

2 HOUSING OPTIONS (AN23-2012)

Committee is asked to note the procurement of IT software to assist the Housing Department in its development and delivery of a Housing Options approach to meeting housing need in the City.

A Housing Options approach is essentially about a dialogue with customers to assess their housing needs and to clarify the options that they may have in terms of accommodation.

The Housing Department currently provides elements of Housing Options advice and assistance through the Homeless Services Prevention Team and the Lettings Centre prospects advice service.

Committee is asked to note that the Scottish Government has allocated funding of approximately £500,000 for the establishment of five regional Housing Options Hubs to encourage cross Council working in the development and implementation of a Housing Options approach.

The Tayside, Fife and Central Hub (comprising Dundee City, Perth & Kinross, Fife, Clackmannanshire and Angus Councils) has attracted funding from the Scottish Government of approximately £140,000 of which approximately £26,000 is to be used to procure an IT software package to assist with the customer contact aspect of the developing service. This software will allow for a personalised action plan to be created and given to each customer detailing the best options they may have regarding meeting their accommodation needs.

There is no cost to Dundee City Council arising from the procurement of this standalone IT package as a pilot scheme.

The timescale for implementation is April 2012 to allow set up of the necessary IT system and for staff training.

The pilot scheme will be monitored and evaluated during 2012/13.