



Customer Charter – Homelessness Emergencies 2024

Service standards for homelessness services in an emergency

What is an emergency?

An emergency can be defined as any act or event that requires the Lincolnshire Resilience Forum to be activated to respond to a large scale emergency when combined multi agency coordination would result in a more effective outcome.

This charter details the homelessness service that West Lindsey can provide in an emergency.

- In an emergency, the service will still operate in line with current legislation and we will be mindful of the code of guidance for local authorities when delivering the service to our customers:
 - <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/overview-of-the-homelessness-legislation>
 - <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>
- The Home Choices Team can be contacted on **01427 676 676** or by email at home.choices@west-lindsey.gov.uk during normal working hours and on **01427 613960** in emergencies outside of normal office hours (after 5pm, weekends and bank holidays.)

If you have to leave your homes due to an emergency:

- We will ask you if you have anywhere else that you can go and stay immediately when you are being evacuated in an emergency.
- We will ask you if you have an insurance company or landlord who has a responsibility to provide you with emergency accommodation.
- There will be very limited accommodation available which accepts pets and so we will always ask if kennels or other short term accommodation is available for your pets.
- It may not always be possible to accommodate you in the exact location requested, you will be made one offer of suitable accommodation based on the circumstances you have disclosed to us and if this is not accepted, no further offers will be made.
- Offers of emergency accommodation will likely be in hotel or B&B, but this can only be accessed up to 11pm at night.
- If an emergency evacuation is required between 11pm and 9am, this will be provided at a rest centre.

When someone is homeless due to an emergency we will:

- Arrange temporary accommodation if your house is uninhabitable due to a fire, flood or other emergency and you have nowhere else to stay. We will continue to work with you for at least 56 days to assist you to seek a longer-term housing solution.

- Offer you a homeless interview with one of our officers at the earliest possible opportunity after the evacuation of your home, we aim to do this within 3 working days.
- Interview you in person at our offices (or at another location in exceptional circumstances such as an emergency rest centre) over the phone or via a virtual interview on MS Teams. We cannot carry out interviews via another person or agency on your behalf or by email.
- Allocate a Homelessness Prevention Officer to work with you. We will aim to ensure the same officer will deal with your case from start to finish. We will provide you with the name of the officer supporting you, their direct telephone number and their email address.
- Work with you to produce a Personalised Housing Plan that will be tailored to your individual support and housing needs.
- Regularly monitor and update your Personalised Housing Plan with the aim of preventing or relieving your homelessness.

Your responsibilities when accessing our services:

- In order to assist you in the best way we can, you are required to be open and honest in regards to everything we need to know to prevent you becoming homeless or to assess your homelessness application properly
- We require you to co-operate with the Home Choices Team when we are assessing your housing options.
- It is very important that you inform us immediately if your circumstances change including if you change your telephone number or email address so we can stay in contact with you
- We require you to provide us with all documents we ask you for to enable us to assist you and assess your application/s
- We require you to keep to the rules of any temporary accommodation that we may arrange for you, these rules may be set out by West Lindsey, or by the by the accommodation provider, and likely both.
- We kindly ask that you speak to us politely and courteously, without being abusive.
- Any unacceptable behaviour will be dealt with appropriately
- Provide us with all the relevant information as included within the emergency triage form at appendix 1.

West Lindsey customer service standards

In addition, the Home Choices Team work closely within the council's adopted 7-Point Customer Service Standards framework.

- Standard 1: Listen, understand and respond to our customers' needs
- Standard 2: Work with partners to support our customers
- Standard 3: Help customers to help themselves
- Standard 4: Provide services to our customers which they can rely on and trust
- Standard 5: Seek and use feedback opportunities to learn, grow and develop
- Standard 6: Communicate clearly and simply
- Standard 7: Treat customers fairly and respectfully

Review

This customer charter will be reviewed annually and approved in line with the requirement below.

Approved by	Sally Grindrod-Smith Director of Planning, Regeneration and Communities
Approval date	25 th March 2024
Next review date	1 st April 2025

This document is available in alternative formats on request by contacting customer services by email customer.services@west-lindsey.gov.uk or by phone on 01427 676676

Emergency Homelessness TRIAGE FORM

Name	
Date of birth	
Phone Number	
Address	
National Insurance number (it is fine if people do not have this straight away)	

Other household members:

Name	Date of birth	Relationship (ie spouse, son, daughter)

Pets	
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Tenure of your home (ie home owner, renting from a private landlord, renting from a registered provider)	
Landlord details	
Have you contacted your insurance provider or landlord to see if they can offer emergency accommodation?	
Do you have anywhere to stay as an emergency measure (a friend or family member?)	
Do you have your own transport to get to an emergency accommodation placement?	
Are there any restrictions on where you can live or any preference on where you are accommodated? We may not always be able to offer accommodation in specific locations, but we will try to keep you as close as possible to school, work, healthcare etc	
Placement details	
Address	
Number of nights booked	
Cost and p card info	