

Meet legislative requirements to provide advice and information services.							
Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
1.1	Provide a small information booklet for homeless applicants. (Providing all information required within the regulations – right to have friend/relative, right to advocacy etc and to be handed out at first interview).	Meet information requirements within the advice and assistance regulations. Ensure applicants are provided with all relevant information at an early stage.	Booklet designed in partnership with all partners and including Housing and Outreach staff. Booklet printed and training on best use of booklet completed. Distribution implemented.	Within existing resources.	Existing information leaflets and information sources. PGN21. Advice and Assistance Regulations. Streets Ahead booklets.	Allison Christie, SIC Housing	Complete by December 2009.
1.2	Ensure the strategy continues to comply with all relevant legislation (equalities etc)	Compliance with relevant equalities legislation	Compliance with relevant legislation. Strategy that is fit for purpose.	Within existing resources.	Relevant legislation. Strategy documents.	Allison Christie, SIC Housing	Annual task.

Improve the delivery of quality housing advice and information.							
Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
2.1	Continue to review, update and promote Shetland's Housing Options Guide	Up to date housing advice and information resource Regular promotion that ensures the resource is utilised to its best advantage	Annual review. Annual advice and information away day	Within existing resources	Existing Housing Options Guide	Fiona Robertson, HHA Anita Jamieson, SIC Housing	Annual Task.
2.2	Develop a homeless information leaflet focusing on local issues	Local information available for both those at risk of homelessness and those looking to learn more about homelessness in Shetland. Local information leaflet that provides accurate information and addresses preconceptions about homelessness in Shetland.	Leaflet designed and agreed by partners. Leaflet published and available in paper form and on internet. Promote and launch leaflet.	Within existing resources.	Existing information leaflets and information sources. PGN21.	Allison Christie, SIC Housing	Complete by September 2009.
2.3	Update the Shetland Directory of the Streets Ahead guide.	Up-to-date resource useful for signposting and contacting local agencies. Improved information resource for customers and staff.	Updates to existing directory identified and costs obtained. Budget agreed. Printing completed. Distribute and publicise online version.	Within existing resources.	Existing Shetland Directory of the Streets Ahead Guide. No. of Streets Ahead guides required.	Allison Christie, SIC Housing	Complete by September 2009.

2.4	Provide all S4 pupils with a Streets Ahead guide.	Housing information aimed specifically at young people.	Streets Ahead guides complete with local inserts distributed to all schools by February 2009.	Within existing resources.	No of S4 pupils. No of Streets Ahead guides already in storage.		Annual Task.
2.5	Update existing Tenants handbooks and distribute to tenants.	Ensure Tenants are provided with up to date tenancy information.	Update existing tenant handbooks for tenants. Complete printing and distribution.	SIC and HHA resources.	Existing Handbooks.	Fiona Robertson, HHA; Anita Jamieson, SIC Housing	SIC Handbooks Complete.

Improve access to quality housing advice and information.

Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
3.1	Review use of existing Public Access PCs and consider options to improve access to housing advice and information.	Wide range of public access PC options. Improved access for customers.	Audit use of existing public access PCs and make recommendations for improvement. Recommendations agreed and implemented.	Review to be completed within existing resources,	Existing Public Access PCs in SIC Housing, STF and HHA. PGN21.	Anita Jamieson, SIC Housing	Complete by August 2009.
3.2	Produce pocket sized information cards that give relevant internet addresses and contacts.	Handy sized cards that provide addresses to the most useful housing Internet websites. Promotes use of Internet as most up-to-date information resource.	Content of information cards agreed with partners. Cards printed and given to partner agencies for distribution.	Within existing resources.	PGN21.	Allison Christie, SIC Housing	Complete by September 2009.
3.3	Organise a presence at community events to raise awareness of housing services	Provide contact details and information leaflets for the general public at community shows and events. Raise awareness of housing advice and information services and resources.	Obtain costing and source budget for a Housing stand such as banners, cost of tables etc. (Tables do not need to be staffed). Provide a housing information stand at a range of local community events. Develop a housing information resource box for staff to use.	To be identified.	Existing stands provided by partner agencies and other SIC departments.	Fiona Robertson, HHA	Complete by April 2010.
3.4	Ensure housing information is available for those who use English as a second language through a range of methods.	Improved access to information for those who use English as a second language. Improved and regular engagement with English As A Second Language classes.	Ensure all housing information leaflets can be obtained in a range of foreign languages. Engage with English as a Second Language Class to investigate further information needs and useful methods of delivery.	Within existing resources.	PGN21. Existing information leaflets and information sources. SIC Policy Unit.	Allison Christie, SIC Housing; Shetland CAB	Complete by December 2009.

3.5	Investigate making Housing Options Guide information available online as audio files.	Provide an alternative method of accessing housing information online. Useful for non native English speakers and anyone who finds reading online difficult.	Investigate the possibility and resource issues with ICT. Consider working with English as a Second Language Class to record files.	Costs and resources to be identified.	PGN21. ICT requirements. Existing housing leaflets and information sources.	Allison Christie, SIC Housing	Complete by December 2009.
3.6	Further develop and publicise guidelines on the use of interpretation services and services for those with a sensory impairment, in consultation with relevant agencies.	Raised staff and partner awareness of additional services available for accessing interpretation services. Improved engagement for customers.	Work in partnership with SIC Policy Unit. Attend staff meetings to raise awareness of the guidelines for using interpretation services. Raise awareness of the guidelines with other agencies.	Within existing resources.	PGN21. Existing SIC guidelines on interpretation services.	Allison Christie, SIC Housing	Complete by December 2009.

Achieve agreed quality standards for providing housing advice and information.

Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
4.1	Implement Homepoint's National Standards for homelessness advice and information services.	Staff trained to agreed National Standards for providing Advice and information. Housing Service accredited in providing quality housing advice and information.	Training plan, budget and timescales agreed. National Standards accreditation completed.	To be identified.	Homepoint's National Standards.	Anita Jamieson, SIC Housing; Fiona Robertson, HHA.	To be agreed.
4.2	Aim to provide all information in Plain English and to the standards within the SIC Quality Standards for Equality and Diversity.	Staff aware of the agreed local standards for providing advice and information.	All existing information leaflets checked and meeting standards.	Within existing resources.	Plain English and SIC Quality Standards for Equality and Diversity. Existing information leaflets.	Allison Christie, SIC Housing	December 2009.
4.3	Carry out training to ensure all staff deal appropriately with first approaches and provide the relevant information required.	Staff in all agencies trained in how to deal with first approaches and potential homelessness. Improved information for potential applicants.	Staff training carried out. Information for refresher training made available	To be identified.	Advice and Assistance Regulations. Information booklet at 1.1 PGN21.	Anita Jamieson, SIC Housing; Fiona Robertson, HHA.	Complete by December 2009.

4.4	Run training for local agencies to raise awareness of housing issues and the services provided locally (information, advice and support services)	Improved shared understanding of homelessness issues and services available. Opportunity for partners to meet and discuss shared issues	Training plan agreed by group. Training planned and run, Training completed and outcomes reviewed by group.	To be identified.	Existing knowledge	Anita Jamieson, SIC Housing; Fiona Robertson, HHA.	December 2009.
-----	--	--	---	-------------------	--------------------	---	----------------

Improve communication and joint working arrangements with other providers.

Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
5.1	Promote the internet as the method for local agencies to access up to date leaflets, fact sheets and posters.	Housing advice and information easily accessible to interested agencies. Ensures agencies have instant access to information that is consistent and up to date.	Housing web information promoted through flyers, business cards and posters.	Within existing resources.	Internet resources	Allison Christie, SIC Housing	December 2009.

Effectively record and monitor provision.

Ref	Action	Anticipated Outcome	Performance Measures	Resources	Baseline	Officer	Target
6.1	Monitor the housing advice and information provided in house through housing management software.	Improved recording of housing advice and information. Standardised recording to enable effective monitoring across agencies	Staff trained to record advice and information on relevant housing management software.	Within existing resources.	Limited records of housing advice and information being recorded on housing management systems.	Fiona Robertson, HHA; Anita Jamieson, SIC Housing.	December 2009.
6.2	Monitoring the implementation of Policy Guidance Note 21	Ensure housing advice and information is provided in line with the agreed policy.	Review policy annually,	Within existing resources,	SIC Housing Policy Guidance Note 21.	Allison Christie, SIC Housing	Annual task.