

## Service Specification for: Homelessness Prevention & Home Safety services

### 1. Introduction

The Hammersmith & Fulham Community Strategy sets out the Council's commitment to tackling disadvantage at an early stage, providing support and assistance to promote individual well-being, active citizenship and sustainable communities.

#### 1a. Homelessness prevention

The LBHF Homelessness Strategy 2005-2008 sets out the borough's commitment to tackling and reducing homelessness and the misery it causes. This strategy is a key delivery document to help achieve our strategic aims (as set out in the LBHF Community Strategy); it sets out in some detail how we will tackle the causes of homelessness, prevent homelessness through early intervention and provide a range of support services that will put homeless households on the right track.

As well as aiming to meet the increasing targets set by the government to reduce the use of temporary accommodation, this strategy seeks to address some of the more challenging areas associated with homelessness.

We will seek to improve the life chances of people who are threatened with homelessness through meaningful access to alternative accommodation, to health services, training and employment opportunities.

#### 1b. Home Safety services

The council commissions a range of services which deliver Home Improvement Agency style services. These services are available to all borough residents who meet eligibility criteria, or residents can choose to self fund if they do not wish to be assessed.

These services are means tested, with the Disabled Facilities Grant meeting the cost of works for those who meet the eligibility criteria (which is the same as for Adult Social Care services). Typical works provided by the LBHF Home Improvement Agency to eligible residents include:

- Improving access to the property
- Improving access to essential facilities within the property
- Improving safety within the property
- Draw up specifications, manage the tendering and project manage the works

### 2. What we wish to fund

For the purpose of this service specification: the Council is seeking to support services that will support vulnerable residents who:

- a. Have particular physical or emotional needs
- b. Live alone, or live in isolated conditions
- c. Have no or few social networks to provide them with support or practical help
- d. Are on low incomes

## Appendix 5e

- e. Are at risk of becoming homeless or are facing a housing related crisis
- f. May not be eligible for community service or those who do not meet the statutory criteria for homelessness

We anticipate that Homelessness Prevention services will:

- Provide an intervention for clients which prevents housing crisis, maintains/retains housing tenancies.
- Assist vulnerable residents (at risk of housing crisis) to remain in their current accommodation (or relocate to more appropriate/suitable accommodation).
- Secure viable housing options for homeless households not owed a statutory duty of assistance by the council.
- In partnership with Housing Options and other providers in the borough to work towards the prevention of homelessness and number of cases presenting to the council as homeless.
- Contribute to the reduction of the borough's homeless population.

We anticipate that Home Safety services will:

- Give people control of their own conditions and contribute to the reduction of accidents in the home and A&E presentations.
- Ensure that vulnerable residents are able to maintain their independence through improved safety and security measures.
- Provide people-centred, cost effective small jobs assistance, and help to tackle poor or unsuitable housing, enabling clients to remain in their own home - safe, secure, warm and independent.
- Contribute to the reduction in domestic fires, domestic burglaries and artifice burglary.

### **3. What we do not wish to fund:**

- Services that duplicate existing provision (whether statutory, commissioned, ongoing/existing 3<sup>rd</sup> sector provision, or funded under other service areas of the 3<sup>rd</sup> Sector Investment Fund)
- Services that do not specifically deliver the outcomes as set out in this service specification
- Multiple niche organisations who deliver services to a single community
- Works that are covered by the Disabled Facilities Grant.
- Works for social housing tenants which are the responsibility of the landlord

### **4. Outcomes sought**

Outcomes refer to the impacts or end results of services on a person's life. Services should be person-centred and aim to achieve the goals and aspirations identified by service users under the outcome headings below. The Council is seeking to fund services that will contribute to a number of local priorities, including:

- Reducing serious acquisitive crime
- Reducing accidental fires in dwellings
- Reducing injuries arising from fires in dwellings
- Improving residents' self reported measure of health and wellbeing
- Increase satisfaction with people 65+ with home and neighbourhood
- Improve the extent to which older people receive support to live independently

Appendix 5e

- Increase the numbers of vulnerable people supported to maintain independent living
- Reduce the number of households living in temporary accommodation

The Council does not expect organisations to necessarily be able to measure all of these indicators in relation to their service users. However, the council will seek to use local prevalence rate data to establish whether the service appears to be contributing to performance indicators.

Homelessness Prevention & Home Safety Outcomes:

<b>A. Homelessness Prevention</b>	
hhs1.	Residents will benefit from housing advice and interventions which leads to sustained tenancies and avoids evictions/homelessness
hhs2.	Residents will benefit from IAG and support which helps to prevent housing related crisis, helps them to identify problems with their home and how these issues may be addressed. This will include a review of all housing options open to the client and other support services which the client may need to enable them to remain in their home
hhs3.	Homeless households not owed a statutory duty of assistance by the council will identify and secure viable housing options.
hhs4.	Residents will benefit from mediation and negotiation that helps to resolve neighbour/tenant disputes that could lead to eviction
hhs5.	Service users will show a demonstrable increase in knowledge on housing tenancy matters and will have been supported and motivated to improve their tenancy circumstances.
hhs6.	Service users will benefit from financial advice which offers a broad overview of the implications of pursuing their chosen housing option.
<b>We anticipate that a maximum of three providers will be commissioned to provide this service.</b>	

<b>B. Home Safety</b>	
<b>Outcomes:</b>	
hhs7.	Residents will report improved feeling of being safe and secure at home
hhs8.	Residents will have improved home safety measures in the home, with reduced prevalence rates of domestic fires and A&E admissions due to falls or accidents in the home than the borough statistics identify would usually be the case
hhs9.	Residents will have improved safety and security measures in the home, with reduced prevalence rates of burglaries (including repeat burglaries) than the borough statistics identify would usually be the case
hhs10.	Residents will benefit from assistance with practical tasks, small jobs and advice (including financial advice for owner-occupiers) that enables them to improve their home and personal safety which in turn delivers the outcomes above
hhs11.	Residents will benefit from reduced anxiety by providing information, advice and guidance on home and personal safety issues
<b>It is anticipated that a single provider will be commissioned to provide this service.</b>	

**For both outcomes areas:**

- Service providers will need to evidence partnership working including the number of users referred to other agencies.
- All outcomes will need to be evidenced and quantified

**5. Organisational outcomes**

The council expects all funded groups to ensure that broader organisational outcomes are also achieved in order for the sector to increase its sustainability, independence and contribute to a flourishing 3<sup>rd</sup> sector community. The outcomes we expect organisations to deliver are:

<b>Sustainability</b>	Organisations will have demonstrably improved long-term sustainability having adopted realistic and comprehensive business plans and fundraising strategies and maximised income from existing resources.
<b>Leverage</b>	Demonstrated increased ability to use 3 <sup>rd</sup> Sector Investment Fund investment to lever in further funding to the borough to further support local residents.
<b>Strategic working</b>	Evidenced ability to influence, engage and work in partnership with other 3 <sup>rd</sup> Sector organisations, the council and its partners, on a wide range of activities which support the delivery of H&F priorities
<b>Good practice models</b>	Organisations will implement, highlight and evidence good practice models on a range of issues including quality assurance and service models which could be promoted and shared across the sector.
<b>Good environmental practice</b>	Organisations will evidence adoption of environmental policies which ensure that their organisations and the community facilities/premises they use have improved financial viability, use less energy, pollute less, create less waste and have a reduced contribution to climate change.

**6. Service model and principles**

- Homelessness prevention providers must demonstrate a commitment to working in genuine partnership with the council's statutory housing advice and homeless assessment services.
- Home Safety service providers must demonstrate a commitment to working in genuine partnership with local Home Improvement Agency services.

The following guiding principles must be followed by all providers:

<b>Principle</b>	<b>Meaning</b>
<b>Individuality, choice and control</b>	Service users will be treated as unique individuals and have access to flexible services which offer choice and support independence and autonomy.
<b>Increased motivation and confidence</b>	Service users will be empowered to increase their independence and increase their take up of opportunities for participating in community life.
<b>Community Cohesion</b>	Bringing neighbourhoods/groups together and enhancing integration, sharing expectations, improving understanding and knowledge.
<b>Equality and</b>	Organisations will demonstrate a high level of commitment to equalities and

Appendix 5e

<b>Diversity</b>	Diversity in their role as an employer and a service provider.
<b>Empowerment and involvement</b>	Services are informed and shaped by users and residents – beyond representation on the Board or Management Committee.
<b>Benefits to carers</b>	Carers are identified and provided with the support needed to enable them to continue in their caring role.
<b>Whole life approach</b>	Service approaches that support users through different stages of their life, and support them through life events.
<b>Safeguarding</b>	All services will have appropriate safeguarding policies and procedures if working with young or vulnerable residents, including CRB checks, Quality Assurance processes, clear supervision and training of staff and volunteers, accreditation, qualifications, monitoring etc.
<b>Maximised service capacity</b>	Maximised capacity of the service through delivering a throughput of users, and a range of interventions that support self-help, improved individual responsibility and targeted support to the more vulnerable.
<b>Partnership and collaboration</b>	Service users will benefit from referrals to other services and organisations that could offer support and advice.
<b>Value for Money</b>	Organisations will demonstrate that value for money considerations have been considered in the design and delivery of services, and demonstrate a commitment to working alongside the council to deliver efficiencies in the future.