



ISLINGTON

Housing Tenant Triage Team – summary of duties and functions

Housing Scrutiny Committee – 2nd March 2021

Kiran Aujla – Service Manager, Housing Services

Why the Housing Tenant Triage Team was set up

- The Housing Triage Team was set up on the 16 December 2019 as part of the restructure of the previous tenancy management services within Homes and Communities
- The aim of this restructure was to streamline and improve how housing management queries are dealt with across the service
- To achieve the objectives and priorities in the departmental & corporate plan including improved early intervention, prevention and resilience
- The Triage Team is the gateway and acts as a single point of access/'front door' into housing management services for council tenants
- 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).

Vision for The Service

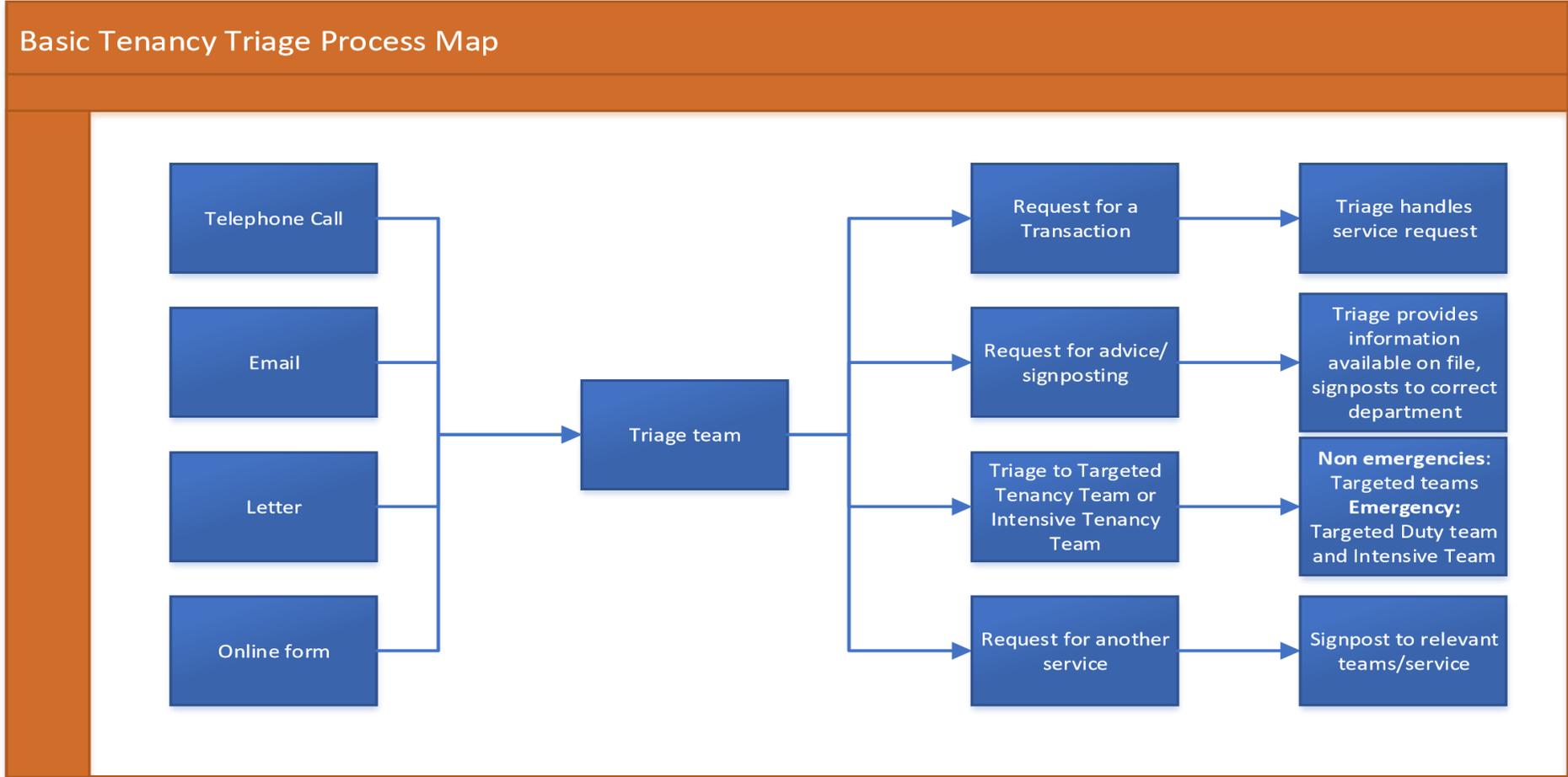
From Restructure report

- To Provide a centralised, borough-wide service with the aspiration for developing self-serve options and online offers for residents with processes to provide digital solutions, developing 'on the day enquiry' technology and improving workflow'
- Staff in the Triage team are the 'face' of the service, developing a broad knowledge of the services available both within the new structure and across the wider partnership, managing expectations at all times. Staff will act as 'navigators' assisting residents to get the help they need quickly and efficiently, recognising the quality of the customer journey and experience is crucial to resident satisfaction
- Recognition that service is still being built with changes being made iteratively on a 3 year departmental Directorate Plan
- Prior to restructure residents had over 100 access points into tenancy management, which has been reduced to a single point of contact via Housing Tenant Triage Service.

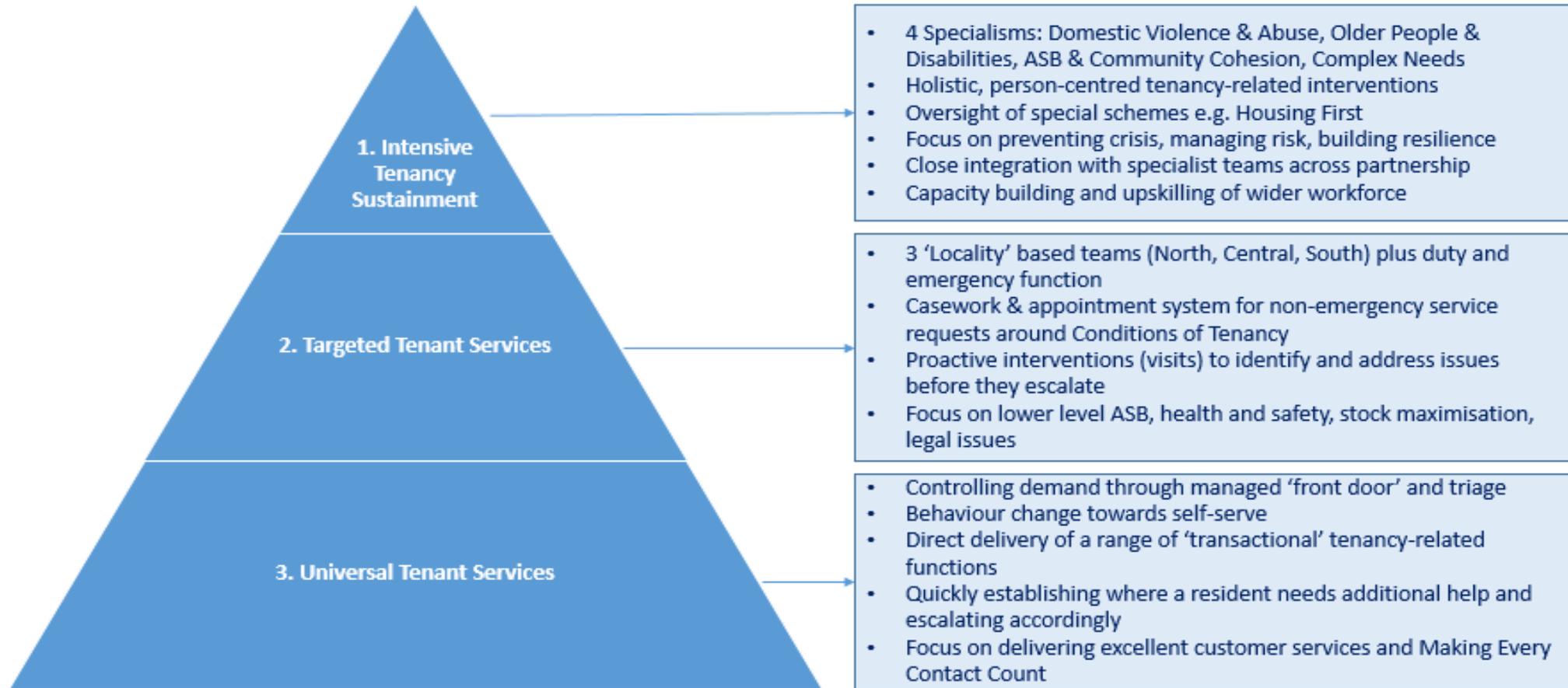
Summary of current triage process and handover of work to other tenancy teams

- 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 in a single exchange
- The Triage Team will quickly establish via the triage process where a resident needs additional help and escalate accordingly in a timely manner.
- The Triage Team will assess
 - The nature of the enquiry/service request
 - The urgency or complexity of the issue
 - The needs or vulnerabilities of the individual making the request

Tenancy triage flow chart



Three Tier Triage Model



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 are three locality-based tenancy Targeted teams ensuring the conditions of tenancy are met and that tenants are enabled to live well and thrive in their homes
- 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 – The responsive duty team will deal with 'on the day' emergencies
- The intensive tenancy sustainment team offering holistic, housing-related help and support to our most vulnerable tenants at risk of tenancy breakdown

The needs or vulnerabilities of the individual making the request

- These situations 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, with four specialist area covering Domestic Violence and Abuse, ASB & Community Cohesion, Complex needs including mental health, Dual diagnosis, substance misuse, Hoarding and Older people and Disabilities

Strengths and Opportunities

- **Strengths**

- Strong management and excellent staff team
- Clear vision and service development plan
- Willingness to learn and take on more 'tenancy-related' work
- Team is resilient and has continued to come in throughout crisis, inc. doing face to face work with customers
- Willingness to embrace change and take on more – e.g. sign ups
- Team has shown interest in upskilling and developing broad knowledge in tenancy e.g. DVA, ASB, tenancy related
- KPI suite – will help to measure and manage performance more effectively

- **Opportunities**

- Working more closely with Manny Lewis / MECC+ etc and Fairer Together agenda
- Investing in training will enable more calls to be dealt with first time, increasing efficiency
- Opportunities to add additional functions to triage e.g. income / hsg needs queries