

HousingNorthwest



The Manchester City Region CBL Service

BRIEFING NOTE: Service Overview

For: **All stakeholders to the Pinpoint Sub Regional CBL Service**
Subject: **Overview of the service, its purpose and its outcomes**
Date: **October 2009**
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Introduction

This Briefing Document is intended to provide general information on the Pinpoint service to provide an overview of its purpose and intention. It is not a comprehensive report on the service historically or for the future, it is purposely general rather than specific. It is intended to be used by any person or body who can refer to it as a compact source of information.

Background

Pinpoint is the Manchester City Region Sub Regional Choice Based Lettings Service. It has been in operation since **July 2008** and is a partnership of the 10 Greater Manchester Local Authorities and 13 Registered Social Landlords.

A bid was made in 2005 to ODPM, to develop a Sub Regional scheme for the City Region with Salford & Bolton as Lead Authorities.

The service received initial funding from ODPM (now CLG) of £100, 000 in 2005. Subsequent financial support from CLG of £150,000 was received in 2008 with partner contributions supporting the administration and key enhancements to the Pinpoint service.

Full support from AGMA, GONW, CLG & the Audit Commission.

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The bid was successful with recruitment & tendering resulting in the establishment of a Project Team to lead the development & subsequent implementation of the service.

The Sub Regional CBL service went live July 2008, to deadline & budget.

Service Aims & Objectives

The Objectives of the service are

- Increase access and choice for customers across the City Region for people looking for affordable housing solutions.
- Transparent Housing Options service that meets the needs of all diverse communities across the Sub Region
- Align the needs of BME households, refugees and other socially excluded groups
- Integrated Transfers and Homeswaps
- Work towards mechanisms to Managing homelessness and temp accommodation in Sub Regional context
- Quality service based on best value principles that realises the potential of partner investment in ICT to bridge the digital divide
- Support the housing market renewal programmes in the sub region to deliver sustainable housing markets
- A register of people with disabilities and of adapted and other appropriate housing across tenure to make best use of stock

Additionally the aims of the service are continuously evolving

- encouraging economic mobility
- Improving ease of access for customers
- Delivering efficiency & flexibility for housing providers
- Provision of comprehensive housing options information in one place
- Continuous cleansing of registers across the partnership
- Use of the information generated through the service to produce local & sub regional benefits.
- Position the service to be a deliverable for Sub Regional strategies to benefit customers, housing providers and the region as a whole.

The Service

Governance

The basic governance structure is

Project Board

Membership is representative of LA / LSVT / RSL partners

Project Team Membership is Core Team (Support Team & Management) + Seconded Officers from Strategic Lead Authorities (Salford & Rochdale)

Performance & Operations Group Operational Managers from across the partnership.

The Project Board & Team report to Planning & Housing Commission and the Greater Manchester Housing Officers Group, who ultimately report to full AGMA.

Statistics

Partnership	23 landlords comprising 34 organisations
Stock totals	In excess of 190, 000 properties
Applicant Database	In the region of 120, 000
Properties advertised p/w	30 – 40
Private Rented advertised	71 in all Local Authorities
Households re housed	871
Cross Boundary moves	33%
Cross Partner allocations	50%

Each partner landlord contributes a % of their void stock to the Pinpoint scheme. This ranges from 5% - 25% and is a minimum requirement.

Registration

Applicants are registered with one of the partners and this gains them access to all the properties on Pinpoint. This is made possible by a regular Data Transfer of the partner landlords applicant database into the Pinpoint System.

They remain an applicant of the partner landlord and use their registration details to log in to the Pinpoint system.

Shortlisting

In the first year applicants were shortlisted based on the date of their registration with one of the partner landlords.

In July 2009 a Common Assessment Framework was introduced, which accommodates for the allocation policies in operation across the partnership.

These policies translate into a Centralised Pinpoint Banding System made up of

Band A	High / Urgent housing need
Band B	Reasonable Preference Categories of housing need
Band C	Need specific to the applicant and not an identified need

The Future

Service Review

A formal evaluation of the service was conducted in September 2009 which indicated the positives of the service and identified actions required to overcome issues.

A service development event took place in October 2009 where the Project Board initiated a service review. This review will propose and implement service improvements to ensure future service delivery meets the requirements of customers, officers, the partner organisations and the City Region.

This will take the form of a 3 year strategic Business Plan for the service.

Accessible Housing Register

An Accessible Housing Register across the City Region is under development which will

- increase housing choice for disabled and deaf applicants across Greater Manchester
- ensure that accessible and adapted properties are let to disabled people who need them
- make best use of accessible properties across Greater Manchester

Enhanced Housing Options

An enhancement to the service will provide a web based holistic housing options service for homeseekers across the City Region.

The key areas will be comprehensive information on the Affordable Homes available, an eligibility tool which will assist the homeseekers decision making and additional information provision around work, training, support & money and debt advice.

For further information, please visit: www.pinpoint.org.uk