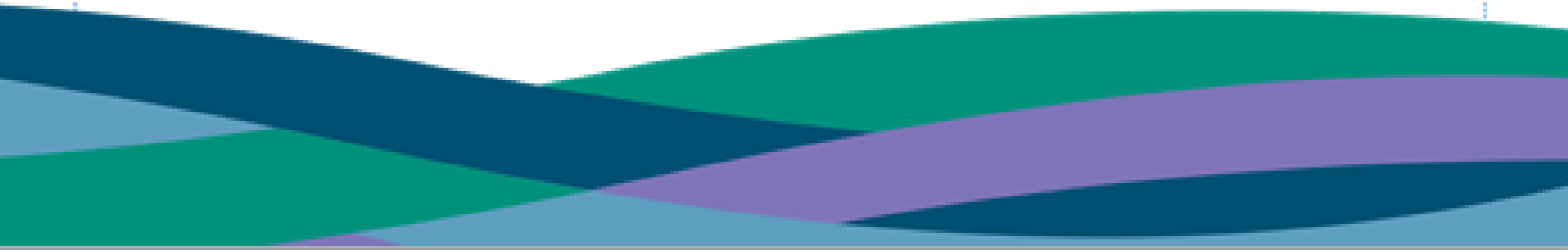




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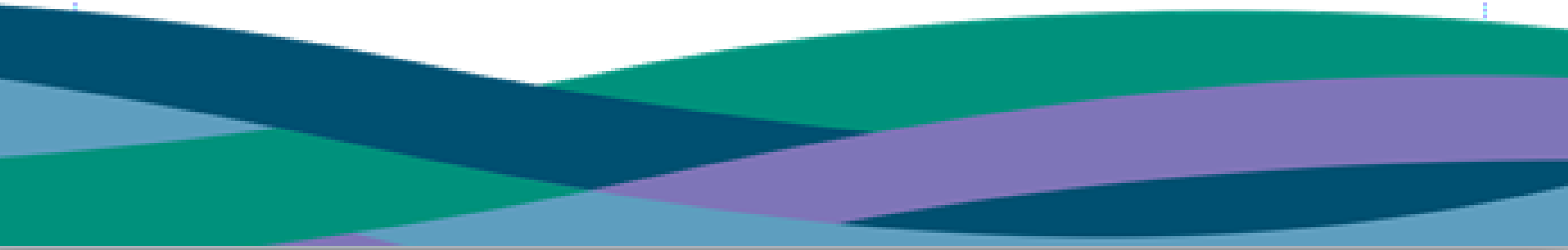
CONWY

HOUSING SOLUTIONS



# Conwy Housing Solutions

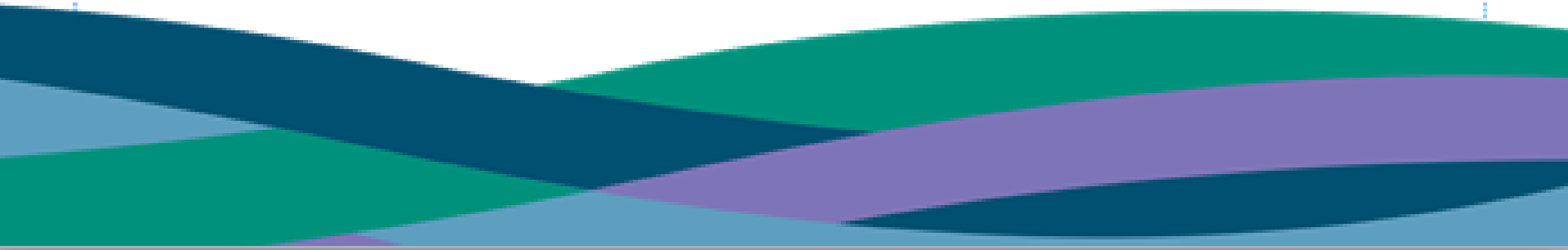
Conwy Housing Solutions is a partnership between Conwy County Borough Council and Cartrefi Conwy and other stakeholders



# Conwy Housing Solutions

## The Partnership

- Better customer experience
- Business Opportunity
- Co-location
- Shared IT systems
- Sharing and better use of expertise and skills
- One Stop Shop



# Conwy Housing Solutions

## The Vision

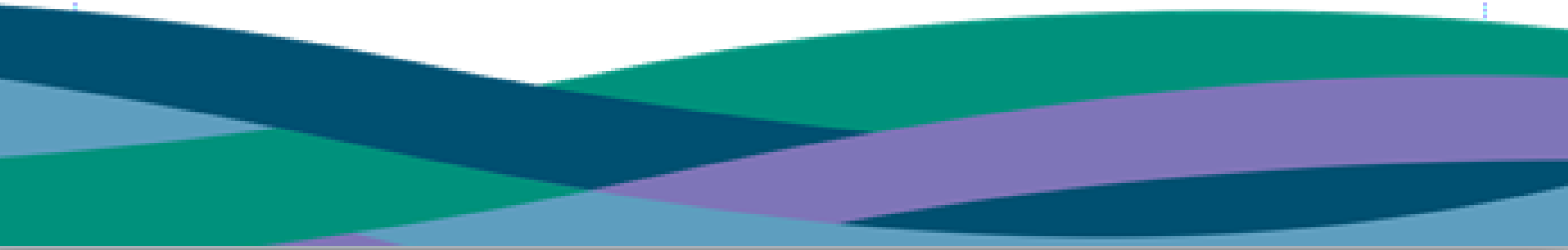
*“The creation of a branded, accessible, modern, customer focused professional housing options hub, in partnership with Cartrefi Conwy and other stakeholders to prevent homelessness wherever possible and where homelessness is unavoidable to support those households to prepare for settled and sustainable housing”*

**Conwy Council Homelessness Review 2012**  
**Options Appraisal Recommendation**



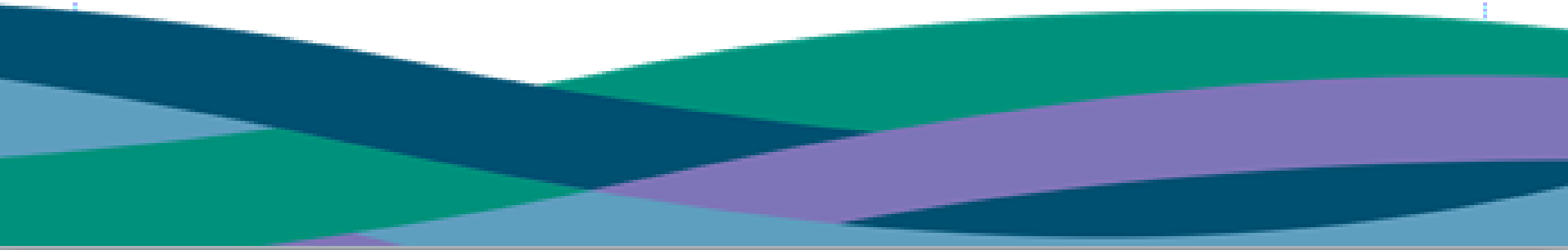
# Focusing on Outcomes

- **Outcome 1** - Homelessness is prevented from occurring in the first place.
- **Outcome 2** - Services are accessible to all and allow customers to seek information, advice and support easily and to get appropriate help in a crisis.
- **Outcome 3** - Comprehensive and person centred housing options advice is provided and allows customers to make planned and informed decisions about where they live.



# Focusing on Outcomes

- **Outcome 4** - Appropriate temporary accommodation is available when required, and allows customers to prepare for settled and sustainable housing.
- **Outcome 5** - Sustainable solutions to housing need are provided that make homelessness an isolated occurrence and not a way of life.



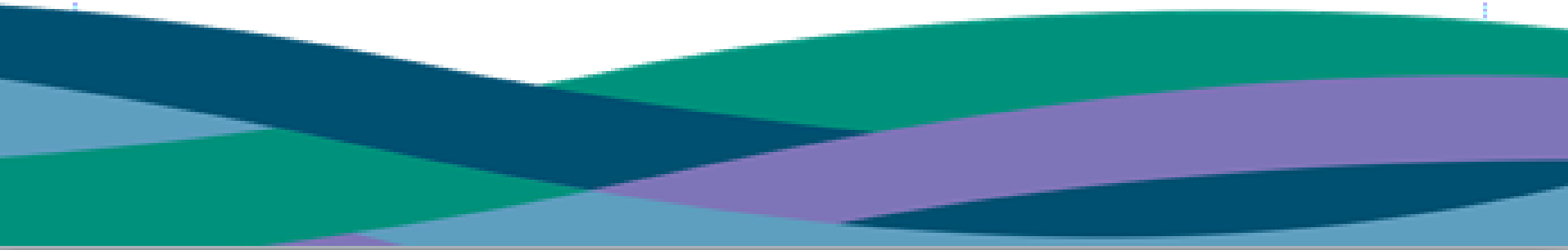
# Focus on Customers

- Offering a “one stop shop” for Housing Options Advice
- Putting our customers at the heart of the Conwy Housing Solutions Service
- Having a clear vision for quality services
- Listening to our customers
- Delivering services we would all be happy to receive ourselves



# Conwy Housing Solutions

- 1) One Stop Shop for Housing Options Advice  
@ 41 Conway Road
- 2) Transfer of Temporary Accommodation  
Management
- 3) Establishing a Social Lettings Agency
- 4) Supporting the delivery of SARTH

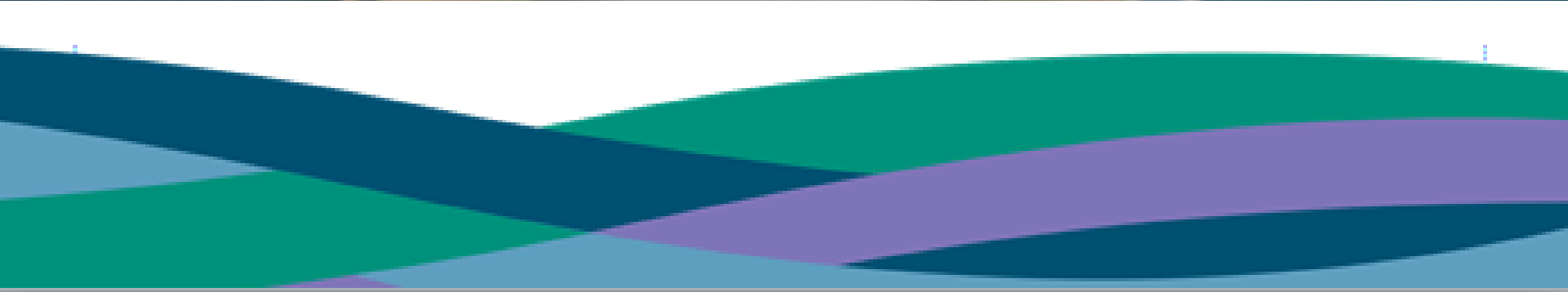
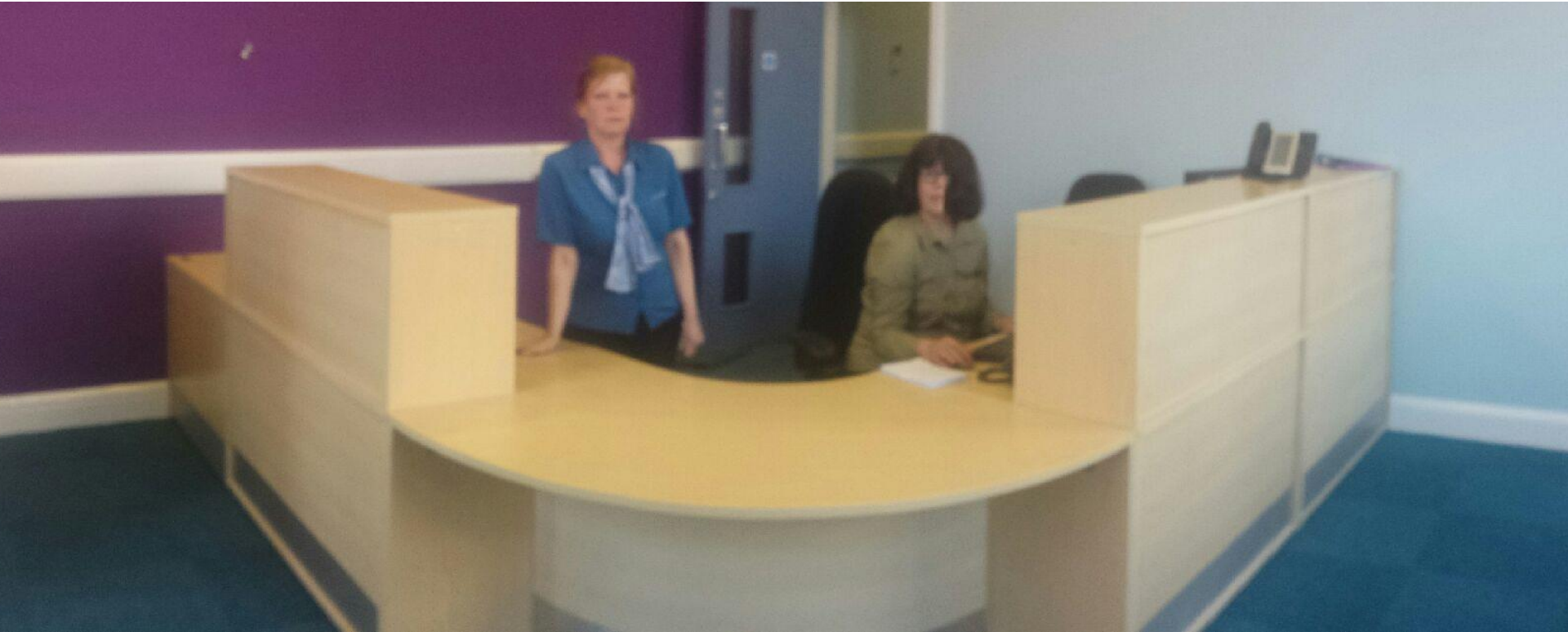




# Moving into 41 Conway Road



# Refurbished Reception Area



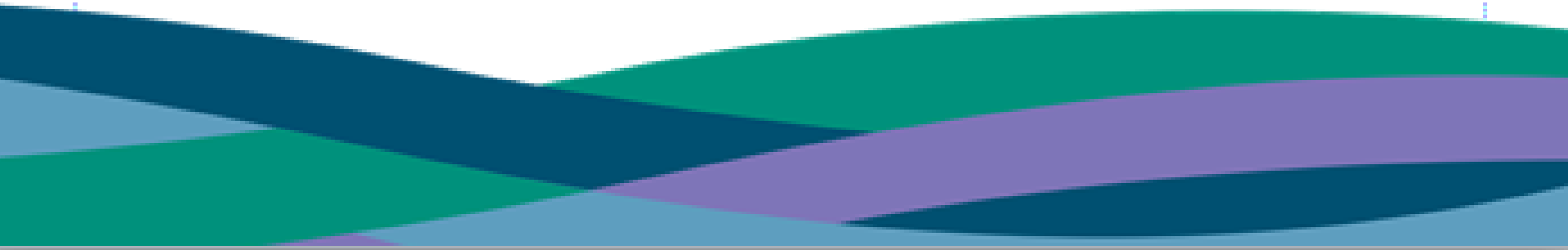
# Housing Options One Stop Shop.....

- Shared Office for CCBC and Cartrefi Conwy
- Customers can access the following services:
  - Housing Options Advice
  - Tenancy Support
  - Homeless Prevention Services
  - Homeless Presentations
  - CCBC Housing Register Enquiries
  - Homefinder Service
  - Cartrefi Conwy Customer Services
  - Social Lettings Agency Services



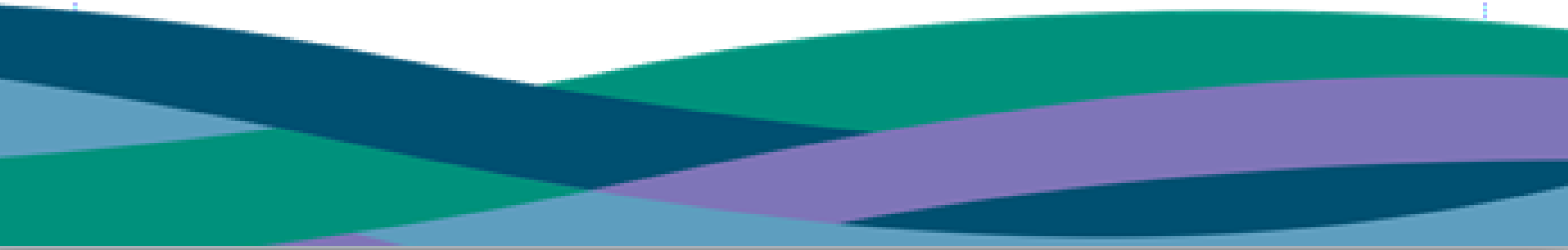
# Temporary Accommodation.....

- Private Rented properties on Lease Agreement with local landlords
- Small portfolio of approx 80 Units
- Cartrefi Conwy manage these properties on behalf of the Local Authority
- Clients (Landlords and Tenants) will benefit from a specialist Housing Management Service



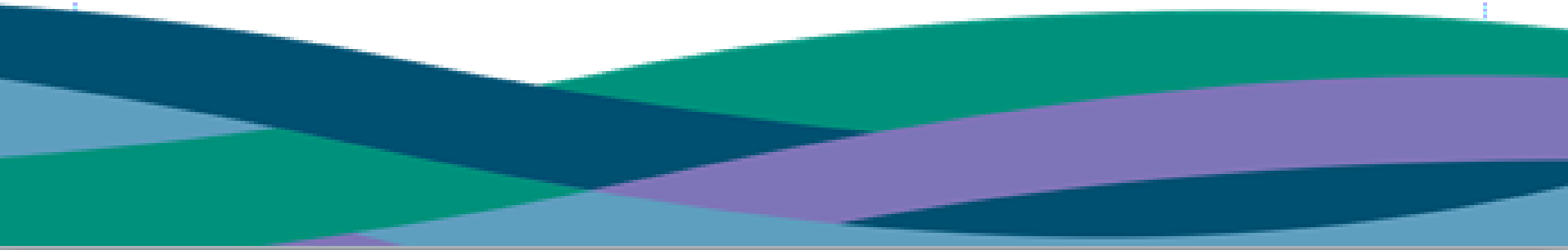
# Social Lettings Approach.....

- Large Private Rented Sector in Conwy
- Council and Cartrefi Conwy have access over 2000 Applicants through the Local Authority Housing Register
- Aims to source a supply of high standard private rented accommodation and support prospective tenants into sustainable tenancies



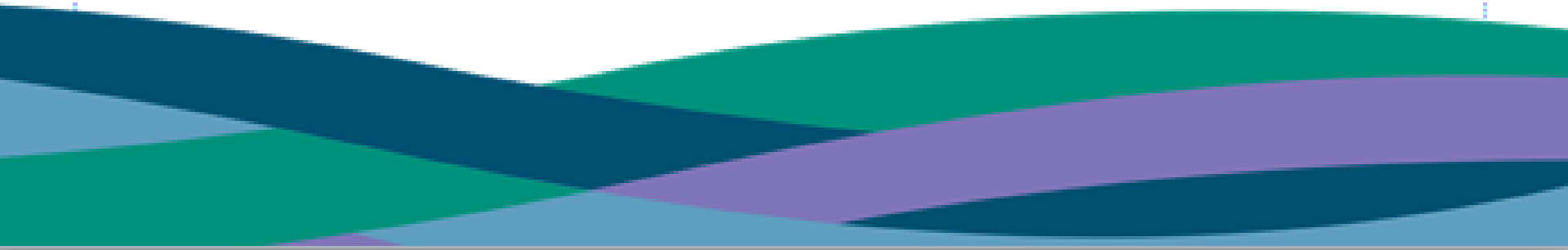
# Governance Arrangements.....

- Joint Management Board made up of Senior Officers from CCBC and Cartrefi Conwy to meet quarterly
- Responsible for Service Development and Improvement for Conwy Housing Solutions
- Monitoring of Performance across the new shared service – a Range of KPI's
- Aspirations to develop a Social Enterprise Model for Social Lettings Agency



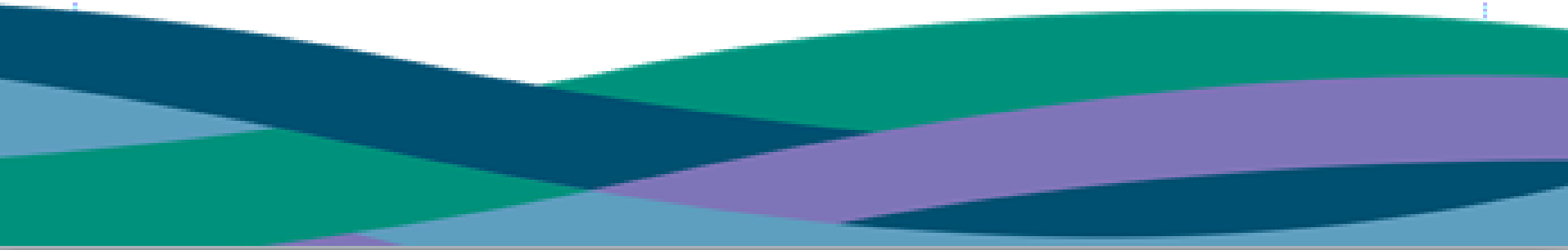
# The Challenges.....

- Wales Housing Act 2014 - statutory prevention agenda
- Local Government Finances
- Delivering More for Less
- Accessing more properties within the Private Rented Sector
- Driving up standards within the Private Sector
- Continued challenges of Welfare Reform



# Looking Forward.....

- Extending the Conwy Housing Solutions Partnership approach
- Developing a Continuous Improvement Culture
- Implementing SARTH
- Quality Housing Options Advice for all customers
- Developing a toolkit for staff







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