Maidstone Borough Council – **One View**
Our new capability to help Maidstone's homeless

in partnership with

EY
Building a better
working world

MAIDSTONE
Borough Council

Today

■ ■ ▶ Overview of our capability

■ ■ ▶ What this looks like in Maidstone

■ ■ ▶ What's next

Public sector challenges

■ ■ ► Public sector organisations are constantly being asked to **'do more with less'**.

The Homelessness Reduction Act (HRA) 2017 came into force April 2018, creating new duties and rising demand on housing services in local authorities in England.

58,660 households were owed a new statutory homeless duty between 3rd April - 30th June 2018

71% increase in number of households in temporary accommodation from Dec 2010 to June 2018

When demand is high and money is short, it is immensely difficult for services to shift focus **from resolving immediate crises to building capacity for early intervention.**

Demand + Funding = Outcomes

Data driven service transformation
How can you provide resilient, sustainable services?

Data enables you to understand your services in a **holistic** way.

It enables you to understand the demand on your services, enabling **evidence-based** commissioning and strategic decision making.

These insights enable you to provide the right services, to the right people, **at the right time**.

What is your data telling you?

Who is accessing the services

Why are they accessing the service

How many are known to multiple services
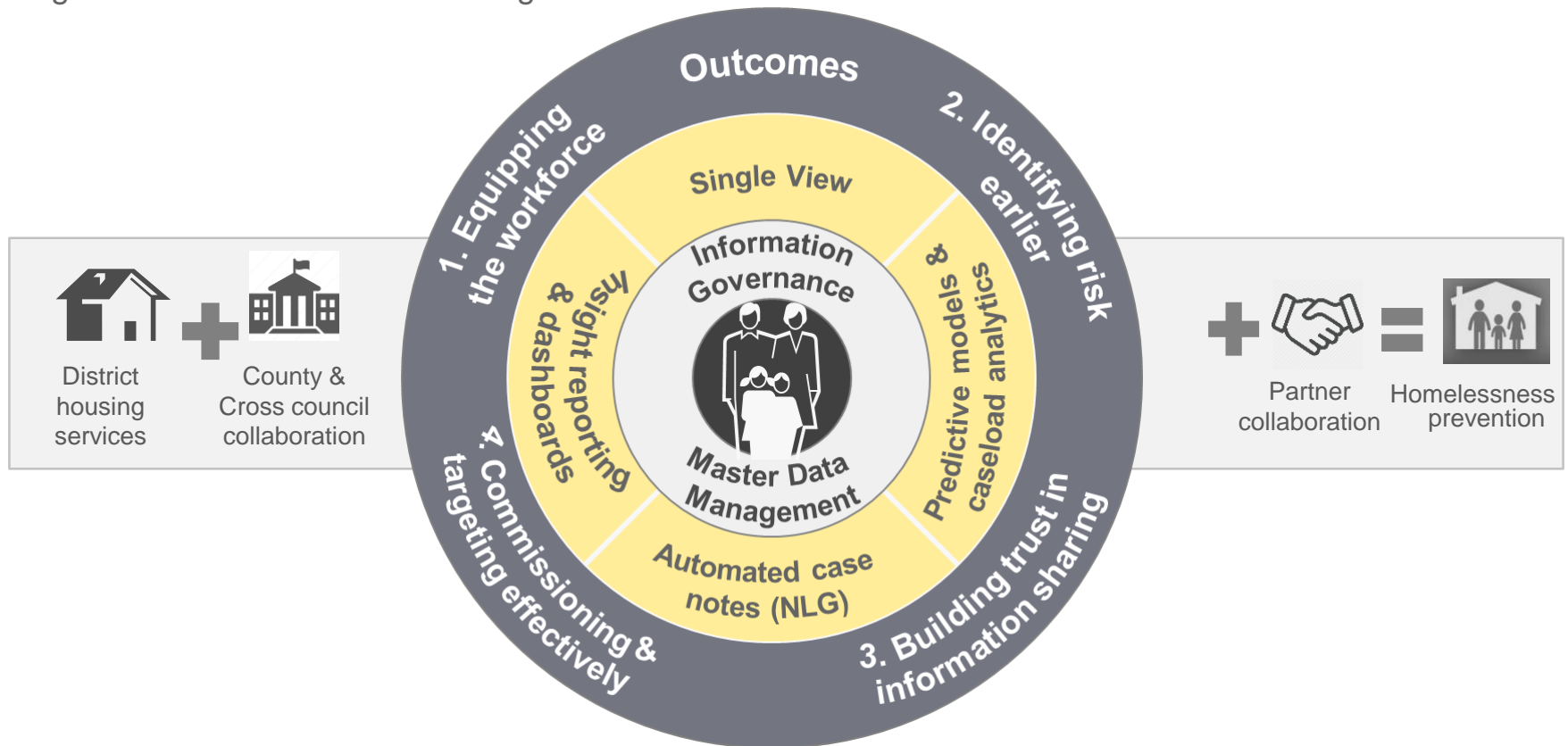
What is each individual's journey

What interventions are they receiving

EY & Xantura
Better outcomes through smarter services

Through our work, we are looking to help **reduce the upwards trend through greater partner working and a focus on prevention.**

Our capability enables transformation of the way vulnerable groups are supported, using data & insights to enhance decision making at the front line.
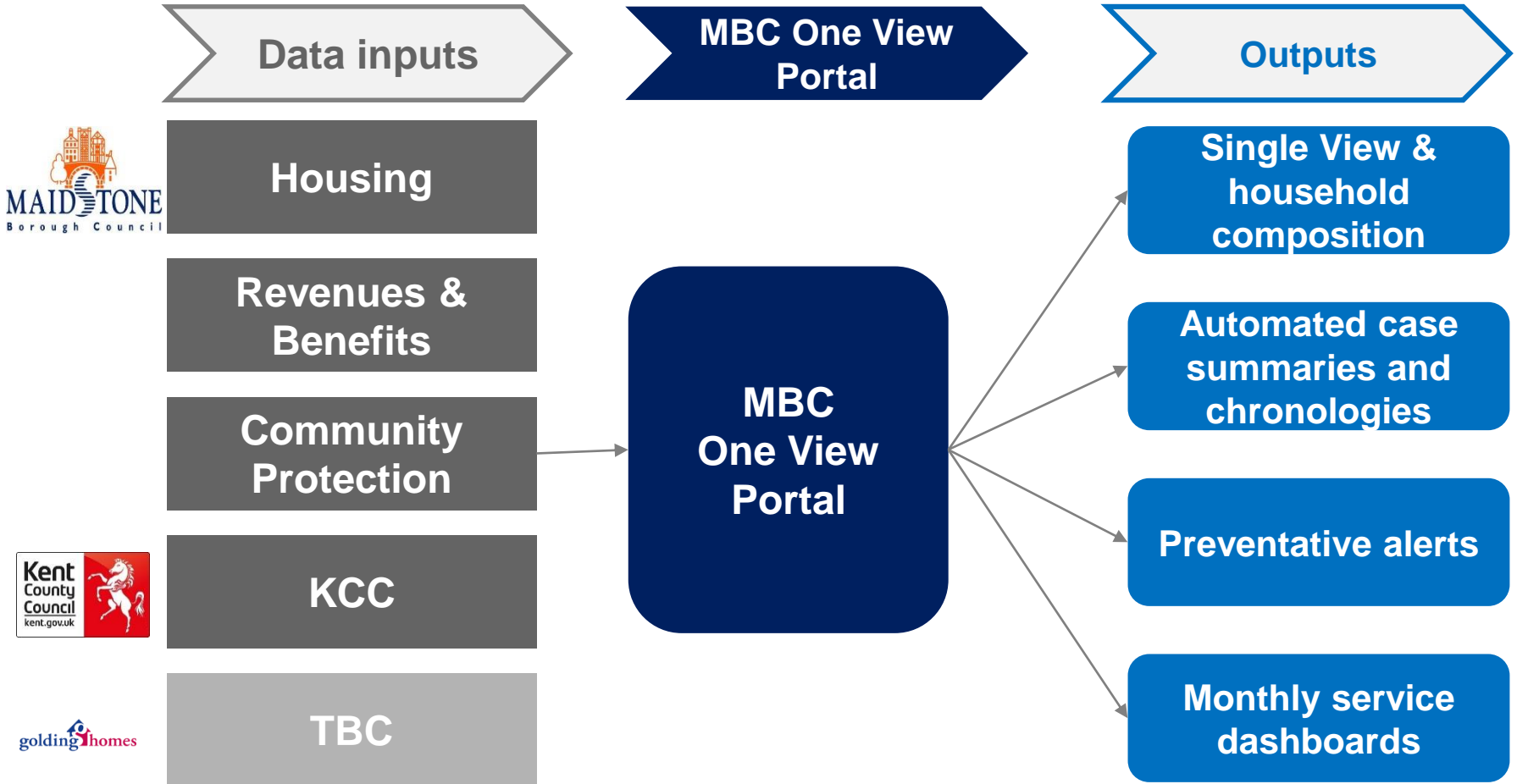

District housing services + County & Cross council collaboration

Outcomes
- Single View
- 1. Equipping the workforce
- 2. Identifying risk earlier
- Information Governance
- Master Data Management
- Insight reporting & dashboards
- Predictive models & caseload analytics
- 4. Commissioning & targeting effectively
- Automated case notes (NLG)
- 3. Building trust in information sharing

Partner collaboration + = Homelessness prevention

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District example: Maidstone Borough Council

What is One View?

Brings together data from different areas to provide a single view of a household

| Data inputs | MBC One View Portal | Outputs |

Data inputs
- Housing
- Revenues & Benefits
- Community Protection
- KCC
- TBC

MBC One View Portal

Outputs
- Single View & household composition
- Automated case summaries and chronologies
- Preventative alerts
- Monthly service dashboards

What does it look like?

One View button is accessed from the existing case management system.

One View
Household compositions & automated case note summaries

Content:

System References
Household Composition
Address

Interventions
- Current/active
- Historic

Risk summary
- Cause of concern
- Historic and wider risks for consideration
- Intervention approach

Chronology

One View
Preventative alerts – example

RISK ALERT GENERATED
Risk Alert generated to Housing Advice Officer Mailbox for attention

UNDERSTANDING PRESENTING ISSUES / NEEDS OF HOUSEHOLD
- Professional reviews One View case summary including risk summary
- For example, escalating levels of Council Tax debt

FURTHER SUPPORT PROVIDED
?

ACTION TAKEN FOLLOWING ASSESSMENT
For example, letter sent inviting household to engage with Housing Services for support

EXPLORING WIDER CONTEXT
Further research done – for example, claiming benefits, engaging with other services

PROGRESS MEASURED
?

PLANNING FOR THE FUTURE
?

WHAT COULD HAVE HAPPENED IF ALERTS HAD NOT BEEN RAISED?

Household council tax debt will likely increase, increasing threat of eviction due to bailiff involvement.

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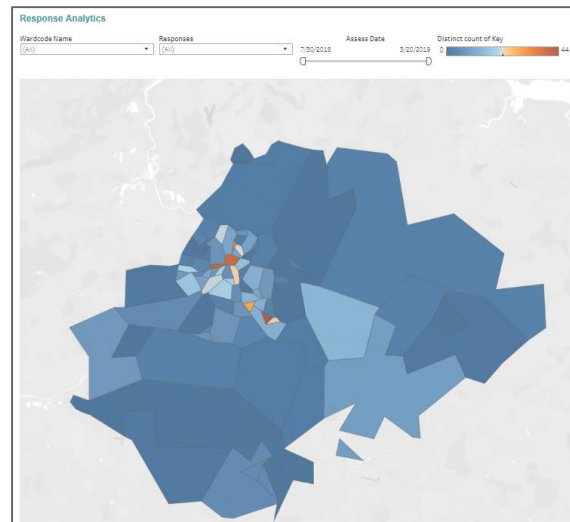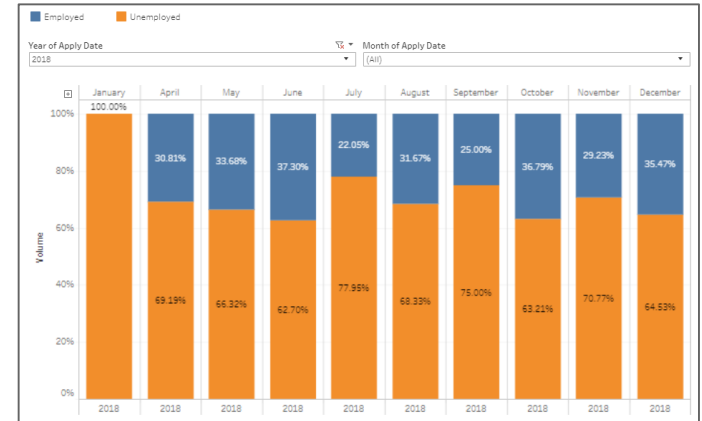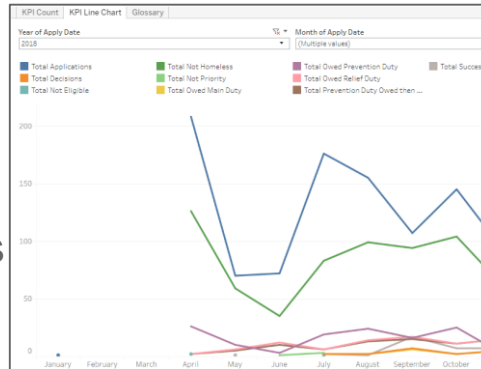
One View
Dashboards

Example dashboards:

- Volume view & trends

- Ward level analysis

- Support needs analysis

- Accommodation transitions
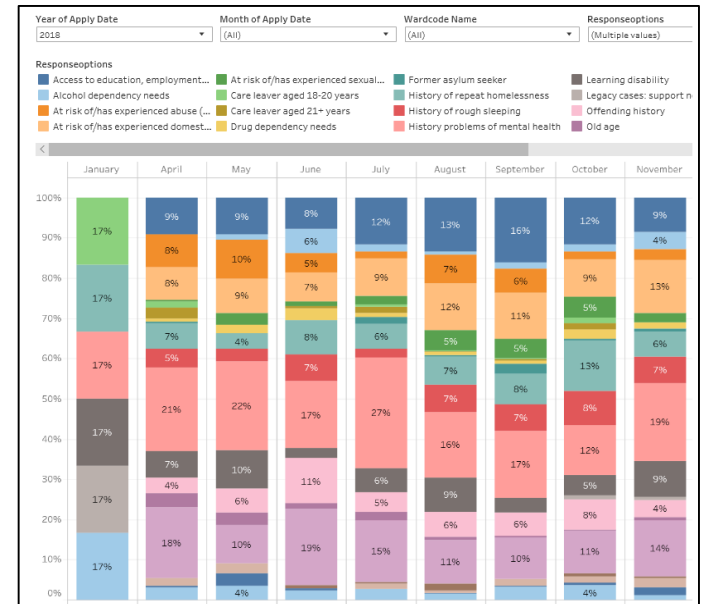
Benefits
Driving improved outcomes for residents

Right support at the right time	Improve Internal Processes

Identifying risks earlier, enabling earlier interventions	**Targeting** services based on personal needs	**Increasing** capacity for professionals	**Building** trust in information sharing

Better supported and confident workforce, 30-50% time saving through automated chronologies for front door teams

Greater joined-up working across council services and partners through enabled secure information sharing across teams

Receiving the right support at the right time with professionals supported to provide timely, targeted & personalised support

Housing Services

- **Decrease in relief duties owed, preventing tenancy breakdown** through earlier identification & timely support provided to households
- **Decrease in Temporary Accommodation demand** over time
- **Better understand** our service demand, incl. who is presenting, why and from where
- We will be able to see how **trends are changing over time** and adapt our service accordingly
- **Greater evidence to inform commissioning** and targeting of resources based on client need and intervention effectiveness

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What's next?

■ ■ ► Continue facilitating data expansion with partners

■ ■ ► Explore opportunities for housing and health join up

Thank you – any questions?