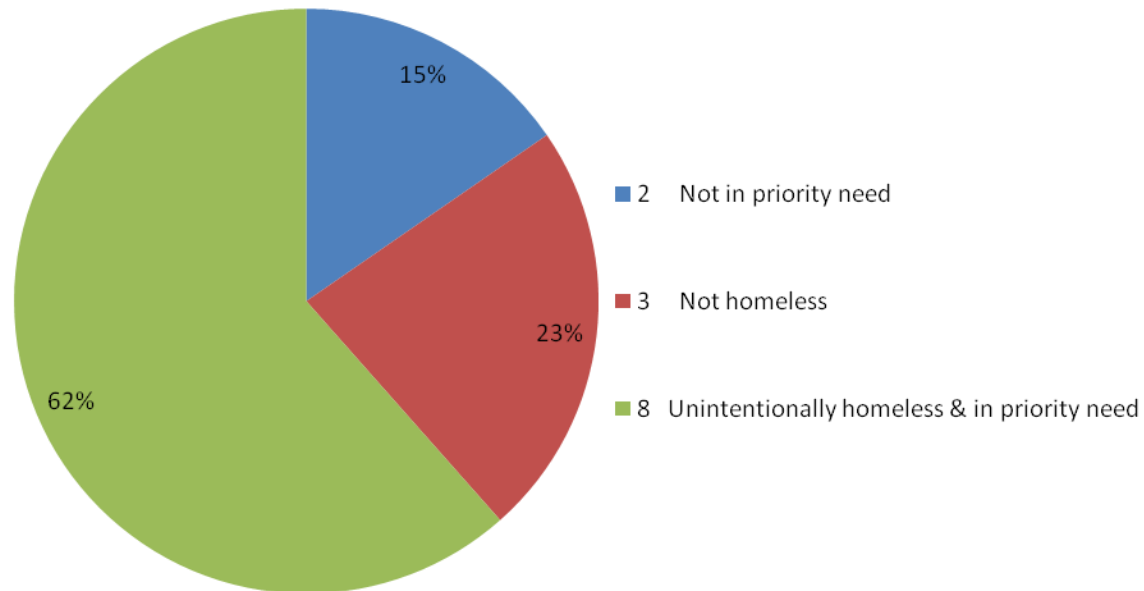




**Quarter 4 Report**  
**January to March 2010**

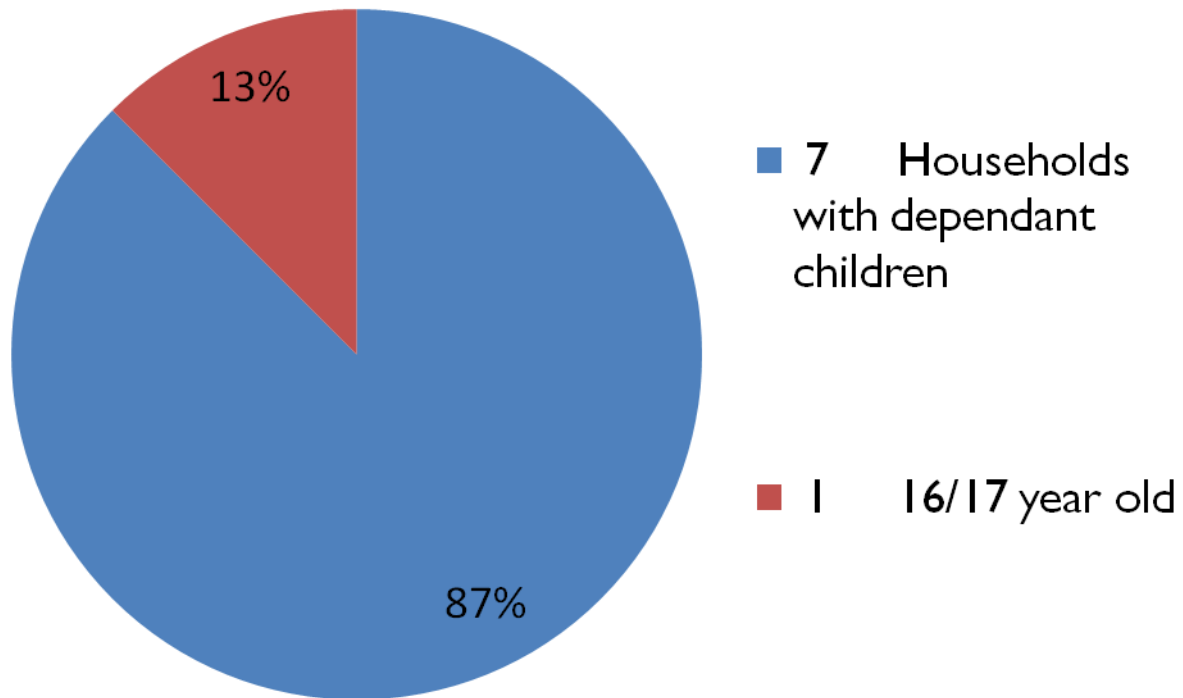
**Chart 1: Homeless decisions made during the quarter, January to March 2010 by decision outcome.**

**There were 13 Homeless decisions made during the quarter (EI) 8 of which were accepted as having a full housing duty.**

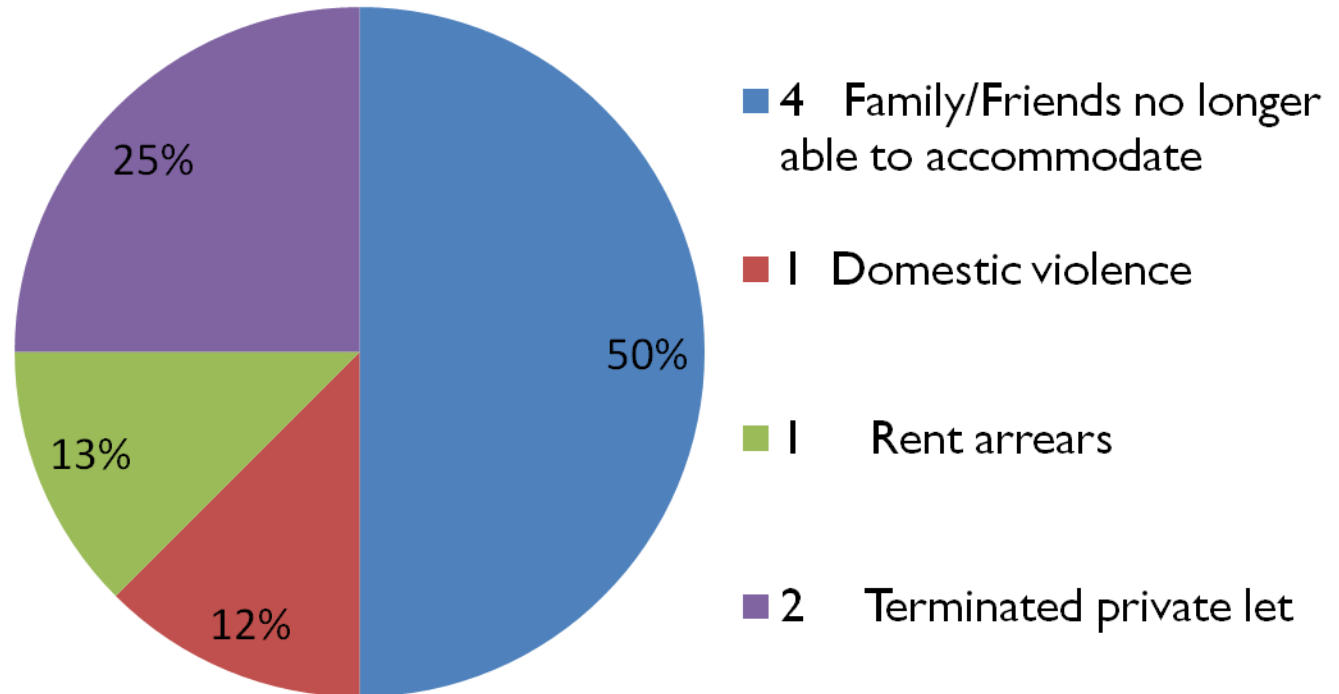


Of the 8 with full housing duty there were, 1 couple with dependant children, 6 single parents household (female) 1 single female

**Chart 2: Full housing duty acceptances by priority need category during January to March 2010. (E2)**



**Chart 3: Acceptances by reason for loss of last settled home during January to March 2010. (E3)**

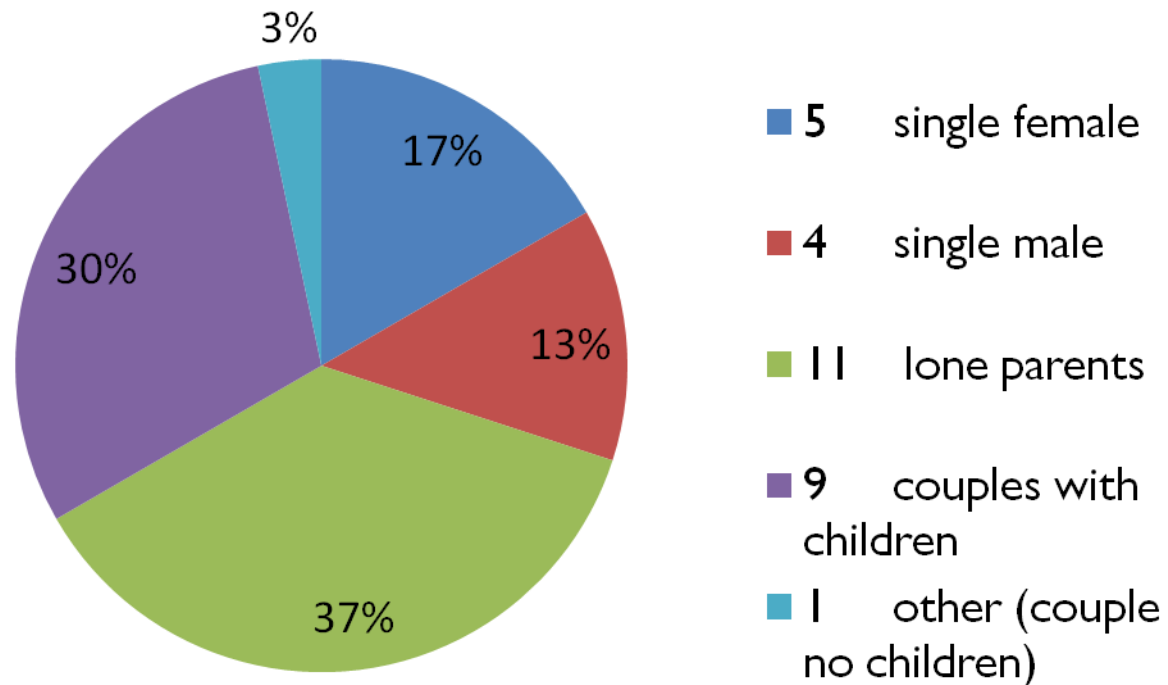


Referrals accepted from other local authority areas was zero.  
All homeless acceptances originated from within the Borough (E4)

**Chart 4: Households in temporary accommodation (TA) by household type.  
Snapshot date 31<sup>st</sup> March 2010. (E6a)**

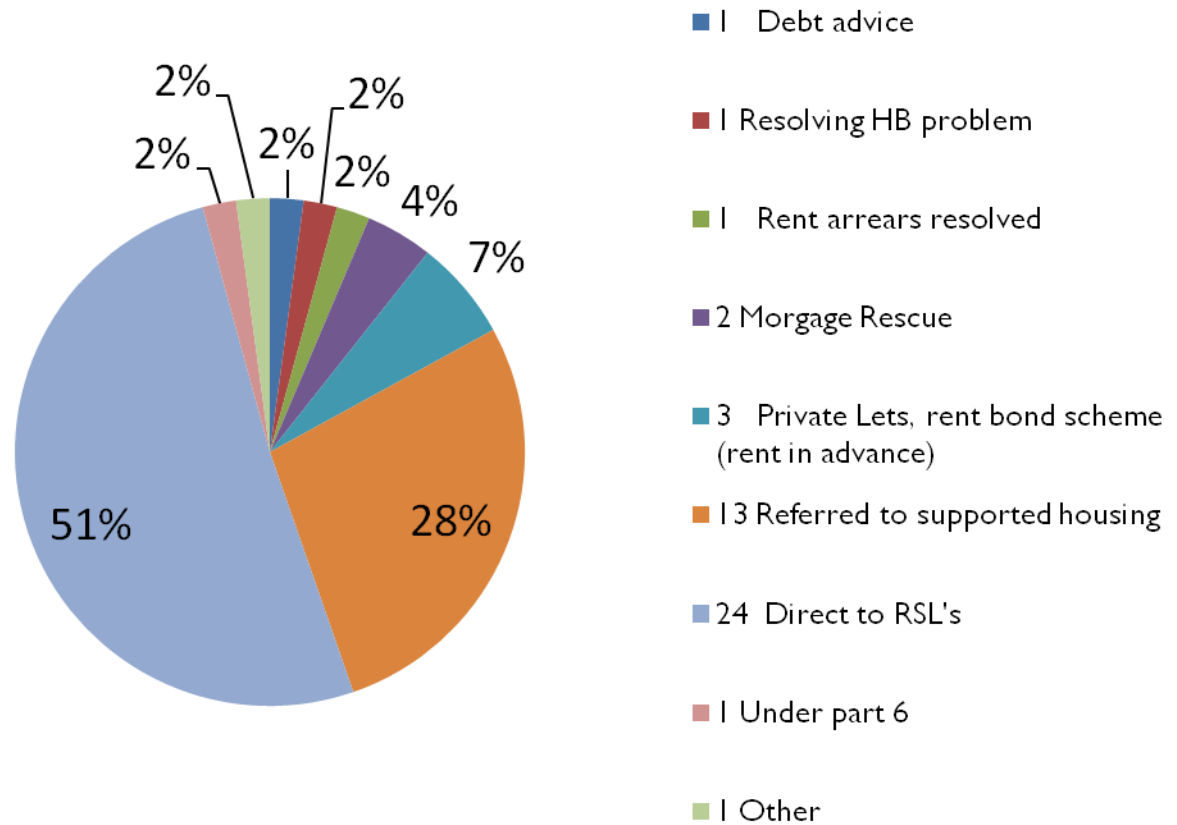
**The total number of households in temporary accommodation as of the 31<sup>st</sup> of March 10 was 30. Tameside's TA target for 31<sup>st</sup> of March 2010 is 32 households.**

**Breakdown by household type.**

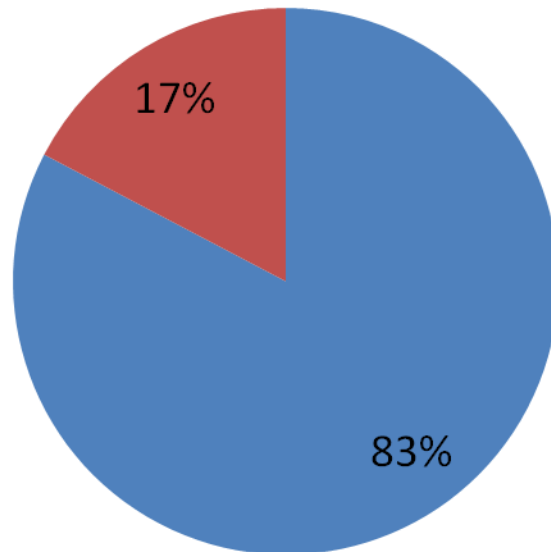


## Chart 5: Household where homelessness was prevented by Tameside Housing Advice between January to March 2010 (E10)

Total of 47 households.



**Chart 6: Households rehoused via Housing Register between January to March 2010.**



Ashton Pioneer	6
Beth Johnson	1
Contour	4
Harvest	6
Northern Counties	2
New Charter	24
Peak Valley	4
Regenda	5

■ 43 Housing register

■ 9 Disability register

## **Chart 7: Advice cases during January to March 2010**

During this period

467 new advice cases were opened.

722 existing cases were progressed.

807 cases were closed.

**Chart 9: Outreach sessions during January to March 2010**

Where	Number of Outreach
Women's Refuge	11
Probation Ashton	12
Probation Hyde	12
Forrest Bank Prison	3
Hospital	10
Young parents	13
Supported housing	22

In addition to the Outreach work THA staff visited 93 clients in their current accommodation. Outreach and client visits are important methods of preventing homelessness, as we can often use the opportunity to maintain clients in their current accommodation, or plan a controlled move to alternative accommodation if that is not possible.

# Customer Satisfaction

Survey question	Jul-09	Oct-09	Jan-10	Mar-10	Variance		Year
Q1.Overall satisfaction with the facilities in Housing Advice	n/a	73%	84%	82%	2%	Down	<b>80%</b>
Q2.Opening hours	74%	84%	86%	88%	2%	Up	<b>83%</b>
Q3.1 Staff attributes: Helpful	92%	86%	94%	96%	2%	Up	<b>92%</b>
Q3.2 Professional	92%	96%	100%	100%	0%	Same	<b>97%</b>
Q3.3 Polite	98%	96%	100%	100%	0%	Same	<b>99%</b>
Q4. Speed at which dealt with by the staff	74%	90%	94%	100%	6%	Up	<b>90%</b>
Q5. Were you treated fairly by staff	82%	90%	98%	96%	2%	Down	<b>92%</b>
Q6. How easy was it to contact your case worker	n/a	88%	93%	88%	5%	Down	<b>90%</b>
Q7. Were you given all the information to deal with your housing problem	56%	76%	88%	84%	4%	Down	<b>76%</b>
Q8. Ability to signpost you to other agencies	67%	83%	100%	79%	21%	Down	<b>82%</b>
Q9. Customers awareness of the 'out of hours' service	40%	50%	32%	42%	10%	Up	<b>41%</b>

50 clients that contacted THA between January to March 10 were surveyed by phone to ask for feedback on the service that they received at THA.

During the past quarter satisfaction is down on five areas compared to last quarter, with ability to signpost to other agencies standing out. This will be monitored as it is slightly lower than the yearly average.

# New areas of work

## Key Successes

**The Government had set a national target to halve the number of households in temporary accommodation to 50,500 households on the 31st of March 2010.**

This meant that Tameside had to reduce the number of people that were placed in temporary accommodation under homeless legislation from 64 down to 32. **On the 31st of March at 12am the total stood at 30.....**

Many factors helped in achieving this figure, not in small part was the working relationships that were set up and nurtured with the following agencies.

Regenda (young mothers), Ruffley House (domestic violence), Hospitals, Probation, The Border Agency/NASS (via tmbc).

# New areas of work

## Key Successes

Mystery Shopping Exercises were conducted in March 2010 the scoring was consistently good and Supporting People and THA were pleased with the results.

Recommendations were put forward from the results of the exercise and are being incorporated into future development of the service.