

Hostel Improvement Plan - Appendix A

Area	Service Requirement	Required action	Lead	Progress - Updated 28.09.16	Timescales
Management	3.1 1 Manager & 5 x Officers	Team to be recruited	Peter Doherty	Interim solution being pursued	Completed
		Interim solution - partner with an operational hostel business provider to provide the expert staffing resource. Permanent recruitment	Peter Doherty	Women's Aid providing specialist management consultancy service procured under emergency procurement powers for a period of 12 months. Manager now in post; three permanent officers are now in post. Other three posts being covered by temporary staff - consideration to be given to temp to perm recruitment	Completed
	3.7 Welcome pack	Develop a welcome pack to be issued to all new residents.	Beatrice Cingtho-Taylor	Information handbook produced for each hostel. In discussions with Breyer Charity Foundation regarding them sponsoring the welcome pack	Completed
	3.9 Improvements	Produce and deliver an improvement plan for the hostels to be recognised as best in sector	Peter Doherty	Following the inspection in December 2016 we will establish a qualitative framework with CIH in which to measure all future improvements	Completed
Governance & Scrutiny	3.9 Structures required to oversee improvements	Establish Improvement Board - monthly meetings	Improvement Board		Completed
		Arrange visits to each hostel for each member			Completed
		Surgeries (monthly on a Friday) for Cllr White			Completed
		Cabinet Report		Report to be prepared for October Executive briefing to reference the rebranding of the service, our work with Women's Aid and the strategic direction moving forward	Oct-16
	3.4 Top 10 issues affecting residents	Monthly reports	Peter Doherty	Revised update report to follow	
3.8 Chartered Institute of Housing (CIH) Reassessment	CIH to undertake reassessment of hostels	Peter Doherty	CIH have confirmed that they will undertake review 7-9 December 2016	Dec-16	
Responsive Maintenance	3.5 General day to day maintenance and decorating	Breyers to take on the immediate day to day activities - Daily handy-person service to be considered medium to long term	Kevin Hazlewood	Structured inspections in place and works being progressed associated with minor repairs. Do it in a day attendance 6 weekly (regularity subject to review), relaunch in August to include regular bulk repair activity for Hostels. Detailed work required on reporting lines now new staff in place.	Sep-16
Environment & Stock Investment	3.6 Improvements to communal spaces	General feel of the communal spaces to be improved	Kevin Hazlewood	Project surveyor has visited all three hostels and drafted a schedule detailing improvement works and estimated costs; works now being tendered.	Jul-16
Regulatory Standards	3.6 Adherence to Housing, Health and safety Ratings Scheme (HHSRS) standards	Environmental Health to undertake risk assessment	Peter Doherty	Checks completed and all in order from an EH perspective	Completed
Security	3.1 Monday to Sunday 4pm to 10am when officers are on duty	Utilise corporate security contract supported by Community Wardens	Peter Doherty	Kingdom Security - 1 year contract in place on all 3 sites. Options appraisal being undertaken to evaluate whether permanent staffing provision might be better VFM and more appropriate than contracted service due to the demands of the service	Completed
Cleaning	Daily Will Perrin 3.5 hours, Abercrombie 3.5 hours and Queen St 2 hours	Utilise corporate cleaning contract or in-house caretaking service x 2	Peter Doherty	Corporate contract in place - options appraisal on same lines as security being considered	Completed
	Deep Cleans	Utilise corporate cleaning contract or in-house caretaking service x 2	Peter Doherty	Deep clean being undertaken through the provision of additional hours to cleaners working on each site	Completed
	Emergency	Utilise corporate cleaning contract	Peter Doherty	Caretaking and Cleaning Service are providing cover	Completed
Void Clearances	Room clearance & decoration	Officers & Cleaners to undertake clearance	Peter Doherty	Officers and cleaners are not to undertake - To be actioned through Breyer contract	Completed
		handy-person to redecorate	Peter Doherty	Currently provided by Breyer - Handy person subject to KH's discussions - see above	Completed
Support Provision	3.2 Social care	Appropriate support being provided by ASC & CSC	Peter Doherty	Social Care being engaged on a regular basis. An At Risk of Homelessness / Eviction Wkg Gp is being set up in October with Children's to better facilitate processes around hostel occupants at risk	Completed
	3.2 Income & benefits	Income Management Team	Peter Doherty	Regular income surgeries now held at each hostel. Hostel staff to take on role once trained	Completed
	3.2 Homelessness & support need review	Homelessness Team	Beatrice Cingtho-Taylor	Each resident provided with details of homelessness status, bidding priority, timescales etc	Completed
	3.2 Early Help & Troubled Families	Volunteer programme	Peter Doherty	Volunteers were due to be in place in July but this was put back to October.	Completed
	3.2 and 3.3 Specialist support e.g. drugs and alcohol	Bespoken support plans agreed with specialist agency e.g. NELFT	Beatrice Cingtho-Taylor	Support plans for each resident identifying support are being developed.	Completed
		Review Information Sharing Protocols (NEW)	Peter Doherty	Consent Agreement to be monitored with partners	Completed
3.4 Efficacy of support planning	Outcomes for residents need to be met as part of the support planning being delivered (NEW)	Peter Doherty	Profiling Information to be used towards efficacy of support plan	Completed	
Out of Hours	3.1 General OOH admissions	Duty Housing Advice / Homelessness Officer to assess before referring to security staff	Beatrice Cingtho-Taylor	Interim arrangement pending implementation of restructure in place - OOH calls being dealt with by Housing Demand Service Manager and Housing Advice/Options Manager	Completed
	3.2 Client's presenting at risk	Duty Housing Advice / Homelessness Officer	Beatrice Cingtho-Taylor	As above	Completed
PR & Community Engagement	3.1 Improve community image	Ensure transition is well managed and that there is no adverse impact on the community	Peter Doherty	Will Perrin Court - retains the highest profile - legal action has been taken against two occupants.	Completed
Reporting	3.9 Improve efficiency of service	Ensure improved outcomes for each resident	Peter Doherty/Beatrice Cingtho-Taylor	Monthly report using existing PI info, to be discussed at Hostel Board and new outcome indicators agreed.	Monthly