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Cheshire East's Journey to HRA – with a little help from our friends



About me



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

Where is Prevention in Cheshire East?



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WHY?



HOW DOES THIS LOOK?



HOUSING
OPTIONS
MANAGER

HOMECHOICE &
PREVENTION
TEAM LEADER

HOMELESSNESS
RELIEF TEAM
LEADER

ACCOMMODATION
SUPPLY TEAM
LEADER

PREVENTION
OFFICERS

RELIEF OFFICERS

PRIVATE SECTOR
LIAISON

WELFARE OFFICER

MONEY ADVICE
OFFICER

TEMPORARY &
SUPPORTED
ACCOMMODATION

The team – with whom I would be lost



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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

B O N U S



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- **No out of date forms**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**





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