

Practitioner Reviews; supporting compliance and continuous improvement

Andrew Rowe, Scarborough Borough Council
 Claire Dyke, National Practitioner Support Service

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Introductions

Andrew Rowe, Head of Housing

- *Over 25 year's experience of managing housing services within Local Authorities and Housing Associations*
- *Currently responsible for Scarborough's Housing Options Team, Housing Regulation, Environmental Health, Strategic Housing and Home Improvement Agency Services*
- *Leading on the development of new Homeless Strategy and Quality Services in line with the Homeless Reduction Act*

Claire Dyke, National Housing Practitioner

- *Over 25 years' experience in developing and delivering housing options services*
- *Lead for Practitioner Review Service*
- *Instrumental in re-shaping services to meet the requirements of the new legislation*
- *Ensures full buy in from and engagement with front line teams*

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In this session

The NPSS will give an overview of the Diagnostic Peer Review: what it entails and what you can expect from a review.

During this masterclass we will hear how Scarborough used the DPR to shape services and set the strategic direction for homelessness services in Scarborough into the future.

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Diagnostic Peer Review

- NPSS has supported over 121 DPRs in England and Wales
- Acts as a “Critical Friend”
- Highlights gaps in service provision
- But identifies areas of effective practice
- Makes recommendations for service improvement

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DPR – In practice

- DPR looks at 11 assessment areas:
 - Strategy Overview
 - Website Review
 - Reception and Interview Room Facilities
 - Customer Interview Observation
 - Prevention and Relief Duty File Review
 - Main Duty File Review
 - Staff
 - Managers
 - Partners
 - Visits
 - Quality of Housing Options

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DPR – Final Stages

- Meet with Senior Managers for a feedback session
- Complete a CIP (Continuous Improvement Plan)
- Ability to meet with staff for feedback
- Tailored training programme

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Key Outcomes

- Customer Journey
- Staff
- Partners
- Service Provision

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Andrew Rowe
Head of Housing
Scarborough Borough Council



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Background to our Review

- Scale of challenge
- New Legislation
- Austerity and budget pressures
- Impending 'Transformational Review'
- Maintaining corporate priority
- New Homeless Strategy



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Why NPSS?

- Various options for review
- Previous Gold Standard Peer Review
- Expert
- Independent
- Trusted



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Review Process

- Upfront desk top assessment/ 3 days on site
- Detailed
- Holistic
- Inclusive
- Safe (but still challenging)
- Focus on HRA compliance



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Feedback

- Presentation and Prioritised Action Plan
- Highlighted what we do well
- Boost for staff
- Assurance for management (especially over HRA)
- However some feedback uncomfortable
- Highlighted issues we would never have seen
- Detailed and thorough assessment of processes
- Ideas and good practice



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What have we done with it?

- Findings reported to staff, directors and Members
- Adapted Continuous Improvement Plan
- Accepted 90% of recommendations
- Informed Homeless Strategy
- Informed (and justified) investment and structures
- Negated need for 'transformational review'
- Safeguarded budgets and funding
- Supported case for growth



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Over to you



- Are you checking compliance with the HRA 2017?
- How do you think a DPR could benefit you?
- What effective practice do you think could be identified?

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Feedback

This is Masterclass:

Practitioner Reviews; supporting compliance and continuous improvement

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Contact us

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