

Agenda

ENVIRONMENT, HEALTH AND HOUSING COMMITTEE

Date:	Tuesday, 14 March 2017 at 5:00 pm
Venue:	Town Hall, St Annes, FY8 1LW
Committee members:	<p>Councillor Ben Aiken (Chairman) Councillor Viv Willder (Vice-Chairman)</p> <p>Councillors Peter Anthony, Maxine Chew, Delma Collins, Gail Goodman JP, Shirley Green, Roger Lloyd, Graeme Neale, Louis Rigby, Heather Speak, Richard Taylor.</p>

Public Platform

To hear representations from members of the public in accordance with council procedure rule 11. To register to speak under Public Platform: see [Public Speaking at Council Meetings](#).

	PROCEDURAL ITEMS:	PAGE
1	Declarations of Interest: Declarations of interest, and the responsibility for declaring the same, are matters for elected members. Members are able to obtain advice, in writing, in advance of meetings. This should only be sought via the Council’s Monitoring Officer. However, it should be noted that no advice on interests sought less than one working day prior to any meeting will be provided.	1
2	Confirmation of Minutes: To confirm the minutes, as previously circulated, of the meeting held on 21 February 2017 as a correct record.	1
3	Substitute Members: Details of any substitute members notified in accordance with council procedure rule 24(c).	1
	DECISION ITEMS:	
4	Fylde Coast Homelessness Prevention Trailblazer	3 - 18

Contact: Katharine McDonnell - Telephone: (01253) 658423 – Email: democracy@fylde.gov.uk

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<http://fylde.cmis.uk.com/fylde/DocumentsandInformation/PublicDocumentsandInformation.aspx>

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DECISION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT HEALTH AND HOUSING COMMITTEE	14 MARCH 2017	4
FYLDE COAST HOMELESSNESS PREVENTION TRAILBLAZER			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY

In December 2016 Fylde BC, working jointly with Blackpool Council and Wyre Council were awarded two year Homeless Trailblazer funding from DCLG. This report details how the Homelessness Prevention Trailblazer project will be managed across the Fylde local authorities and within Fylde Borough Council.

The aim of the funding is to develop innovative approaches to preventing homelessness by carrying out prevention activity earlier and work with a wider group of people and reduce the number of people who face a homelessness crisis in the first place.

RECOMMENDATIONS

The Committee is recommended:

1. To note the contents of the report and proposals to undertake the Fylde Coast Homelessness Prevention Trailblazer project across the Fylde Coast Authorities.
2. To recommend to the Finance and Democracy Committee the approval of a fully-funded revenue budget increase for the total sum of £120,000 (£60,000 in 2017/18 and £60,000 in 2018/19).

SUMMARY OF PREVIOUS DECISIONS

No previous decision

CORPORATE PRIORITIES

Spending your money in the most efficient way to achieve excellent services (Value for Money)	√
Delivering the services that customers expect of an excellent council (Clean and Green)	√
Working with all partners (Vibrant Economy)	√
To make sure Fylde continues to be one of the most desirable places to live (A Great Place to Live)	√
Promoting Fylde as a great destination to visit (A Great Place to Visit)	

FYLDE COAST HOMELESSNESS PREVENTION TRAILBLAZER PROJECT

'TURNING THE TIDE'

BACKGROUND

1. In December 2016 Fylde BC, working jointly with Blackpool Council and Wyre Council, were awarded two year [Homeless Trailblazer](#) funding from DCLG. The aim of the funding is to develop innovative approaches to preventing homelessness by carrying out prevention activity earlier and work with a wider group of people and reduce the number of people who face a homelessness crisis in the first place.
2. The bidding prospectus was announced in October 2016. Government is committed to helping the most vulnerable in our society and over the next four years they will invest £139million in central programmes to prevent and reduce homelessness in England. Government has also protected and maintained homelessness prevention funding for councils, reaching £315 million by 2019/20, to ensure that they can provide advice to all those who approach them for help. Fylde BC homelessness prevention funding for 2016/17 was £49,263.
3. The Trailblazer local authorities will work with DCLG to build an evidence base on what works to prevent homelessness, and work with other local authorities to share best practice. The funding is to inform the implementation of the [Homelessness Reduction Bill](#). The Bill seeks to ensure a greater focus on the prevention of homelessness and offers some increased protection for single homeless people and childless couples. The Bill has reached Committee Stage in the House of Lords and it is expected receive Royal Assent in the summer of 2017.

HOMELESS WITHIN FYLDE AND THE WIDER FYLDE COAST

4. In 2015/16 Fylde BC completed 92 Homeless Applications and all of these households were found to be homeless or threatened with homelessness within 28 days. Prior to taking a Homeless Application households would have worked with the Authority through the preventative housing advice route, prior to a need for a homeless application. In 2015/16 we dealt with 392 cases for housing advice.
5. Homeless legislation requires that temporary accommodation is provided for all households who appear to be in priority need. Of those 92 homeless presentations; 24 were from families (6 couple with dependent children and 18 lone parent with dependent children), 61 single person households and 7 other households. Fylde BC currently leases 10 units of Homeless Interim accommodation from Progress Housing Group. Table 1 below details the situation with homelessness across the Fylde Coast in 2015/16.

Table 1: Homelessness in Fylde Coast authorities 2015/16

Authority	Total cases of Housing Options advice and support	Prevention and Relief	Homeless apps assessed	Found to be Homeless	Full Duty Accepted *	Total Rough sleepers (Ave per night)
Blackpool	2886	1053	978	687	86	124 (10-15)
Fylde	392	63	92	92	6	5 (2)
Wyre	459	301	29	25	9	15 (2)
Fylde Coast	3737	1417	1099	804	101	144 (14-19)

* Full Duty Accepted - A 'main homelessness duty' is owed where the authority is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group. Such statutorily homeless households are referred to as 'acceptances'

6. Annually local authorities are requested by Government to submit a figure for the number of rough sleepers within their authority either as a physical count or estimate. The Government's definition of a rough sleeper is people sleeping, about to bed down (sitting on/in or standing next to bedding) or actually bedded down in the open air (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or "bashes").

Rough Sleeper estimate Fylde Borough

2014	6
2015	1
2016	5

7. Within Fylde there has been an increase in vulnerable single households applying to the Authority as Homeless and we rely on B&B accommodation. The single homeless households we support often present with a range of issues including drug and alcohol misuse and mental health illnesses. Accessing supported accommodation and/or support from can be difficult. There are often barriers to sourcing permanent accommodation for individuals due to previous tenancies, for example tenancies lost through ASB or rent arrears, and lack of affordable one person accommodation in the private and social rented sectors in Fylde.

FYLDE COAST HOMELESS TRAILBLAZER PROJECT

8. Across the Fylde Coast our planned new holistic approach "Turning the Tide", will seek to strengthen services aimed at homelessness prevention by:
 1. Strengthen public understanding of the risks of homelessness by raising awareness among all public sector workers and combining tenancy training programmes across the Fylde Coast to reduce the numbers at risk of homelessness.
 2. Identify and resolve housing issues for vulnerable people known to other public services across the Fylde Coast earlier. This will be achieved by strengthening engagement in social services cases, and dedicated housing support at local hospitals. We will establish better information sharing to track individuals' progress, inform the development of services, and direct the use of resources between agencies across the Fylde Coast. This will prevent homelessness in more cases and set up more sustainable accommodation and support than would otherwise have been achieved.
 3. Further develop access to the private rented sector in Fylde and Wyre to provide a wider range of alternative housing options for anyone at risk of homelessness.
 4. Establish strengthened arrangements for temporary accommodation that is combined with holistic support for other vulnerable individuals who are not owed the full homelessness duty.
 5. Help people with multiple and complex needs by addressing underlying issues to achieve sustained positive outcomes, including bringing intensive support to people through a new Housing First project linked to the Blackpool Fulfilling Lives programme.
9. The project will offer help with training and employment for all individuals who present as homeless through a new More Positive Together programme provided by local social landlords. Outcomes will include more people engaging with training programmes, finding employment, and more sustainable housing.
10. Tenancy Support Workers will be employed across the three authorities to work with complex needs households and a Trailblazer Champion and Hospital Link Worker post will be based within Blackpool BC. The Trailblazer Champion will act as Project Team Leader and facilitate networking and sharing of information between the Tenancy Support Worker posts.

11. Table 2 details the expected outcomes for the full two years of the project across the Fylde Coast authorities.

Table 2 - Expected outcomes from the Fylde Coast Homeless Prevention Trailblazer project

Homelessness prevented	100
Evictions prevented	50
Reduced requirement for Temporary Accommodation	25
Reduced rough sleeping	20
Clients find employment	25
TOTAL	

ACCOUNTABILITY

12. Terms of Reference for the Homeless Prevention Trailblazer Project will be entered into between the Fylde Coast Local Authorities and each organisation will agree to; work towards the aims of the project; report on the expected outcomes as detailed in Table 2 above; work with DCLG to build an evidence base on what works to prevent homelessness; and, work with other local authorities to share best practice.

13. Partnership meetings will be held monthly for the first 6 months and then quarterly when:

- Suite of job descriptions for the project have been agreed within each organisation's HR procedures
- Complex needs posts will all be based on a generic job description for a Tenancy Support Worker and amended to reflect each local authority's service needs
- Posts are in place or work has begun to recruit to posts
- Project funding has been confirmed and Year 1 funding has been received

14. Fylde Coast Homeless Forum will be arranged by each local authority in turn, being begun by Fylde BC in April 2017. The hosting local authority will Chair the meetings and take minutes. These meetings will be held quarterly and will be attended by all Charities and Statutory Agencies that work across the Fylde Coast to support vulnerable households. Membership of the group shall not be exclusive to these agencies and is therefore open to others.

15. The profile of the bid across the Fylde Coast Authorities is detailed below.

Table 3: Fylde Coast Homeless Prevention Trailblazer

	Blackpool, Fylde and Wyre		Fylde	
	2017/18	2018/19	2017/18	2018/19
Support	£20,000	£10,000	£0	£0
Staff Costs	£273,000	£274,000	£60,000	£60,000
Other	£30,000	£0	£0	£0
Total	£323,000	£284,000	£60,000	£60,000

FYLDE BC HOMELESS TRAILBLAZER PROJECT

16. Within Fylde BC the funding will be used to bring in new services that will engage with households threatened with homelessness earlier and signpost them to agencies for additional support and maximising opportunities that will lead to more stable lifestyles. An overarching aim of the funding is to bed in a different approach to preventing homelessness in the longer term and picking up households at risk of becoming homeless sooner rather than at crisis point.

1. Tenancy Support Worker

To support a case load of vulnerable tenants across all client groups who are at high risk of tenancy failure to maximise their independence and minimise the risk of tenancy breakdown within both the social and rented sectors and the homeless. Deliver a support service and co-ordinating packages of support for customers with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers. The job description for this post is at Appendix 1.

2. Housing Options Customer Services Specialist

Provide a first point of contact, information and advice on Housing Options in respect of Fylde BC Homelessness, Housing Advice and Private Sector services, in a professional and courteous manner. Aiming to deal with 80% of customers at the first point of contact. The job description for this post is at Appendix 2.

3. Smile Mediation

12 month trail of Smile Mediation Services across Community Safety, Environmental Health Services and Housing Services with a purpose to prevent the causes of homelessness, for example landlord disputes and anti-social behaviour and provide individual mediation where individuals or households are struggling to engage with support services available to understand the barriers preventing engagement. An application has been submitted to the Community Safety Partnership for a contribution of £3,000 towards the total costs of £6,000 for 100 units of mediation support.

4. Tenancy Training

12 month continuation of Tenancy Training courses established under the Lancashire Single Homeless funding 2014 - 2016. Course referrals are through Fylde BC Housing Services and will run weekly for a fortnight every month. Within Fylde the Tenancy Training has worked well with over the length of the project with over 50% of referrals made (148) beginning the course, 61 households completing the course and 22 households sourcing accommodation, with 16 of those households sustaining their tenancies for over 6 months.

17. Within Fylde the funding will be allocated as follows:

	2017/18	2018/19	Total	Note
Tenancy Support Worker	£30,000	£30,000	£60,000	Scale 5 awarded by Job Evaluation Panel
Housing Options Customer Services Specialist	£21,000	£21,000	£42,000	Scale 3 awarded by Job Evaluation Panel
Smile Mediation	£3,000	£3,000	£6,000	Awaiting confirmation from Community Safety for contribution of £3,000
Tenancy Training	£4,000	£4,000	£8,000	
Contingency	£2,000	£2,000	£4,000	
TOTAL	£60,000	£60,000	£120,000	

IMPLICATIONS	
Finance	This report proposes a fully-funded revenue budget increase for the total sum of £120,000 (£60,000 in 2017/18 and £60,000 in 2018/19). If the committee approve involvement with the scheme a recommendation in respect of the budget increase will be made to the Finance and Democracy Committee.
Legal	Blackpool BC are taking the Lead on the Project and a Terms of Reference will be entered into between all the Fylde Coast Authorities to work towards the aims and outcomes of the project
Community Safety	Funding of £3,000 from the Community safety Partnership will support SMILE mediation services to be available within the Borough for a trail period of 12 months.
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	TEL	DATE	DOC ID
Kirstine Riding	01253 658569	28/02/2017	

LIST OF BACKGROUND PAPERS		
Name of document	Date	Where available for inspection

Attached documents

1. Appendix 1: Job Description tenancy Support Worker
2. Appendix 2: Housing Options Customer Services Specialist

APPENDIX 1 - Job Description Tenancy Support Worker

Post Title	Tenancy Support Worker Turning the Tide	Grade	Scale 5
Post No		Other Payments	N/A
Directorate	Development	Hours of work	37 hours per week
Team	Customer Services	Contract Period	2 years fixed term contract
Responsible to	Housing Services Manager	Supervisory Responsibility for	N/A

Job Purpose
<p>To support a case load of vulnerable tenants across all client groups who are at high risk of tenancy failure to maximise their independence and minimise the risk of tenancy breakdown within both the social and rented sectors and the homeless.</p> <p>Deliver a support service and co-ordinating packages of support for customers with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers.</p>
Responsibilities and Duties
<ul style="list-style-type: none"> ▪ To support tenants and prospective tenants, including those with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers to improve their quality of life and their ability to manage their tenancies successfully by the provision of assertive and responsive tenancy support ▪ Using a personalised approach undertake assessments of all new referrals developing an individual programme of support, 'Support Plan', for each case with the objective of promoting and encouraging independence and ensuring tenancy sustainment ▪ Co-ordinate multi agency joined up Support Plans that give solutions to: Access to accommodation, pre-tenancy training, work readiness, engagement and relevant health services, volunteering, Job Club, CV writing and interviewing techniques, physical activity and life skills training ▪ Regularly review the Support Plan, monitor outputs and work closely with key statutory and voluntary agencies to ensure that the support needs of the tenant are met ▪ Ensure take up of Housing and other welfare benefits, providing support and assistance to ensure income is maximised where appropriate ▪ Assist tenants with developing budgeting skills and promote regular rent/bond/credit union payments as appropriate ▪ Undertake short term intensive work with tenants whose tenancies are at immediate danger of failing

- Keep up to date with the latest development and initiatives in relation to the range of presenting support needs
- Maintain and build on the network of relationships with other agencies to refer people on for longer term support
- Prepare and maintain appropriate and contemporaneous case files
- Keep up to date records of client progress
- Attend multi-agency meetings where appropriate. This will include amongst others: Child in Need, Child Protection, MAPPA, MARAC and ASB groups
- To effectively deal with customer enquiries/complaints
- To undertake such other duties commensurate with the grading and responsibility of the post as may be necessary for the efficient and effective operation of the Service
- To undertake personal training and development in accordance with service requirements as identified through appraisal and in accordance with professional requirements
- Promote equality of opportunity and valuing diversity within the service
- To support, champion and enhance the competencies and behaviours in the Housing Services Team that are consistent with the culture at Fylde Council
- To ensure that the Housing Services Team works effectively with partner organisations in the local community and across the region
- To ensure that the Housing Services Team remains an integral part of the 'one council, one team' approach at Fylde working effectively with all other service areas.

Prepared By: Kirstine Riding

Date: February 2017

Person Specification

POST TITLE: Tenancy Support Worker – Turning the Tide

DIRECTORATE: Development

POST NO:

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
CUSTOMER FOCUS <ul style="list-style-type: none"> • Treats employees as customers • Puts the customer first and values the customer in everything they do • Is professional, polite and friendly at all times • Appreciates the customer is the only reason there is a job • Challenges whether the existing ways of doing things meet customer need 	Application form / interview
WORKING TOGETHER <ul style="list-style-type: none"> • Promotes effective working across different service areas • Accepts and provides constructive challenge • Is an effective team player • Demonstrates the ability to learn from others • Focuses on solutions rather than problems • Works with others to deliver great performance 	Application form / interview
EFFECTIVE COMMUNICATION <ul style="list-style-type: none"> • Clearly explains the reasons for decisions made • Open, honest and transparent in all communications • Champions success at every opportunity • Demonstrates the ability to listen and understand • Never 'bad mouths' the organisation • Contributes to feedback and engagement at work 	Application form / interview

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
PRIDE & INTERGRITY <ul style="list-style-type: none"> • Demonstrates enthusiasm and personal commitment • Takes pride in working for Fylde Council • Enjoys the work they do in their chosen career • Has respect for others at all times • Appreciates and values the opinion, interests and views of others • Always represents Fylde in a positive manner 	Application form / interview
STRONG LEADERSHIP MANAGEMENT <ul style="list-style-type: none"> • Is always accessible and approachable • Leads by example and always displays a positive attitude • Motivates, encourages and supports others to achieve their best • Has a strong focus on doing what is best for the organisation • Manages change as part of the 'day job' • Makes creative suggestions about how to do things better 	Application form / interview

QUALIFICATIONS	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> • Minimum 5 GCSE's @ A – C including English and Maths 	E	Application form / interview
<ul style="list-style-type: none"> • Professional qualification in housing or a related discipline 	E	

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> • Significant experience of delivering a tenancy support front line service to homeless and vulnerable households, including those with chaotic lifestyles and complex needs 	Essential	Application form / interview
<ul style="list-style-type: none"> • Proven experience of assessment interviewing and managing a diverse and demanding caseload 	Essential	Application form / interview
<ul style="list-style-type: none"> • Experience of working with data information systems 	Essential	Application form / interview
<ul style="list-style-type: none"> • Experience of lone working on a one to one basis with a vulnerable client group sometimes with complex needs 	Essential	Application form / interview
<ul style="list-style-type: none"> • Working knowledge of the benefits system as it applies to the client group 	Essential	Application form / interview

<ul style="list-style-type: none"> • Experience of providing responding to queries from people facing housing difficulties, interviewing applicants and providing a high standard of tenancy support to prevent homelessness • Experience of assisting clients to access housing within either the private or social rented sector • Knowledge of the work of the statutory, voluntary and private sector agencies and the role of tenancy support • Experience of negotiating with organisations to resolve issues impacting on an applicant's tenancy sustainment or re-housing options • Knowledge of the legislative framework and best practice guidance surrounding tenancy support for complex needs clients • Willingness to provide effective cover across the wider Housing Team 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p>
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<p>Other Requirements</p> <ul style="list-style-type: none"> • Good interviewing skills • Good negotiation skills • Good investigation skills • Maintain accurate and up to date records of actions taken • Maintain and collate statistical information relevant to the service for annual returns, performance information and service planning • Maintain operational understanding of relevant computer systems • The ability to demonstrate a positive and constructive attitude • Ability to work under pressure, meet deadlines and achieve challenging objectives • Adhere to the Whistle Blowing Policy • Car user/full driving licence

DATED: February 2017

APPENDIX 2 - Job Description Housing Options Customer Services Specialist

Post Title	Housing Options Customer Service Specialist – Turning the Tide	Grade	Scale 3
Post No		Other Payments	N/A
Directorate	Resources	Hours of work	37 hours per week
Team	Customer Services	Contract Period	Fixed term 2 year contract
Responsible to	Housing Services Manager and Customer Service Manager/Team Leader	Supervisory Responsibility for	N/A

Job Purpose
To provide a first point of contact, information and advice on Housing Options in respect of Fylde BC Homelessness, Housing Advice and Private Sector services, in a professional and courteous manner. Aiming to deal with 80% of customers at the first point of contact.
Responsibilities and Duties
<ul style="list-style-type: none"> ▪ Deal with all initial housing enquiries from customers to provide a comprehensive front line housing service and signposting to other organisations with a focus on preventing homelessness wherever possible ▪ Provide advice and assistance to households on the range of housing options available to them in Fylde and make appointments with the Homelessness and Housing Advice Officers and Private Sector Team, as appropriate. ▪ Assist clients to access housing within either the private or social rented sector with appropriate support required by completing and updating their Choice Based lettings application and/or accessing the Rent Bond scheme. ▪ To assist with the co-ordination and management of MyHomeChoice Fylde Coast ▪ To provide cover and support for Customer Service Team Leader during periods of absence; including complaints handling and staff rotas. ▪ To provide service roll-out to Customer Service team and provide ongoing training, coaching and support in housing services. ▪ To receive full and accurate information from customers to enable timely resolution of enquiries in order to avoid the need for the customer to re-enquire, and to update relevant systems and complete all paperwork as necessary ▪ To display an efficient, effective, professional and sympathetic manner when dealing with customers, treating all enquiries in a fair, sensitive and confidential manner ▪ To communicate effectively with customers and explain complex issues in a clear and concise

manner

- To proactively work alongside colleagues from the Housing Team and key organisations within the public, private and voluntary sectors to enable the provision of holistic housing options services for the residents of Fylde
- To fully resolve customer enquiries relating to all Council housing services via all channels, telephone, face to face and electronic, and in doing so to provide specialist help and advice without the need to refer the enquiry elsewhere, working to the agreed target for first time resolution
- To make unprompted extra efforts to satisfy customer needs and avoid customer complaints, taking ownership of enquiries and proactively feeding back information to customers
- To communicate with other directorates within the authority and other sectors, where appropriate, in order to fully resolve customer enquiries and ensure the confidentiality and security of the Council's and customers data
- To identify and resolve reoccurring customer service issues, recognise trends and suggest solutions for service improvement
- To assist with the successful integration of new service areas, systems and processes into the Customer Services arena, enthusiastically promoting the Council's change initiatives
- To assist with the ongoing development and promotion of electronic service delivery and self-service channels
- To continually examine the level of service provided with a view to advocating improvements
- To ensure compliance with the Council's Corporate Customer Service Standards and Customer Charter
- To ensure that all processes are carried out in accordance with current legislation, regulations and Council policy, with particular emphasis on Health and Safety, customer care and data protection
- To take responsibility for the immediate work area and the surrounding environment ensuring health and safety requirements are adhered to at all times
- To assist with changing to the new "Make A Difference" culture of both Council staff and Fylde residents
- Any other duties commensurate with the grade of the post

Prepared By: Kirstine Riding

Date: February 2017

Person Specification

POST TITLE: Customer Service Specialists – Turning the Tide

DIRECTORATE: Development Services POST NO:

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<p>CUSTOMER FOCUS</p> <ul style="list-style-type: none"> • Treats employees as customers • Puts the customer first and values the customer in everything they do • Is professional, polite and friendly at all times • Appreciates the customer is the only reason there is a job • Challenges whether the existing ways of doing things meet customer need 	<p>Application form / interview</p>
<p>WORKING TOGETHER</p> <ul style="list-style-type: none"> • Promotes effective working across different service areas • Accepts and provides constructive challenge • Is an effective team player • Demonstrates the ability to learn from others • Focuses on solutions rather than problems • Works with others to deliver great performance 	<p>Application form / interview</p>
<p>EFFECTIVE COMMUNICATION</p> <ul style="list-style-type: none"> • Clearly explains the reasons for decisions made • Open, honest and transparent in all communications • Champions success at every opportunity • Demonstrates the ability to listen and understand • Never ‘bad mouths’ the organisation • Contributes to feedback and engagement at work 	<p>Application form / interview</p>

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<p>PRIDE & INTERGRITY</p> <ul style="list-style-type: none"> • Demonstrates enthusiasm and personal commitment • Takes pride in working for Fylde Council • Enjoys the work they do in their chosen career • Has respect for others at all times • Appreciates and values the opinion, interests and views of others • Always represents Fylde in a positive manner 	Application form / interview
<p>STRONG LEADERSHIP MANAGEMENT</p> <ul style="list-style-type: none"> • Is always accessible and approachable • Leads by example and always displays a positive attitude • Motivates, encourages and supports others to achieve their best • Has a strong focus on doing what is best for the organisation • Manages change as part of the 'day job' • Makes creative suggestions about how to do things better 	Application form / interview

QUALIFICATIONS	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<p><u>You must be able to demonstrate that you have the experience in:</u></p> <ol style="list-style-type: none"> 1. Developing effective relationships with key stakeholders 2. Identifying and resolving customer service issues, recognising trends and implementing solutions for service improvements 3. Assisting with the development of innovative practices and procedures 4. Working in a busy, customer focused related environment for a minimum of 12 months 5. Engaging in active customer consultation and satisfaction exercises <p><u>You must be able to demonstrate that you are:</u></p> <ol style="list-style-type: none"> 1. .Able to commit to ongoing personal and professional development 	<ol style="list-style-type: none"> 1. Essential 2. Essential 3. Desirable 4. Essential 5. Desirable 1. Essential 	<ol style="list-style-type: none"> 1. Application form/ interview 2. Application form/ interview 3. Application form/ interview 4. Application form/ interview 5. Application form/ interview 1. Application form/ interview

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
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<p><u>Skills/Knowledge</u></p> <p><u>You must be able to demonstrate you have the ability to:</u></p> <ol style="list-style-type: none"> 1. Communicate effectively, oral and written 2. Work under pressure, with the minimum of supervision and to tight deadlines 3. Respond to situations quickly and demonstrate flexibility 4. Be an excellent team player 5. Understand, respond to and satisfy customer needs and expectations, centring and maintaining attention on the customer at all times 6. Adapt your behaviour to each and every situation and deal with the public in a sympathetic and understanding manner <p><u>You must be able to demonstrate that you have a good understanding of:</u></p> <ol style="list-style-type: none"> 1. The confidentiality and security procedures relating to the Council's and customers data 2. Front and back office processes across the Council 3. Microsoft products and Windows applications 4. The Council's procedures in relation to Health and Safety 	<ol style="list-style-type: none"> 1. Essential 2. Essential 3. Essential 4. Essential 5. Essential 6. Essential <ol style="list-style-type: none"> 1. Desirable 2. Desirable 3. Essential 4. Desirable 	<ol style="list-style-type: none"> 1. Application form/ interview 2. Application form/ interview 3. Application form/ interview 4. Application form/ interview 5. Application form/ interview 6. Application form/ interview <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>
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<p>Other Requirements</p> <ol style="list-style-type: none"> 1. Flexible approach to working arrangements 2. To be smart and presentable in appearance at all times, wearing the Council's corporate uniform where appropriate 3. To take responsibility for the quality of service provided, to contribute to the teams objectives and to initiate and support service improvements 4. Able to align working hours with Customer demand and work in any of the Council locations
<p><u>DATED: February 2017</u></p>