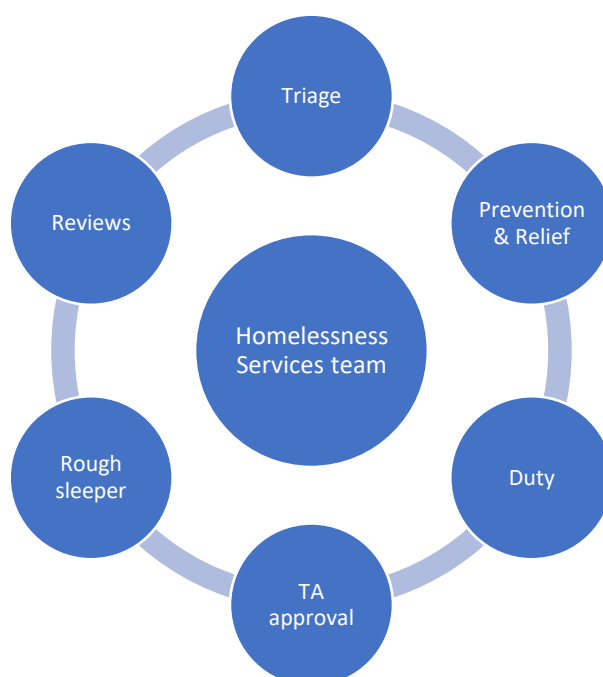


## Service Model Diagram

The following diagrams outline the three distinct but inter-related teams with specific functions and outcomes.

***Diagram 1 – Homelessness Services Team Functions***



### ***Intended Outcomes***

- Reduction in number of applications due to effective triage
- Reduction in the number of applications at relief/full duty due to effective prevention
- Increase in effective negotiation with key groups eg families and friends/private sector landlords to prevent
- Increase in use of private rented sector to prevent/relieve homelessness
- Improved engagement and outcomes for rough sleepers including access to settled accommodation

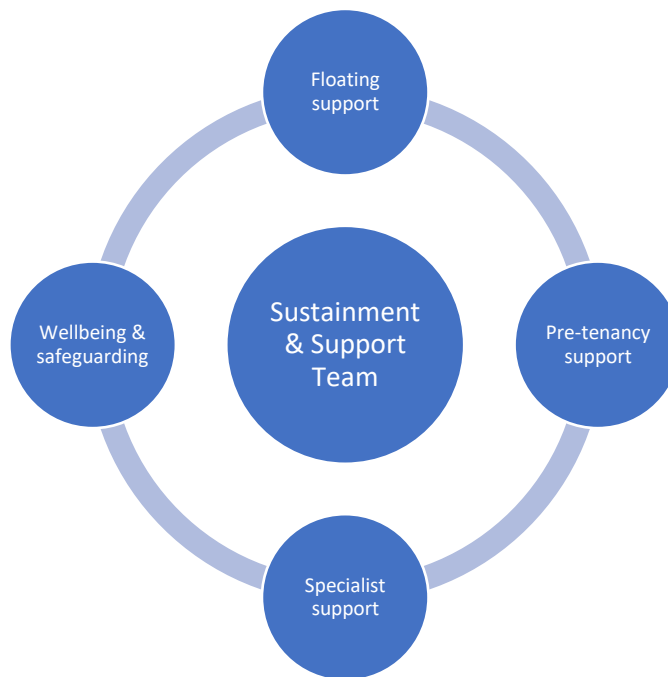
***Diagram 2 – Housing Solutions Team***



***Intended outcomes***

- Meeting void turnaround targets and minimise rent loss focus on working increasingly in notice periods
- Increased identification and use of private rented sector property for use as temporary accommodation and settled accommodation (specifically in relation to discharge of duty) by way of dedicated posts working closely with landlords and lettings agents
- Better and more effective placement into temporary accommodation and move-on, with focus on best use of whatever TA is available, value for money in terms of what is used and emphasis on reducing the length of stay in whatever accommodation used
- Efficient and effective use of spend to save initiatives that promote best use of stock
- Better able to track trends in housing demand/market to inform Allocation Policy

***Diagram 3 – Sustainment & Support Team***



***Intended outcomes***

- Improved support across all forms of temporary accommodation with aim of being 'tenancy ready'
- Provision of support in settled accommodation for those most at risk of homelessness
- Creating less dependency/more resilience in households that are dependent on services
- Improvement in tenancy sustainment levels, particularly among key groups (eg young/care leavers, those experiencing domestic abuse, repeat homelessness cases)
- Improvement in relationship with private landlords due to offer of targeted support where homelessness duty discharged into PRS
- Compliance and focus on safeguarding/partnership working to improve outcomes for vulnerable groups
- Consideration to be given to the integration of the Home Improvement Agency – significant links with health agenda including hospital discharge, Better Care Fund, co-location