

# The Homelessness Reduction – “The first 100 days”

Andy Gale

[andygalehousing@outlook.com](mailto:andygalehousing@outlook.com)

07770221294

# The first 100 days

1. Homeless applications – “all quite on the western front?”
1. Disconnect between being trained and feeling trained, and actually applying the new law to actual cases and day to day situations
1. The Homelessness Reduction Act is likely to be here for a generation but the culture will be set in the first 100 days

# The first 100 days

Danger of drowning in paperwork!

- a) Gathering HCLIC information on clients
- b) Needs assessments
- c) Personal Housing Plans
- d) Reviews of Plan steps
- e) Notification of starting and ending duties

# The first 100 days

“It all started to go wrong at the Triage stage”

The risk of ‘more of the same’ and not a step change

Risk of too complicated personal housing plans and needs assessments and equally a risk of too little done in completing plans and assessments

# The first 100 days

Triage is key to successful implementation

Pre preparing interviews

Time to read pre interview information and docs  
and part prepare the PHP

The issuing of PHPs at the end of the interview

# The first 100 days

HCLIC will be a problem

MHCLG still making changes up to the last minute

Lack of guidance on completing the new requirements

Lack of understanding of the routing and when to record outcomes

But

A better system for doing casework

Plans/needs assessments/notifications/decisions

# The first 100 days

**The need to understand the flexibility granted by the Act to successfully end the prevention or relief duties**

The duty ends when the Council is satisfied that the person

- (i) Has suitable accommodation available for occupation, and
- (ii) And a reasonable prospect of having suitable accommodation available for occupation for at least 6 months

**Ways this can be met:**

Social housing/Private rented housing tenancy 6 months/  
licence/Friends/relatives/Supported housing – also

The 2 stage accommodation solution

# The first 100 days

Testing the changes you have made to the roles, responsibilities of the team and processes to deal with the 'end to end' workflow

- Testing the model you have chosen
- End to end caseworker
- Prevention and relief split
- Specialisms
- Outreach

Checking the balance after 'go-live' between resource allocation for completing the plans and and issuing notifications and decisions under the Act and prevention casework



# The first 100 days

- Harnessing the enthusiasm that the new staff and existing staff open to change have brought and watching out for the ‘cynics’ when you go through the initial inevitable challenges
- Harnessing the enthusiasm – everyone chasing the ‘golden tick’ – for a successful prevention or relief outcome
- Combine harnessing enthusiasm with a performance management culture directed at measuring success of the team and individuals

# The first 100 days

- Measuring Success
- Managing member expectation
- Managing the fall in preventions with the move from the old prevention recording system to the new
- Deciding how to measure successful percentage outcomes if nothing emerges from MHCLG
- Set targets internally (Wales 60% P; 40%R)

Taking out outcomes for refusals, non cooperation, withdrawn, lost contact from overall success rate

# The first 100 days

## Making Prevention happen

- Needs a step change in approach to prevention
- Training has concentrated on the new duties but not enough on how you prevent and relieve homelessness in a more difficult climate
- Needs a structured and systematic approach to prevention for each main cause and new schemes for single and families for relieving homelessness
- Need to consider sustainment plans at the point of ending the duties
- Formal offer to resolve

# The first 100 days

Using Allocations Policies to support prevention not hinder it

Banding of the prevention, relief, main 193(2) duty and 193C(4) lesser main duty where non cooperation

Role of existing 'Prevention Banding' post April

# The first 100 days

Will there be far more reviews and legal challenge?

- \* Review of the reasonable steps to be taken by the Council? – Low
- \* Ending the prevention and relief duty successfully – challenges to the authority's interpretation of a reasonable prospect of 6 months secured or arranged
- \* Review of the decision to refer at the point of the acceptance of that referral?
- \* Reviews of non cooperation?

# The first 100 days

Turning talk of prevention through partnerships to the reality of preventing through partnership working

1. New 'Hub and Spoke' delivery model with Options Team at the Centre and 3<sup>rd</sup> sector and other statutory bodies embedded into Options Service
2. Embedding some 3<sup>rd</sup> sector agencies into the Options Service
3. Contracting out to the 3<sup>rd</sup> sector Prevention and Relief of Homelessness duties for some client groups e.g. single people
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5. A 'no wrong front door' model.

# The Positive Pathway Model for structuring Partnership work

All Partnership working should be structured around the 5 stages of the positive pathway model developed to tackle youth homelessness

1. **Early identification of risk** and effective offer of self-help
2. **Preventing homelessness** at the point of crisis, delivering positive outcomes
3. **Delivering high quality services** to those in need, particularly the most vulnerable
4. **Resolving homelessness** at the point of crisis, delivering positive outcomes
5. **Breaking the cycle** of 'revolving door' homelessness through sustainable options

# Start to make decisions on planning your TA needs

1. The rise in applications are largely from single people who are likely not to be in priority need
2. Wales - 60% owed a prevention duty where no TA duty owed 40% owed a relief duty where TA only owed if in or may be in priority need
3. Prevention caseload dominated by families likely to be in P need whereas relief caseload dominated by singles
4. Taking successful earlier action to prevent homelessness will mean fewer cases enter TA
5. Those who do become homeless will spend less time in TA due to the increased flexibility to use the private rented sector to resolve homelessness