

# BIKEWORKS



## 'Cycle into Work' Project



### Who are Bikeworks?

Bikeworks is a community cycling hub creating training and employment opportunities for disadvantaged communities. By getting people on bikes they are helping to tackle environmental and social issues.

The 'Cycle into Work' programme involves a three month, part time work based learning placement that can lead to accredited qualifications. Their goal is to recruit successful Bikeworks graduates to be employed by Bikeworks or externally in the cycle industry and beyond.

If you know anyone who might be interested please call Barnaby at Bikeworks to request a referral form, see details below.

Alternatively visit Bikeworks at:

#### Address

Bikeworks  
Unit 8 Gun Wharf  
241 Old Ford Road  
London, E3 5QB

**Tel** 020 8980 7998

#### Email

info@bikeworks.org.uk

#### Web

www.bikeworks.org.uk

### Get NETWORK direct to your email



Join the Network email circle and have your copy sent to you direct. Send your details to:

quality@towerhamlets.gov.uk

## We want to hear from you!

Please send us your letters and ideas - all welcome.

### NETWORK Contact details

Carol Johnson at the Quality Team  
**telephone:** 020 7364 7431  
**e-mail:** quality@towerhamlets.gov.uk

### H&HAS Contact details

H&HAS  
Albert Jacob House,  
62 Roman Road,  
Bethnal Green,  
London E2 0PG  
**telephone:** General Enquiries  
**020 7364 7474**  
**e-mail:** homeless@towerhamlets.gov.uk  
**web site:** www.towerhamlets.gov.uk

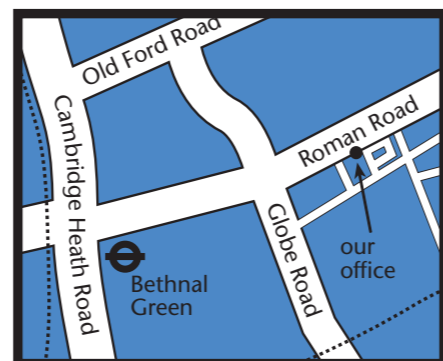
### How to find us

#### Bus Stops:

Roman Road: 8, D6  
Cambridge Heath Road: 106, 254

#### London Underground:

Bethnal Green



Tower Hamlets Homeless & Housing Advice Services

# The Partner's Newsletter NETWORK

# Rent Deposit Scheme - A fast route to housing



Since 2004 we have been running a successful rent deposit scheme that has housed hundreds of homeless applicants in the private sector. The scheme caters for families and single people who are keen to take advantage of the extra choice on offer and the speed at which they can be rehoused.

Properties can be found for clients locally or in any part of the country, and clients are encouraged to help in the search for a home of their choice.

The Rent Deposit Team assists clients all the way through the process, providing the deposit, rent in advance, help with sorting out housing benefits and the problems of moving in.

We have properties waiting now, so if you have a client who is homeless and in priority need please keep the scheme in mind as a realistic option for them.

For more information about the scheme please call 020 7364 7474



Having started our service development programme 'Great to Excellent' back in October 2008 we now have 18 separate projects on the go and are on target to complete them by the end of the March 2009.

The projects are designed to improve the service we provide for clients and partners. They range from an investigation into how we serve hard to reach groups, the development of a pack for those going into temporary accommodation to a survey of families who have been rehoused via our Rent Deposit Scheme.



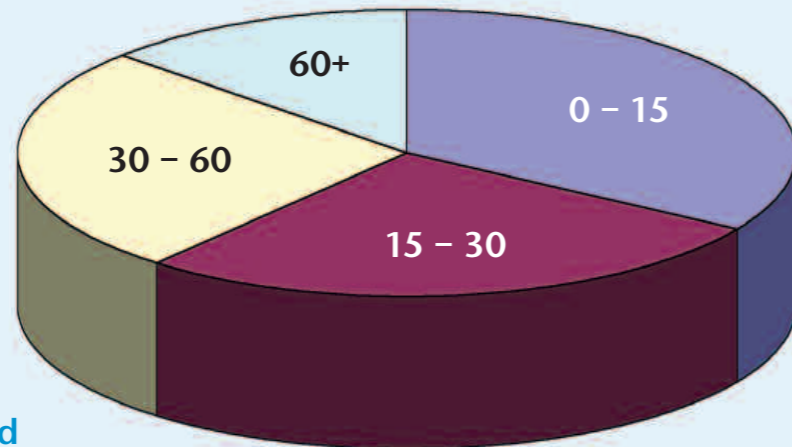
## From Great 2 Excellent

One of the key projects we are working on aims to reduce the amount of time clients wait to be seen in reception. The graph below shows how long clients have waited to be seen in the last 5 months. Our goal is to see all callers within 15

minutes so we have some way to go to reach this. We will report on the progress of this project and others in the next issue of Network and by then we hope to have reduced the number of clients who wait over 15 minutes to be seen.

### Reception waiting times September 08 – January 09

Time waited	%
0 – 15 mins	34
15 – 30 mins	27
30 – 60 mins	26
over 60 mins	13



1345 interviews conducted

## Bidding Leaflet



In Response to demand from clients, partners and staff we have produced a new leaflet focusing on bidding called "Bidding for Your New Home".

There are special circumstances that apply to homeless clients who are bidding for permanent accommodation. For example homeless clients will only get one offer, and their offer can be refused if they have rent arrears. The leaflet aims to explain as much as possible about the bidding system as it applies to our clients, it has also been checked for clarity by our Homeless Service Users Panel. For a copy of the leaflet call 020 7364 7474



## Meet our specialist domestic violence Officers

Over the last few years our domestic violence specialists have been working hard to improve the service provided to clients fleeing domestic violence. They have built links with numerous other agencies in the borough that work with victims such as Victim Support, the Police, Women's Refuge and Asian Women's Aid amongst many others. Inparticular Tower Hamlets Domestic Violence Team have been an invaluable support in developing the work.

In addition to this they attend the monthly

Domestic Violence Forum and MARAC, a multi-agency planning panel that meets twice a month to discuss the most complex cases.

Tracy Bailey one of our specialists told us "We want to make the journey for victims of DV easier, and where we can give help and guidance at a very traumatic time."

To contact our specialist domestic violence officers call the General Enquiries on 020 7364 7474 and ask for one of the officers named below.



Tracy Bailey, Ellen Davidson and Momotaz Ahmed