

Black and Minority Ethnic -BME- Housing Strategy Action Plan 2005-08 Update July 2006

HOUSING ADVICE

	Objectives and outcomes	Action	Target date	Lead officer	Outcome measure	PROGRESS
1	To ensure that all service users who approach Housing Options for advice are given advice appropriate to their needs regardless of language barriers, cultural background etc.	<p>Ensure all Housing Advisors are trained to recognise that service users who are newly arrived in Derby from abroad, or who have recently achieved the right to remain in the UK, may require additional support and assistance to access housing</p> <p>Ensure that service users feel welcomed and are treated with patience and respect</p>	September 2006 then ongoing?	Lisa Callow – Housing Options Manager – Trish Thomas – Housing Services Manager	<p>Better staff knowledge of issues surrounding Refugees and Asylum Seekers in Derby and being better prepared to deal with those needs.</p> <p>Further consultation with the new and emerging communities will give a picture of the success of this action</p>	To discuss programme for training with relevant people once discussed with Lisa Callow

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2	Ensure training and updates on issues affecting refugees and migrants is given to both newly appointed and experienced housing advisors so that they are fully aware that the needs of people recently arriving in the UK may be different from people from more established BME communities	Ensure that all Housing Advisors understand the need to offer interpretation to service users if they are not confident that their advice has been understood or absorbed by customers, when English is not their first language, whether or not they are newly arrived in the UK	Dec 2006 and then ongoing?	Lisa Callow – Housing Options Manager Trish Thomas – Housing Services Manager Trisha Gadsby – Asylum Seeker Project Officer Kim Morgan – Housing Register Manager	Number of appointments made/offered and number carried out Satisfaction of those using the service	To be established following introduction of staff training programme

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3	To ensure that service users from both older and newer BME communities are left in no doubt about the Homefinder system, about the processes involved in accessing social housing and their realistic chances of achieving tenancies within public sector housing and RSL's	Provide interpreted information on registration processes and information on eligibility checks as appropriate. Provide translated material. Provide information for non-priority need customers. Provide orientation information. Provide information in spoken format for those people who are unable to read in their own language or English.	Dec 2006 and then ongoing?	Lisa Callow – Housing Options Manager Trisha Thomas – Housing Services Manager Kim Morgan – Housing Register Manager Trisha Gadsby – Asylum Seeker Project Officer	Service users leave HOC with some confidence in how to access social housing in Derby, an understanding of what processes are involved in registration and expressing interest in properties via Derby Homefinder. Service users have a better understanding of the layout of the city so that they can make a more informed judgement about where they would prefer to live when applying for properties through Derby Homefinder	To be progressed following outcome of recent GOEM bid submitted by Trisha Gadsby

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4	To give service users from BME communities – new and older – more choice in their housing options	<p>To signpost service users to other housing providers, lettings agencies for example in the private sector</p> <p>To create improved links with Private Sector Housing to enable information on finding, securing and maintaining tenancies to be made available to customers</p> <p>Additional time available through the Housing Options restructure for housing advice to be delivered in greater detail and more effectively</p>	Dec 06 and ongoing	<p>Trish Thomas - Housing Services Manager</p> <p>Lisa Callow – Housing Options Manager</p> <p>Kim Morgan – Housing Services Manager</p> <p>Tom Toumazou (DASH) Private Sector Housing Team</p>	<p>Service users will have opportunities to obtain affordable, safe housing and more choice</p> <p>Customer satisfaction levels maximised</p>	
5	Customers who have arrived recently in the UK are provided with basic resettlement advice and assistance to enable them to more successfully secure, settle into and keep tenancies	Customers are given written information on and signposted to providers of other services eg tenancy support, benefits agencies, utility	Dec 06 and ongoing	Trisha Gadsby – Asylum Seeker Project Officer & ??	Service users do not have to visit several agencies to get information on essential services for taking up their tenancies	Records are kept to measure demand for resettlement advice with a view to exploring funding streams, if demand is high, to provide additional staffing

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		companies, other advice services such as Derby Advice, healthcare, providers of second hand furniture etc. The are given maps and information in their usual language wherever possible signposting them to other organisations			Service users are enabled to have a better chance of preparing for and settling into their accommodation	resources to continue offering this assistance
6	Providing accurate and honest advice about their housing situation	Making people aware of their housing priority and being honest and realistic	Sept 2006?	Lisa Callow – Housing Options Manager Trisha Thomas – Housing Services Manager	Clients being more fully aware of their position in regard to housing Satisfaction of people using the service	To be established in line with new Allocations Policy and the new Derby Homefinder system

