

Homelessness Prevention Service – Service Standards
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This document tells you about the service you should expect to receive from the Council if you need help from the Homelessness Prevention Service.

Our aim:

- We aim to provide high quality, free and confidential advice and information about homelessness and the prevention of homelessness.
 - Our service is available to everyone without discrimination.
 - The service will adhere to current legislation and will consider the Code of Guidance for Local Authorities.
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We will always:

- Be polite and professional towards you.
 - Respect the confidential nature of the information that you have given us.
 - Be sensitive to your individual needs and requirements; we understand that you may be upset or anxious because of your situation.
 - Be honest and realistic regarding the options available to you.
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If you request assistance from us, we will:

- Review your referral and prioritise your application if you are homeless within 24 hours.
- Complete an initial assessment within 5 days of your referral, if you are not homeless but at risk of homelessness.

- If required, allocate your case to a Housing Case Officer who will work with you to prevent your homelessness. Your Case Officer will give you their name and contact information.
- Provide you with the relevant duty letters, in different formats or languages if needed.
- Issue you a Personalised Housing Plan with actions for you and your Case Officer. This plan will be monitored and reviewed throughout with the aim of preventing your homelessness.
- If you become homeless, we will assess your circumstances and tell you whether you are eligible for temporary accommodation.
- Identify any third-party support services that may be able to assist you.
- Provide all homeless decisions in writing with clear instructions on how you can request a review if you disagree.
- Arrange an interpreter if you do not speak English.

If we arrange Temporary Accommodation for you, we will:

- Aim to minimise the use of B&B accommodation for families with children.
- Aim to remove families with children out of B&B accommodation within 6 weeks.
- Aim to place you within North East Lincolnshire, unless you are at significant risk.
- Advise you of your Temporary Accommodation charges and give you information on when and how you can make a payment.
- Offer you support and assistance from our Housing Support Officers.
- Issue warnings and eviction notices for unacceptable behaviour.
- Aim to provide you with self-contained temporary accommodation, or a permanent offer of accommodation as soon as possible.
- Inspect our temporary accommodation on a regular basis to ensure that they are to a good standard.
- Complete any repairs required – this may not include any deliberate damage you or a member of your household have caused.

If you contact us, we will:

- Aim to return non-urgent call backs within 72 hours.
- Aim to respond to non-urgent emails within 5 working days.

- Aim to respond to your letters within 10 working days.

Please note – timescales may vary if your Case Officer is not available or when the service is in high demand.

If your Case Officer is not available, you will be redirected to someone else who can assist you.

You can help us by:

- Telling us as soon as possible about any changes in your circumstances.
 - Producing all relevant documents and supporting information when we ask you to.
 - Telling us if you cannot keep an appointment or an arranged visit.
 - Attending all viewings arranged for you, whether through a private landlord or social housing.
 - Treating our staff with courtesy and respect.
 - Letting us know if you happy or unhappy about the service that you received.
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How will we know if we have met these standards?

We will regularly monitor our performance against these standards, and we may ask you for your views.

If you need to make a complaint:

We always try to provide the best service that we can but accept that sometimes unavoidable delays occur, or mistakes are made.

If you are not happy with something we have done or not done, you should speak to your Case Officer in the first instance. If you do not feel you can do this, or if they are unable resolve your complaint, please email homelessness@nelincs.gov.uk and ask about the Council's complaints procedure.

If you'd like to give us some feedback:

We welcome feedback and would be grateful to hear about your experiences with the service.

If you'd like to suggest improvements, or if you want to tell us about a staff member who has impressed you, please email homelessness@nelincs.gov.uk.
