

WEST Lothian HOUSING INFORMATION AND ADVICE STRATEGY

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West Lothian Housing Information and Advice Strategy

Context

The Housing Information and Advice Strategy has been developed in the context of both national agendas and priorities, and West Lothian Council's vision, aims and plans. These include:

- Providing customer-centred services, including advocacy on behalf of the customer at the first point of contact
- Providing accessible services, available when wanted and in places or formats that are convenient and easy to access, including electronic delivery
- Promoting social inclusion
- Improved co-ordination and efficiency of service delivery through adoption of coherent and compatible information policies
- West Lothian Homelessness Strategy

The West Lothian vision is to move away from traditional 'gate-keeping' of services, to adopt a holistic approach to problem solving. In providing customer-centred services it is not enough just to answer the question asked, or rely on the customers' knowledge of services. Instead advisors must help to resolve the problem, advocating on customers' behalf, being pro-active in offering advice and information, and making connections to link an enquiry to other services that customer may require.

The Housing (Scotland) Act 2001 (paragraph 2) places new duties on local authorities: to secure that advice and information is available, free of charge, to any person in the authority's area, regarding:

- a) homelessness and the prevention of homelessness, and
- b) any services which may assist a homeless person or assist in the prevention of homelessness.

In May 2004 the Scottish Executive revised the chapter on 'Advice and Assistance' in the Code of Guidance on Homelessness. This Guidance sets out the expectation that advice to homeless people should be part of a general strategy for the provision of housing advice, including support for independent agencies where appropriate.

The Housing Information and Advice Strategy therefore complements the Homelessness Strategy, in recognition of the importance of providing timely, accurate, and person-centred housing advice to the prevention of crisis which results in homelessness. *However, the scope of the strategy is not limited to advice for homeless and potentially homeless people, but also includes ensuring access to housing advice and information for everyone in West Lothian.*

The Strategy has been developed by a multi-service Quality Improvement Team, including Housing & Customer Services, Social Policy, Advice Shop and Cyrenians (West Lothian), with input from other services and voluntary sector providers.

The Strategy includes an initial Implementation Plan of West Lothian Council led initiatives in 05-06, but recognises that multi-agency involvement in developing the Strategy and Implementation Plan into the future is crucial. Local Housing Information and Advice Providers have been invited to participate in a West Lothian Housing Information and Advice Forum, to monitor progress against the Strategy, and continue to develop the Implementation Plan. Issues that the Forum will want to consider and address include:

- Establishing a profile of housing advice need/demand by community, household type, equality group, area of law
- Gathering an understanding of the capacity of existing agencies
- Identifying service gaps and how best to fill these gaps
- Developing protocols or referral arrangements
- Analysing funding levels and sources and identifying resources needed to fill any gaps

Why have a Housing Information and Advice Strategy?

Whilst West Lothian Council is a major provider of housing information and advice there are many other providers, many of whom are specialists with regard to client group or areas of law. The purpose of the West Lothian Housing Information and Advice Strategy is to set out an agreed and co-ordinated approach to continuous improvement of housing information and advice provision in West Lothian.

West Lothian Council has the strategic responsibility for ensuring accessible, comprehensive and quality housing information and advice is available, and encouraging and enabling all providers to work towards the Scottish National Standards for Housing Information and Advice, produced by HomePoint. The aims of the strategy can only be achieved if all partners work together. Improving communication, information sharing and knowledge management between organisations are therefore recurring themes throughout the strategy and the associated implementation plan.

In developing this Strategy West Lothian Council acknowledge the importance of 'putting its own house in order' to demonstrate clear direction and share good practice with other Housing Information and Advice providers in West Lothian. As a major provider of housing information and advice within West Lothian, the Strategy therefore includes a summary of current in-house provision (Appendix 1), Service Standards (Appendix 2), and details of planned actions to be taken by the Council in 2005-06. Other issues have been identified which will require to be considered and addressed by the multi-agency forum once this has been established.

Who is the Strategy for?

The Strategy recognises that people often look for and receive housing advice from organisations that they are familiar with, and do not necessarily separate out 'housing' problems from other issues for which they are receiving support or advice. The Strategy is therefore relevant to organisations in West Lothian which:

- Are Specialist Housing Advice Services
- Are involved in preventing homelessness or assisting homeless people
- Provide housing and/or support services to individuals, which will inevitably sometimes include giving housing advice or sign posting or making referrals
- Are generic advice providers, including housing advice

Details of known providers can be found at Appendix 3.

Key Challenges

The key challenges that the Strategy seeks to address are:

1. Accessibility, publicity and awareness
2. Customer Centred Approach
3. Promotion of National Standards and good practice in housing advice
4. Knowledge management and Information sharing
5. Equal Opportunities

6. An agreed and monitored Implementation plan

Aims of the Strategy

The aims of the Strategy are to:

- Ensure appropriate access to accurate, comprehensive and good quality housing information and advice to anyone in West Lothian
- Prevent homelessness by providing advice before the point of crisis
- Improve information sharing and knowledge management between housing advice providers in West Lothian
- Promote public awareness of housing advice services
- Maximise choice by providing advice on housing options
- Recognise the importance of the provision of housing advice as part of a holistic approach to addressing individual's needs

Definition of Housing Advice

In order to be consistent with the Scottish National Standards, HomePoint's definition of housing information and advice has been adopted:

Advice is likely to comprise some or all of the following components:

- Listening to clients
- Diagnosing the problem
- Giving information
- Advising on the options available
- Taking action on behalf of clients, or advocating with other services
- Negotiating on their behalf
- Representing clients' cases at tribunals and courts
- Referral where appropriate
- Enabling or empowering individuals to take informed action on their own behalf

Housing advice provision is relevant to all of the following areas of law:

- Housing Benefit
- Discrimination
- Harassment & Illegal Eviction
- Disrepair
- Homelessness: Priority Need & Non-Priority
- Mortgage Arrears
- Housing Options
- Relationship Breakdown
- Rent: Private Sector
- Rent Arrears
- Repair and Improvement Grants
- Security of Tenure

It is therefore clear that providing housing information and advice is not restricted to the work of specialist housing advice workers, but is an integral part of day to day duties for all staff working in social housing.

What are the Scottish National Standards for Housing Information and Advice?

The Scottish National Standards for Housing Information and Advice have been developed, by HomePoint (Communities Scotland), to provide a framework for measuring quality and performance. They are not a set of rules, but a strategic tool to encourage user-centred services and promote best practice. The Standards address issues of Management, Planning, Accessibility and Customer Care, Service Provision, Core Competencies and Resources.

In order for an organisation to achieve accreditation by HomePoint as meeting the Standards, all staff providing housing information and advice need to be competent in the relevant areas of housing law. Assessed training packages have been developed (supported and certified by Shelter) for staff to evidence their achievement of these Competencies.

Continuing Development, Monitoring and Review

A local forum of West Lothian Housing Information and Advice providers will be established to:

- help each other in implementing the Standards,
- monitor progress against the initial Improvement Plan
- Agree further actions and continue to develop the Improvement Plan
- review and continuously improve the Housing Information and Advice Strategy itself

1. Accessibility, Publicity and Awareness

The Challenge:

- *To provide accessible services, available when wanted and in places or formats that are convenient and easy to access, including electronic delivery.*
- *To identify and remove barriers that prevent people accessing the service.*

West Lothian Council's in-house approach:

- The service can be accessed by:
 - visiting one of 10 local Council Information Service offices during office hours. West Lothian Connected is also open from 9.30am to 2.30pm on Saturdays
 - phoning the 24/7 Customer Service Centre (01506) 776301
 - using the web site, www.wlonline.org.uk
 - e-mail
 - contacting the Youth Homeless Service (01506) 773709 (service available to young people aged 16 to 21 years)
 - contacting independent housing advice services provided by West Lothian Advice Shop (01506) 776444
- Confidential interview rooms are available at all offices, and home visits are arranged when required.
- Awareness of the service is promoted through regular publicity, including:
 - Bulletin (quarterly newsletter delivered to every household in West Lothian)
 - Council Tax wall planner
 - Leaflets
 - www.wlonline.org.uk
- Disability Audits have been carried out at all customer access points, and improvement plans agreed and actioned.

- The A-Z of services, available through the Intranet and Internet, ensures that information is provided from the same source whether it is accessed by a customer making a face-to-face enquiry, a telephone enquiry, an e-mail enquiry or self-serving via the website.
- There are protocols in place with prisons and hospitals to ensure provision of housing advice before discharge.
- The Through Care/After Care Team provides housing advice to young people preparing to leave care.
- Surveys have been used to gather feedback from Customers. These have been analysed to identify and implement suggestions and areas for improvement. This approach will be continued and further developed.
- West Lothian Council carried out an audit of Housing Information and Advice providers servicing of West Lothian, in June 2004, to identify organisations providing advice and information by topic. The number of organisations responding to the survey was limited, so the results were combined with the outcome of the HomePoint national survey of advice providers, published in October 2004 (Appendix 3).

Planned Improvements:

- Publish an on-line housing options database for West Lothian, which will ensure that accurate and up to date information from the same source is available via all media and providers, including self-service.
- Expand publicity and awareness campaigns for Housing Information and Advice services to include voluntary sector providers.
- Make better use of the Enquiry Tracking System to monitor requests and outcomes regarding housing information and advice, to identify trends and opportunities for campaigns, identify gaps, areas for improvement, and staff development and training needs.
- Invite Housing Information and Advice providers servicing West Lothian to provide contact details and information about their services on the wlonline website.

Future Issues to be considered and addressed by the multi-agency Forum include:

- Establishing a profile of housing advice need/demand by community, household type, equality group, area of law.
- Gathering an understanding of the capacity of existing agencies to take new clients.
- Identifying service gaps and how best to fill these gaps.
- Developing protocols or referral arrangements. It will be important that partner agencies sign up to an agreed set of sign-posting and referral mechanisms to prevent clients being directed from one agency to another.

- Analysing funding levels and sources and identifying resources needed to fill any gaps, and maximise efficiency.

2. Customer Centred Approach

The Challenge:

- *To adopt a customer-centred approach to problem resolution, ensuring an unbroken chain during the resolution of the enquiry, being pro-active in offering advice and information, and making connections to link an enquiry to other services that customers may require.*

West Lothian Council's in-house approach:

- Housing and Customer Services' Contact Strategy sets a target of 75% of enquiries to be resolved at the first point of contact by March 2006. The A-Z database of services ensures that accurate information, forms or other material is available to the advisor so as to maximise the occasions when they are able to take care of the customer's concern, question or problem before dealing with the next enquiry.
- The A-Z database is designed around 'life episodes' to facilitate advisors in taking a holistic approach and being pro-active in offering advice and information connected to the original enquiry, to link the customer into other services they may require.
- The Enquiry Tracking System (ETS) is used to record enquires. Enquiries are left open until resolved, and staff check open enquires on a daily basis to action or chase where required.
- For complex enquiries, where a customer's concern, question or problem is more complex, and cannot be resolved at the first point of contact, a referral to another team or service is logged in ETS. This occurs when a customer is homeless, and requires specialist advice from a Housing Needs Officer.
- A Single Shared Assessment process for Supporting People is in place across Housing, Social Work and Health, to ensure that support issues are addressed as part of homelessness prevention and homelessness assessment.
- A review of services to people living with Domestic Abuse is being carried out, so that front line staff can make the necessary connections to ensure customers are offered support while they decide how and if they will deal with the issue, rather than taking the traditional approach of waiting until the person is in crisis and presenting as homeless before support is offered and options are discussed.
- A weekly out-reach surgery is held at the West Lothian Womens' Aid refuge by Housing Needs Officers, to pro-actively assess housing and support needs of the residents.
- The Moving into Health team hold 'drop in' sessions at hostels in West Lothian, to improve health and well being of homeless people, which invariably includes offering housing information and advice.

Planned improvements include:

- Developments of the Enquiry Tracking System are in progress so that when advisors give commitments regarding the timescale for resolution by other teams and services these commitments will be pro-actively tracked. Failure to meet the service commitments will

result in automatic escalation, including alerting the next level of management of that service failure.

- Redesign of WLC housing processes to empower front line staff to resolve enquires at first point of contact.
- Review of online information (content and structure) to facilitate holistic view of problem/enquiry, encouraging advisors to be make connections to link an enquiry to other services that customer may require.
- Personal Letting Plans for all new applicants to the Council waiting list are currently being piloted in Livingston & West Calder. The development of the Housing Options Database will significantly improve this service, which will be implemented across West Lothian in 2005. This approach allows advice and information to be given on all appropriate housing options and connected services, to maximise the customer's choices. For example:
 - advice on support services or adaptations available may enable the applicant to chose to remain in their existing home.
 - early information about the law with regard to security of tenure and relationship breakdown, or harassment and illegal eviction, could help prevent homelessness.
 - making arrangements for detailed money advice or benefits health check could prevent repossession and homelessness.
 - advice on mediation or other relevant intervention to resolve neighbour disputes can may enable the applicant to chose to remain in their existing home.
 - issues such as harassment and domestic abuse may be picked up prior to crisis point.
 - information about stock distribution, turnover and likely waiting times can assist applicants to make realistic, informed choices.

3. Promotion of National Standards and Good Practice in Housing Advice

The Challenge:

- *To adopt and implement the Scottish National Standards for Housing Information and Advice Services within West Lothian Council*
- *To encourage and enable other providers within West Lothian to adopt and implement the Scottish National Standards for Housing Information and Advice*

West Lothian Council's in-house approach to meeting the Standards:

West Lothian Council adopted the National Standards, and started work to implement them, in June 2003. The following has been achieved so far:

- Completed a self-assessment against Scottish National Standards Assessment Checklist for type 1 and type 2 providers
- Developed an Improvement Plan
- Participated in a HomePoint Peer Support Group
- Achieved Type 2 competence certification (by Shelter) for all Housing Needs Officers, Housing Managers, and Youth Homelessness Officers
- Achieved Type 1 competence certification (by Shelter) for all Customer Contact Officers at the Customer Service Centre

- The following approach has been adopted to ensure **all** staff involved in giving housing information and advice (including Community Based Housing Officers, Quality Assurance Officers, Customer Contact Officers) are competent in their knowledge of the relevant areas of law:
 - The remit of each role with respect to provision of housing information and advice has been identified (Appendix 1)
 - A Training Needs Analysis for each member of staff will be completed. Each member of staff will complete a questionnaire to identify any gaps in their knowledge. This will be repeated annually.
 - An in-house training programme will then be designed and delivered to meet the gaps identified.

Encouraging and enabling other providers:

- Consult with known Housing Information and Advice providers in West Lothian and take account of their views before finalising the Housing Information and Advice Strategy, and Implementation Plan.
- Arrange a launch event for Housing Information and Advice providers in West Lothian.
- Establish a local forum of West Lothian Housing Information and Advice providers with regard to implementing the Standards, sharing good practice and agreeing referral protocols.
- West Lothian Council in-house training events to be made available to staff from other Housing Information and Advice providers in West Lothian.

4. Knowledge Management & Information Sharing

The Challenge:

- *To improve communication, information sharing and knowledge management between organisations*

Planned Approach:

- Promote the use of wlonline as a West Lothian wide website for knowledge management, providing a single source of accurate information. Establish a protocol for other agencies to request information be added to the A-Z on wlonline to ensure online information provision (A-Z) meets the needs of other Housing Information and Advice providers in West Lothian.
- Publish an on-line housing options database for West Lothian, which will ensure that accurate and up to date information from the same source is available via all media and providers.
- Establish a local forum of West Lothian Housing Information and Advice providers with regard to implementing the Standards, sharing good practice and agreeing referral protocols.
- In-house training events will be made available to staff from other Housing Information and Advice providers in West Lothian, to encourage networking and sharing of good practice.

Future Issues to be considered and addressed by the multi-agency Forum include:

- Introducing joint training events.
- Publishing a Directory of Advice Services including remit, opening hours, referral procedures.

5. Equal Opportunities

The Challenge:

- *To identify unmet needs or requirements of relevant equalities groups*

In order to ensure appropriate housing information and advice is available to everyone in West Lothian, the groups of people who are most likely to be disadvantaged in accessing services which meet their needs or requirements must be identified, and barriers addressed.

Groups most likely to be disadvantaged are:

- Young People
- Young People who are/have been looked after by the Local Authority
- Older People
- People with disabilities
- People with low levels of literacy or learning difficulties
- People with mental health problems
- People from Black & Minority Ethnic communities
- People with problematic substance use
- Lesbian, Gay, Bisexual or Transgender people
- Offenders

Current Good Practice approaches in West Lothian include:

- Equalities Awareness training is provided as part of Induction for Housing and Customer Services Staff, through the Foundation Course
- Housing Education Programme is offered to all high schools in West Lothian, and is taught to all 5th year students either through the Modern Studies module or more informally through the Personal Self-Development programme.
- Youth Homeless Service provide housing information and advice about housing and support options to 16 to 21 year olds.
- Throughcare/Aftercare Service provide housing information and advice about housing and support options to young people who are preparing to leave care, and young people who were previously looked after by the Local Authority. This is done systematically using the Pathway self-assessment tool to get the young person's views about their needs and aspirations, using questions that have been worded with the involvement of young people from around Scotland.
- Moving Into Health Team is a specialised team working to increase awareness of health and well-being within the homeless community. They facilitate information sharing between health services and homelessness services, and provide housing information and advice as part of their work with individual customers. Hospital discharge protocols have been put in place to ensure housing advice is made available as early as possible to

homeless/potentially homeless people leaving hospital. The Moving Into Health Team also promote the use of training to raise awareness and understanding of relevant issues relating to health and homelessness.

- Ethnic Minority Development Worker, based in the Advice Shop, promotes race awareness, works to build better communication with BME communities/individuals, and encourages ethnic minorities residents in west Lothian to report racist incidents.
- Prisons discharge protocols are in place to ensure provision of housing advice before discharge. The Prison Protocol ensures that prisoners are offered housing advice, (by link workers from Four Square Scotland), as part of the induction process when they first enter prison. Advice covers housing benefit entitlement, terminating existing tenancy, registering for housing on release. Four to eight weeks prior to release the prisoner is interviewed again by the link worker, and an appointment is made for assessment of housing and support needs by the Housing Needs Officer on release.
- Cyrenians (West Lothian Service) Rent Deposit Guarantee Scheme provides an additional choice of tenure for homeless household who could not otherwise afford the deposit required by private landlords. The Cyrenians takes a person centred approach to assessing and addressing a clients housing needs to help them to secure accommodation which meets their needs, and is located where their children do not have to change schools and they can still access their existing support networks.
- ELCA provide housing information and advice to people who are experiencing housing difficulties due to alcohol misuse. This includes help and advice claiming benefits, liaising with other agencies, budgeting and debt management, dealing with neighbour disputes, resettlement when moving tenancy, help maintaining the home, using domestic appliances and safety and security of the home.
- Penumbra provide a supported living service for vulnerable people, including people with mental health problems, people with learning disabilities, and people with problematic drug and alcohol misuse. The supported living service includes giving housing information and advice to enable individuals to live as independently as possible within their own homes. The service focuses on decoration and refurbishment, benefits and debt management, liaising with other professionals, attending appointments, neighbourhood disputes, and general support to ensure premises are clean and tidy.
- SAMH provide housing information and advice to people supported through both the Social Care Support and the Tenancy Support programmes. The service is provided to people who have mental health problems, and to young people with offending behaviour who are now within the Criminal Justice System.
- Energy advice, aimed at the eradication of fuel poverty and contributing to improved physical and mental health, is provided by the Advice Shop and the Energy Efficiency Advice Centre.

Planned improvements include:

- Improve monitoring and evaluation in relation to equalities via ETS and Academy.
- Publish an on-line housing options database for West Lothian, which will ensure that accurate and up to date information from the same source is available via all media (including the web) and providers.
- Subscribe to Language Line to enable immediate access to translation services when required. In addition, the in-house language database will be updated regularly.
- All staff to receive initial and refresher training as required. The Training Needs Analysis database, which is being developed, will be used to identify equalities learning needs annually.
- A regular 'talking shop' to be introduced for staff who have learned British Sign Language to practice and develop their skill.
- Pursue the partnership opportunity for development and piloting of a web based Do It Yourself Personal Housing Options Plan facility. This is a web site designed to be of particular use to people from equalities groups who have traditionally found it difficult to access housing, such as households which include someone who has a disability, or someone who is lesbian, gay, bisexual or transgender.

The web site comprises of questions, and it is 'intelligent' in that the responses a customer gives to a question dictates the subsequent questions they are asked. For example, if a customer states that they are single, they will not then be asked to fill in information about members of their household; questions about benefits and income are filtered so that a 21 year old would not be asked questions about their pension. There are also different streams of questions asked of customers depending on which equality group(s) they belong to, so that they only get asked questions which are likely to be pertinent to them.

The site has been designed by Ownership Options Scotland, who are a voluntary organisation who aim to resolve housing problems for people with disabilities, primarily through ownership. They have invited West Lothian Council to work in partnership with them to pilot the web site, together with Edinburgh City Council and L.G.B.T. Youth (an organisation which offers advice and support to young people who may experience discrimination because of their sexual orientation). Once the data relevant to housing in West Lothian has been input to the web site, an external link would be created so that the tool could be accessed from the www.wlonline.

It is anticipated that funding for further development of the web site will be made available from HomePoint (Communities Scotland). Potential further developments include online completion of the Housing Application form, without customers having to answer questions again that they have already answered to assess their housing options.

Future Issues to be considered and addressed by the multi-agency Forum include:

- Consider the information preferences of different groups, including the use of Peer Group Educators, and specifically produced literature.

6. Implementation Plan

Challenge:

- *To provide accessible services, available when wanted and in places or formats that are convenient and easy to access, including electronic delivery.*
- *To identify and remove barriers that prevent people accessing the service.*

Action	Expected outcomes/outputs	Lead Officer	Completion date
Publish an online Housing Options Database for West Lothian	<ul style="list-style-type: none"> • Provide up to date information to enable customers to make informed choices. • Information from the same source available via all media. • Increase in self-service 	Ann-Marie Carr	May 05
Publicity and awareness campaign for Housing Information and Advice services to be expanded <ul style="list-style-type: none"> • to include voluntary sector providers • to encourage customers to seek advice at the earliest stage, not just at point of crisis 	<ul style="list-style-type: none"> • Increased media profile for all Housing Advice services, not just WLC provision 	QIT	Sept 05
Promote use of wlonline website for provision of housing information and advice by all providers in West Lothian	<ul style="list-style-type: none"> • Database of organisations providing housing information and advice • Relevant information, links and contact details 	Penny Hasling	Sept 05
Touch screen information points to be located in appropriate public places	<ul style="list-style-type: none"> • Increase in self-service traffic. 	Ann Marie Carr	April 06
Make better use of the Enquiry Tracking System to monitor requests and outcomes regarding housing information and advice,	<ul style="list-style-type: none"> • to identify trends and opportunities for campaigns, • identify gaps & areas for improvement, • identify staff development and training needs. 	Siobhan Mullen	June 05

Challenge:

- *To adopt a customer-centred approach to problem resolution, advocating on customers' behalf, being pro-active in offering advice and information, and making connections to link an enquiry to other services that customer may require.*

Action	Expected outcomes/outputs	Lead Officer	Completion date
<p>Develop of the Enquiry Tracking System so that when customer have complex needs or enquires that cannot be resolved at the first point of contact but need to referred to more specialist in-house teams or external agencies:</p> <ul style="list-style-type: none"> • enquires are not closed until resolved (ownership is retained) • open enquiries can be pro-actively tracked against time commitments • service failures are escalated 	<ul style="list-style-type: none"> • Pro-active management of enquiries until resolution is achieved • Tracking of outcomes for all enquiries 	Liz Liddell	September 05
<p>Redesign of WLC housing processes to empower front line staff to resolve enquires at first point of contact</p>	<ul style="list-style-type: none"> • 75% enquires resolved at first point of contact 	Martin Armstrong	March 06
<p>Review of online information (content and structure) to facilitate holistic view of problem/enquiry, encouraging advisors to be make connections to link an enquiry to other services that customer may require</p>	<ul style="list-style-type: none"> • Pro-active in offering advice and information on connected services 	Liz Liddell	June 05
<p>Offer Personal Lettings Plan interview to all new applicants to the waiting list</p>	<ul style="list-style-type: none"> • Provide advice on housing options and maximise choice • Identify any support needs • Advise on/make referrals to other services available relevant to the applicants circumstances 	AnnMarie Carr	April 05

Complete the review of services to people living with Domestic Abuse	<ul style="list-style-type: none">• front line staff can make the necessary connections to ensure customers are offered support while they decide how and if they will deal with the issue	Christine Fraser	September 05
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Challenge:

- *To adopt and implement the Scottish National Standards for Housing Information and Advice Services within West Lothian Council*
- *To encourage and enable other providers within West Lothian to adopt and implement the Scottish National Standards for Housing Information and Advice*

Action	Expected outcomes/outputs	Lead Officer	Completion date
Ensure competence and knowledge of staff <ul style="list-style-type: none"> • A Training Needs Analysis for each member of staff. • An in-house training programme will then be designed and delivered to meet the gaps identified. • In-house training events will be made available to staff from other Housing Information and Advice providers in West Lothian. 	<ul style="list-style-type: none"> • Each member of staff will complete an on-line questionnaire to identify any gaps in their knowledge. This will be repeated annually. • Evidence of staff competence. • Sharing of best practice. 	Faye Rudland	November 05
Arrange a launch event for Housing Information and Advice providers in West Lothian	<ul style="list-style-type: none"> • Raise profile of the Standards and the Strategy 	QIT	June 05
Set up a local forum of West Lothian Housing Information and Advice providers with regard to implementing the Standards	<ul style="list-style-type: none"> • Share approach, knowledge and good practice 	QIT	June 05

Challenge:

- *To improve communication, information sharing and knowledge management between organisations*

Action	Expected outcomes/outputs	Lead Officer	Completion date
Establish a protocol for other agencies to request information be added to the A-Z on wlonline	<ul style="list-style-type: none"> • Ensure online information (A-Z) meets the needs of other Housing Information and Advice providers in West Lothian 	Penny Hasling	Sept 05
Publish an online Housing Options Database for West Lothian	<ul style="list-style-type: none"> • Information from the same source is available via all media and providers 	Ann-Marie Carr	May 05
Set up a local forum of West Lothian Housing Information and Advice providers to: <ul style="list-style-type: none"> • help each other in implementing the Standards, • monitor & develop the Improvement Plan • review the Housing Information and Advice Strategy 	<ul style="list-style-type: none"> • Share approach, knowledge and good practice • Improved networking and partnership working • Monitoring • Future development of the Improvement Plan 	QIT	June 05
Joint training events: staff from other Housing Information and Advice providers in West Lothian to be invited to relevant in-house training events.	<ul style="list-style-type: none"> • Improved knowledge of individual advisors • Networking and sharing of best practice 	Faye Rudland	April 05

Challenge:

- *To identify unmet needs or requirements of relevant equalities groups.*

Action	Expected outcomes/outputs	Lead Officer	Completion date
Improve monitoring and evaluation in relation to equalities via ETS and Academy	<ul style="list-style-type: none"> • Monitoring of equalities and identification of areas for improvement 	Siobhan Mullen	April 05
Publish an online Housing Options Database for West Lothian	<ul style="list-style-type: none"> • Information from the same source is available via all media and providers 	Ann Marie Carr	May 05
Training Programme in place for equalities awareness. Equalities included in Training Needs Analysis	<ul style="list-style-type: none"> • All staff receive initial training and refresher training designed to meet needs identified by TNA 	Faye Rudland	April 05
'Talking Shop' to be introduced for staff trained in British Sign Language	<ul style="list-style-type: none"> • Maintain and develop skills 	Faye Rudland	April 05
Pursue partnership opportunity for development of a web based Do It Yourself Personal Housing Options Plan facility, designed to be of particular use to people from equalities groups who have traditionally found it difficult to access housing	<ul style="list-style-type: none"> • Increase self-service • Improved access to information and advice by people from households which include someone who has a disability, or someone who is lesbian, gay, bisexual or transgender 	Ann Marie Carr	March 06

Appendix 1

Service Statement for West Lothian Council Advice Shop

Remit

West Lothian Council Advice Shop is part of the council's social policy section. It is one of the main parts of the council's social inclusion and anti poverty strategies. The Advice Shop provides information, advice, advocacy and representation to its customers in the fields of welfare rights, employment rights, money advice, energy advice and housing advice.

The housing advice and information service provided by the Advice Shop is independent of the Council's role as a housing provider, and independent of the many other housing providers in West Lothian. The Advice Shop also provides advocacy and representation to customers on housing related matters such as benefits and potential evictions.

Housing information and advice is provided in the following areas of law:

1. Housing Benefit

The Advice Shop has two workers dedicated to maximising all benefits, including Housing Benefit, for tenants. This is done in a variety of ways: for example, all new tenants get a Benefits Health Check and help to claim any entitlements identified. Existing tenants with more than £500 in rent arrears also receive this service. Community Based Housing Officers are also able to refer tenants directly at any time. The Advice Shop has very close links with Housing & Customer Services and with Finance, the section of the Council which administers Housing (and Council Tax) Benefit. Working together enables Housing Benefit entitlement to be identified and processed, often reducing arrears if a claim has not previously been made. The Advice Shop is also often able to gain backdated Housing Benefit, to fill gaps in entitlement for tenants. Last year this service gained more than £2 million in extra benefit income for tenants in West Lothian. (Type 111)

2. Discrimination in Housing

The Advice Shop employs a Senior Housing Adviser, whose remit and expertise covers this area. The service is publicised among minorities groups by the shop's Ethnic Minorities Development Worker. (Type 1)

3. Harassment and Illegal Eviction

This is another area of expertise in the Senior Housing Adviser post. In 2003 – 04, 9 cases were dealt with where illegal eviction was threatened, with successful outcomes achieved in all, either preventing the eviction or helping the tenant to obtain more suitable accommodation. (Type 111)

4. Disrepair

The Energy Advice Team at the Advice Shop work closely with housing providers and owners to help resolve issues of disrepair that have an effect on the well being of the tenant and the energy efficiency of the house. The team provide specialised advice, information and guidance on dampness/condensation issues, to tenants, home owners and landlords, and are regularly used by housing officers from all over West Lothian to report on dampness problems. (Type 11)

5. Homelessness (priority need and non priority)

Advice Shop reception staff have good relationships with the Council's specialist teams dealing with homelessness, and make referrals where appropriate. (Type 1)

The Senior Housing Adviser takes up cases where there are areas of dispute, i.e. on whether homelessness is intentional. (Type 11)

6. Mortgage arrears

The Advice Shop has a team of money advisers, whose role it is to help people in arrears and debt. Last year they dealt with customers who in total had more than £1.5 million in mortgage arrears, offering a full range of money advice, including support, advocacy and representation at court. (Type 111)

7. Housing Options

The Energy Advice Team has a partnership with West Lothian Healthcare through the Warm & Well project. Referrals are received direct from GPs, and the team then take action to resolve issues that may be affecting their patients health, regardless tenures. This can include assisting to access Aids or Adaptations, resolve disrepair issues, and energy advice. (Type 1)

8. Rent: Private Sector

The Advice Shop offers advice on the main issues involved in renting in the private sector, such as housing benefit and rent determinations. A private law firm runs a weekly free advice session in the shop, where customers can get help on other legal issues arising in this area. (Type 1)

9. Rent Arrears

The Advice Shop works closely with Housing services central arrears unit and with the finance section to help tenants in rent arrears. All cases where arrears are more than £500, as well as all cases where eviction proceedings are being considered are referred to the Advice Shop. Advice workers contact these tenants, offering Benefits Health Checks and money advice. In 2003 – 04 170 tenants at risk of being homeless through eviction were helped. This partnership work has been a major factor in the reduction in overall council tenant rent arrears dropping from over £1 million three years ago to less than 3400,000 this year. (Type 111)

10. Repair and improvement grants

The Energy Advice Team at the Advice Shop work with housing and with private sector partners (insulation companies, fuel suppliers) to attract grants for insulation and improvements. In 2003 – 4, £1.2 million in grant income was spent in houses of all types of tenure in West Lothian. The Energy Advice also assists the grants team regarding grants for heating upgrades in the private sector: 69 Heating Improvement Grants were accessed for the private sector in 2003-2004. (Type 11)

11. Security of tenure

This is another area of expertise in the Advice Shop; advice and advocacy being provided by the Senior housing Adviser. (Type 111)

Service Statement for West Lothian Council Housing Needs Service

Remit

The Housing Needs Service is a decentralised service; Housing Needs Officers are members of the Local Housing Office teams and line managed by Housing Managers. The Housing Needs Officer role is to offer advice and assistance to customers in order to prevent homelessness, and to find appropriate permanent accommodation solutions to customers in housing need. They complete homelessness assessments for customers who are homeless, or threatened with homelessness, advise on housing options, make homelessness decisions, manage temporary tenancies in their area, are responsible for assessing and brokering relevant housing support, and give advice on accessing longer term accommodation.

In addition, there is a Housing Needs Officer based at the Homelessness Unit in Blackburn. This officer is responsible for managing move on from the block as quickly as possible into suitable accommodation, including assessing and brokering relevant housing support.

Housing information and advice is provided in the following areas of law:

1. Housing Benefit

- We explain income related benefits and eligibility, and how to claim them
- We explain what eligible housing costs are, and non-dependent deductions
- We provide a provisional calculation of Housing Benefit entitlement
- We make referrals to the Advice Shop to arrange a Benefit Health Check for all temporary tenants
- We explain local authority duties, policies and appeal/review procedures
- We assist customers to complete Housing Benefit forms, and support customers with late claims, backdates and appeals, and explain the grounds for such claims/appeals
- We negotiate with Revenues on behalf of customers to try to secure prompt and accurate payment of benefits due

(Type 11)

2. Discrimination

- We explain the scope of current legislation on discrimination on grounds of gender, race or disability, and the implications of this, particularly in relation to direct and indirect discrimination
- We explain the scope and uses of current codes of practice and guidance in force covering renting homes, mortgage lending and service provision by local authorities
- We explain the role of the Equal Opportunities Commission, Commission for Racial Equality, National Disability Council, local Race Equality Councils and lawyers in dealing with discrimination, and make referrals to their local offices

(Type 1)

3. Harassment and Illegal Eviction

- We explain what is meant by harassment and illegal eviction
- We identify options for the customer to take legal action and explain how to get access to legal services
- We make a referral to the Advice Shop for advocacy where appropriate
- We advise of provisions for those who are actually homeless, including securing emergency accommodation

(Type 1)

4. Disrepair

- We explain the landlords repairing obligations
- We advise of the Care and Repair scheme
- We explain improvement and repair grants entitlements, procedures and how to apply
- We explain the Right to Repair scheme
- We will arrange for any necessary repairs to temporary tenancies to be carried out
- We make a referral to Environmental Health for assessment in cases of serious disrepair in the private sector

(Type 1)

5. Homelessness: (priority need and non priority)

- We explain homelessness, priority need, intentionality, local connection, including the homelessness process and resources in West Lothian
- We carry out an assessment of homelessness, identify and discuss housing preferences, short and long term housing options, and support needs
- We identify and explain preventative action, and either initiate such action or refer to the Advice Shop or other appropriate agency
- We identify and explain options for those threatened with homelessness
- We advise of emergency provision in the area
- We secure appropriate emergency, temporary and long term accommodation
- We explain eligibility criteria for homelessness services, advise of documentation an applicant may need to prove eligibility and identify options for those not eligible (e.g. National Asylum Support Services, Scottish Refugee Council)
- We explain the appeals process, and refer to the Advice Shop if customer wishes to challenge a decision
- We explain voluntary sector provision, local social landlord allocation policies, specific services for young homeless people
- We advise on benefits entitlement, rent deposit guarantee scheme, and West Lothian Council Allocations Policy
- We carry out Supporting People 'Carenap' assessment to identify and broker services to meet housing support needs
- We explain relevant community care and child protection legislation, and negotiate with Social Work
- We negotiate with landlords, revenues officers, and others as relevant to secure accommodation and rent payments

(Type 11)

6. Mortgage Arrears

- We explain different types of mortgage
- We explain possession procedures
- We identify likely triggers for debt (illness, relationship breakdown, unemployment), check on these sensitively, and refer to the Advice Shop for money advice

(Type 1)

7. Housing Options

- We conduct a basic diagnostic interview to identify aspirations and other potential housing issues such as disrepair, homelessness, harassment, overcrowding, the need for support or aids or adaptations
- We explain basic issues relating to benefits, rents and mortgages
- We advise of West Lothian Council's allocations policy and procedures, and including the effect of potential choices on likely waiting times
- We advise of local housing providers' allocations policies and practices
- We advise of housing support providers and independent advice agencies
- We explain about HOMES, mutual exchanges and transfer schemes
- We can support an application for transfer where appropriate
- We carry out Supporting People 'Carenap' assessment to identify and broker services to meet housing support needs
- We explain the differences between different types of tenure with regard to security, repairs, exchanges, succession, right to buy and other relevant issues
- We advise customers on consequences of acceptance and refusal of offers and likely effects on benefits, further housing options and other rights
- We make referrals to the rent deposit guarantee scheme
- We explain different types of low cost home ownership schemes including Right to Buy and Shared Ownership
- We make Section 5 referrals
- We advise on appeals process, and assist with appeals with regard to offers, including ombudsman services

(Type 11)

8. Relationship Breakdown

- We explain security of tenure with reference to rights of spouses and cohabitants
- We explain the law as it affects relationships: marriage, cohabitation, separation, domestic abuse, divorce, children's rights, lesbian and gay relationships
- We explain emergency procedures and options available to those in danger of domestic abuse or homeless as a result of relationship breakdown
- We make referrals for legal help with emergency procedures and to secure long term accommodation
- We negotiate with landlords to secure accommodation

(Type 11)

9. Rent Arrears

- We explain possession procedures
- We identify likely triggers for debt (illness, relationship breakdown, unemployment), check on these sensitively, and refer to the Advice Shop for money advice
- We explain the impact of rent arrears on housing options

(Type 1)

10. Security of Tenure

- We explain the different types of tenure and their implications with regard to security, repairs, exchanges, succession, right to buy and other relevant issues

- We explain possession proceedings and court procedures, and explain options available to the customer to take action with regard to illegal eviction (including referral to the Advice Shop)
 - We identify other options for those threatened with homelessness (see other sections)
- (Type 1)

Service Statement for West Lothian Council Customer Contact Officers

Remit

The Council Information Service (CIS) is the 'one-stop' for walk in traffic, for all Council services. The staff are based in accessible, decentralised offices across West Lothian. The Customer Service Centre (CSC) is the 'one-stop' electronic contact point for all Council services, handling contact made by telephone, e-mail, fax or textphone. Over 30,000 calls/quarter are now handled.

Staff record detailed enquiries on the Enquiry Tracking System, and 60% of these are housing related.

The key functions of the CIS/CSC are to:

- provide seamless delivery of front line Council services,
- provide advice/information on a wide range of internal and external issues,
- process service requests at the first point of contact
- Assist with completion of forms
- undertake customer satisfaction surveys
- provide project specific helplines (e.g. anti-social behaviour, domestic abuse)

Housing information and advice is provided in the following areas of law:

1. Housing Benefit

- We explain income related benefits and eligibility, and how to claim them
- We explain what eligible housing costs are, and non-dependent deductions
- We make referrals to the Advice Shop to arrange a Benefit Health Checks
- We explain local authority duties, policies and appeal/review procedures
- We assist customers to complete Housing Benefit forms.

(Type 1)

2. Disrepair

- We explain the landlords repairing obligations
- We advise of the Care and Repair scheme
- We explain improvement and repair grants entitlements, procedures and how to apply
- We explain the Right to Repair scheme
- We will arrange for any necessary repairs to council properties to be inspected/carried out as appropriate

(Type 1)

3. Homelessness: (priority need and non priority)

- We explain homelessness, priority need, intentionality, local connection, including the homelessness process and resources in West Lothian
- We make an appointment with a Housing Needs Officer or refer to the Advice Shop or other appropriate agency
- We advise of emergency provision in the area

- We explain eligibility criteria for homelessness services, advise of documentation an applicant may need to prove eligibility and identify options for those not eligible (e.g. National Asylum Support Services, Scottish Refugee Council)
- We explain the appeals process, and refer to the Advice Shop if customer wishes to challenge a decision
- We explain specific services for young homeless people
- We advise on benefits entitlement, rent deposit guarantee scheme, and West Lothian Council Allocations Policy

(Type 1)

4. Housing Options

- We conduct a basic diagnostic interview to identify aspirations and other potential housing issues such as disrepair, homelessness, harassment, overcrowding, the need for support or aids or adaptations
- We explain basic issues relating to benefits, rents and mortgages
- We advise of West Lothian Council's allocations policy and procedures, and including the effect of potential choices on likely waiting times
- We advise of local housing providers' allocations policies and practices
- We advise of housing support providers and independent advice agencies
- We explain about HOMES, mutual exchanges and transfer schemes
- We explain the differences between different types of tenure with regard to security, repairs, exchanges, succession, right to buy and other relevant issues
- We explain different types of low cost home ownership schemes including Right to Buy and Shared Ownership
- We advise on appeals process

(Type 1)

5. Relationship Breakdown

- We explain security of tenure with reference to rights of spouses and cohabitants
- We explain the law as it affects relationships: marriage, cohabitation, separation, domestic abuse, divorce, children's rights, lesbian and gay relationships
- We explain emergency procedures and options available to those in danger of domestic abuse or homeless as a result of relationship breakdown, including making an appointment with a Housing Needs Officer

(Type 1)

6. Rent Arrears

- We explain possession procedures
- We identify likely triggers for debt (illness, relationship breakdown, unemployment), check on these sensitively, and refer to the Advice Shop for money advice
- We explain the impact of rent arrears on housing options

(Type 1)

7. Security of Tenure

- We explain the different types of tenure and their implications with regard to security, repairs, exchanges, succession, right to buy and other relevant issues

- We explain possession proceedings and court procedures, and explain options available to the customer to take action with regard to illegal eviction (including referral to the Advice Shop)
 - We identify other options for those threatened with homelessness (see other sections)
- (Type 1)

Service Statement for West Lothian Council Community Based Housing Officers (CBHO)

Remit

The Community Based Housing Officers provide generic housing management services to 14,000 Council tenancies. The staff are based in decentralised Local Housing Offices across West Lothian, and line managed by Housing Managers. They deal with void management, tenancy management, advice on housing options, anti-social behaviour, supporting tenancies, rent arrears and debt management, estate management, and tenant participation.

Housing information and advice is provided in the following areas of law:

1. Housing Benefit

- We explain income related benefits and eligibility, and how to claim them
- We explain what eligible housing costs are, and non-dependent deductions
- We provide a provisional calculation of Housing Benefit entitlement
- We make referrals to the Advice Shop to arrange Benefit Health Checks
- We explain local authority duties, policies and appeal/review procedures
- We assist customers to complete Housing Benefit forms, and support customers with late claims, backdates and appeals, and explain the grounds for such claims/appeals
- We negotiate with Revenues on behalf of customers to try to secure prompt and accurate payment of benefits due

(Type 11)

2. Disrepair

- We explain the landlords repairing obligations
- We explain the Right to Repair scheme
- We will arrange for any necessary repairs to council houses to be carried out

(Type 1)

3. Homelessness: (priority need and non priority)

- We explain homelessness, priority need, intentionality, local connection, including the homelessness process and resources in West Lothian
- We carry out an assessment of homelessness, identify and discuss housing preferences, short and long term housing options, and support needs
- We identify and explain relevant preventative action, and either initiate such action or refer to the Advice Shop or other appropriate agency
- We identify and explain options for those threatened with homelessness
- We advise of emergency provision in the area
- We explain eligibility criteria for homelessness services, advise of documentation an applicant may need to prove eligibility and identify options for those not eligible (e.g. National Asylum Support Services, Scottish Refugee Council)
- We explain the appeals process, and refer to the Advice Shop if customer wishes to challenge a decision
- We explain voluntary sector provision, local social landlord allocation policies, specific services for young homeless people
- We advise on benefits entitlement, rent deposit guarantee scheme, and West Lothian Council Allocations Policy

(Type 1)

4. Housing Options

- We conduct a basic diagnostic interview to identify aspirations and other potential housing issues such as disrepair, homelessness, harassment, overcrowding, the need for support or aids or adaptations
- We explain basic issues relating to benefits, rents and mortgages
- We advise of West Lothian Council's allocations policy and procedures, and including the effect of potential choices on likely waiting times
- We advise of local housing providers' allocations policies and practices
- We advise of housing support providers and independent advice agencies
- We explain about HOMES, mutual exchanges and transfer schemes
- We can support an application for transfer where appropriate
- We explain the differences between different types of tenure with regard to security, repairs, exchanges, succession, right to buy and other relevant issues
- We advise customers on consequences of acceptance and refusal of offers and likely effects on benefits, further housing options and other rights
- We explain different types of low cost home ownership schemes including Right to Buy and Shared Ownership
- We advise on appeals process, and assist with appeals with regard to offers, including ombudsman services

(Type 1)

5. Relationship Breakdown

- We explain security of tenure with reference to rights of spouses and cohabitants
- We explain the law as it affects relationships: marriage, cohabitation, separation, domestic abuse, divorce, children's rights, lesbian and gay relationships
- We explain emergency procedures and options available to those in danger of domestic abuse or homeless as a result of relationship breakdown

(Type 1)

6. Rent Arrears

- We explain possession procedures
- We identify likely triggers for debt (illness, relationship breakdown, unemployment), check on these sensitively, and refer to the Advice Shop for money advice
- We explain the impact of rent arrears on housing options

(Type 1)

7. Security of Tenure

- We explain the different types of tenure and their implications with regard to security, repairs, exchanges, succession, right to buy and other relevant issues
- We explain possession proceedings and court procedures, and explain options available to the customer to take action with regard to illegal eviction (including referral to the Advice Shop)
- We identify other options for those threatened with homelessness (see other sections)

(Type 1)

Appendix 2

West Lothian Council Service Standards for Housing Information And Advice

WE WILL:	When:	Measure:
Provide access to emergency advice and assistance 24/7	24 hours a day, 7 days a week	Call monitoring
Use plain language in all our published information and forms	Before publishing any information or forms	Approved by Tenants' Panel
Not keep you waiting to speak to someone for more than 10 minutes	When you visit one of our Customer Service Centres	Quality Assurance checks
Return your phone call if you were unable to get through to an advisor because the lines were engaged	Within 3 hours	Call monitoring
Advise you that you are entitled to be accompanied in any interview by a friend or advisor	When arranging any interview	Customer survey
Meet any requests you may make to be interviewed by a male or female officer	On request	Customer survey
Use a private interview room when discussing anything personal or confidential with you	When required or requested	Customer survey
Offer to help you to complete all relevant forms	When giving out a form	Customer survey
Provide typetalk, text phone and minicom systems	At all Customer Service Centres	Disability audits
Arrange to visit you at home if you are unable to access our offices	Within 5 working days of request, or 24 hours in an emergency	Quality Assurance checks
Provide an interpreter or signer, and provide translation, large print or audio version of any of our published information	Within 5 working days of request	Quality Assurance checks
Ensure all our advisors are approachable, friendly	When dealing with customers	Customer Survey
Provide the information or advice requested, or (when more specialist advice is required) make a referral or appointment for you	During your visit or phone call	Customer Survey
Keep you informed of progress of your query	Within 5 working days	Customer Survey
Advise you of how to request a review of any decision or make an appeal, and the relevant timescales	When advising you of any decision	Customer survey, file checks

APPENDIX 3 HOUSING ADVICE AND INFORMATION PROVIDERS SERVICING WEST LoTHIAN

Key: 1=organisation provides active information, sign-posting and explanation

2=organisation provides casework, as well as active information, sign-posting and explanation

3=organisation provides advocacy, representation, mediation and casework, as well as active information, sign-posting and explanation

Organisation	Homelessness	Housing Benefit	Harrassment	Mortgage Arrears	Rent Arrears	Security LA	Security Private	Disrepair Public Sector	Disrepair Private	Disrepair Rsls	Housing Option Owner	Housing Option L.A.	Housing Option Private	Housing Option RSL	Housing Option Mobility	Rel/ship Breakdown	Repair & Imp	Housing Related Money
Age Concern Scotland (Edinburgh)	1	1	1	1	1	1	1	1	1	1	2	1	2	2	2	1	1	1
Almond Housing Association	1	1	1	1	1	1	1	1	1	1	1	1	x	1	1	1	1	1
Ark Housing Association	X	1	X	X	1	1	X	X	X	X	X	1	X	1	2	X	X	1
Barony Housing Association	1	1	1	X	1	X	X	X	X	1	X	1	1	1	1	1	1	1
Bield Housing Association (Edinburgh)	2	2	3	X	2	2	1	2	1	1	1	1	1	1	1	1	1	1
Breich Valley Information Service	1	2	2	1	2	1	1	2	2	2	X	1	X	X	2	X	2	2
Canmore Housing Association	1	2	1	1	1	2	1	X	1	1	1	1	1	1	1	1	X	1
Cairn Housing Association	1	1	1	X	1	1	X	X	x	X	X	1	X	1	1	1	1	1
Canon Advice & Support Team (Edinburgh)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Castle Rock Housing Association	1	1	X	X	1	1	X	X	X	X	X	X	X	2	2	1	X	2
Commission for Racial Equality	X	X	3	X	X	X	X	X	X	X	X	2	X	X	X	3	X	X
Contact a Family	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Cyrenians West Lothian Service	1	1	1	1	1	x	1	x	1	x	x	1	1	1	1	1	x	1
Edinburgh Chinese Elderly People's Support	1	1	1	X	1	1	1	1	1	1	1	1	1	1	1	2	1	1
Edinvar Housing Association	1	2	1	X	2	1	X	1	X	X	X	X	X	X	1	1	X	1
Elderpark Housing Association	1	1	1	X	1	1	1	1	1	1	1	X	X	1	1	1	1	1
Enable	X	X	1	X	X	1	1	X	X	X	1	1	1	1	1	X	X	X
Family Mediation Lothian	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	1	X	X
HOMES	X	X	X	X	X	X	X	X	X	X	X	1	X	1	1	X	X	X

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Hanover Housing	1	1	1	X	1	1	X	1	X	X	1	1	1	1	1	1	1	1
Horizon Housing	1	1	2	X	2	1	X	X	1	1	1	1	1	1	1	1	1	2
Jewish Care	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
LEEP (Lothian & Edinburgh Environmental Partnership)	X	1	1	X	1	1	1	2	3	2	X	X	X	X	X	X	1	3
Linkwide (Falkirk)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Lothian Centre for Integrated Living	1	1	1	X	X	X	X	X	X	X	X	X	X	X	X	1	X	1
MECOPP (Edinburgh)	2	2	1	2	2	1	1	1	1	1	2	2	2	2	2	X	1	1
MILAN (Edinburgh)	1	1	1	X	1	X	X	1	1	1	1	1	1	1	1	X	1	X
Move on	1	1	1	X	1	1	1	X	X	X	X	2	2	2	1	1	X	2
One Parent Families	3	3	1	X	3	1	1	1	1	1	1	1	1	1	1	1	X	1
Ownership Options in Scotland	1	1	X	1	1	1	1	2	2	2	2	1	1	2	1	X	2	2
Penumbra	X	3	X	X	3	3	X	3	X	3	X	X	X	3	X	3	X	3
SACRO	2	2	2	1	2	2	2	2	2	2	X	2	X	2	1	2	2	2
Scottish Churches Housing Agency	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Scottish Council for Single Homeless	1	1	1	1	1	1	1	X	X	X	X	1	1	1	1	1	X	1
Scottish Refugee Council	2	2	2	X	2	2	3	2	2	3	3	2	3	3	2	3	1	1
Streetwork UK	3	2	3	1	3	2	2	1	1	1	1	2	2	2	1	2	1	2
Shelter Housing Aid Centre	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Tenants Participation & Advisory Service	X	1	X	1	1	X	X	1	1	1	X	X	X	1	X	X	1	1
The Action Group	1	1	X	X	1	X	X	X	X	X	1	1	1	2	1	X	1	1
The Link Centre	1	2	1	X	2	3	2	1	1	1	1	2	2	3	1	1	X	2
The Rights Office	1	2	2	1	2	2	2	2	2	2	1	2	2	2	2	X	1	2
West Lothian Council Housing & Customer Services	2	2	1	1	1	1	1	1	1	1	1	2	1	1	1	2	1	1
West Lothian Council Advice Shop	2	3	3	3	3	3	3	2	2	2	1	1	1	1	1	2	2	3
West Lothian Housing Partnership	1	1	1	X	1	1	X	1	X	1	1	1	1	1	1	1	X	1

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West Lothian Women's Aid	1	1	1	1	1	X	X	X	X	X	X	X	X	X	X	1	X	1
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