like in you the world! You have been like an actual super-hero and saved us! We both thank you from the bottom of our hearts for all your help and support – you have gone above and beyond from day one."

Customer feedback

The focus now is ensuring officers speak with our customers face to face and provide comprehensive and intensive support, tailored to individual specific needs and circumstances. This enables the majority of customers to remain in their existing home or secure suitable alternative accommodation.

Only where there is a clear need for housing that can only be solved through the provision of social housing are people added to the Housing Waiting List. The size of the waiting list has reduced and currently holds 1070 customers.

