

Report to: Housing Overview & Scrutiny Committee, Thursday 13 June 2002
Executive Board, Monday 17 June 2002

HOUSING ADVICE IN OXFORD

		WARDS AFFECTED
Report of:	<i>Business Manager, Strategic Policy & Research Unit Business Manager, Neighbourhood Renewal Unit</i>	ALL
Report Author:	<i>(In-house housing advice) Celia Angel, Strategic Policy Analyst Tel. no. 01865 252413 Email: cangel@oxford.gov.uk (Oxford Housing Rights Centre) Penny Randall, Special Projects Co-ordinator Tel no. 01865 252722 Email: prandall@oxford.gov.uk</i>	
Lead Member Responsible:	<i>Housing Portfolio Holder</i>	
Overview and Scrutiny Committee Responsibility:	<i>Housing Overview and Scrutiny Committee</i>	
Key Decision:	<i>Yes</i>	

SUMMARY AND RECOMMENDATIONS

The purpose of the report is to request the Board to consider proposals to improve housing advice services in Oxford through: the better use of existing City Council resources; an improved grant assistance agreement (including service specification and monitoring requirements) with the Oxford Housing Rights Centre for 2002/3; and options for future development.

This report explores the opportunities for improving the provision of housing advice, both within the Council and through the grant-aided Oxford Housing Rights Centre (OHRC). The aims are to provide a more holistic service in the city and to have an increased focus on the prevention of homelessness and on positive outcomes, both for clients and for the physical condition and management of rented housing stock

in all sectors.

Officers were unable to identify savings that could be made in OHRC's budget for 2002/3 if the level of service specified in Appendix 1 to the grant assistance agreement is to be achieved.

The Executive Board is ASKED:

- 1 To note the work carried out to date to develop internal housing advisory services.**
- 2 To approve the grant assistance agreement with Oxford Housing Rights Centre for 2002/3.**
- 3 To fund Oxford Housing Rights Centre at the rate of £161,615 p.a. for 2002/3 (the rate at which it has been paid pro rata for the first quarter of the current financial year).**
- 4 To note the current gaps in housing advice in Oxford and the intention to consider these as part the Council's 2003/04 business planning process.**

1 Background Information

1.1 The former Executive Board and the Economic and Social Well Being Scrutiny and Overview Committee tasked officers to report back on several issues:

- a How housing advice services in the City could be improved to respond to the concerns expressed by the District Auditor (see separate report on the District Auditor's report on Homelessness)
- b Within this context the outcome of negotiations with Oxford Housing Rights Centre (OHRC) on their service agreement and appropriate grant level for 2002/03
- c How the previously proposed reduction in the OHRC grant of £50,000 would be spent on developing Oxford's housing advice services if made available.

1.2 A decade ago it was reasonable for the citizens of Oxford to look to the Council to meet their housing needs. This is no longer the case, given the depredations of the Right to Buy and legal and financial constraints on the Council preventing large scale social provision of affordable housing.

1.3 The housing market is more complicated than ever. The private rented sector is expected to meet a wider range of housing needs whereas in the social sector public finance will continue to be limited while the boundaries between housing , welfare and care are blurring. The clear benefits of one tenure type over another have diminished and it is more essential than ever that people in housing need can make informed choices about the options

open to them. The risks of making poor choices have probably increased as many on low incomes who exercised the Right to Buy would no doubt agree.

1.4 It is clear that a modern approach to housing advice available to those in need is required and that this should be provided through a service that provides a more comprehensive, inclusive, approach to those in housing need.

2. Current Services

2.1 The City Council does currently directly provide housing advice to citizens of Oxford, but it is fragmented, unfocused and has a low profile, albeit accessed by hundreds of citizens every day, particularly in the Local Service Shops and Local Housing Offices. Indeed, in terms of numbers, more people probably seek advice from the Council on a daily basis than from the whole voluntary sector

2.2 Housing advice is currently available from all the one-stop shops, local housing offices, Homelessness, Environmental Health and various surgeries throughout the city. Advice is given on many areas, including Housing Benefits, homelessness, Council Tax, welfare benefits, repairs, decoration vouchers, information on shared ownership, CANAcT referrals, transfers and exchanges, mediation referrals, home improvement grants, energy efficiency and landlord and tenant disputes.

2.3 The service is patchy and is low profile in certain areas. In addition, there are gaps in service provision, which cannot be adequately met without additional resources: specialist mortgage arrears advice, money advice, specialist advice for young people. There is also a dearth of written information about a range of issues, so clients often have to rely on remembering what they have been told. This is clearly not as effective as it could be.

2.4 The report on Housing Advice/OHRC to the Executive Board earlier this year has discussed the need to revisit the service specification with the OHRC to seek a better balance between their proactive preventative housing advice and their more adversarial housing rights roles.

3. Enhancement to Current Services

3.1 The City Council wishes to re-focus the service it provides to place a strong emphasis on the prevention of homelessness in line with the enhanced duties contained in the Homelessness Act 2002. In pursuit of this aim, Customer Service Officers (CSO's) will begin to conduct initial homelessness interviews at St Aldate's Chambers from mid-June 2002 and it is envisaged that more emphasis will be placed on looking at alternatives to presenting as homeless to the Council, which should become the last resort.

3.2 There will be a wider range of services provided from the Blackbird Leys Local Housing Office when the CSO's provide the front end service there in

the summer. The service will provide a broader range of information and advice than was previously available and will not be limited to Council tenants. Housing enquiries will continue to be handled, but "one-stop" service provision, consistent with that already provided from existing Local Service Shops, will be accessible to all residents, providing point of contact problem solution.

3.3 Furthermore, in order to strengthen the prevention of homelessness, the Tenancy Relations Officer runs local advice surgeries that can be accessed through the Local Service Shops. The referral process to the Tenancy Relations Service in Environmental Health is also under review.

3.4 In addition, an advice leaflet audit is currently being undertaken to identify the gaps in the provision of written information to clients. From this it is hoped that we will be able to develop a number of clearly identifiable City Council leaflets to complement the existing service. It is also hoped that the effect will be to raise the profile of the Council's existing advice provision, which will encourage clients facing possible homelessness to approach the Council at an earlier stage, which may allow for more preventative work to be carried out. Any information produced for leaflets can also be placed on the Council's web site, which will offer an additional means of accessing advice. This work will be undertaken in this financial year from the Homelessness Budget and costs are estimated at £3000.

3.5 The Council wishes to contribute positively to the development of a comprehensive advice service throughout the city, working with the Regional Legal Services Commission and local statutory and voluntary sector agencies. To this end, we have written to all local advice agencies seeking their views on the further development of the Councils' advice provision and will negotiate with all agencies to ensure that the development of our service complements the overall network of advice provided by others and vice versa.

3.6 Detailed discussions have also been held with the OHRC concerning their service specification and grant agreement for the remainder of 2002/03. Attached, as Appendix 1 is the re-negotiated agreement, which aims to deliver broader based housing advice services through the OHRC. The modified monitoring arrangements will assess the delivery of this specification. It will not be possible to reduce the level of grant to OHRC in 2002/03 if this level of service is to be maintained.

4. Possible Future Developments

4.1 The work to date has concentrated on focusing and enhancing the service that is already provided by the City Council and OHRC within existing resources. Gaps in housing advice services do, however remain.. One of the most crucial gaps in the prevention of homelessness is the provision of specialist mortgage and rent arrears advice.

4.2 A further gap is preventative work with young people, to raise their awareness of the housing problems in the city and to ensure that before they

leave school or full time education, they are aware of their chances of being rehoused by the city, of the process and waiting times involved in presenting as homeless and by offering them a range of available alternatives to Council and RSL housing. Until some work is done with school leavers, the idea will endure that the Council is the best/only source of accommodation available to them.

4.3 To plug these gaps it is estimated that £50,000 would be required to either purchase or grant aid a specialist mortgage arrears service or provide it in house, and a further £40,000 would be required to provide more comprehensive debt advice. There is no current budget for the provision or purchase of these services, and these potential developments will be considered as part of the Council's Business Planning process fro 2003/04.

**THIS REPORT HAS BEEN SEEN AND APPROVED BY: Strategic Director
(Housing, Community & Health)**

Background papers:

Grant Assistance Agreement for Oxford Housing Rights Centre 2002/3

NB Service specification - Schedule 1

Monitoring requirements - Schedule 2

OXFORD CITY COUNCIL

GRANT ASSISTANCE AGREEMENT

This Agreement is made the day of 2002
BETWEEN **OXFORD HOUSING RIGHTS CENTRE** and **THE OXFORD CITY COUNCIL** of the Town Hall Blue Boar Street Oxford OX1 4EY

1. The Council is the Local Authority for the area in which the organisation operates.
2. The Council considers it is reasonable and appropriate in exercise of its powers pursuant to the provisions of Section 180 of the Housing Act 1996 to offer grant assistance to the Organisation on the terms and in the manner set out in this Agreement.

1. DEFINITION OF TERMS

In this Agreement the following words and expressions have the meaning hereby ascribed to them

- 1.1 "The Council" means **Oxford City Council**.
- 1.2 "The Organisation" means **Oxford Housing Rights Centre** - charity no. 290266.
- 1.3 "Grant Assistance" means assistance by way of financial contribution to be paid to the Organisation by the Council calculated and payable in accordance with Condition 6 and Condition 10 of this Agreement.
- 1.4 "Business Unit" means Neighbourhood Renewal
- 1.5 "Contact Officer" means a person appointed by the Business Unit responsible for overseeing this Agreement from time to time.

Current Contact Officer:

Job Title : Special Projects Co-ordinator
Name : Penny Randall
Address : St Aldate's Chambers, Oxford OX1 1DF
Telephone No : 01865 252722

- 1.6 "Schedule 1" means the schedule attached to this Agreement which is the Organisation's Service Specification.
- 1.7 "Schedule 2" means the schedule attached to this Agreement which is the Grant Conditions, which take the form of Monitoring Requirements.

2. INTRODUCTION

- 2.1 The Council enters into Grant Assistance Agreements with those organisations which have agreed to work with the Council to deliver services which will help the Council achieve its strategic aims.
- 2.2 The Council has agreed to support the work of the Organisation by means of Grant Assistance for a period of one year commencing on **1st day of April 2002**. This Agreement shall continue in force until 31st March 2003 unless previously terminated in accordance with Condition 9 of this Agreement. This Agreement sets out the respective contributions of the Council and the Organisation.
- 2.3 In carrying out the work specified in the Service Specification the Organisation is acting on its own right and not as an agent of the Council.

3. SERVICE SPECIFICATION AND OBJECTIVES OF THE ORGANISATION

The Service Specification is attached as Schedule 1 to this Agreement

4. THE ORGANISATION'S CONTRIBUTION

- 4.1 The organisation shall provide the service in accordance with the Service Specification.
- 4.2 The Council expects the Organisation to conduct its affairs in a reputable manner and observe all legal requirements.

The following list provides a guideline on **some** of the legal responsibilities of an organisation.

The Organisation should:-

- (a) Provide a safe system of work for all staff, both paid and voluntary, and for those using its facilities, and will have regard to the needs of people with disabilities.
- (b) Ensure that any vehicles used to carry passengers, satisfy legal safety standards, are suitable for the people being carried in them and are comprehensively insured with a reputable insurance company.
- (c) Provide adequate care and/or supervision for any users of its service.

- (d) At all times maintain, with a reputable insurance company, insurance cover in an adequate sum to cover public liability and, if necessary, employer's liability.
- 4.3 The Organisation will operate in accordance with the core policies of the Council in respect of sound management, reducing poverty and inequality, strengthening local communities, reducing the use of resources and improving the physical environment.
- 4.4 To ensure continuity in delivery of the Service Specification the Organisation will notify the Council of its procedures for staff recruitment, training, development, supervisory, support and disciplinary matters.
- 4.5 The Organisation will aim to provide high quality services and will provide appropriate training and information to ensure that the service provided meets the agreed standards set out in the Service Specification.
- 4.6 The Organisation will maintain a procedure for receiving and investigating complaints, and for ensuring that any necessary action is taken to resolve them. Details of complaints received, and how they are dealt with will be supplied to the Council as part of the regular monitoring process.
- 4.7 By agreement with the Council the Organisation will seek to involve users in the decision-making process of the Organisation.
- 4.8 The Organisation will keep records which demonstrate the volume of work undertaken in providing the specified service. This will include minutes of meetings, attendance and waiting lists, financial records of transactions etc as appropriate for the service. These will be made available to the Council as part of its evaluation and monitoring process. The Organisation shall provide a current year business plan including objectives targets and projected plan for three years ahead including projected income and expenditure, cash flow and balance sheet.
- 4.9 The Organisation will conduct its affairs in a reputable manner and observe all statutory obligations
- 4.10 The Organisation will submit its latest annual report to the Contact Officer within six months of the end of its accounting year.
- 4.11 The Organisation shall allow access for audit or inspection purposes by the Council's nominated representative upon 14 days notice in writing. In addition audited accounts will be provided to the Council within six months of the end of the Organisation's accounting period.

- 4.12 The Organisation will not incur financial or other obligations it does not have the ability to meet.

5. THE COUNCIL'S CONTRIBUTION

- 5.1 The Council will appoint a Contact Officer for the Organisation.
- 5.2 The Contact Officer will:-
- liaise with any Councillor who represents the Council on the Management Committee or its equivalent
 - give advice, support and training to the Organisation, as appropriate, and as resources allow
 - act as a facilitator with other Council departments when necessary
 - be able to attend meetings of the Management Committee or its equivalent as an observer, receive minutes of the meetings, and copies of the documents required by this agreement.

6. FINANCIAL ARRANGEMENTS

- 6.1 Provided the Organisation is not in breach of this Agreement and subject to the Council being satisfied as to the financial viability of the Organisation and the Organisation meeting the requirements of the evaluation procedure:-
- (a) For any municipal year (1st April to 31st March) in which Grant Assistance is approved by the Council subject to the terms of this Agreement the Council will pay the Organisation the sum of **[INSERT SUM]** (the grant) in April of each year in which this Agreement is in force or by such instalments as the Council may consider appropriate
 - (b) the grant will be reviewed annually by the Service Committee. The review may increase or decrease the amount of the grant at the discretion of the Committee.

VAT

1. For the avoidance of doubt the services to be provided under this Agreement are services available to the general public and do not involve the provision of service of any kind to the Council.
2. In the event that VAT is deemed to be payable then the Grant Assistance shall be deemed to be exclusive of VAT and each party

shall furnish to the other such documentation as each other reasonably requires.

7. EVALUATION PROCEDURE

7.1 The Organisation will undertake to co-operate with monitoring arrangements to be agreed with the Council. These will include the individual items in the service specification, and:-

- (a) compliance with the terms detailed in this Agreement and the grant conditions appended as schedule 2
- (b) consideration of the Organisation's record on equal opportunities, user involvement, staff recruitment, retention, training and development
- (c) evaluation of demand, quality and output of service

7.2 Monitoring will take place at least twice a year, in accordance with assessment criteria agreed with representatives of the Executive Board as part of a formal monitoring process

7.3 Where an Organisation fails to meet assessment criteria, the Contact Officer will require the Organisation to address areas of concern within a fixed time period. *For the avoidance of doubt it is expressly agreed and declared that the Council may undertake its review of performance by way of any reasonable method it considers appropriate not acting unreasonably or vexatiously causing as little disruption as possible and, where practicably, on prior notice with the agreement of the Organisation*

Where the level and quality of staff and equipment falls below the level required by this Agreement the Organisation shall be in breach of this Agreement and the Council may, if the said breach cannot be remedied within a reasonable period of time to the reasonable satisfaction of the Contact Officer not acting unreasonably or vexatiously make a deduction from any Grants Assistance due to the Organisation or seek recovery thereof as a civil debt without further demand.

8. GENERAL CONDITIONS

8.1 The Council recognises the Organisation's right:-

- to act within its constitution
- to be an advocate for individuals and groups requiring its services
- to campaign on issues affecting its organisation or the well-being of its users
- to seek changes to the service specification and level of grant aid in the light of changing circumstances

providing that the Organisation does not use Council funds to support any activity which the Council is itself forbidden to finance or support or to provide services outside the specification, without having obtained the Council's permission and agreed a variation of this Agreement in advance

9.2 The Council must be notified of any service additions being planned by the Organisation before they happen. The Council cannot commit itself to providing funds over and above those stated in paragraph 6

9.3 Nothing in this Agreement shall prevent the Council or the Organisation from pursuing other lawful objectives.

9.4 The Council recognises the Organisation's ability to continue to provide the service depends on it continuing to receive the financial support and/or facilities of other organisations or volunteers, and that if these are withdrawn, the Organisation's ability to provide the service will be jeopardised, which shall entitle either the Council or the Organisation to terminate this Agreement

9. TERMINATION ARRANGEMENTS

9.1 If in the opinion of the Council acting reasonably and not vexatiously, the Organisation has committed a significant breach of contract which justifies termination -

9.2 The Council may terminate this Agreement with immediate effect by notice in writing to the Organisation on or at any time after the occurrence of the significant breach or of any of the events specified in Condition 9.3.

9.3. The events are:

- 9.3.1 persistent minor breaches of this Agreement

- 9.3.2 the passing by the Organisation of a resolution for its winding-up or the making by a Court of competent jurisdiction of an Order for the winding-up of the Organisation or the dissolution of the Organisation other than the purposes of a solvent amalgamation or reconstruction
 - 9.3.3 the making of an administrative order in relation to the Organisation or the appointment of an administration receiver, provisional liquidator or manager over, or the taking possession or sale of the encumberancer of any of the Organisation assets
 - 9.3.4 the Organisation making an arrangement or composition with its creditors generally or making an application to a Court of competent jurisdiction for protection from its creditors generally
 - 9.3.5 the Organisation ceasing or threatening to cease to carry on business
 - 9.3.6 the Organisation having offered or given or agreed to give any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for obtaining or execution of this Agreement or any other show favour or disfavour to any person in relation to this Agreement any other contract with the Council or the like act having been done by any person employed by him or acting on his behalf (whether with or without the knowledge of the organisation).
- 9.4 If the Council or the Organisation wish to terminate this Agreement for any other reason than as stated in clause 9.1 to 9.3 above not less than six months' written notice must be provided on either side.

10. CONSEQUENCES OF TERMINATION

- 10.1 Unless otherwise stated in this agreement, all rights and obligations of the parties shall cease to have effect immediately upon termination of this Agreement except that termination shall not affect:-
- 10.1.1 the accrued rights and obligations of the parties at the date of termination; and
 - 10.1.2 the continued existence and validity of the rights and obligations of the parties under those conditions which are expressed to or which in their context appropriately survive termination and any provisions of this Agreement necessary for the interpretation or enforcement of this Agreement.

- 10.2 If this Agreement is terminated by the Council pursuant to Condition 9.1 to 9.3 the Council -
- 10.2.1 shall cease to be under any obligation to make further payment until costs loss and/or damage resulting from or arising out of the termination of the Organisation's engagement shall have been calculated and provided such calculation shows a sum or sums due to the Organisation
 - 10.2.2 may retain any sum due to the Organisation by the Council to set off against any sum due to the Council from the organisation under the terms of this Agreement otherwise. Sums due to the Council shall include reasonable costs of the Council of time spent of Officers in terminating the Agreement.
- 10.3 The rights of the Council under Condition 10 are in addition to and without prejudice to any rights the Council may have to claim the amounts of any loss or damage suffered by the Council on account of acts or omissions of the Organisation.

11. ASSIGNMENT AND SUB-CONTRACTING

- 11.1 The Organisation shall not assign or transfer or otherwise dispose of its rights and obligations under this Agreement.
- 11.2 The Organisation shall not without the prior written consent of the Contact Officer sub-contract or delegate the performance of any of its obligations under this Agreement. The Contact Officer shall have absolute discretion in determining whether or not to grant such consent but shall when considering whether to give its consent take into account whether the proposed sub-contractor has sufficient expertise and resources to provide a service to the Service Standard in the Service Specification. For the avoidance of doubt the Council shall not be treated as a sub-contractor for the purpose of this Agreement.

12. GENERAL

- 12.1 This Agreement together with any documents referred to in this Agreement constitute the entire Agreement between the parties relating to this subject matter of this Agreement and supersedes all previous such Agreements.
- 12.2 No variation of this Agreement shall be valid unless it is in writing and signed by and on behalf of each of the parties
- 12.3 The failure to exercise or delay in exercising a right or remedy under this Agreement shall not constitute a waiver of the right or remedy or a

waiver of any rights or remedies and no single or partial exercise of any rights or remedy under this Agreement shall prevent any further exercise of the right or remedy or the exercise of any other right or remedy

12.4 Except as expressly provided in this Agreement the rights and remedies contained in this Agreement are cumulative and not exclusive of any rights or remedies provided by law

12.5 Nothing in this Agreement shall be construed as creating a partnership between parties or as constituting either party as the agent of the other party (save as expressly set out this Agreement) for any purpose whatsoever and neither party shall have the authority or power to bind the other party or to contract in the name of or create a liability against the other party in any way or for any purpose

SIGNATURES

Signed by	Signed by
Name	Name
Position	Position
For and on behalf of Oxford City Council	For and on behalf of the Organisation

<u>Witnessed by</u>	<u>Witnessed by</u>
Signature	Signature
Name	Name
Address	Address
.....
.....
Date	Date

Note 1

Trustee Responsibility

The Trustees of a unincorporated voluntary Organisations are responsible personally for the debts of a charity. Trustees must act collectively and are responsible for everything the organisation does. Therefore please make sure the trustees understand the obligations placed on them through this agreement and ensure it is signed by someone who has the authority to do so.

OXFORD HOUSING RIGHTS CENTRE

Schedule 1 - service specification 2002/3

1. The Organisation will provide advice, assistance, referral, advocacy and representation services to homeless people, those with housing problems and those living in unsuitable, poor standard or insecure accommodation, or who are subjected to harassment, violence or the threat of violence.
2. The primary focus of its work will be the prevention of homelessness, both through its own efforts and by referring clients to other agencies best placed to deal with their needs, as appropriate.
3. Example of areas on which the Organisation will give advice are the rights and resources available to homeless and inadequately housed people; landlord and tenant law; disrepair and statutory nuisance; harassment and eviction; marital/partnership breakdown as it relates to housing; domestic violence and housing; rents; mortgage arrears; houses in multiple occupation; bed-and-breakfast accommodation and tied accommodation. This list is not exhaustive.
4. The Organisation will encourage other local authorities to take responsibility for homeless people from their areas, whether statutorily homeless or not, unless domestic violence is involved.
5. The Organisation will refer clients with a local connection (except where domestic violence is involved) who are deemed likely on investigation to be accepted as homeless and in priority need to Oxford City Council, only after other options have been explored and discarded as unachievable or unsuitable. The Organisation will complete a pro forma provided by Oxford City Council, detailing the reason for and circumstances surrounding the client's homelessness, what options have been explored and the outcomes, what information and advice has been given to the client and what other action has been taken where applicable.
6. The Organisation will take all reasonable steps to ascertain the accuracy of information given by clients.
7. The Organisation will work with Environmental Health at Oxford City Council and other parties as appropriate to improve management and physical conditions in the private rented sector.
8. The Organisation will advise landlords who approach it as to how they may best meet all their legal obligations to tenants.
9. The Organisation will refer clients to Oxford City Council for Housing Benefit advice in cases where the Council is in a better position to help the client.
10. The Organisation will provide information on lettings agencies, vacant rooms and the Lord Mayor's Deposit Guarantee Scheme.
11. The Organisation will provide an independent advice and advocacy service for those who have a wish, deemed reasonable on investigation, to challenge

a decision made by Oxford City Council, or to challenge the Council in its role as landlord.

12. The Organisation will represent clients as appropriate at courts and tribunals on legal matters related to housing.
13. The Organisation will meet its Quality Mark Standard and the requirements of the Legal Services Commission at all times.
14. Oxford Housing Rights Centre will be open as a minimum for appointments, advice in person and on the telephone between 10.00 a.m. and 5.00 p.m. on Mondays, Wednesdays and Fridays and between 10.00 a.m. and 1.00 p.m. on Tuesdays and Thursdays (and exceptionally at other times).
15. The Organisation will hold advice sessions at locations other than its own premises in accordance with an agreement to be made by 31st July 2002.

OXFORD HOUSING RIGHTS CENTRE

Schedule 2 - monitoring requirements 2002/3

1. The Organisation will provide the relevant grants monitoring officer at Oxford City Council by 18 October 2002 with information as detailed below relating to the period from 1 April 2002 to 30 September 2002 and by 18 April 2003 with information as detailed below relating to the period from 1 October 2002 to 31 March 2003.

Number of cases broken down by:-
 - age band
 - under 25
 - 25 - 54
 - 55 and over
 - household type
 - single
 - couple
 - family
 - gender
 - ethnic group
 - disability
 - telephone advice only

OR

 - one-off advice/information, including
 - type of query
 - nature of assistance given
 - onward referrals - name agency/agencies to which referred
 - any other action taken

OR

 - more complex matters, including
 - type of matter
 - nature of assistance given
 - onward referrals - name agency/agencies to which referred
 - any other action taken
 - representation at tribunal/court (state which)
 - outcomes (NB state whether homelessness prevented)
2. Information may be agglomerated, except in cases where representation at a tribunal or court is involved, where each case and its outcome will be separately described. All information submitted must be capable of disaggregation if required by Oxford City Council.
3. The Organisation will ensure that there is no double counting of cases between the first and second halves of the year, by indicating in the monitoring material submitted for the first half how many/which cases are ongoing and in the material for the second half, how many/which cases have been counted previously.
4. The Organisation will submit its audited accounts for the year 2001/2 to Oxford City Council by 18 October 2002.
5. The Organisation will provide the relevant grants monitoring officer at Oxford City Council with an up-to-date statement of staffing and opening times quarterly during 2002/3.
6. The Organisation will submit a provisional budget for the year 2003/4 to Oxford City Council by 30 November 2002 with its grant application.