

# Improving Services for the Homeless

by

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# Aberdeenshire

2008/2009

Homeless

Presentations

1,568



# Housing Stock

## Temporary Accommodation

- LA Housing 147
- LA Hostel 30
- Bed & Breakfast 89

# Homeless Allocations

<b>Presentations</b>	<b>1,568</b>	
<b>Not Homeless</b>	<b>517</b>	<b>33%</b>
<b>Homeless</b>	<b>1,051</b>	
• LA Housing	<b>282</b>	<b>18%</b>
• LA Hostel	<b>137</b>	<b>9%</b>
• Bed & Breakfast	<b>631</b>	<b>40%</b>



# THE BIG ISSUE

Bed

and

Breakfast



# Bed and Breakfast



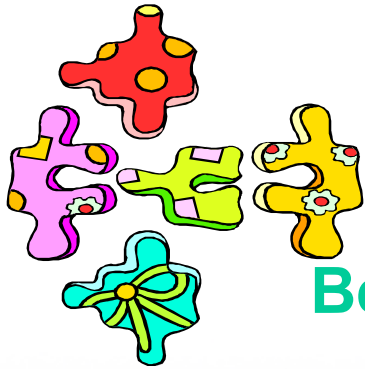
## Cost to the Council 2008/09

- B & B HB Paid      £1,276,173
- B & B Subsidy      £ 400,306
- Shortfall              £ 875,867
  
- Charges                £ 300,848
- Payments              £ 69,328
- Shortfall                £ 231,521

**Total Cost                      £1,107,388**

# Bed & Breakfast: Service Delivery?

## Housing



## Benefits

## Income Recovery

- HB processed in 22 days
- 20% of HB claims made defective
- 60 - 191 days to issue an invoice to customers
- 48% of customers invoiced incorrectly
- Customers not being invoiced
- Poor communication
- Lack of standardised procedures
- Bureaucratic – no customer focus
- The Blame Game

# What Did We Do About It?

- Joint Kaizen Event – Finance & Housing
- January 2009
- Joint Project Leaders
- Project Team
- Facilitator
- Experts on Stand By
- 4½ days
- Open Minds
- Ask Why



# What Improvements Did We Make?

- **Phase 1: Interim Solution**
  - New process map for dealing with Homeless Presentations
  - Standardised Procedure
  - Clear lines of responsibility
  - Increase electronic communication
  - Benefits Target – process benefit in **15 days**
  - Housing Target – raise **80%** of invoices within **28 days**
  - Implementation date 2 March 2009
  
- **Phase 2: Ultimate Solution**
  - Rent Account for all Homeless customers
  - Interface between benefit and rent systems
  - Implementation date 7 December 2009

# How Are We Doing Now?



- ✓ HB processed in 12 days
- ✓ 7.6% of HB claims defective
  - 73% of invoices raised in 28 days or less
- ✓ 9% of customers invoiced correctly

# The Challenges Ahead

- Recession
- Debt
- Rent Accounts for the Homeless
- HB Subsidy Review for Temporary Accommodation
- Supply v Demand
- Shared Services
- Budget Pressures
- Complacency

