

Appendix: Customer First Analysis - Support into employment and training for rough sleepers Hyndburn project

<p>1. Purpose</p> <ul style="list-style-type: none">• What are you trying to achieve with the policy / service / function? <p>Hyndburn Council has been awarded grant funding under the Department of Levelling Up, Housing and Communities (DLUHC) Rough Sleeping Initiative (RSI) funding programme for 2022-25 which includes an element of funding for providing training and employment opportunities for rough sleepers and those at risk of rough sleeping. Grant funding profile awarded to deliver training and employment: 2022/23 £33,250 2023/24 £45,000 2024/25 £45,000</p> <p>Training and employment opportunities targeted at rough sleeping would help with stabilising their lifestyle and integrating them into the community</p> <p>Government grant funding awards has enabled Hyndburn Council to develop a housing and support pathway for rough sleepers and those at risk of rough sleeping to help rebuild lives and thereby prevent rough sleeping.</p> <p>This approach supports the Government's commitment in halving rough sleeping (in this Parliament) and then ending it (by 2027) .</p>
<ul style="list-style-type: none">• Who defines and manages it? <p>A Hyndburn training and employment project targeted at rough sleepers who are receiving housing and support has been developed by the Council with inputs from and collaboration with Maundy Relief, Stepping Stone Projects, Department for Works and Pension and Onward Homes. It envisaged that a voluntary organisation will be appointed to provide training and employment opportunities over a period of three years through appropriate procurement route</p> <p>A steering group would be set up involving the aforementioned organisations to oversee and steer the project. A grant agreement would be required for payment of the funding from the council and the appointed organisations and this would include a schedule of service deliverables ,outcomes and monitoring requirements The council's Housing Strategy & Policy Manager would chair the steering group and be the named contact for the purpose of the grant agreement. Contractual arrangements and the approach of the Steering Group will include the</p>

requirements to be sensitive and responsive to any differences between client's needs based on protected characteristics, to reduce any barriers to people within the cohort accessing services

- Who do you intend to benefit from it and how?

Training and employment opportunities will be targeted at those clients who are within Hyndburn's housing and support pathway

The appointed organisation for delivering training and employment opportunities will engage with clients and organisation who can provide support to agree individual training and employment plan for each client.

- What could prevent people from getting the most out of the policy / service / function?

A project risk log will be in place to identify any key risks and mitigation steps.

- How will you get your customers involved in the analysis and how will you tell people about it?

Information about training and employment opportunities will be made available to clients and local agencies. 121 meeting between clients and the organisation appointed to provide training and employment opportunities will be fundamental in explaining what opportunities are available and the benefits of getting involved. The impact of the project will be assessed and reported to the training and employment steering group. This will include client feedback.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

HBC will put in place monitoring requirements which the appointed T&E organisation must report on monthly.

HBC will oversee delivery of project deliverables

DLUHC will also require reports on impact and benefits

- How satisfied are your customers and how do you know?

The appointed T&E organisation will provide information on customer satisfaction

<p>with the service including complaints</p>
<ul style="list-style-type: none"> • What existing data do you have on the people that use the service and the wider population? <p>HBC has data for homelessness cases through its on line portal for homelessness applications and information from organisations who are providing housing and support for RS clients</p>
<ul style="list-style-type: none"> • What other information would it be useful to have? How could you get this? <p>None</p>
<ul style="list-style-type: none"> • Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)? <p>The appointed T&E organisation equalities monitoring form will provide occupants' details</p>
<ul style="list-style-type: none"> • Are you using partners, stakeholders, and councillors to get information and feedback? <p>Feedback on the T&E project from partners and stakeholders will emerge from quarterly Hyndburn homelessness meetings</p>
<p>3. Impact</p>
<ul style="list-style-type: none"> • Are some people benefiting more – or less – than others? If so, why might this be? <p>RSI grant funding is conditional on meeting the needs of rough sleepers and those at risk of rough sleeping .So the beneficiaries of this service are this cohort</p>
<p>4. Actions</p>
<ul style="list-style-type: none"> • If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it? <p>RSI grant funding is conditional on meeting the needs of rough sleepers and those at risk of rough sleeping.</p> <p>There will be conditions within the funding agreement between HBC and the appointed T&E organisation to ensure that RSI is only used for the purpose for which it is provided</p>

<ul style="list-style-type: none"> • Is it discriminatory in any way? No • Is there a possible impact in relationships or perceptions between different parts of the community? <p>Information can be made available to explain the purpose of the T&E project.</p>
<ul style="list-style-type: none"> • What measures can you put in place to reduce disadvantages? <p>The project aims to provide rough sleepers or those at risk of rough sleeping access to T&E opportunities to overcome the disadvantages associated with rough sleeping and homelessness.</p>
<ul style="list-style-type: none"> • Do you need to consult further? No
<ul style="list-style-type: none"> • Have you identified any potential improvements to customer service? <p>The T&E Steering Group will keep the project under review and implement any identified service improvements.</p>
<ul style="list-style-type: none"> • Who should you tell about the outcomes of this analysis? <i>We will share the analysis with the appointed T&E organisation to assist with any service improvements. We will also report service analysis to the Homeless in Hyndburn Forum</i> • Have you built the actions into your Business Plan with a clear timescale? No • When will this assessment need to be repeated? No further assessment is envisaged

Name: _____ Chris Gregory _____ **Signed:** _____

Service Area: _____ Regeneration & Housing _____
Dated: _____ 6/10/2022 _____