

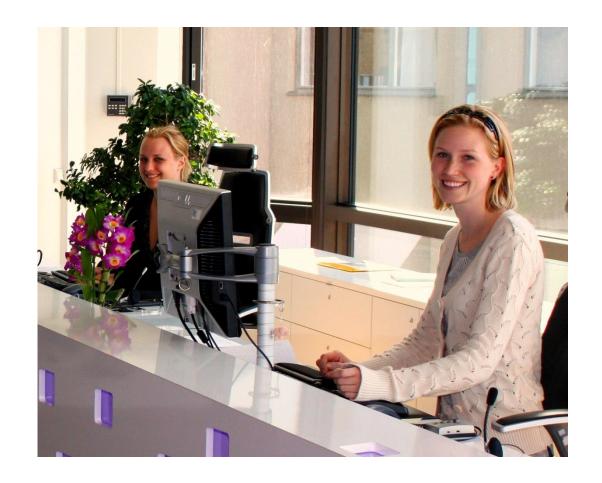
#### **About me**



- Nic Abbott
- Homechoice & Prevention Team leader
- Cheshire East
- Unitary authority
- Talks fast
- Interrupt me

## Where is Prevention in Cheshire East?





#### WHY?





#### **HOW DOES THIS LOOK?**



HOUSING OPTIONS MANAGER

PREVENTION
TEAM LEADER

PREVENTION OFFICERS

**WELFARE OFFICER** 

HOMELESSNESS RELIEF TEAM LEADER

**RELIEF OFFICERS** 

MONEY ADVICE
OFFICER

ACCOMMODATION SUPPLY TEAM LEADER

PRIVATE SECTOR LIAISON

TEMPORARY & SUPPORTED ACCOMMODATION

### The team – with whom I would be lost





#### Where do Locata come in?



# LOCATA Housing Services

#### What did we change?



- New SMART housing application only asking the questions the customer needed to answer
- Better login process and more informative customer portal
- Med form & financial assessment integrated into the online form
- Direct email communications to customers

#### What did this achieve?



# Exactly what we wanted it to! WE SAVED LOTS AND LOTS OF TIME AND MONEY

400+ phone calls

£6,000 in postage

5 minutes per application assessment

#### **HPA** was a bonus!



### Show Me The



#### What did we do?



#### Added tasks:

- Triage
- Notice validity
- Landlord conversation
- Tenant conversation
- Parent/relative conversation
- Non-violent relationship breakdown

#### And there's more....



#### **Designed:**

- Simple to complete Housing Advice letter
- Prevention fund application
- Rent bond scheme application

#### The benefits



- Consistent casework
- Consistent advice
- No out of date forms
- No spreadsheets
- Everything in one place
- More than we could have asked for

#### But the biggest benefit was....



# DEALING WITH AN IT COMPANY THAT UNDERSTAND OUR BUSINESS



