When I arrived to assess Ken today he was updating his Monitoring Form for the homeless unit using Excel. He explained that he needs to update this on a daily basis and it is used to provide information to Sue on the occupancy of the rooms, where rooms are unoccupied Ken needs to find out why and ensure they are back into use as quickly as possible 95% occupancy is the rate Charity are looking to have. This is collated monthly and yearly and is used to judge the success of the project. Ken used the Daily Log kept by staff and shows who is currently registered to use the facilities here. If a resident is checked out he updates the Departures sheet. Some residents have passes so they can spend the night with friends or family but this is carefully logged as a client who is able to spend many nights away should not be classed as homeless and other people could make better use of the opportunity. Ken showed me the Length of Stay, this is a very important part of the analysis as residents have access for a total of three months then they need to be moving on either into private housing or council housing. Some residents are family groups, others are couples but it is mainly single people who come to the project. Ken explained that all residents are supported by a keyworker and frequently have a social worker working with them to get them back onto the housing ladder. The data is organised by room and any unoccupied rooms – there were two last night are easily spotted as they have no occupant against them. Ken looked up the repairs book and saw that room A6 was waiting for an electrician to fix a socket – this has been arranged for today so the room should be available for tonight. He told me that A26 needed to be redecorated as the previous tenant had damaged the walls and soiled the carpet. Ken got an update from Tony who confirmed the plasterer had come yesterday and the painter was coming later this afternoon to repair the damage. Ken then spoke to Jenna who confirmed that the cleaner had managed to get the carpet cleaned and Ken told me that the room should be ready for re-occupation by tomorrow. Room A29 was unoccupied last night as the previous resident left the project late on in the afternoon and there was not enough time to get the room checked ready for habitation last night. Ken told me a new resident has been allocated to this room and they are undergoing their orientation at the moment. He will report this information this afternoon to Sue during their briefing. Ken said that before the Repairs Book was introduced some minor repairs were going unreported and rooms were lying empty for days at a time because no-one had reported the damage and arranged for repair. Ken said he inspects the Repair Book daily and this forms part of his meeting with Sue – she doesn’t need to know the intricate details just what the problem is and when it will be resolved. Ken showed me the occupancy figures since the Repairs Book was introduced in October, the number of void rooms has reduced dramatically owing to small problems but major damage such as fire damage can still take a room out of use for a couple of weeks. Sue is pleased that this simple step has made such a difference to occupancy levels.
Ken showed me his cumulative Monitoring spreadsheet, this is split by month and has quarterly totals. It summarises the monthly totals and details which rooms were void and why. There was a period in September when referrals were down, this was noticed quickly and dealt with. He provided a sample of a month and a quarter as evidence. I also observed him updating his daily monitoring information sheet. From the spreadsheet files it is obvious that Ken has been amassing this information over the past year and can provide information to Sue whenever she needs it regarding occupancy, reasons for void rooms, referrals, refusals of referrals and evictions. The results are unbiased as they are based on a very specific categorisation of each entry and exit to the project. Ken showed me the formulae he has used in his spreadsheet and explained he had tested this with easy to calculate test data when he was setting it up. He explained that initially this information was just used within the project but it is now sent weekly and monthly to the Council via email. The spreadsheet has grown as a result of requests for additional information but Ken was able to check the paper records and retrospectively include all the information required for the months prior to the additional data requested. He said the format of the spreadsheets had been developed over time but provides an accurate and detailed record on who has been referred and tracks them through their stay. It also details any specialist help that has been requested for that resident.

**Additional evidence and clarification:**

Ken provided a copy of the daily monitoring form he updated today for current and departed residents, a copy of the monthly monitoring form for December 2011 and for the Quarter October – December 2011. He also submitted the Information Sheet he uses to track residents and their status for the monthly stats.

**Comments/feedback to candidate:**

Good observation today Ken, well done. This is good evidence for Unit S317 and it is clear that your analysis of the information as it develops helps to ensure that the project runs smoothly with maximum occupancy.

Candidate Signature:  
Ken D Date

Assessor Signature:  
Anne Assessor

Date:  
05/01/12

CONFIDENTIAL SPREADSHEET INFORMATION HAS BEEN REMOVED