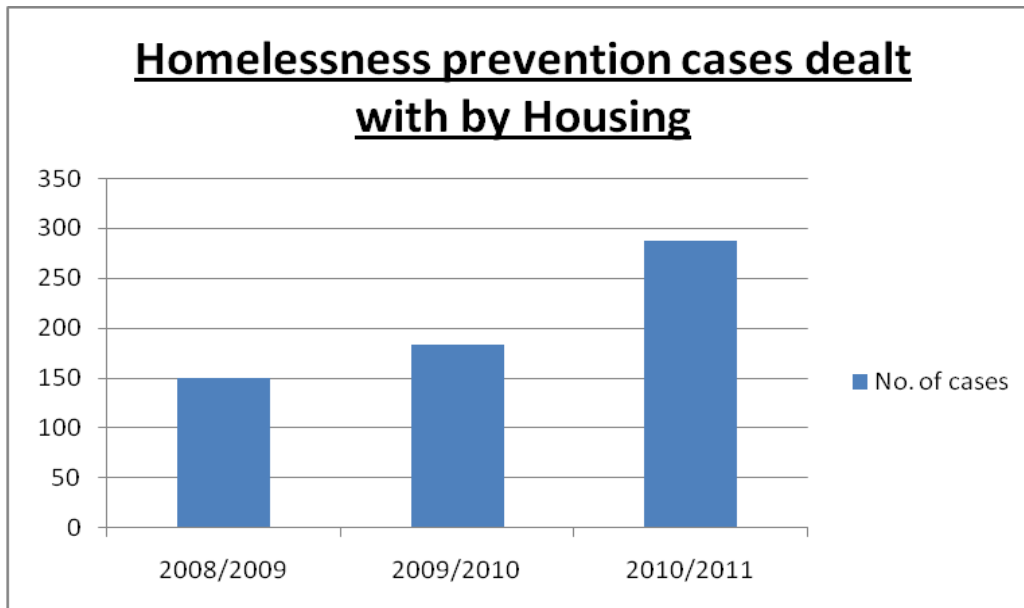
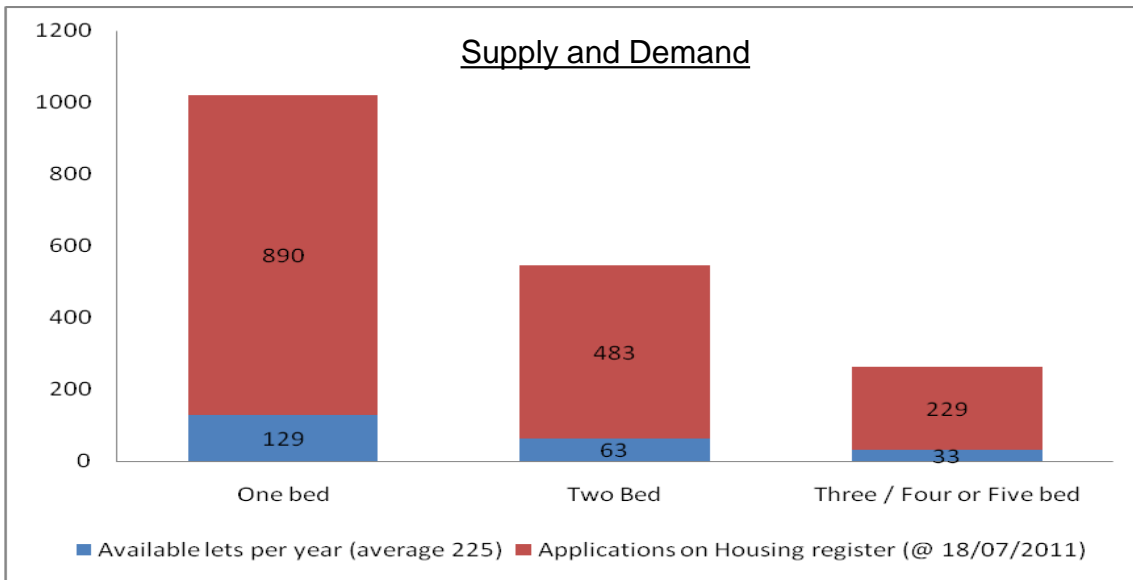


# Housing Risks and Mitigation

Karen Sinclair/Deborah Ashman  
Joint Heads of Housing and Independent Living  
Overview and Scrutiny Committee  
13 September 2011

# Current Activity

- Housing advice
- Homelessness preventions/applications
- Housing register
- Housing Allocations (Choice based lettings)
- Housing Benefit /Council Tax Benefit
- Liaison with A2 Dominion/other housing associations
- Strategic approach



# Unable to control but trying to influence !

- Statutory Service
- New case Law
- Conflicting advice from government agencies
- Limited supply of affordable properties (both private rented and social housing )
- Impact and uncertainty of welfare reform
- Increase in numbers and complexity of potentially homeless cases
- Lack of appropriate independent advice services
- Government mortgage rescue schemes abolished

# Where we are trying !

- Conflict with other statutory agencies and organisations.  
E.g. 16/17 year olds and local connection
- Lack of available suitable temporary accommodation  
and the risk associated with that.
- Relationship with A2 dominion
- Relationship with private landlords
- Hospital discharges
- The customer experience!!
- Staffing
- Knowledge/training
- Budget

# Certainty

- The effect of the Welfare benefit reform will massively impact the numbers of homeless households.
- Vulnerable households will be most at risk
- New funding regime for housing associations will impact on new build.
- Less security of tenure for social housing tenants but rents will be substantially higher.
- More conflict between agencies due to reducing resources
- Higher case load for officers
- More use of bed and breakfast
- More legal challenges
- More aggressive customers due to desperation

# Positives

- Good Support from MAT and Councillors
- Stanwell New Start on track
- A national issue not just Spelthorne
- Committed members of staff
- Risk Based management of all issues
- Joined up approach to customer need e.g. older people