

# BVPI 67 – Making decisions on Homelessness



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## Doing More with the Same Resources

As the incidence of Homelessness increases across the country, Local Authorities are faced with the difficult problem of maintaining a service to the public and demonstrating to central government that their internal efficiencies are improving, as measured by BVPI 67. The percentage of decisions made in less than 33 days is naturally affected by the volume of decisions to be made. But, as the solution of simply employing more staff is not available to all, the only way to satisfy these conflicting demands is through improving the process.

## Improving Processes

The real solution to this problem lies in utilising the best efforts of a number of different departments and agencies that collaborate to prevent homelessness occurring in the first place. This combined with rigorous process management in the Housing Needs service provides the best chance of coping with the increasing demand for this service.

**Poor Service**

**Excellent Service**

Individual working

Some individuals work together

Internal Teams form

Internal Teams work together

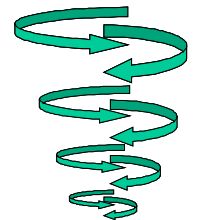
Internal and External Teams work together

Internal and External Teams share the same goals and objectives

**<60% Homelessness Decisions in 33 days**

**>95% Homelessness Decisions in 33 days**

*Without this level of collaboration, individual staff members are left to tackle their increasing workload alone, often contributing to levels of stress that may ultimately lead to sickness and absence. As the resource that you have available reduces in this way, service levels fall, the pressure on others increase and there is an increased likelihood of stress and consequent sickness. The vicious circle has begun!*



## Our Track Record

We have helped several local authorities devise strategies to break this cycle through process redesign. We work with your staff to identify the real problems that are preventing them provide the sort of service they want to and then in facilitated workshops we help them to design processes that work. This involvement ensures their buy-in and makes the implementation of any changes easier.