



A guide to...

# Homelessness Prevention Service Standards

*Tamworth Strategic Housing Services*

*Tamworth*  
Borough Council



## Tamworth Strategic Housing Services

“Improving the availability and standard of housing”

## Homelessness Prevention and Housing Advice

### The Homelessness Prevention and Housing Advice Service

Through our Homelessness and Prevention Team we will provide, support, advice and signposting to anyone in Tamworth who is concerned about their home. The aim of the Homeless Prevention and Advice team is to help people stay in safe, suitable accommodation wherever possible. We can give you advice and help that is relevant to your circumstances that will help you to stay in your home. We help people who are living with their family, who own their home and those who rent from a private landlord, the council or a housing association. Advice and help is also available for anyone who is experiencing physical or emotional abuse or violence.

### The services we provide

#### Advice and Housing Options by;

- Provide tailored advice to suit your specific needs and circumstances
- Provide the option of mediation between you and your family, landlord or lender
- Maintain and manage a waiting list for council and housing association accommodation
- Give advice and help on a wide range of housing options including renting from a private landlord, the council or a housing association
- Signpost you to other service providers who may be able to provide further guidance and assistance
- Offer telephone and face to face interviews at the council or in your own home
- Provide support and assistance when it is no longer possible for you to stay within your home.

#### Mediation and support;

- When you are not getting on with your family and are thinking of moving
- When you are finding it difficult to keep up you rent or mortgage payments
- When you are having disagreements with your private landlord, for example about repairs, rent or asking you to leave
- When you are experiencing physical or emotional abuse
- When you think you need general support because you are not coping very well and finding it difficult to stay in your home

### **If you are homeless we will:**

- Complete a statutory homeless assessment if you are roofless or threatened with homelessness within 28
- Provide you with the option of an interview or home visit
- Assess if you are vulnerable. This might be because for example you: are an older person; someone with mental illness; are at risk of violence.
- Give you help and support if we decide that you are not a priority case and that you are not vulnerable.
- Arrange temporary accommodation if necessary and work with you to provide a more longer term housing solution
- Ensure that any necessary stays in temporary accommodation are kept to a minimum

### **The standards you can expect from us**

Tamworth's "Quality Promises" leaflet sets out what our general standards are, for example, how quickly we promise to answer the phone and respond to letter.

### **We will also:**

- Interview carefully and politely everyone who may become homeless or is homeless
- Show respect and be discrete when responding and dealing with cases
- Recognise the varied needs, expectations, and cultures of applicants and reflect these differences in the range, sensitivity and relevance of the service provided
- Aim to speak to you within ten minutes of an agreed appointment
- Aim to interview you in a private interview room
- Visit you at home within five working days, if we agree that this will help to prevent you becoming homeless.
- Work with other specialist and partner organisations and refer you to them when this is necessary to your case
- Assess your homeless application and let you know in writing if we have given you priority for housing within 33 working days.
- Tell you how to ask us to review your homeless application if you disagree with our decision.
- Keep you informed about actions we have agreed to prevent you becoming homeless or progress with your homeless application.

### **Your responsibilities:**

- We expect you to tell us truthfully everything we need to know to prevent you becoming homeless or to assess your homeless application properly.
- We expect you to co-operate with the homelessness prevention and housing advice team while they are assessing your requirements and taking any actions that they agree with you or that they are legally obliged to do
- We expect you to inform us if your circumstances change
- We expect you to bring relevant documents when you first ask us to help you
- We expect you to keep to the rules of any temporary accommodation that we may arrange for you.

### **Monitoring These Standards**

We have developed these standards after consulting with our customers.

#### **We will:**

- Seek customer views in a range of ways
- Through customer feedback and statistical returns we will monitor and publish how well we are doing against the standards that have been set.
- Review our standards with our customers once a year
- Respond to complaints in line with the councils procedure (see 'Tell Us' leaflet)
- Actively review and model our service to meet customer needs and expectations

#### **How to Contact Us**

We are always looking for ways to improve our services and are keen to hear the views of our customers and partners.

If you have any comments or suggestions concerning any of the information above or you would like to get in touch with the housing advice team, contact us at:

Housing Advice Team  
Marmion House  
Tamworth Borough Council  
Lichfield Street , Tamworth  
Staffordshire B79 7BZ

Alternatively; Email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk) OR; Telephone 01827 709 378 / 459

## Tamworth Borough Council's Commitment to our Customers

### Council-Wide Quality Promises:

To ensure that you know what to expect from each of our services and the Council as a whole we have developed the following 'Quality Promises':

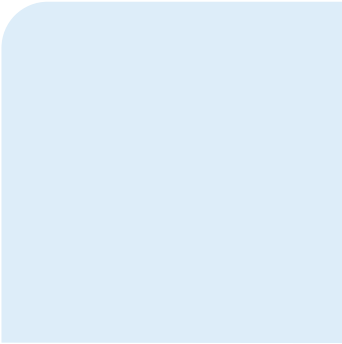
- We promise to try to resolve your enquiries at the first point of contact, if we can't, we will tell you straight away
- We promise that you will know who is dealing with your enquiry, how to contact them and they will be aware of your case
- We promise to answer your calls promptly and if the person you want to talk to is not available, get the right person to contact you as soon as possible
- We promise that if you contact us by e-mail, we will acknowledge your enquiry the same day and let you know how long it will take us to get back to you with a full response
- We promise that if you write to us we will respond within 7 days, if it is likely to be longer than this, we will tell you
- We promise to consult with you regularly about what you want and expect from us and we will be honest about what we can do for you

### How Can I Comment on the Service?

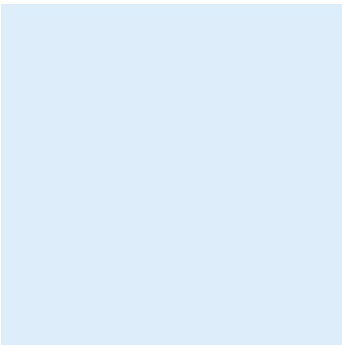
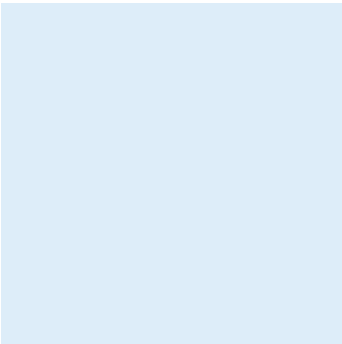
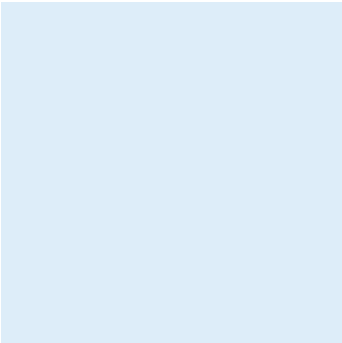
We have a 'Tell Us' form on which you can make comments, suggest how we can improve services or make a formal complaint. Our Tell Us scheme helps us to learn from your views to improve our services, and ensure we meet our Quality Promises. Forms are available in all reception areas. If you prefer, contact us directly on 01827 709 709 and we will send you one in the post.

Alternatively you can fill in our on-line 'Tell Us' form at [www.tamworth.gov.uk/forms.asp](http://www.tamworth.gov.uk/forms.asp)

**We are currently consulting on our service standards to ensure that we meet our customers' expectations. We are keen to receive feedback from you regarding the documentation you have read. Please complete the form below and return it to a Tamworth Borough Council office or alternatively ring 01827 709378 or 01827 709459 where someone will be happy to discuss the service standards with you**



## Notes



## Have you found the information in this leaflet helpful?

If you would like to comment on the content of this leaflet, including which information you found most helpful and where you would like to see additional information please complete and return this slip to the Housing Advice Team at Marmion House, Lichfield Street, Tamworth B79 7BZ

What did you like / find helpful about the leaflet?

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What information would you have liked the leaflet to contain that it didn't?

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Would you like to participate in any further consultation we may do on homelessness prevention service standards in the future? Y/N

If Yes please provide your name, address and contact telephone number

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

## Alternative Formats

If you, or someone you know, require this information in an alternative format please phone Housing Advice on 01827 709455, or email [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk). Alternative formats are: Large print, Braille, audio tape, PC disc format.

### Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

### Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

### Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાથે. અમે એક ઇ-ટર્મિનરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે ચર્ચા કરી શકાય.

### Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

### Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

### Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਹਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਸ਼ੀਦੇ ਦੀ ਵਿਵਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲੜੀਦੇ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

### Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انگلش بولنے والے ایک دوست یا رشتیدار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپکی ترجمے کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔