

# Working with partners to prevent homelessness

Tony Cooke  
Housing Standards & Access Manager  
South Norfolk Council

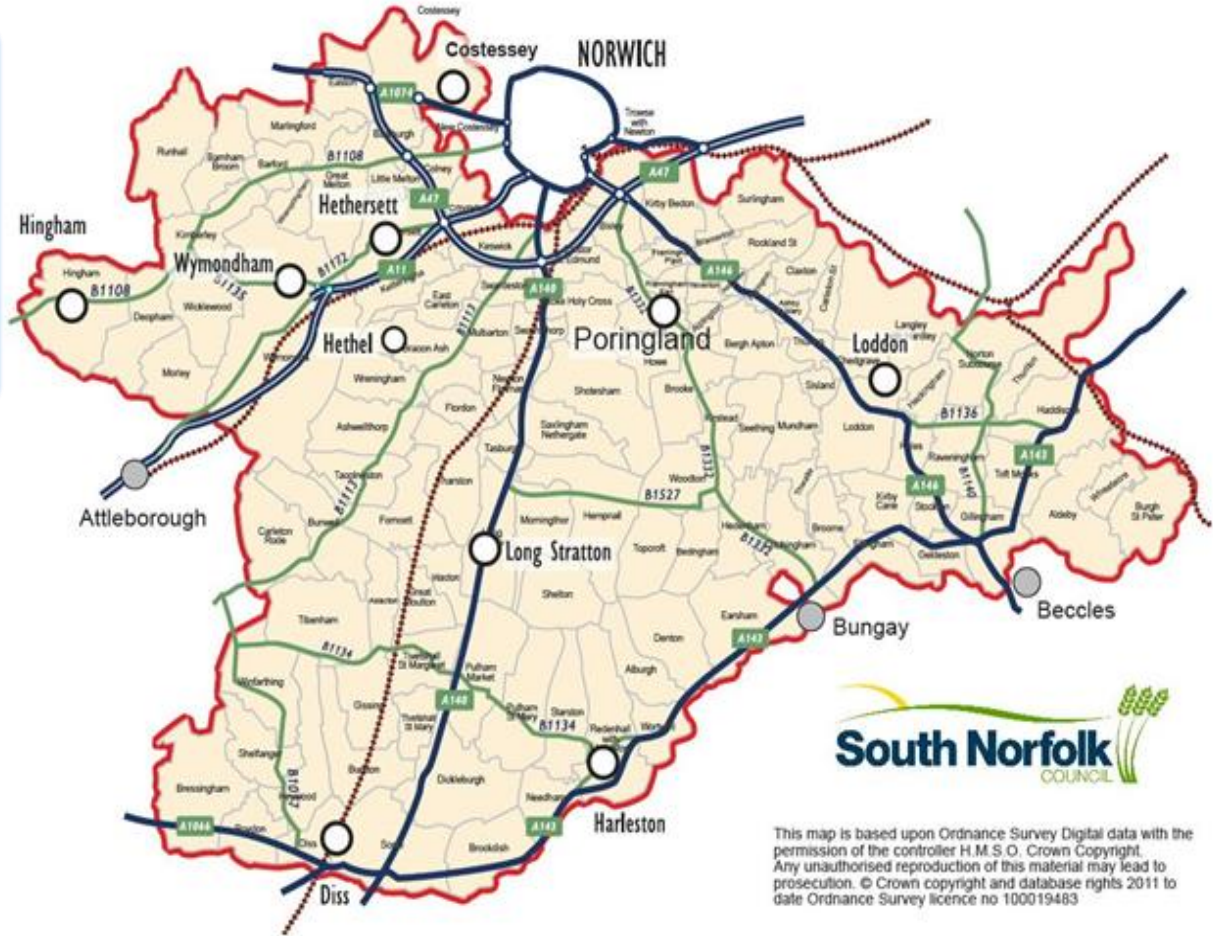
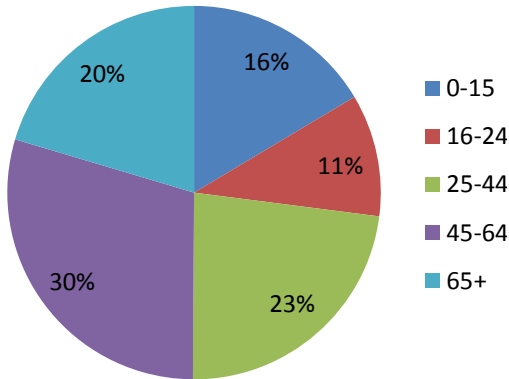


Working with you, working for you

# South Norfolk

78% Rural  
 350.5 square miles  
 Population:  
 131,000

## Age of the South Norfolk Population



This map is based upon Ordnance Survey Digital data with the permission of the controller H.M.S.O. Crown Copyright. Any unauthorised reproduction of this material may lead to prosecution. © Crown copyright and database rights 2011 to date Ordnance Survey licence no 100019483

# A history of partnership working

- Energy Advice Services
- Home Improvement Agency Services
- Sub-regional Choice Based Lettings Scheme
- Building Control Services
- Integrated Housing Adaptation Teams
- Early Help Hub

# Early Help in Homelessness Prevention

- 27 services in one location – at SNC
- One referral process
- Multi-agency triage process - to get people the right help
- Joint working toward customer outcomes
- Early identification of those at risk of homelessness



# Increasing the value

- ISO 55000 defines
- **Assets** - "An item, thing or entity that has potential or actual value to an organisation".
- **Asset management** - the "coordinated activity of an organisation to realise value from assets".

# FIRST – Financial Independence, Resilience Skill and Training

- Help Hub - demand for advice on financial issues and independent living skills
- Many TA customers had similar needs
- Reformatted TA provision with FIRST support
- TA residents develop independent living skills and address wider needs
- Reducing time spent in TA and improving outcomes

# Current considerations

- Flexible Homelessness Support Grant
- Full Universal Credit roll out
- Local funding challenges and knock-on impact
- Continued increase in prevention services
- Innovation – Homeless Prevention Trailblazer
- Prevention & Promoting Independence – a shared approach