



# annual review 2010/2011



helping you make  
the next move



**open moves provides a one stop shop service for the delivery of a new and improved housing options and homelessness prevention service.**

In this annual review you will find information on:

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- **able living**..... **page 3**
- **tcoy** ..... **page 4**
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open moves services include:

homes

advice

able living

tcoy

supported living

open field



**Pam Bennett**

Director of Incommunities Housing Access and Advice Service

Welcome to the first annual review of 'open moves', an exciting new housing advice service which is delivered in partnership with Bradford Council.

Open moves provides a range of housing options to meet the needs of different customers including young people, the disabled, families and people needing specialist housing support.

'homes' the District's new choice based lettings scheme was launched in March 2010. In excess of 36,000 customer consultations/enquiries, website visits and telephone calls have been handled already.

Working with other agencies, some located within open moves, our customer focused teams provide support services to help people realise their full potential and take advantage of other opportunities alongside housing.

A big thank you to our partners including; Bradford City Centre Project, Bradford Volunteering Unit, CHAS, Department of Work and Pensions (DWP), Keyhouse, Foundation and the Council's Jobs @ who have contributed to the success of our first year.

As part of our commitment to provide a high quality service to our customers we believe that we should keep you up to date with our achievements and performance.

We hope you like our first annual review. Please let us know if you have an idea on how to improve our service and what you would like to see included in the next annual review.

**You can contact us on:**

**tel: 0845 141 6666**

**web: [www.openmoves.co.uk](http://www.openmoves.co.uk)**

**or in person at: open moves, city house, 23-27 cheapside, bradford bd1 4hr**

# review of the year **homes**

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## **'homes'** is a new approach to help people find the right home.

Working in partnership with Bradford Council, 'homes' provides a single gateway to access social rented homes within the District.

We offer affordable home ownership options and private renting. Under the new scheme customers are prioritised into different bands according to their circumstances to ensure those in the most need get housed first.

### **There are 2 routes to housing:**

- ✓ **housing need route** - we have moved to a system of 4 bands (A-D) to help those in need get a home first. \*75% of properties are allocated through this route.
- ✓ **waiting time route** - we continue to reflect the length of time a customer has been waiting. \*25% of properties are allocated according to waiting time.  
\*Percentages will be reviewed on an annual basis in line with our annual area lettings plans.

homes currently has 20,032 active members in the following bands:

- band A - urgent need: 155
- band B - high need: 563
- band C - medium need: 6,012
- band D - general need: 13,302

After customer consultations and the review of our allocations policy in 2010 customers told us to help people who were the most vulnerable and in urgent and high housing need.

“ The launch of homes and open moves have been key service priorities. homes will focus more on our customer's needs and within the context of a higher level of housing demand. ”

Pam Bennett, Director of Incommunities Housing Access and Advice Service



- ✓ in 2010/2011 we let 2,469 properties compared to 2,938 last year
- ✓ of the 2,469 homes we let, 198 tenants stayed less than 6 months

## **reviewing lettings policies**

In November 2010 the Government published its consultation paper on 'Fairer Future' which has significant implications for housing investment, tenure and allocations. The Government proposals make the way for the radical reform of social housing allocations and homelessness and gives councils the lead in determining local policy in consultation with local communities. We will be working closely with the council, other housing associations and customers over the coming months to consider the changes and how they will affect the 'homes' scheme.

A review has begun on age related local connections lettings policies and their effectiveness. This involves a full consultation with our customers and stakeholders and will be reported on later this year. open moves 'homes' works in partnership with other housing associations in the District.

“ The new allocations policy means that every customer who applies for a home will now be assessed and allocated a priority band according to their housing needs and circumstances. ” Kath Wood, Manager, Housing Access and Advice Service

# review of the year **advice**

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**'advice'** is a free and confidential service that can help customers with different issues like housing, health, managing money and debts.

Homelessness means not having a home. Even if customers have a roof over their heads they can still be homeless for reasons such as; not having the right to stay where they live, eviction, financial reasons, a fire or a flood, fleeing violence or harassment, health problems or relationship problems.

Since the launch of open moves, the housing options team have:

- ✓ helped 426 households who were homeless
- ✓ assisted 3,433 customers with their housing problems
- ✓ dealt with 12,714 visitors to the office
- ✓ answered 37,964 telephone calls

We helped our customers to maintain or find a home through a number of schemes including:

- homes
- introducing an early warning system for vulnerable customers and pathway to providing tenancy support
- liaising with landlords to resolve issues
- safe haven rented homes
- referring customers to supported housing schemes
- signposting to other specialist agencies
- accessing the mental health and housing team

Since 2009, open moves has been working in partnership with the Probation Service. An open moves officer works within the Probation Service offices.

They work alongside Offender Managers to provide access to advice and assistance for probation clients after their release from prison and who are in housing need. Demand for this advice service has been high and continues to grow.

- ✓ we have now set up hubs for offenders at the Probation Service offices and in City Courts



## the bond guarantee savings scheme

In May 2010 the bond guarantee savings scheme was launched in partnership with the Bradford District Credit Union. This takes the form of a savings card so existing bond guarantee scheme customers and people looking for a private sector home can save towards a future bond.

The bond scheme provides good quality private rented homes for local home hunters in the Bradford District.

- ✓ so far we have housed over 300 customers through the scheme

# review of the year **able living**

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**'able living'** is a specialist service offering free housing advice and needs assessments to people with disabilities or health issues.

This year we have:

- ✓ built an extension to one home, providing ground floor bedroom and bathroom facilities for a young adult
- ✓ completed 218 major adaptations to assist our disabled customers
- ✓ helped 460 people with special re-housing needs
- ✓ provided one bungalow and 2 houses for wheelchair users and their families
- ✓ re-let 237 properties with existing adaptations to people with disabilities

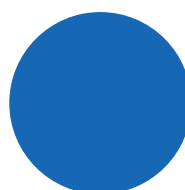
## **'move to improve' living scheme**

Many people are living in properties that they are no longer able to cope with. They find the thought of moving very difficult and the costs incurred may stop them.

To date (since April 2009) we have:

- ✓ assisted 79 people with disabilities to move to a more suitable home
- ✓ helped 150 households enjoy the benefits of downsizing to a smaller more affordable home
- ✓ supported 120 households who are waiting to be moved and helped them to find a more suitable property
- ✓ moved 217 tenants into 150 properties to take advantage of our 'move to improve' living scheme
- ✓ housed 407 people in homes made available through the scheme

“ We were extremely happy with the way everything went from the first viewing to the actual moving in date - Thank you. ” Mr & Mrs Bedford, Wilsden



# review of the year tcoy

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**'tcoy' is a free and confidential service designed to help prevent young people aged 16-25 years becoming homeless.**

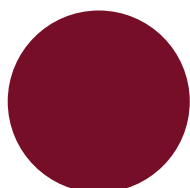
Working in partnership with Bradford City Centre Project (BCCP), tcoy recognises that young people who become homeless are more at risk of social, emotional, physical and financial harm.

This year tcoy has assisted 358 young people aged 16-25 years with their housing problems, made up of:

- 117 young people aged between 16-17 years old
- 241 young people aged 18-25 years old

tcoy has assisted/dealt with:

- ✓ 49 child in need assessments for 16-17 year olds
- ✓ 309 cases made up of single or childless couples
- ✓ 20 cases including a pregnant women
- ✓ 32 households that contained at least one or more child
- ✓ 37 care leavers



# review of the year supported living

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## 'supported living' helps provide tenancy support to all those who need it.

Over the last year we have supported over 300 customers with:

- ✓ addiction to drugs or alcohol
- ✓ filling out benefit forms
- ✓ finding a job or training, running their own home and caring for their health needs
- ✓ getting help and support for harassment, bullying, abuse and mental illness
- ✓ getting involved in local activities and events
- ✓ managing their money

### single pathway

Works alongside the 'homes' allocations team and helps people get the right housing support to live independently.

Single pathway provides lettings outside the main 'homes' allocations system on a 6 month tenancy, for those customers who need support prior to them entering a long term tenancy.

The floating support service is supported by: BCCP, MASTS, Home Key and Foundation and meets a range of support needs for young people aged 16-25 years.

- ✓ homes plus aims to support 372 properties in the Bradford District
- ✓ housing demand for vulnerable households needing support is high. To date, 1,024 referrals have been made through this key service



“Supported housing and floating support services do not currently have the recognition they deserve. Housing associations and other providers working in this field are unsung heroes, making a vast contribution through an enormous variety of services, tailored to meet a wide range of needs.”

Derek Long, Head of North for the National Housing Federation

### temporary accommodation

Octavia Court opened in May 2009 providing 20 self-contained flats for vulnerable families which includes communal areas, a training room and an enclosed garden.

The service was rated at level B in the Supporting People Quality Assessment Frameworks undertaken in November 2009.

“These kinds of schemes are vital for families who need extra support to get back on their feet. Many of these people will be referred to this scheme by our Supporting People programme, so we have been and will continue to work closely with Octavia Court.”

Councillor Dale Smith, Executive Member for Adult Services

### cold weather provision

Working with other agencies, open moves assists Bradford Council to provide accommodation when the temperature reaches 0°C on a night-to-night basis during the winter months.

- during the period of 2010/2011, 334 bed spaces were used by a total of 74 service users

# review of the year open field

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**'open field' is a partnership employment service which offers support with employment, enterprise, training and skills development plus confidence building.**

open field has engaged and supported over 729 clients since the project started. We have:

- ✓ assisted 75 clients into suitable employment
- ✓ sourced 30 vacancies for employer engagement with a further 60 pending for 2011 from employer alone
- ✓ engaged 20 businesses to give guaranteed interviews, work placements, etc.
- ✓ worked with 50 businesses participating in work where you live consultations and around 750 residents have been surveyed by our community agents
- ✓ assisted 56 businesses to benefit from 840 hours face-to-face human resources and business planning advice through Enterprising Bradford
- ✓ of the 56 businesses, 10 new jobs and 12 work placements have been created and offered
- ✓ hosted 145 Future Jobs Fund placements at Incommunities
- ✓ delivered 765 sessions through the local mentoring service across the Bradford District to date and a further 20 to date through the national scheme
- ✓ provided 12 customers with in-depth support at Octavia Court through the Peer Facilitation Scheme
- ✓ provided 8 families with in-depth support through family learning

“open field is flexible in its approach. We are able to provide a personalised bespoke service for any individual's needs.”

Steve Short, Director open field



**'[www.openmoves.co.uk](http://www.openmoves.co.uk)', our website, is designed to give users easy access to the 6 different service areas which make up open moves: homes, advice, able living, tcoy, supported living and open field.**

Since the launch of the open moves website on 15th January 2010 we have had over 75,500 visitors and more than 215,600 pages visited for the period ending 31st March 2011.

“ Our new website opens the door to a range of services to help people make the next move in their lives. As well as accessing 'homes' and making bids for homes of their choice, customers can find out more about private rented homes that are available locally and much more.

The website provides information for people needing help finding work or accessing training, money management and housing advice. ”

Pam Bennett, Director of Incommunities Housing Access and Advice Service

“ We are delighted that Incommunities new website gives customers the opportunity to access a range of housing. ”

Councillor Adrian Naylor, Executive Member for Regeneration and Economy



## top 10 website pages visited

1. open moves - homepage
2. homes - homepage
3. open moves - index page
4. open moves - contact page
5. advice - homepage
6. able living - homepage
7. open field - homepage
8. homes - allocation policy
9. homes - homes swap
10. open moves - languages



**'open moves'** offers customers access to a wide range of free advice services including benefit advice, tenancy support and adaptations. Our 'open field' service located within 'open moves' gives help to people looking for work or training.

**advice:** prevention cases by housing problem

housing problem	no.	%
private tenancies	778	22.7%
debt and benefits	87	1.0%
housing	196	5.7%
medical	81	2.4%
asylum and refugee	87	2.5%
relationship breakdown leading to homelessness	948	27.6%
mortgage arrears/repossession	173	5.0%
harassment, violence and nuisance	284	8.3%
tcoy (service for 16-25 year olds)	358	10.4%
probation clients	252	7.3%
Domestic Violence protocol	75	2.2%
roofless applicant needed homeless assessment	167	4.9%
<b>total</b>	<b>3433</b>	<b>100%</b>

**advice:** prevention cases by ethnicity

ethnicity	no.	%
White/European	2433	70.9%
Pakistani	477	13.9%
Indian	22	0.6%
Bangladeshi	44	1.3%
Other Asian	92	2.7%
African/Caribbean	190	5.5%
Chinese	12	0.4%
Other	79	2.7%
Refused	84	2.4%
<b>total</b>	<b>3433</b>	<b>100%</b>

**advice:** bond scheme lettings 2010-2011 (circumstances at time of application)

strategic targets	no.	%
move from temporary accommodation	4	4.9%
homelessness prevented	69	85.2%
overcrowding	8	9.9%
<b>total</b>	<b>81</b>	<b>100%</b>

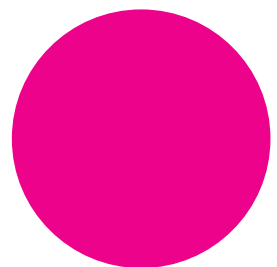
**open moves:** reception area customer satisfaction survey results

staff were helpful in dealing with my enquiry

	no.	%
strongly agree	77	47.2%
agree	58	35.6%
neither agree or disagree	15	9.2%
disagree	7	4.3%
strongly disagree	6	3.7%
<b>total</b>	<b>163</b>	<b>100%</b>

I understand the advice and information given to me

	no.	%
strongly agree	69	42.3%
agree	59	36.2%
neither agree or disagree	18	11.0%
disagree	9	5.5%
strongly disagree	8	4.9%
<b>total</b>	<b>163</b>	<b>100%</b>





open moves works in partnership with other housing associations in the District and we would like to thank them for their continued support throughout 2010/2011.

Abbeyfield



helping you make the next move

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 better living

