

The Prevention Duty - Implementation & Successful Partnership Working



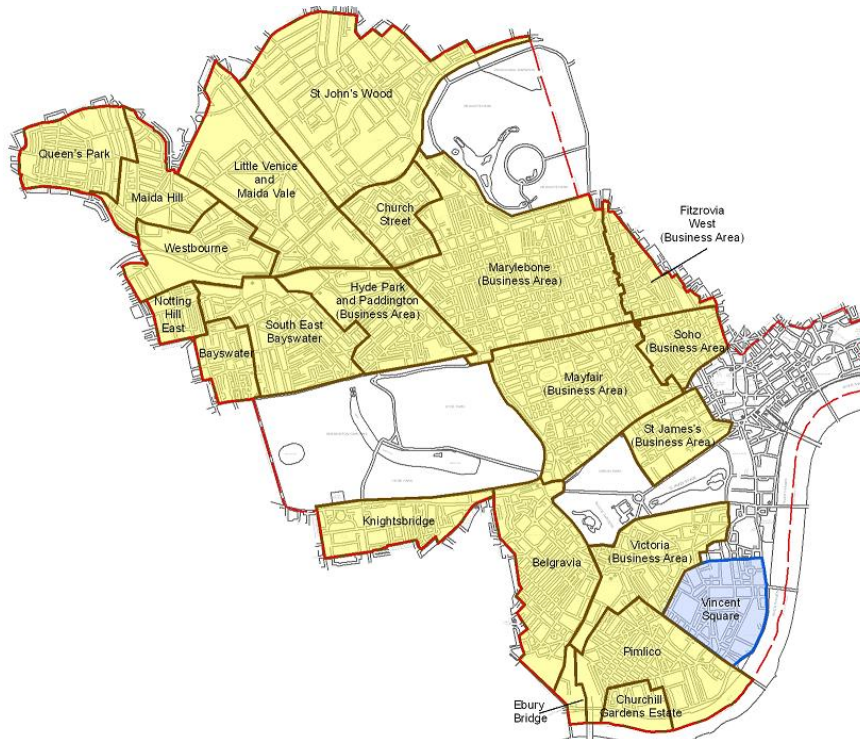
Westminster City Council
westminster.gov.uk



City of Westminster

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Westminster



- 8 square miles
- 20 wards
- Over 180 different languages spoken
- 57th most deprived (of 326) Local Authorities in England
- 58% educated to degree level, 4.8% with no educational qualifications
- Over 1m commuters & visitors daily
- £2bn p.a. business rates
- Largest night-time economy in the UK



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- Home to 247,000 residents, in 120,000 occupied residential units (31% owner occupier, 40% private rented, 26% social housing).
- 7.5% increase in renting since 2001, decrease in ownership and social rented.
- Average house price in Westminster is £1.02m
- Average 3 bedroom (unfurnished) property to rent in prime market areas of London £5,398pm
- Median annual household income is £42,377
- Over 12,000 people claiming out of work benefits (74% of which claiming ESA)



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“A new innovative service designed to prevent homelessness, provide early intervention and support to those in need, with tailored solutions for single adults and families, through open and accessible service hubs within local communities”



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Vision

- **A re-modelled Service**
- **Prevention! Prevention! Prevention!**
- **Achieve a stable PRS for Westminster**
- **Relieve Homelessness with PRS**
- **Provide a different offer to single adults**
- **Enable single adults with no or low support needs**
- **Wrap around services for vulnerable service users**
- **Identify the right pathway - not necessarily statutory**



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Outreach Service

- **Early Intervention Prevention and Advice Service.**
- **Benefits Advice and assistance**
- **Employment support**
- **Specialist Housing Advice**
- **Tenancy Rights**



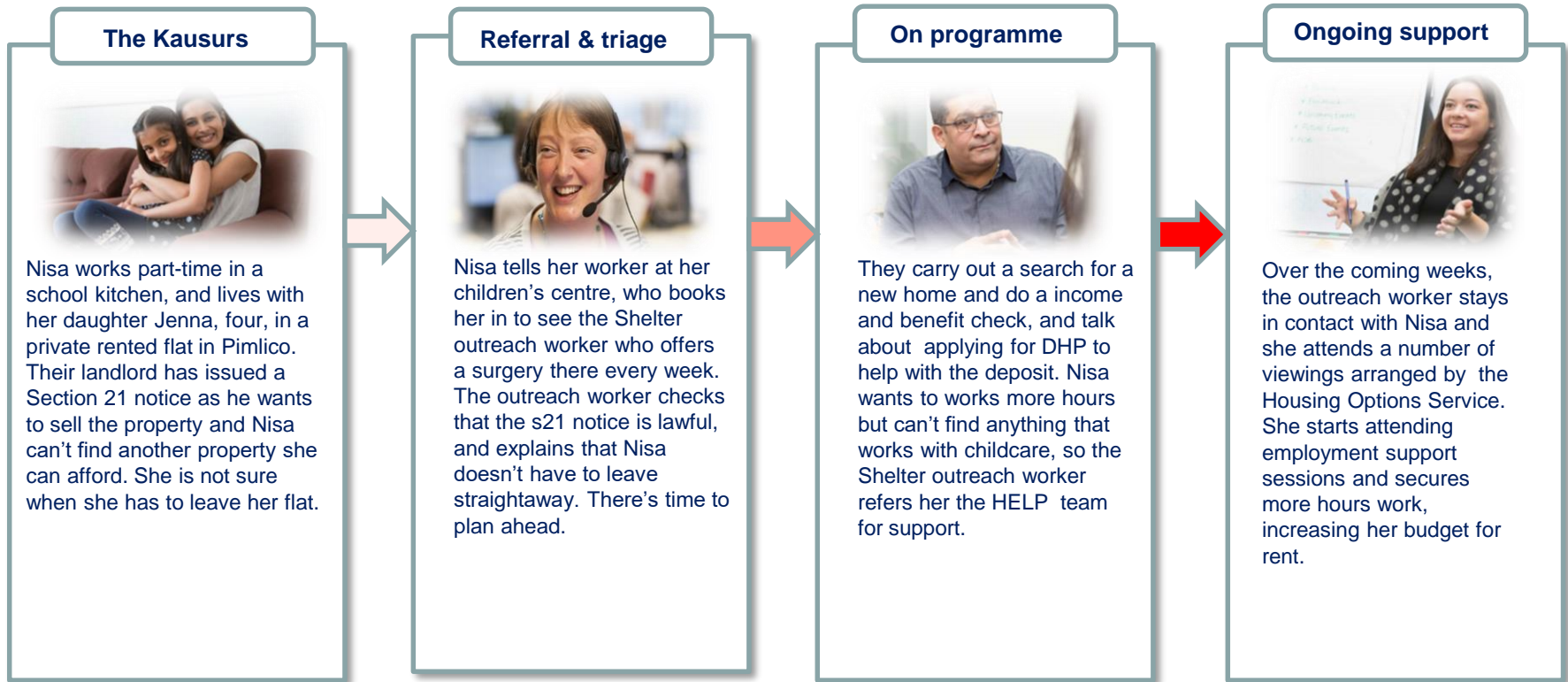
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Getting Set Up

- Establish Locations
- Get Local Community Service Providers on Board
- Promotion Campaigns
- Build Up Locations and Surgeries
- Facilitate Pop Up Sessions in the Community



Example customer journey: Nisa



Outcome: Before the notice expires, Nisa finds a new property she can afford, and she and Jenna move there together.

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Plus Points

- Shelter Brand
- Managing expectations early
- Improving chances of Preventing Homelessness
- Taking forward the Prevention Agenda in Westminster
- Working with others and Forming New Partnerships and improving Old Partnerships
- Better user experience



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Challenges

- Data Protection
- Data Recording – Using the Council’s Systems
- Retaining Shelter’s Integrity
- Reporting and Monitoring
- New IT system
- Communications – advertising the service
- Shelter Campaign Vs Westminster Strategy
- Pre-Statutory Service – Limited by changes introduced by the HRA?



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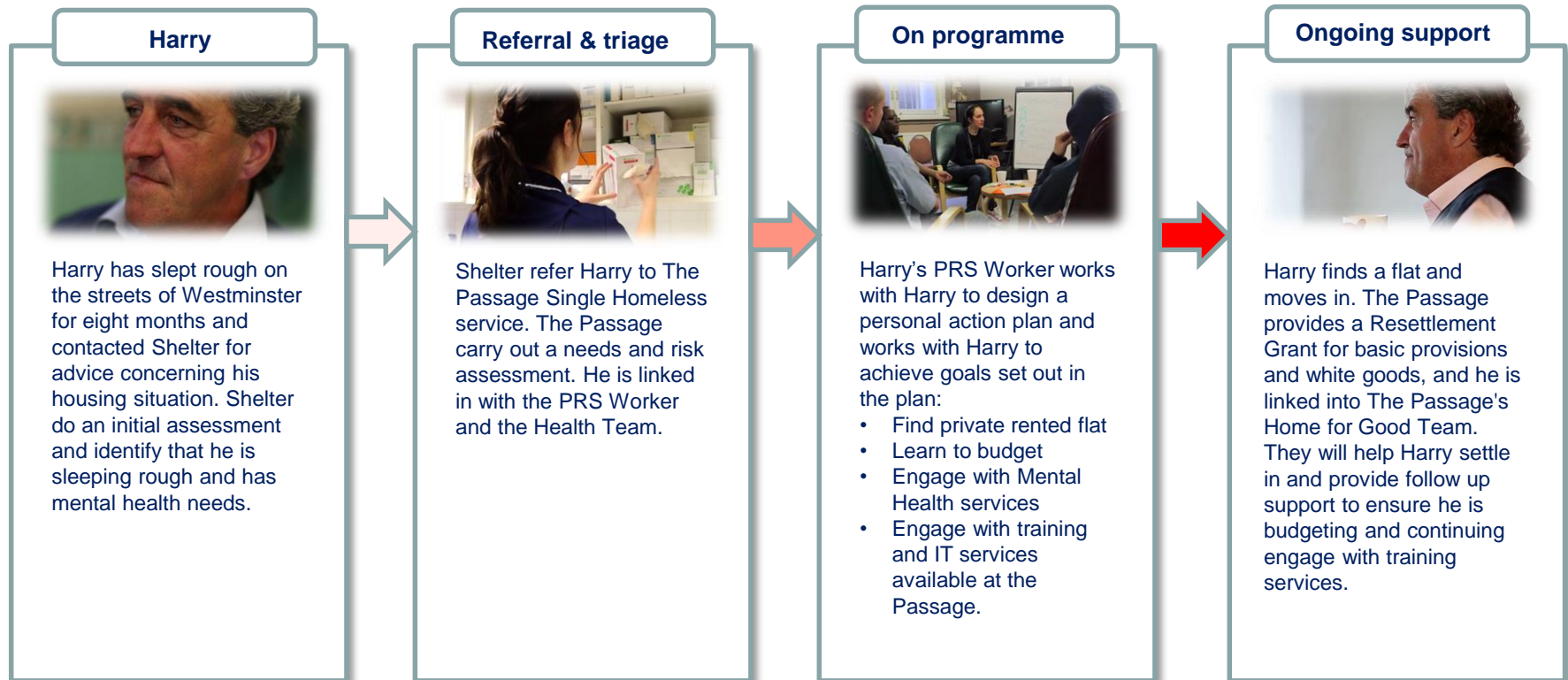
Single Homeless Hub

- **Dedicated PIE environment**
- **Customer Focused Approach**
- **Holistic Assessment**
- **Holistic Service – Housing, Employment, Medical, Welfare, Inclusion**
- **Access to a wider range of Housing Options – PRS HMO schemes and Hostel Network**



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Example single person customer journey



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Plus Points

- **Enhanced Singles Service**
- **Increase in options for non priority clients**
- **Customer Focussed interviews = Better engagement with the reality of available options**
- **Wrap around service for urgent high need clients (case study)**
- **A range of PHP option met within the service**
- **Staff Learning for HOS staff – new approach**



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Challenges

- **A Statutory Service Vs a Support Service**
- **A different ideology**
- **Data Recording – Using Partnership Systems**
- **Reporting and Monitoring**
- **Adapting to Needs and Wishes of Customers – not everyone wants a holistic service**



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Outcomes So Far

- Increase in Preventions
- 443 Preventions 2017/18 compared to 406 2016/17
- 415 Acceptances 2017/18 – Preventions higher than acceptances
- Ave 90 households a month see through outreach before threat of homelessness.
- Reduction in single homeless applications (prior to HRA)
- Huge Increase since HRA. 61% applications are singles



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Next Steps

- Introduce a PIE - Dedicated Families Assessment HUB
- Analyse singles applicant journey – so far 100% Relief cases. Can we get Trailblazer/Shelter to find singles earlier?
- Increase Outreach Surgeries (Remove less effective)
- Review Impact of the HRA
- Review PRS Offer – increase single non priority PRS scheme.
- Customer Surveys/Working Groups – set up a quality assessment framework



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Discussion Points

- What is your local authority/organisation doing in this area of work?
- What do you see as the biggest challenges you need to overcome?
- How do you plan to overcome these challenges?
- How do you think this work will improve service for your customers?
- What support or guidance would help you to do this?



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Questions?

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