

DRAFT FINAL REPORT: “Homeless Prevention and the Customer Journey”

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| Committee name | Residents’ Services Select Committee |
| Officer reporting | Liz Penny – Democratic Services |
| Papers with report | Draft Final Review Report |
| Ward | All Wards |

HEADLINES

Background

Further to the Select Committee’s review of Homeless Prevention and the Customer Journey in Hillingdon, the draft final report will be circulated for Members to review and agree its submission to Cabinet.

RECOMMENDATIONS

That the Select Committee:

1. Notes the recommendations previously agreed and agrees in principle the final review report and for its submission to Cabinet at the earliest opportunity; and
2. Delegates any minor textual changes required prior to submission, to the Democratic Services Officer, in consultation with the Chair.

SUPPORTING INFORMATION

The Committee held four main witness sessions, throughout which feedback was obtained from a range of stakeholders with a view to improving the homelessness service. The sessions featured testimonies from key stakeholders, including Council officers, representatives from voluntary sector organisations, and experts in homelessness and domestic abuse support.

1. The first session on 13 March 2024 focused on the increasing demand for homelessness services and the Council’s strategy for prevention and housing supply. The importance of empathy and improved staff training were emphasised.
2. The second session on 16 April 2024 highlighted the challenges of unaffordable private rental accommodation and the need for better communication and support for residents. At this session the importance of a welcoming environment at the Civic Centre was also discussed.
3. The third session on 13 June 2024 featured representatives from Thames Reach and P3, who shared their experiences in supporting rough sleepers and young people. The need for effective communication and collaboration among services was underscored.
4. The final session on 18 July 2024 focused on the support for victims of domestic abuse. Additionally, the challenges of accessing housing support and the importance of consistent communication and empathy were highlighted.

The final report is now prepared for consideration.

RESIDENT BENEFIT

The aim of the review was to consider how the current service and customer journey could be improved, in addition to what was currently working well.

FINANCIAL IMPLICATIONS

Any recommendations, if agreed by Cabinet, will need to be funded through existing resources.

LEGAL IMPLICATIONS

None.

BACKGROUND PAPERS

Nil.