

## Housing Options Improvement Team

### Quarterly Report

DATE OF HMT: 16 May 2019

#### **SUMMARY OF LAST QUARTER'S ACTIVITY:**

##### **CHR**

- Agreed on branding - Angus HomeFinder. Business Intelligence reporting tool purchased to meet reporting requirements for Charter and PMF. Policy with communications team for review prior to going to design team.
- Next steps: complete application migration spec; data load property details; draft template notifications; testing of system. Testing dates have been confirmed with 4 dates in July, August and September and a potential go live date of potentially 25 November 2019. Still requiring super user/tester for Forfar CHT.
- PI's – now monitoring % lets to Duty as well as % offers to Duty due to some recent concerns from Hillcrest regarding unfair withdrawals and refusals impacting their figures as their % of lets had been raised as a concern.

##### **Temporary Accommodation**

- Completed a lot of work developing policy, procedures and standards which will have to be further developed going forward with Rapid Rehousing and changes regarding service standard from Government, as well as changes from the Service Review. The sub group who worked on this will arrange to visit team during training to begin implementation on 1 July 2019.

##### **Other work**

- Online Assessment tool has been discussed with home connections and will be phase 2 following CBL and application.
- Wizard has been further developed to include private lets and after short period of testing that has been rolled out.
- Welfare rights are purchasing a suite of software including a benefit calculator to be embedded on to the Angus Council website which will allow the digitally enabled to carry out their own benefits checks any time they want. The package they are purchasing also has other add on calculators for separate purchase but are greatly reduced in price when

buying with the main package. Two of the add on calculators are an Affordability calculator and the other is a Homelessness Prevention tool. The homeless prevention tool is similar to the financial assessment we currently complete manually – taking financial details and providing advice to customers to increase income and reduce expenditure. The affordability calculator calculates whether rent will be affordable for the person so they can check before bidding on our properties/ applying for accommodation in the PRS. LD discussed these tools with Home Connections to check if they have the ability to integrate with the online assessment they are developing for us turns out Entitled to are a partner company of Home Connections and they have plans to integrate their software so it looks like we could integrate these tools within the online assessment when this is developed. We have had a 30 day free trial for both of the tools so will now be looking to get staff feedback on this

- Assisting with work on the RRHP including attendance at briefing sessions with other stakeholder and partners and delivering information sessions.

#### **SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):**

The Regulator has raised concerns in the following areas:-

- % assessed as neither homeless or threatened with homeless is above Scottish Average
- % assessed as intentionally homeless is above Scottish average
- % assessed within 28 days is below Scottish average
- The number of people who are homeless and waiting more than one year for an outcome is above the Scottish average

The HIT are also concerned in our figures for Prevent 1 (so those we have recorded as having a housing options approach) as looking at the quarterly reports to the Government we are predicting a potential 43% reduction in 18/19 from 17/18 where we had 1134 approaches recorded. This is concerning as we have increased the use of prevent 1 to record other work such as Prison, MAPPA, OT so more than in 18/19.

So this along with being above the Scottish average for those people who are not assessed as being homeless being above the national average as well as concerns regarding the number of people requiring temp and people waiting more than a year, being above the national average, on the surface is concerning and appears

linked so this is an area we are looking to do further and prioritise in the next quarter and so some in depth analysis and report back to HMT.

The other concerns are feedback from QA Panel isn't showing any significant signs of improvement from the report brought to HMT back in December 2018 by Strategy. There continues to be concerns with no evidence to support some decisions, missing information, no housing support assessments being completed, taking information at face value and making a decision on this.

### **PRIORITIES FOR THE NEXT QUARTER**

Created new action plan :-

Focus on:-

- Attendance at training hours ahead of implementation of temporary accommodation policy, procedures and service standards for 1 July 2019
- CBL Testing
- Monitor % lets to duty and % offers to duty
- Create Yammer Group to focus on system errors for statutory returns
- Have an in-depth review of those areas of concerns raised by regulator and report back to HMT in August/September 2019.
- Review flat sharing scheme once both strategy and CHT service reviews are completed. (may be next quarter)
- Keen to get a rep from Forfar CHT

Begin to commence work from our RRH Action Plan where no budget requirements.

- Review household's currently occupying temporary accommodation in order to establish those to convert to SST where appropriate in order to achieve our target in March 2020.
- Review appointment system to ensure households who are homeless / at risk of homelessness receive necessary assistance at first point of contact ( will also be part the service review work with other managers)
- Review roles and processes in housing teams in order to ensure early intervention and streamline services (from application through to re-housing) focusing responsibility on getting homeless households through the system quicker ( will also be part of the service review work with other managers)
- Carry out a review of existing pathways and prevention and early intervention approaches, focussing on households who become homeless

from existing accommodation.

**Discussion Points:-**

Already noted under performance

**HIT CHAIR** Claire Greenhill