

# Housing Advice Performance Indicators (HAPI)

## Code of Guidance

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Housing Advice Services (AHAS)

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# Part 1

## General definitions

### Introduction

This guidance manual is designed to practically help advisers to apply the Performance Indicators. A range of services will be able to apply the outcomes including both statutory and voluntary sector agencies such as housing advice services, law centres, and other specialist and generalist advice agencies, tenancy support services, one stop shops, housing options services, mediation and resettlement services. It is intended to be a living document allowing for additional case studies and Questions and Answers.

In all there are eight performance indicators.

An agency can record **only one** of the first six :

<b>Housing Advice Performance Indicator 1 [HAPI 1]</b>	<b>Homelessness prevention</b>	Resulting in client remaining in their own home for more than <b>6 months</b>
<b>Housing Advice Performance Indicator 2 [HAPI 2]</b>	<b>Homelessness delayed</b>	Resulting in the client remaining in their own home for more than <b>one month</b>
<b>Housing Advice Performance Indicator 3 [HAPI 3]</b>	<b>Settled accommodation secured</b>	Securing accommodation which the client can reasonably occupy for at least <b>6 months</b> (accommodation secured cannot be following application under Part 7, unless the Part 7 application is withdrawn)
<b>Housing Advice Performance Indicator 4 [HAPI 4]</b>	<b>Temporary accommodation secured</b>	Securing any form of temporary accommodation for any period <b>less than 6 months</b> (accommodation secured cannot be following application under Part 7, unless the Part 7 application is withdrawn)
<b>Housing Advice Performance Indicator 5 [HAPI 5]</b>	<b>Local authority temporary accommodation secured</b>	Following a successful challenge under Part 7 application
<b>Housing Advice Performance Indicator 6 [HAPI 6]</b>	<b>Client rehoused</b>	Number of clients rehoused where there is no threat of homelessness

The agency can also record in addition PI 7 and 8 .

<b>Housing Advice Performance Indicator 7 [HAPI 7]</b>	<b>Income generation</b>	Securing compensation or charity money, saving rent, increasing benefits, or recovering deposits
<b>Housing Advice Performance Indicator 8 [HAPI 8]</b>	<b>Property and management improvements</b>	Resulting in repairs being carried out, increase in services or improvement in management of building

## Key features

1. The Performance Indicators apply equally to non priority homeless clients as they do to priority households.
2. The Homelessness Prevention performance indicator does not apply where the adviser has assisted in making an application the local authority's homeless persons section and temporary accommodation has been provided. This is a failure to prevent homelessness. Agencies may use HAPI 5 where they can show through their direct intervention local authority accommodation under part 7 has been secured.
3. For all performance indicators there must be a **direct intervention** by the adviser
4. **Verification** of outcomes is a mixture of the adviser's best judgment, robust supervision and auditing processes
5. It is only possible to record **one outcome** for HAPI 1, 2, 3, 4, 5 and 6. The adviser cannot record that they have delayed homelessness then go on to prevent homelessness. This is one outcome – homelessness prevented.
6. Agencies can have HAPI 7 and 8 as additional outcomes to HAPI 1-6.
7. One agency cannot delay homelessness, refer on and the second agency prevent homelessness. Again it is simply part of the same outcome – prevention by the agency that actually achieves the outcome.
8. Recording is based on households. For homelessness prevention joint tenancies or sharing will be treated as separate households as this is how they will be regarded on application to the local authority.
9. Case notes must record the work undertaken and the outcome.
10. Cases must be signed off and supervised by a senior or supervising peer adviser.

## General definitions

### Direct intervention

For all performance indicators the agency must be able to demonstrate that the outcome was achieved as a result of the adviser's direct intervention or representation to the landlords, agent, legal adviser, housing provider, friend or family member, or third party such as a housing benefits department. The intervention must be recorded in case notes that describes how the outcome has been achieved. This will aid supervision and auditing of the outcomes.

### Type of interventions

Type of intervention	Action
Negotiation with a landlord, agent, legal representative, friend and family, benefits agency, or other third party	This may be by phone or in writing
Landlord and tenant casework including identifying an invalid notice, security of tenure advice, other rights advice, defending possession proceedings	Contact the landlord, agent or solicitor or other agency and making applications to the county court and or representation including duty advice desks
Housing options and homelessness advice securing permanent or temporary accommodation.	Including private rented, housing needs register, sheltered accommodation, housing project, hostel, B&B, friends, family, and resettlement work.
Housing Options and homelessness advice which keeps the client in their present accommodation	Negotiation with third party
Negotiating to a third party organization	For example Housing Benefits, or the Benefits Agency that leads to the resolution of the problem.
Mediation casework	Keeping the client in their home or ensuring that they can return – might include work with 16 and 17 year olds.
Formal representation to tribunal or county court	
Approach third party for assistance	For example help from a charity or loan from Benefits agency

## Examples of direct interventions

Scenario	Can the agency record the outcome?	
<p><b>Landlord and tenant</b> The adviser opens a case and contacts the agent or the landlord either by phone or in writing and as a direct result achieves an outcome</p>	Yes	There has been a direct intervention and a case note recorded – either manually or on a data base.
<p><b>Landlord and tenant</b> The adviser writes an advice confirming letter to the client and as a result the client takes action and achieves an outcome</p>	No	There is no direct intervention or representation to the landlord from the agency. It must be more than simply writing to the client.
<p><b>Landlord and tenant</b> The adviser writes a letter from the client to give to the landlord or third party. There is no direct contact with the landlord or third party. As a result of the letter an outcome is achieved.</p>	No	There is no direct intervention or representation to the landlord from the agency
<p><b>Housing options and single homeless casework</b> The adviser refers the client to a housing scheme or housing project and achieves an outcome.</p>	Yes	There has been a direct intervention and case notes.
<p><b>One stop shop</b> Consumer advice service provides advice about an unfair term in a tenancy and contacts the landlord, explains and gets an agreement that the landlord cannot enforce it.</p>	Yes	Is a direct intervention and outcome.
<p><b>Citizens Advice Bureau</b> Takes a complaint about disrepair and assists the client to negotiate with the landlord who agrees to repair.</p>	Yes	Is a direct intervention and outcome.

## Adviser's best judgment

Deciding whether an outcome has been achieved will largely be a subjective judgment on the part of the adviser. What the adviser must ask themselves is in their best judgment had it not been for their intervention would the outcome have been achieved. If they are satisfied that it was their intervention which resulted in the outcome then this can be recorded and the relevant performance indicator satisfied, subject to supervision and auditing.

## Casework and reception advice

Because the outcomes and performance indicators are based on direct interventions the work must be categorised as casework. This is also in line with the suggested Best Value indicator suggested by the ODPM:

*“Households who considered themselves as homeless, who approached the local authority’s housing advice service(s), and for whom housing advice casework intervention resolved their situation”.*

It is recommended that the agency adopts the Community Legal Service definitions for casework and delivers advice at the general help + casework or specialist help level. If the agency provides general help without casework then they may not be able to satisfy the performance indicators [see below for more on reception services] and in particular the supervision and auditing requirements.

- ❑ **General help** with casework requires the agency to take action on behalf of clients by intervening with a third party.
- ❑ **Specialist help** covers services who provide a full casework service up to and including tribunal and court representation.

## Limited casework then referral to another agency

If the agency provides a limited service and then refers the on to another agency such as a specialist advice service or solicitor, that specialist service then goes on to prevent homelessness, not the referring agency.

- ❑ Both services cannot record the homelessness prevention outcome. The outcome can only be recorded once and therefore two agencies cannot record the same performance indicator.
- ❑ Can the first service record a homelessness delayed outcome and then the specialist service record a homelessness prevention outcome? – No. Only one outcome may be recorded.

If the outcome of the case has not been achieved by the time the referral is made then the agency cannot record as there has been no resolution.

It is recommended that agencies who are unable to record the PI because they have referred a case on should develop further performance indicators to illustrate the work they do, which may include a generic outcome of “advised in full” or “successful referral”. These do not however form part of the Housing Advice Performance Indicators.

## **One off advice**

Where an adviser gives one off advice whether as casework or as reception advice it can never be included as an outcome for the performance indicator even if you can show that the client used the advice and achieved the outcome. This is because there has been no direct intervention by the adviser, just advice only.

An agency may wish to record this as another successful outcome but not as one of the Housing Advice Performance Indicators.

## **Reception and triage services**

It is therefore not envisaged that an agency will be able to demonstrate an outcome or record properly advice given on reception as it is normally only one off advice and therefore cannot be included in the definition. The PIs are more suited to a casework system because the agency will need to be able to demonstrate that the outcomes are open to scrutiny and can be easily supervised and audited. It allows as much objectivity into the process as possible.

However it may be possible to show an outcome from reception as long as there are direct interventions and these are recorded. For example each of the following have involved a direct intervention and have achieved an outcome and therefore satisfy the performance indicators.

1. A single homeless adviser may be completing referral forms and negotiating with a housing provider which results in the client being rehoused into settled temporary accommodation (HAPI 3 or 4).
2. A family member is excluded and turns up at the reception service who through mediation with the family gets the client to return home (HAPI 1 or 2).
3. An adviser in a one stop shop receives a complaint about communal cleaning and rubbish in common parts and liaises with Environmental Health and the landlord and gets the rubbish cleared & common parts cleaned (HAPI 8).
4. Citizens Advice Bureau identifies a private tenant is entitled to extra benefits and contacts and liaises with the Benefits Agency and Housing Benefits (HAPI 7).

If an agency provides advice from reception, to satisfy the PIs they will have to demonstrate that they have a record of the following:

<b>Outcomes</b>	Achieved as a direct result of intervention
<b>Recording</b>	Making a clear note of the intervention and follow up work required, the advice given, the outcome achieved all confirmed in writing to the client.
<b>Supervision</b>	A named officer or peer supervises the outcomes achieved. Validates as objectively as possible.
<b>Auditing</b>	A system is in place to random audit to ensure scrutiny of the process

It is recommended where reception advice conforms to the above that the agency should be reclassified as casework within the organisation. The agency may in the examples provided wish to classify it as single homeless casework or resettlement casework as opposed to landlord and tenant or housing options casework.

## Monitoring & recording the performance indicator and outcome

The reason why casework is central to the performance indicators is that there must be adequate recording of the actions and outcomes achieved by the agency so that there can be a robust system of supervision and auditing of outcomes.

### Who is recorded?

- ❑ For recording all PIs, except HAPI 7 income generation that counts money raised, the outcome is recorded as households. Who is in the household may vary depending on the outcome achieved. In most cases it will be easy to record but may be a little more complicated for sharers and joint tenants.
- ❑ The way to look at it is for homelessness prevention, delayed, and rehousing consider how the individuals would be considered on application to the local authority for housing. If they are joint tenants then they will be considered as separate households, if they are a family or reasonably expected to live together they will be one household.
- ❑ For the property improvement PI then the outcome will be a single one for all joint tenants or sharers.
- ❑ For income generated the outcome is actual money raised or money saved.

## Case notes

The adviser's case notes must clearly identify the work undertaken which has led to the outcome. These notes should be contemporaneous and well structured indicating the action taken following the initial intervention date. It is recommended that the agency adopts a standard process for recording outcomes.

### Examples:

<p><b>Case closure (date)</b> <b>Outcome:</b> Homelessness prevented HAPI 1</p> <p><b>Intervention: (Date)</b></p> <p><b>Work to achieve outcome:</b> Landlord asked tenant to leave due to rent arrears. Adviser negotiated with the landlord and agreed weekly repayment plan with landlord. Landlord agreed to give new 6 month assured shorthold tenancy</p> <p><b>Sign off by supervisor:</b></p>
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<p><b>Case closure (date)</b> <b>Outcome:</b> Homelessness delayed</p> <p><b>Intervention: (Date)</b></p> <p><b>Work to achieve outcome:</b> Invalid notice served – phoned and wrote to landlord confirming this – landlord eventually served a valid notice four months later</p> <p><b>Sign off by supervisor:</b></p>
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<p><b>Case closure (date)</b> <b>Outcome:</b> Secured accommodation where threat of homelessness HAPI 3</p> <p><b>Intervention: (Date)</b></p> <p><b>Work to achieve outcome:</b> Client lived in hostel and was asked to leave. Found vacancy at xxxx and made referral. Supported client through interview process. Client rehoused</p> <p><b>Sign off by supervisor:</b></p>
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<p><b>Case closure (date)</b>  <b>Outcome:</b> Income generated</p> <p><b>Intervention: (Date)</b></p> <p><b>Work to achieve outcome:</b>  Successful charity application for decorating – client receive £250</p> <p><b>Sign off by supervisor:</b></p>
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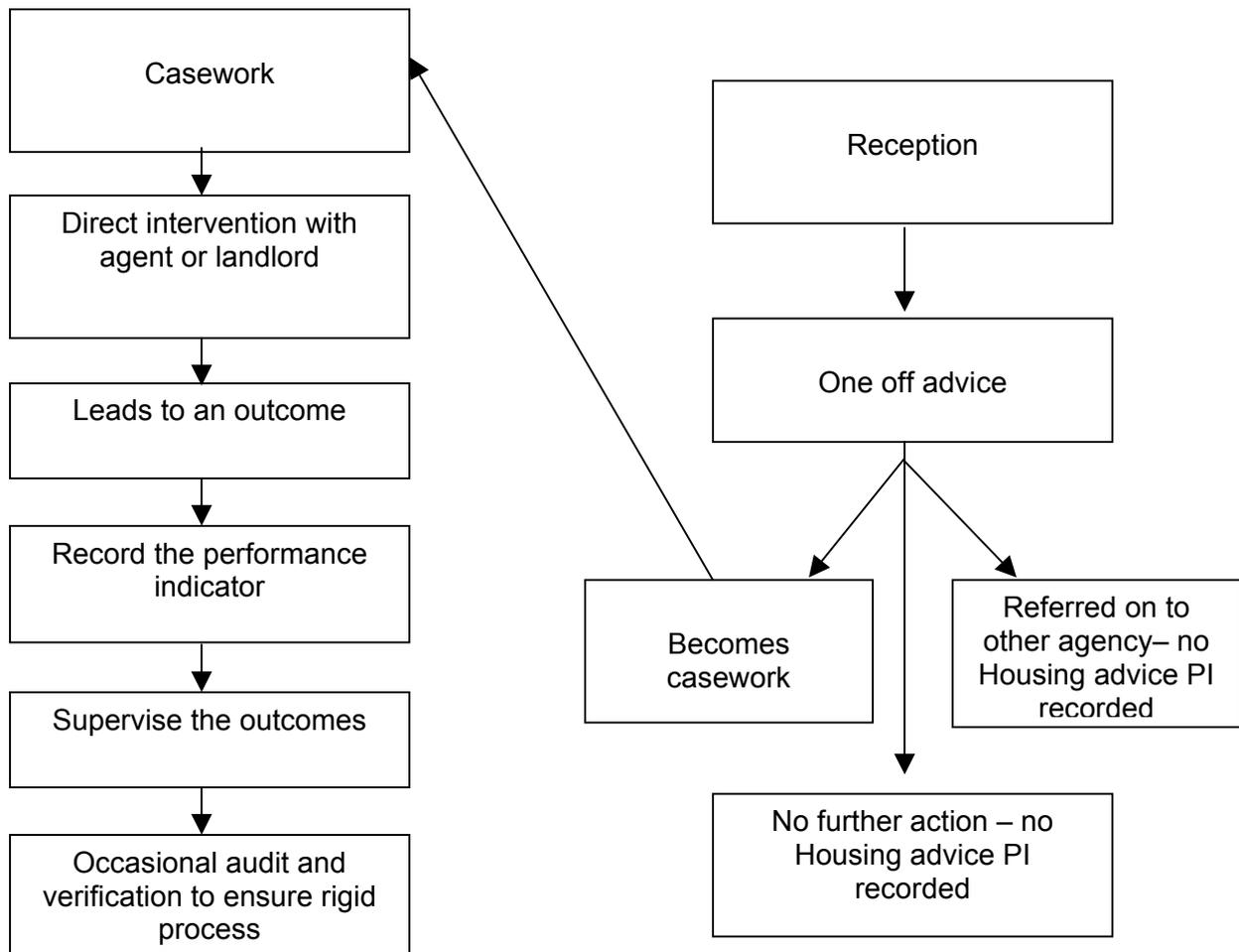
## Letter confirming outcome

Under Community Legal Service Quality Mark standards specialist services must convey the outcome of the case to the client. It is recommended that all casework services do this. It can form part of a case closure letter and so does not require additional time to produce. It is also a method of validation as the agency will be stating that they have prevented the clients homelessness and if this has not happened then there is an opportunity for the client to respond. This allows another layer of objectivity to the process as it tests the client’s perceptions.

## Supervision and auditing cases

- ❑ The achievements will need to be supervised and checked to ensure a robust monitoring system.
- ❑ It is recommended that every closed case where an outcome is recorded is supervised by a line manager or peer supervisor. Effectively the supervisor must sign off or close the case.
- ❑ It is recommended that the agency carries out random auditing in addition to supervision. This would be to ensure consistency among all advisers. It could be carried out by senior advisers or peer review by colleagues in other agencies and could happen twice a year.
- ❑ As part of the auditing process it is recommended that the agency randomly verifies a sample number of cases at audit where possible. This can be done in a variety of ways including
  1. contacting HPU,
  2. checking housing benefit records, or
  3. asking the client or landlord.

## Summary of casework and reception services



# Part 2

## The performance indicators

<b>Housing Advice Performance Indicator 1 [HAPI 1]</b>	<b>Homelessness prevention</b>
<b>Housing Advice Performance Indicator 2 [HAPI 2]</b>	<b>Homelessness delayed</b>
<b>Housing Advice Performance Indicator 3 [HAPI 3]</b>	<b>Settled accommodation secured</b>
<b>Housing Advice Performance Indicator 4 [HAPI 4]</b>	<b>Temporary accommodation secured</b>
<b>Housing Advice Performance Indicator 5 [HAPI 5]</b>	<b>Local authority temporary accommodation secured</b>
<b>Housing Advice Performance Indicator 6 [HAPI 6]</b>	<b>Client rehoused</b>
<b>Housing Advice Performance Indicator 7 [HAPI 7]</b>	<b>Income generation</b>
<b>Housing Advice Performance Indicator 8 [HAPI 8]</b>	<b>Property and management improvements</b>

# Performance Indicator HAPI Homelessness Prevention 1

## Definition

- the number of households who were homeless or under threat of homelessness
- for whom homelessness was prevented
- by retaining their existing home.

In order to prevent homelessness the adviser must be satisfied that there is a:

1. ***genuine threat of homelessness***, and
2. there has been a ***direct intervention or representation*** by the adviser, which,
3. according to the ***adviser's best judgment*** has,
4. resulted in the tenant remaining in occupation for a period in excess of **6 months from the date of the intervention**

# Performance Indicator HAPI 2 Homelessness Delayed

## Definition

- the number of households who were homeless or under threat of homelessness
- for whom homelessness was delayed by retaining their existing home
- for at least one month

In order to delay homelessness the adviser must show that there is a:

1. ***genuine threat of homelessness*** to the tenant, and;
2. there has been a ***direct intervention*** by the adviser to the agent or the landlord, which;
3. to the ***best judgment of the adviser***
4. will ***delay homelessness for more than one month from the date of intervention***. Homelessness must be foreseeable and the adviser must have delayed it.

## Recording HAPI 1 and 2

Simply record the total number of households where homelessness has been prevented or delayed

### Best judgment of the adviser

The adviser will be satisfied to his/her best judgment that homelessness will be or should be prevented.

### Genuine threat of homelessness

This is to some extent a judgment call on the part of the adviser. If the adviser is satisfied that there is a genuine threat of homelessness by the landlord, and this is prevented, then the Performance Indicator will be satisfied.

### Priority and non priority homelessness

Homelessness PI s are for both the priority and non priority homeless

### Recording the outcomes

The agency will record homelessness prevention as simply the total number of cases where the agency has through direct intervention ensured that the client continues in occupation for more than 6 months.

### Verification

Verification is ensured in three ways:

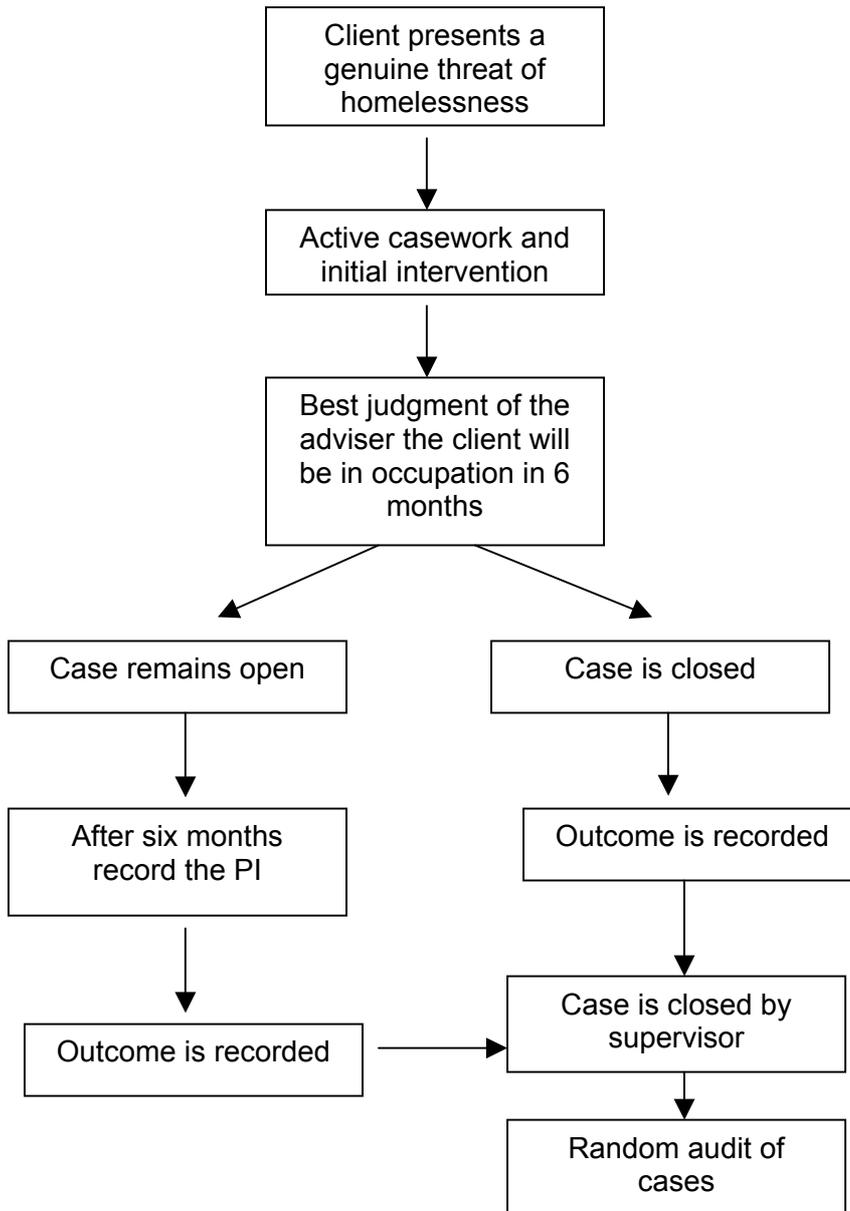
1. Best judgment is used by the advisers.
2. At the end of the case the work and the outcomes are supervised.
3. Regular and robust auditing of sample cases.

### Examples of genuine threats of homelessness

Action	Genuine threat?	Comment
Notice seeking possession or notice to quit is served by the landlord	Yes	Even if the notice is invalid or if the landlord should have served a notice seeking possession instead of a notice to quit there is still an intention on the part of the landlord
Notice seeking possession or notice to quit served by the agent	Yes	Even if the agent has no authority to serve notice – it still shows an intention and reasonable prospect of homelessness.
Verbal notice to leave by the landlord or agent	Yes	Once this has been verified by the landlord or agent then it shows an intention and reasonable prospect of homelessness

Tenant has requested that the landlord serves a notice	Possibly	See under contrived notices.
Tenant serves a valid notice to quit on the landlord	Yes	If the adviser manages to get the tenant to remain in occupation then homelessness can be prevented
Tenant wants to leave due to disrepair	Possibly	It really depends on the disrepair and the whether it is reasonably foreseeable that the tenant will become homeless.
Tenant wants to leave due to overcrowding	Possibly	As above
The tenant is in rent arrears	Yes	Consider the tenure type and the level of arrears
The accommodation is too expensive for the occupier	Yes	Consider the occupiers circumstances and means and ability to claim benefits
Client is in insecure accommodation such as a hostel or bed and breakfast hotel and has been asked to leave.	Yes	If adviser negotiates to allow the client to stay then homelessness can be prevented
The client is a 16 or 17 year old and by mediation the adviser ensures a safe return to the family home	Yes	This would also include any other mediation with any other client who is allowed to continue occupation into the family home
Advice and assistance that excludes a violent or threatening partner	Yes	Could include injunction work or using a Safe Home or Sanctuary scheme
Accommodation is overcrowded	Yes	There is a genuine threat as if nothing can be done there is a real possibility that the occupier will leave. There are questions about whether it is suitable and reasonable to occupy
Occupier is suffering from harassment	Yes	This could be from the landlord, the agent, a neighbour or other resident.

## Recording and verification flow chart



## Homelessness prevention and homelessness delayed case studies

### Rent increase [1]

The landlord tells an assured tenant that he wants a large rent increase. The tenant cannot afford it and comes to the agency for advice. The adviser assists, clarifies that the landlord must serve a s.13 notice and then helps the tenant with an application to the Rent Assessment Committee. The rent is set at a level which the tenant can afford with some housing benefit. There are a number of possible outcomes achieved here

1. Homelessness has been prevented or delayed because there was a genuine threat to homelessness due to the large and unaffordable rent. Through the direct intervention the rent was restricted allowing the tenant to remain.
2. The adviser cannot record a rent savings as an income generation and a separate outcome as homelessness prevention. The rent reduction is the homelessness prevention so cannot be counted twice.
3. However if the extra housing benefit that the adviser identified was incidental to the prevention of homelessness then it may be recorded as a separate income generation, as long as it had nothing to do with the homelessness prevention and was an additional benefit secured by the adviser.

### Rent increases [2]

A Rent Act tenant comes for advice as the landlord has made an application to the Rent Officer to set a fair rent. The adviser helps with making representations and the rent is set at a lower level than the landlord requested.

- The landlord had requested a rent of £55 per week
  - The current rent is £38 per week
  - The Rent Officer sets a rent of £45 per week
1. The outcome cannot be recorded as homelessness prevention as there was no genuine threat of homelessness.
  2. The outcome can be recorded as income generated. The difference between the rent requested and the rent set can be recorded as notional income generated.

## Rent arrears

An assured shorthold tenant has come for advice because they have a large housing benefit shortfall and are getting into rent arrears. The landlord has told the tenant that this cannot continue. The tenant has taken this to mean that the landlord is likely to ask him to leave soon. The adviser begins negotiating with the landlord and manages to secure a rent reduction and claims a discretionary housing payment.

1. The outcome is that homelessness has been either prevented or delayed.
2. The rent reduction can be counted as notional income generated
3. In addition the DHP can be counted as income generated

## Contrived notices [1]

Can an adviser prevent homelessness where the tenant has requested the notice from the landlord in order that they can present themselves at the homeless persons service?

Although this is a contrived situation it is still possible to record this as a successful outcome. What happens when the adviser contacts the landlord (*direct intervention*)

1. The landlord confirms that the tenant asked for the notice but they are not willing to allow them to remain. Through negotiation the adviser persuades the landlord to let them stay. If the occupier is in occupation six months later then homelessness has been prevented.
2. The adviser contacts the landlord and he confirms that the notice was only served at the request of the tenant. He tells you that he is more than happy for the tenant to remain in occupation. The adviser then discusses with the tenant and if they are still in occupation six months later then homelessness has been prevented.

Follow the possible consequences had the tenant not received advice. It is not unreasonable to suggest that if it had not been for the involvement of the adviser then the tenant may have vacated and may have presented themselves at the homelessness service. They may have been rehoused or may have been found intentionally homeless. Either way there has been a prevention of homelessness.

## **Contrived notices [2]**

Occupier being asked to leave by friends or family and the notice is contrived. The occupier has asked the friends or family to write a letter to the council to say that they can no longer live there. On further investigation it turns out that the friends or family have written the notice on request. This cannot be recorded as homelessness prevention as there is no reasonable prospect that the family will actually evict the occupier and will allow them to stay.

## **Invalid notices [1]**

An assured shorthold tenant comes for advice about a s.21 notice seeking possession they have received. They are a periodic tenant and the notice does not end on the last day of a period of a tenancy (s.21 (4) Housing Act 1988). The adviser makes representations to the landlord and later the landlord serves a new valid notice. The extra time the tenant can stay in the accommodation as a result of the landlord being obliged to serve a new notice can be counted towards the calculation for homelessness prevention and delayed.

## **Invalid notices [2]**

A Rent Act tenant was served with a notice seeking possession. Both the tenant and the landlord were under the impression that the tenant was an assured shorthold. Following the intervention of the adviser the tenant's security of tenure was clarified and the tenant's rights enforced. There was a real danger that the tenant could have left and so homelessness has been prevented.

## **Invalid notices [3]**

A Rent Act tenant is served notice to quit or notice seeking possession. The landlord and tenant are aware of their respective rights and obligations. There is no genuine threat of homelessness and so no outcome can be recorded.

## **Tenant leaves of own accord**

The adviser has prevented homelessness in a rent arrears case by persuading the landlord to reduce the rent to the housing benefit level. They withdraw the threat of eviction and tell you that they are happy for the tenant to stay. The adviser key dates the file to contact the tenant in 3 months when it will be 6 months since the first intervention. The adviser archives the file and then rings the tenant at the key date. There is no response and the adviser contacts the

landlord and is told that the tenant left 3 months ago of their own accord and the landlord was quite happy for them to stay.

Can this be recorded as homelessness prevention? Yes – even though the tenant was not in occupation for the 6 months they were entitled to remain there and left of their own accord. Had it not been for this homelessness would have been prevented.

## **Court representation**

All court representation can potentially be recorded as an outcome.

1. Cases dismissed (won by tenant) – Homelessness prevented – no tracking required
2. Case struck out – homelessness prevented – no tracking required
3. Case suspended on terms – homelessness prevented – no tracking required
4. Case adjourned generally – homelessness prevented no tracking required
5. Case adjourned to next date – possibly homelessness prevented or delayed – tracking is required

## **Family Mediation**

A 16 year old approaches the advice service with a view to making an application for temporary accommodation. The young person says that he has had a row with his parents and that he can no longer remain at home as his parents have told him to leave. The adviser rings the parents and arranges a round table meeting. Following this it is agreed that the young person will return home and all parties agree to a conduct agreement. Through this mediation the adviser has prevented homelessness.

# Performance Indicator HAPI 3

## Securing settled accommodation (where the client is threatened with homelessness)

### Definition

- The number of households who were homeless or under threat of homelessness
- Where homelessness was prevented by rehousing the client.

In order to prevent homelessness by **securing settled accommodation** for the client the adviser must show that there is a:

1. **genuine threat of homelessness**, and;
2. there has been a **direct intervention** by the adviser, which
3. according to the **best judgment of the adviser**,
4. has **resulted in moving to alternative accommodation which the client is likely to occupy for more than 6 months**

### Securing alternative accommodation

Any accommodation can be recorded as an outcome under this performance indicator including securing direct access hostel accommodation, but not where temporary accommodation under part 7 Housing Act has been provided.

### Direct intervention

The direct intervention for this indicator is merely being an active caseworker. The adviser must demonstrate that it was their involvement that has led to the outcome. This will include completing application forms, contacting third parties, negotiating and advocating on behalf of the client and identifying housing options available.

### Recording

Simply record the actual number of households who have been secured accommodation as a result of the direct intervention of the adviser.

<b>Examples of type of accommodation that can be secured under HAPI 3</b>
Private rented accommodation
RSL stock
Local authority housing via CBL, general needs register, sheltered etc
Long term Hostels
Supported housing projects

<b>Examples of options used to secure accommodation</b>
Negotiating with private sector landlord
Rent Deposit schemes
Guarantee or bond schemes

It is recommended that agencies keep a breakdown of the different options and ways that clients are rehoused to assess their effectiveness.

# Performance Indicator HAPI 4

## Securing temporary accommodation (where the client is threatened with homelessness)

### Definition

- The number of households who were homeless or under threat of homelessness
- Where homelessness was prevented by rehousing the client.

In order to prevent homelessness by *securing temporary accommodation* for the client the adviser must show that there is a

1. *genuine threat of homelessness*, and;
2. there has been a *direct intervention* by the adviser, which
3. according to the *best judgment of the adviser*;
4. has *resulted in temporarily moving to alternative accommodation*

### Securing temporary alternative accommodation

Any accommodation can be recorded as an outcome under this performance indicator including securing direct access hostel accommodation, or bed and breakfasts. It does not include where temporary accommodation under part 7 Housing Act has been provided.

There is no expectation that the client will be residing there for any particular length of time and may include securing a direct access hostel.

### Direct intervention

The direct intervention for this indicator is merely being an active caseworker. The adviser must demonstrate that it was their involvement that has led to the outcome. This will include completing application forms, contacting third parties, negotiating and advocating on behalf of the client and identifying housing options available.

## Recording

Simply record the actual number of households who have been secured accommodation as a result of the direct intervention of the adviser.

<b>Examples of type of accommodation that can be secured under HAPI 4</b>
Hostels
Supported housing projects
Friends and family

<b>Examples of options used to secure accommodation</b>
Negotiating with friends and family
Liaising and negotiating with hostels and supported projects

It is recommended that agencies keep a breakdown of the different options and ways that clients are rehoused to assess their effectiveness.

# Performance Indicator HAPI 5

## Securing accommodation (under Part 7 Housing Act where the client is threatened with homelessness )

### Definition

This is

- ❑ The number of households who were homeless or under threat of homelessness
- ❑ And were rehoused as a result of challenging or negotiating with the local authorities homeless unit to provide temporary accommodation under the homelessness legislation.

In order to prevent homelessness by **securing accommodation** for the client the adviser must show that there is a

1. **genuine threat of homelessness**, and;
2. there has been a **direct intervention** by the adviser to the local authority, which
3. according to the **best judgment of the adviser**;
4. has **resulted in moving to alternative accommodation**

It is envisaged that this PI can be used by those independent or voluntary sector agencies who challenge the local authority and secure accommodation for their client.

### Direct intervention

The adviser must demonstrate that it was their involvement that has led to the outcome. This will include contacting third parties negotiating, advocating and representing the client.

### Recording

Simply record the actual number of households who have been secured accommodation as a result of the direct intervention of the adviser.

# Performance Indicator HAPI 6

## Clients rehoused (where there is no threat of homelessness)

### Definition

- The number of households who were not threatened with homelessness
- But were seeking alternative accommodation
- Where such accommodation was secured either in:
  1. the public sector, but not using temporary accommodation provided under part 7 Housing Act, or in;
  2. the private sector.

This indicator especially useful for advice agencies in areas of the country where rented housing is a readily available option, and where this outcome is likely to be more frequently achieved.

### Alternative accommodation

Any alternative accommodation for any length of time can be recorded under this PI. It is recommended that agencies keep a breakdown of the type of accommodation that has been secured and the reason for move on. Include clients who were rehoused for all reasons other than homelessness or threat of homelessness. Where the rehousing was undertaken to prevent imminent homelessness, clients should be counted in HAPI 3.

### Direct intervention

The direct intervention for this indicator is merely being an active caseworker. The adviser must demonstrate that it was their involvement that has led to the outcome. This will include completing application forms, contacting third parties, negotiating and advocating on behalf of the client and identifying housing options available.

### Recording

Simply record the number of households where the client has been rehoused.

# Performance Indicator HAPI 7

## Income generation

### Definition

This is

- The total amount of money secured for the household. This can be achieved by generating income or reducing debt (notional income).

### Active casework

The agency must be able to demonstrate that the income was secured as a direct result of the casework undertaken by the adviser.

### One off advice

It will not be possible to record this outcome where there has only been one off advice.

### Suggested headings

1. Compensation
2. Rent saved
3. Benefits gained (annual
4. Benefits gained (one off payment)
5. Benefits gained (legal backdate)
6. Charity money secured
7. Deposits recovered

### Examples of income generation

<b>1. Compensation</b>	
The adviser achieves a set off for the client	Recorded as a one off payment
The adviser makes a claim to the landlord for compensation because of disrepair	Recorded as a one off payment
Any other payment secured by the adviser from the landlord on behalf of the tenant	Recorded as a one off payment

<b>2. Rent saved</b>	
The adviser negotiates a rent reduction with the landlord	Recorded as a multiplier x 52 of the weekly reduction
The adviser makes representations to the Rent Assessment Committee or Rent Officer on behalf of a tenant and the rent is set below the amount requested by the landlord. The representations must be attendance at the hearing or written submissions from the agency to the Panel.	Recorded as a multiplier x 52 weeks of the difference between the rent set and the rent requested by the landlord.
The adviser identifies that the tenant has been overcharged rent and successfully secures rent reduction or one off payment from the landlord	Recorded as a one off payment (whether repaid to the tenant weekly or as a one off payment)

<b>3. Benefits gained (annual payments)</b>	
The adviser identifies through casework that the client is entitled to claim housing benefit or other welfare benefit such as Invalid Care Allowance.	This will be recorded as a multiplier x 52 of the full weekly benefit secured. The adviser must have genuinely identified entitlement where the client previously was unaware they could claim
The adviser identifies through casework that the client is entitled to claim <b>additional</b> housing benefit or <b>additional</b> other welfare benefit such as Invalid Care Allowance.	This will be recorded as a multiplier x 52 of the weekly increase in benefit secured

<b>4. Benefits gained (one off payments)</b>	
The adviser assists the client through casework to recover a one off benefits payment.	Recorded as a one off payment

<b>5. Benefits gained (legal backdates)</b>	
The adviser assists the client through casework to recover a backdated benefits payment. Arrears that have accrued due to administrative delays are not counted	Recorded as a one off payment

<b>6. Charity money secured</b>	
The adviser is successful in making a charity application. This could be to help pay a debt such as rent arrears or utility payments, or it might be to purchase something for the tenant such as furniture or a fridge	This is recorded as a one off payment

<b>7. Deposits recovered</b>	
The adviser through direct negotiation with the landlord or agent, or by formal representations secures the return of the tenant' deposit or part of the deposit	Recorded as a one off payment
Payments from funds under the control of the agency paid to the tenant.	Recorded as a one off payment

## Recording

A total annual figure generated by the agency on behalf of clients should be recorded. Where a benefit raised goes over into the next financial year it is recorded as being generated in this year and is not recorded in the following year. It is recommended that the agency breaks down under separate headings to show how they generate income.

## Verification

The outcome will not be recorded until the money or saving has actually been secured.

## Income generation case studies

### Rent increases and Protected tenants

A Rent Act tenant comes for advice as the landlord has made an application to the Rent Officer to set a fair rent. The adviser helps with making representations and the rent is set at a lower level than the landlord requested.

- The landlord had requested a rent of £55 per week
- The current rent is £38 per week
- The Rent Officer sets a rent of £45 per week

1. The outcome cannot be recorded as homelessness prevention as there was no genuine threat of homelessness.
2. The outcome can be recorded as income generated. The difference between the rent requested and the rent set can be recorded as notional income generated.

The calculation is £55 minus £45 multiplied by 52 = **£520**

## **Claiming benefits [1]**

As part of casework the adviser identifies that the client is entitled to claim extra benefits. The adviser assists the client and they are awarded additional benefits of £11 per week.

The calculation is £11 multiplied by 52 weeks = £572

## **Claiming benefits [2]**

The adviser makes an application to the local authority for a discretionary housing payment and the tenant is awarded a payment of £11.25 for 26 weeks.

**The calculation is £11.25 x 26 weeks = £292.50**

## **Negotiating a rent reduction**

The client has approached because there is a shortfall in housing benefit of £20 per week. There has never been a threat to homelessness as the landlord has told you that he has no intention of evicting the tenant. The adviser has successfully applied for discretionary housing payment and the tenant has been awarded £9 for 26 weeks. The adviser following direct negotiations with the landlord manages to persuade the landlord to reduce the rent by £11 for 26 weeks and after that will reduce it by £20.

Calculation £9 x 26 + £11 x 26 + £20 x 26 = £1040

## **Charity application**

The adviser secures a £10 per week pension for an elderly client from a local charity. They also make a donation of £220 towards an outstanding water rates bill

Calculation £10 x 52 + £220 = £740

# Performance Indicator HAPI 8

## Property and management improvements

### Definition

- The number of households for whom repairs, adaptations, improvements or changes to amenities to their home were secured.

This might be achieved in a number of different ways:

1. By negotiation or enforcement the landlord is compelled to repair the tenant's home.
2. The works can be minor or major but must be a benefit to the tenant.
3. There must have been direct involvement from the adviser on a casework basis.
4. This must amount to more than a referral only to Environmental Health to carry out enforcement action
5. Adaptations or improvements are any works that significantly improved the quality of life of the client
6. improvements to amenities include common parts standards or tangible improvements in housing management

### Recording

Total number of households where there has been some improvement to the property or the management. It is recommended that agencies keep a more detailed breakdown to identify how they are generally improving conditions and amenities in the accommodation.

### Verification

The PI will not be recorded until the property or management has been improved

## Property improvement case studies

### Tenants furniture and furnishings

An elderly Rent Act tenant sought advice about replacing her bed as she requires an orthopaedic mattress. The landlord has resisted this and finally you manage to change the bed for the client.

This can be recorded as HAPI 8 as an amenity improvement as it is for the benefit of the tenant and improves her overall welfare.

### General housing management

Tenant complains that the common parts are not cleaned and rubbish not disposed of which leads to smells. The agreement states that the landlord is responsible for cleaning common parts and the adviser rings the landlord and explains the problem.

The adviser contacts the landlord and the agent who agree to ensure that the matters are dealt with. The agent is instructed and a cleaning contract is entered into.

This will be recorded as HAPI 8 – property and management improvement.

### Landlord coming round

The occupiers complain to the agency that the landlady keeps on coming round to the property and doesn't provide any notice to the tenants. The adviser speaks to the landlady and explains the rights and responsibilities. Following this the landlady does not come round without providing reasonable notice.

This will be recorded as HAPI 8 as an improvement in management.

### Gas safety checks

During the interview with a tenant it becomes apparent that the landlord has not undertaken the necessary gas safety checks at the property. The adviser explains this to the tenant and it is agreed the adviser will contact the landlord.

The adviser writes to him and rings him and brings to his attention his responsibilities.

Following this the landlord arranges for a CORGI registered engineer to undertake the necessary checks and is recorded as HAPI 8.

## **Repairs undertaken**

The tenant has a broken boiler and the adviser writes to the landlord to get the repairs done. The landlord refuses and it is decided that the tenant will set off the cost of getting the repairs done against future rent.

This is explained to the landlord and the repairs are carried out and is recorded as HAPI 8.

## **Harassment**

The occupier is complaining of harassment by the landlord and the local authority takes action via their Tenancy Relations Service and this remedies the harassment.

There is an improvement in the management and therefore can be recorded as HAPI 8

# Part 3

## Recommendations and Question and answers

### Recommendations

1. It is recommended that the agency adopts the Community Legal Service definitions for casework and delivers advice at the general help + casework or specialist help level
2. It is recommended that agencies which refer cases on having done some work develop additional performance indicators to illustrate the work they do, which may include a generic outcome of “advised in full” or “successful referral”.
3. It is recommended that the work should be reclassified as casework within the organisation to the satisfaction of the requirements under the performance indicators and the CLS Quality mark and the best way of doing this would be by operating a casework service.
4. It is recommended that the agency adopts a standard process for recording outcomes
5. It is recommended that all casework services inform the client in writing the outcome of the case
6. It is recommended that every closed case where an achievement has been identified supervised by a line manager or peer supervisor.
7. It is recommended that the agency carries out random auditing in addition to supervision. This would be to ensure consistency among all advises. It could be carried out by senior advisers or peer review by colleagues in other agencies

8. It is recommended that agencies keep a breakdown of the different options and ways that clients are rehoused to assess their effectiveness
9. It is recommended that agencies keep a breakdown of the type of accommodation that has been secured and the reason for move on.
10. It is recommended that the agency breaks down under separate headings to show how they generate income.
11. It is recommended that agencies keep a more detailed breakdown to identify how they are generally improving conditions and amenities in the accommodation.

## Some Questions and Answers

**Q:** Can a referring agency record the outcome for the performance indicator when the homelessness is actually prevented by the agency you have referred to?

**A:** No – otherwise there will be a double recording for a single outcome

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**Q:** An agency prevents homelessness but then a year later the client presents again with another genuine threat of homelessness. Can the agency record a second successful outcome?

**A:** If the adviser can show that they have genuinely prevented homelessness again then there they can record it again.

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**Q:** What if before the six months have passed the client comes back with another threat of homelessness. How is this recorded.

**A:** There are a couple of possibilities

1. If the client returns with the same threat of homelessness and the adviser cannot prevent homelessness then if more than three months have passed the adviser records it as homelessness delayed. If more than six months pass since the initial intervention on the first threat of homelessness then homelessness will have been prevented
  2. If the client presents with a different threat of homelessness then much the same happens – link the times together. What the adviser cannot do is record both a delayed and prevented homelessness outcome.
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**Q:** Can the referring agency record homelessness delayed and the specialist service record homelessness prevention as two separate performance indicators

**A:** No. There is only one outcome for the case and so only one PI. It is either a case of homelessness prevention or delayed, not both

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**Q:** Does the agency need to be Community Legal Service Quality Mark badged in order to satisfy the Housing Advice performance Indicators?

**A:** No – but it is recommended. The PIs require the agency to provide a casework service so it makes sense to be Quality Marked as either the General Help with casework or Specialist levels. This will also apply to Housing Options services who can also apply for a Quality mark for their services.

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**Q:** Can one off pieces of advice, either given on reception or by case work, fulfil the Housing Advice PIs

**A:** No

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**Q:** A client comments in a customer satisfaction form, that had it not been for the advice they would have been homeless. Does this verify the homelessness prevention PI?

**A:** Yes

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**Q:** The client has approached the housing options service with a threat of homelessness as she is in fear of violence from her ex partner. Working with Women' Aid and the police the adviser arranges for the local authority to pay for a range of security measures in her home. Can this be recorded as homelessness prevention.

**A:** Yes.

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**Q:** Can the adviser show an outcome from work undertaken on a one stop shop reception desk?

**A:** Yes – if there has been an intervention or representations to the landlord which has resulted in the outcome then the PI is satisfied

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**Q:** Does the agency need to show that there has been a formal notice from the landlord before there is a genuine threat of homelessness?

**A:** No – if either the tenant or the adviser reasonably concludes that there is a threat then this is satisfied.

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**Q:** What if the tenant or the landlord has never thought about the tenant leaving but there are rent arrears accruing from a weekly shortfall – is there a genuine threat?

**A:** Possibly – the depends on the client's tenure, the level of arrears, the amount they are increasing and whether it is reasonably foreseeable that the tenant will be made homeless. For example an assured shorthold tenant in these circumstances is likely to be made homeless in the future if the arrears continue. However a Rent Act tenant is less likely to be threatened with homelessness.

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**Q:** In order to satisfy HAPI 6 – getting the client rehoused where there is no threat of homelessness – does the adviser need to secure a written tenancy agreement for the client?

**A:** No – all that is required is that accommodation has been secured.

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**Q:** An adviser in a housing options service assists a client with using an on line Choice Based Lettings scheme. The client successfully bids. Can this be recorded as an outcome?

**A:** Yes. The assistance of the adviser has directly led to the client being rehoused. Depending on whether there was a threat of homelessness this will be recorded as either HAPI 3, 4 or 5

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**Q:** Does the advice need a reply from the landlord to show that the intervention worked?

**A:** Not necessarily. However the agency will have to show that the outcome was achieved as a direct result of the intervention from the adviser.

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**Q:** If I get a client rehoused into a hostel will I be able to record an outcome

**A:** Yes. This is recorded as the client being rehoused where there was no threat of homelessness (HAPI 6) or by securing accommodation where there is a threat of homelessness (HAPI 3 or 4)

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**Q:** Do I have to track the outcome of these cases.

**A:** No – there is no requirement to actually verify that the client is still in occupation. The verification is based on the best judgment of the adviser, the managers supervision of casework and a random occasional audit to ensure that the process are robust.

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**Q:** Does it matter whether they a client was actually threatened with homelessness or not

**A:** No. If there was a threat then HAPI 1 – 5 can be used. If there was no threat of homelessness then the adviser will use HAPI 6

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**Q:** If the adviser discusses housing options and the client decides to move out of London into settled accommodation can the agency record a PI?

**A:** Yes – which one depends on whether the client was threatened with homelessness. If there was no threat then HAPI 6 is recorded, if there was a threat then HAPI 3 can be recorded

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