

# Housing Plus

## Mapping Project

### What we did

We mapped out the existing statutory, community and voluntary support services available in Ashford and identified potential links or gaps in provision.

The data collected will be made available in an electronic reference guide for front line staff and wider partners as a tool. This works alongside our “Whole Needs Assessment Tool” and will help inform our HELP (Housing, Employment and Link Project).

### How we did it

A meeting was set up with the Gateway to see if this was a project they wished to be part of, which it was. As the Gateway was keen to explore how it was able to link visitors of the Gateway to a broader range of services, and it was envisaged that this piece of work would go some way towards achieving this.

Our Housing Plus Project Manager and the Ashford Gateway Manager scoped out the specification of the project. A consultant was subsequently employed to carry out the mapping work.

### Who was involved?

The Housing Plus Project Manager, the Ashford Gateway Manager and the Individual Learning Company.

[www.individuallearning.co.uk](http://www.individuallearning.co.uk)

### Resources

All partners at the Ashford Gateway including the Housing Options team assisted in mapping existing services and contributed to the final booklet.



### **Time taken**

Three weeks.

### **Lessons learned**

Focusing the scope of the mapping early on and aligning this with our project outputs was essential, as the opportunity to expand the scope of our mapping was evident but the budget did not permit this.

### **Cost**

£2,500

### **Additional information**

The mapping work is to be incorporated within a Gateway commissioned CRM (Customer Relationship Management) system due to be introduced in May at the Ashford Gateway. The mapping data will form part of the service directory.

The mapping will also be made available via a web link for partners not based at the Gateway, which will link to the CRM.

**For more information email: [Housingplus@ashford.gov.uk](mailto:Housingplus@ashford.gov.uk)**

