

# ITEM 8

## **PROGRESS ON IMPLEMENTING THE IN HOUSE TENANCY SUPPORT SERVICE**

Derby Homes Board on 31 October 2002 approved a proposal to establish a Tenancy Support Service. This new service is planned to be in place by 31 March 2003. Initially, support will be provided to around 70 clients, hopefully to expand to around 250.

A project team to implement this proposal has been put in place. A project Manager has been appointed to oversee the project, assisted by 2 Office Managers and 4 Housing Visitors.

There are 2 tasks that need to be done before March 31 2003. They are:

- Identifying the first 70 clients for the service before 31 March 2003
- Recruiting and training the staff between now and 31 March 2003

Some of the clients will be identified because we know they have been rehoused as victims of domestic violence, or have been or are victims of racial harassment. Staff in Local Offices have extensive knowledge of the tenants in their area. We will utilise the knowledge of local office staff, as well as making sure we access all other sources of potential clients.

The Managers will be responsible for identifying and establishing the client base. They will be assisted in this by 4 Housing Visitors who will be seconded to the project and will visit potential clients to discuss the service.

The recruitment and training of staff will involve liaison with Local Housing Offices, the Housing Options Centre and Social Services together with other agencies that work with vulnerable clients in the public and voluntary sectors.

The permanent post of Manager for the service will be advertised shortly, followed by the rest of the team.