



Housing Options and Accommodation
Peer Review Recommendations
Briefing to Housing Scrutiny

November 2023



Peer Review Process

- Offered for free to all Housing Authorities
- We used to ratify our own analysis and national performance dashboard
- Published dashboard 6 months behind as standard
- Scope of review agreed – The ‘Front Door’
- Engaged CEx and Exec Member
- DLUHC Review in person in Fareham meeting with staff and partners
- Formal feedback September 2023
- But didn’t wait until then to make improvements!
- Programme structure and governance established

Focus of the Review

1. Homeless and Rough Sleeping Strategy
2. Funding, Leadership and Corporate Support
3. Use of HPG
4. Embedding the HRA & Preventing Homelessness
5. Staffing Structure & Service Delivery
6. HCLIC & Performance Management
7. Access to accommodation
8. Management of Temporary Accommodation
9. Preventing Single Homelessness & Ending Rough Sleeping
10. Partnership Arrangements

Main Recommendations

- **Revisit the spirit of the HRA:** Lockdown and pressures of Everyone In contributed to withdrawal to crisis response, staff need to be motivated to 'get back out there' with home visits, active prevention
- **Review messaging around homelessness:** to service users, stakeholders and partners
- **Re-shape the customer journey so that Part 6 and Part 7 applications** are dealt with distinctly
- **Re-invigorate partnership and stakeholder relationships:** including a multi-agency forum to deliver the Homelessness & Rough Sleeping Strategy Action plan
- **Review the arrangements for the management of TA voids**
- **Increase access to social housing** for homeless people through a review of the Allocation Policy

Improvement Approach

6 Workstreams:

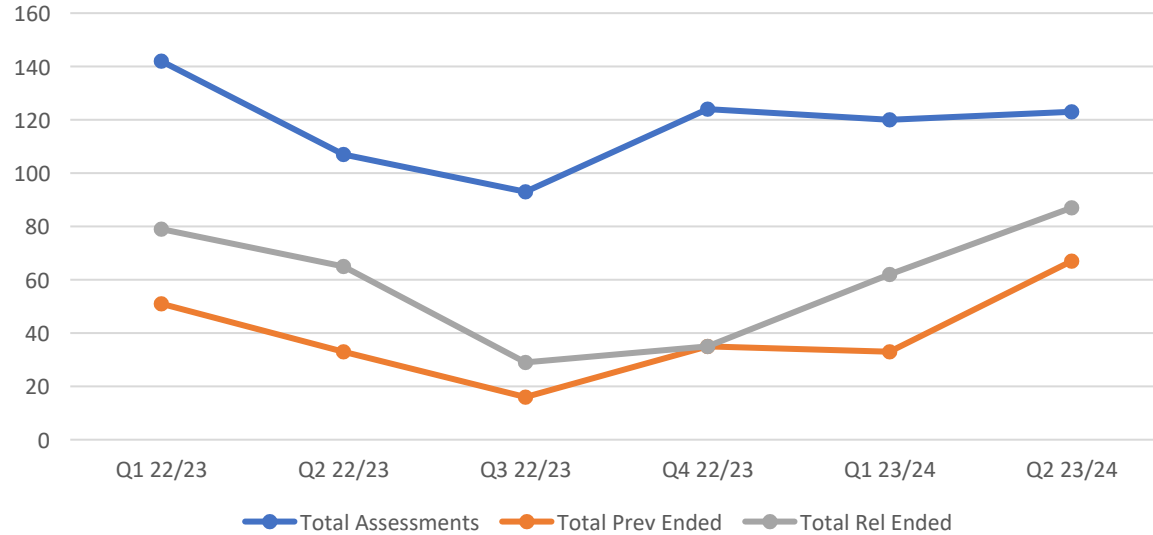
- Workforce
- Front Door
- Resident Satisfaction
- Sufficiency
- Performance
- Policy

Aligning Improvement to outcomes;

Review the disproportionate level of “not homeless” decisions being made	5
Ensure that the causes of homelessness are recorded correctly, particularly in relief	5
Ensure HCLIC returns are returned within the deadlines set, and are accurate and comprehensive. This data is used to determine homelessness funding as well as related funding from other government departments such as DHSC, DfE and MoJ.	5
Use demand data to design prevention interventions against causes of homelessness (loss of AST/parental & friend eviction)	5/6
Consider a Partnership Event to increase the profile of Duty to Refer and possible opportunities for early prevention	2
Ensure that all HPG and other funding submission outcomes are accurately captured and recorded as separate areas of spend, which is required moving forward in monitoring returns	5
Ensure that homelessness remains a priority in the new Corporate Strategy from 2023	6
Benchmark and set out a robust set of KPIs that track performance across the service	5
Complete service restructure in order to build resilience, improve performance and drive the service forward	1/2
Update and review the Strategy Action Plan to ensure that it is SMART, that resources are clearly identified and actions fully attributed	6
Include homelessness stakeholders to monitor/review the Homelessness Strategy Action plan on a quarterly/regular basis – this can promote partnership working, maximise opportunities to early prevention of homelessness, record and monitor emerging challenges and to reflect upon and record successes	2/5/6
Revisit the spirit of the HRA with a strong emphasis on prevention	6
Develop a “prevention toolkit” for use by Officers	6
Enable staff to be creative by using a spend to save approach	6
Develop a clear process for the management of part 6 and part 7 applications.	6
Consider how more home visits could be undertaken in the prevention space – a Visiting Officer?	2
Provide training on the HRA2017 legislation	1/5/6
Relaunch the new procedures that have been written to ensure that staff are clear on their responsibilities	1/6

Headlines of progress to date

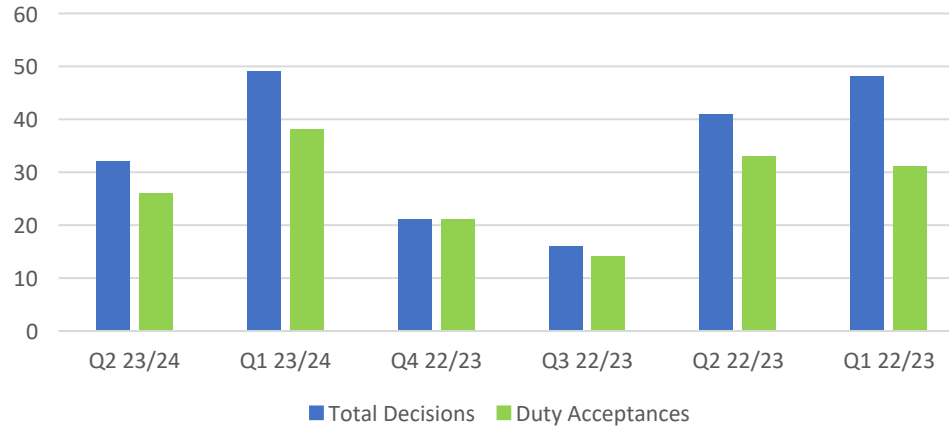
Headline Totals



FBC H-CLIC QA Return	Jul - Sep 2023		Jul - Sep 2022
Assessments		Last Yr	
Total Assessments	123	+15%	107
Owed a Prevention Duty	47	+74%	27
Owed a Relief Duty	71	115%	33

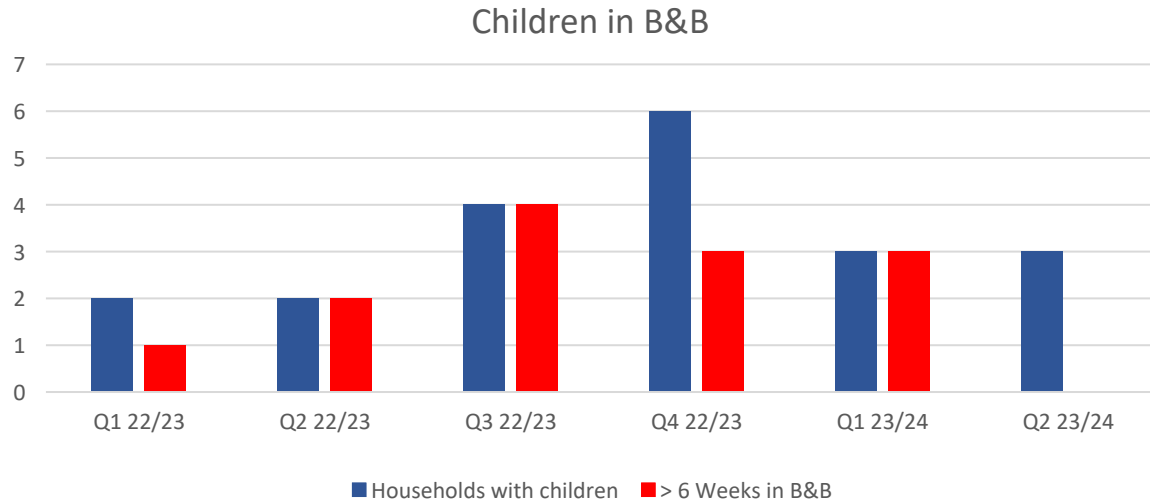
Headlines of progress to date

Main Duty Decisions



FBC H-CLIC QA Return	Jul - Sep 2023		Jul - Sep 2022
Main Duties			
Total Main Duty Decisions	48	-2%	49
Main Duty Acceptances	31	-18%	38
Main Duty Cases Ended	44	+175%	16
Ended Where Social Housing Secured	20	+233%	6
Ended Where PRS Housing Secured	8	+300%	2

Headlines of progress to date



FBC H-CLIC QA Return	Jul - Sep 2023		Jul - Sep 2022
Temporary Accommodation			
Total Households in TA	154	+57%	98
Households With Children	69	+77%	39
Total Children in TA	143	+91%	75
Households With Children in B&B	3	+50%	2
Households With Children in B&B > 6 Wks	0	-200%	2
16-17 Year Old Main Applicants in B&B	0	0	0

Other progress

- Permanent staffing team
 - Focus on support and coaching
 - Bespoke training
 - Workplace culture
 - Quality Assurance Framework; Quality, consistencies and standards
 - Allocations Policy
 - Tenants to resident satisfaction
 - Governance ; ie Families in B&B
 - Long term B&B
 - High-cost placements
- Work in progress but foundations in place**