


# Medway Supported Housing Improvement Programme – What's the point?

- Improved provision across the 4 partnered boroughs
  - Reducing risk of homelessness / presenting better prevention options.
  - Improving chances of secured move on (when there's any available!)
  - As a result, savings to other services in the area
- Savings for the LA
  - Robust HB scrutiny
- Preparation for licencing regulations
  - Gathering relevant information ahead of time
  - Preparing providers (within reason) and building that relationship
  - Reducing chance of delay when the time comes.

# The journey so far

## Phase 1

- Recruitment
  - team fully mobilised since Mid July
- Finding our feet
  - Refining our processes
  - Working out our referral routes
  - Understanding what works for other teams
- Focus on unregulated and uncommission services 
  - Gathering intel
  - Building relationships
  - Developing progress packs
- Tenant awareness
  - Cold calling
  - Visiting with support staff (from the providers)
  - Leaflets and posters for each scheme (still to do)

## Phase 2

- Using what we've learned in Phase 1 to broaden our reach to other providers within the sector.
- Closer working with Medway and KCC Social care commissioning services and QA teams.
- Reflecting on what we're learning about our providers and using this to inform our next steps.

- ❑ Multidisciplinary Team – all 3 officers carry out all aspects of the role.

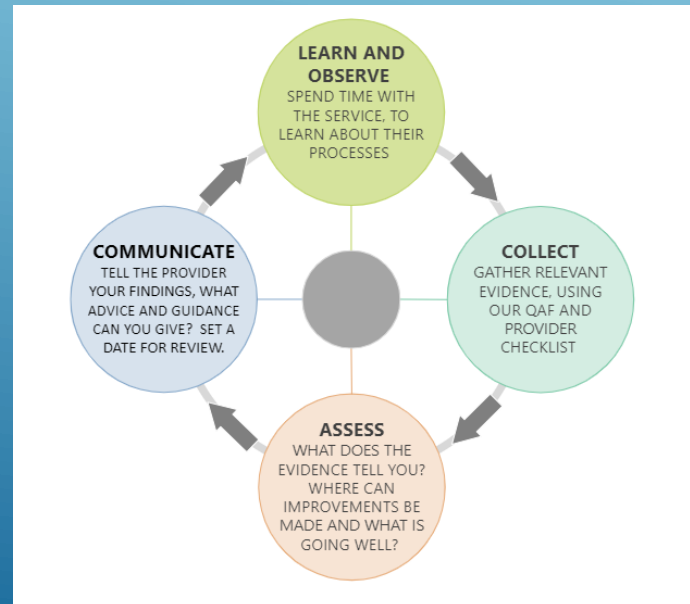
Referral into team



Any officer completes a visit:

- Property inspection
- Support review
- HB Scrutiny

- ❑ Team split into provider leads as an opportunity to really get to know the service and build strong relationships with our providers.



## Outcomes so far...

- ❑ 125 referrals received
- ❑ 74 Housing Benefit claim reviews
- ❑ 63 property visits
- ❑ 11 total recommendations to HB team resulting in estimate of £40k savings for HB team (projected to 6 months) – Core Rent + Eligible Charges.
  - ❑ Identifying customers with large sums of savings
  - ❑ Service charges being incorrect
  - ❑ Property vacant but provider not informed HB team
  - ❑ Support not being provided
- ❑ First provider forum held 18<sup>th</sup> September.
  - ❑ Face to Face
  - ❑ Well attended by a mixture of providers across the 4 boroughs
  - ❑ Plan is to use the Forum to provide a space of learning, networking and give opportunity to share best practice.
  - ❑ DLUHC and LGA have agreed to use our forum for direct feedback into the licencing consultation.
- ❑ Developed an anonymous service user feedback survey (for new residents and recently vacated)
- ❑ Robust advice and guidance provided to new and existing providers on matters such as HB claims, good processes, best practice.

# Any Questions?

If you think of something later on:  
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