

Housing Scrutiny Committee – 02/03/21
Summary of duties of Housing Triage Team

1. Background

The Housing Triage Team was set up on the 16 December 2019 as part of the restructure of the previous tenancy management, anti-social behaviour and customer services teams within the Homes and Communities Service in Housing. The aim of this restructure was to streamline and improve how housing management queries are dealt with across the service. This is a centralised borough-wide service and The Triage Team is the gateway and acts as a single point of access/'front door' into housing management services for council tenants.

Prior to the launch of the Triage Team, there were around 100 routes into the service and it was not possible to easily measure the effectiveness of the service, arrange cover or ensure consistency of service.

This team triages all incoming enquiries and service requests received by phone, email, correspondence or e-form submitted through the council's website. There is one phone number for team (tel. 0207 527 5300) and one email address (homesandcommunities@islington.gov.uk).

2. Summary of current triage process and handover of work to other tenancy teams

The team triage all enquiries and carry out a rapid assessment to see if the enquiry can be dealt with fully at the triage stage or should be passed to either the Targeted Team or Intensive Team. The Triage Team will quickly establish via the triage process where a resident needs additional help and escalating accordingly in a timely manner.

The Triage Team will assess:

- I. The nature of the enquiry/service request - if it is transactional, the Triage Team will deal with this directly (e.g. send out tenancy related forms, update residents on information available on their housing file, deal with estate parking, garages, cycle, storage and fob requests). Where appropriate, the Triage Team will promote self-serve options available online through the council's website. The Triage Team also conduct and complete tenancy sign-ups for all new council tenancies.

The Triage Team will also signpost or handover queries that are dealt with by other parts of Housing Services and the council (e.g. Homeownership queries, repairs requests, rent queries, Housing Benefit queries, pest control queries, rehousing and homelessness queries)

- II. The urgency or complexity of the issue - if the enquiry requires further investigation/casework, the Triage Team will log the query and pass it to the Targeted Tenancy Team. There is also a Duty Team that sits in the Targeted Tenancy Team, who will deal with emergencies such as fire, flood and urgent requests for temporary accommodation, either as a task allocated or request for call back within 24/48 hours. The Duty Team are also responsible for conducting viewings for all new Council tenancies.
- III. The needs and vulnerabilities of the individual making the request - these may require the intervention of a specialist officer and the Triage Team would escalate

their query to the Intensive Team due to the vulnerability of the resident or seriousness of the enquiry (e.g. Domestic Abuse or high-level Anti-Social Behaviour)

The flowchart on the next pages illustrates the how the Triage Team deals with and refers on more complex requests for service to either the Targeted Team or Intensive Team.

Basic Tenancy Triage Process Map

