

## ***Appendix C:***

# **Persons Journey in Housing**

## **Draft Framework for the design and production of the North Northamptonshire Housing Strategy 2024 – 2029**

The following slides show 3 samples of how complex the person journey is within both the Keyways Housing Register and Homelessness Processes.

There are many more person journeys within these services and within the wider delivery of housing services. We have given you a sample of the homeless process where homelessness is avoided and where it was not, to display the complexity between the two journeys and the services needed.

We have kept it to just the three as this is aimed to show the complexity of services and is a tool to analyse processes with the purpose of simplify where possible and apply a consistent approach for residents across the NNC area, which incorporates a diverse set of communities within its borders.





Customer Services

Advocate / Partner

### Housing – Keyways Homelessness

Housing Need	Homeless	Policy and Performance	New Housing Development	Tenancy Management
Housing Demand	Medical Need	Keyways	Planned Maintenance	Repairs

Keyways Application	Information Assessment / Verification	Enquiries / Complaints	Advertising	Bidding
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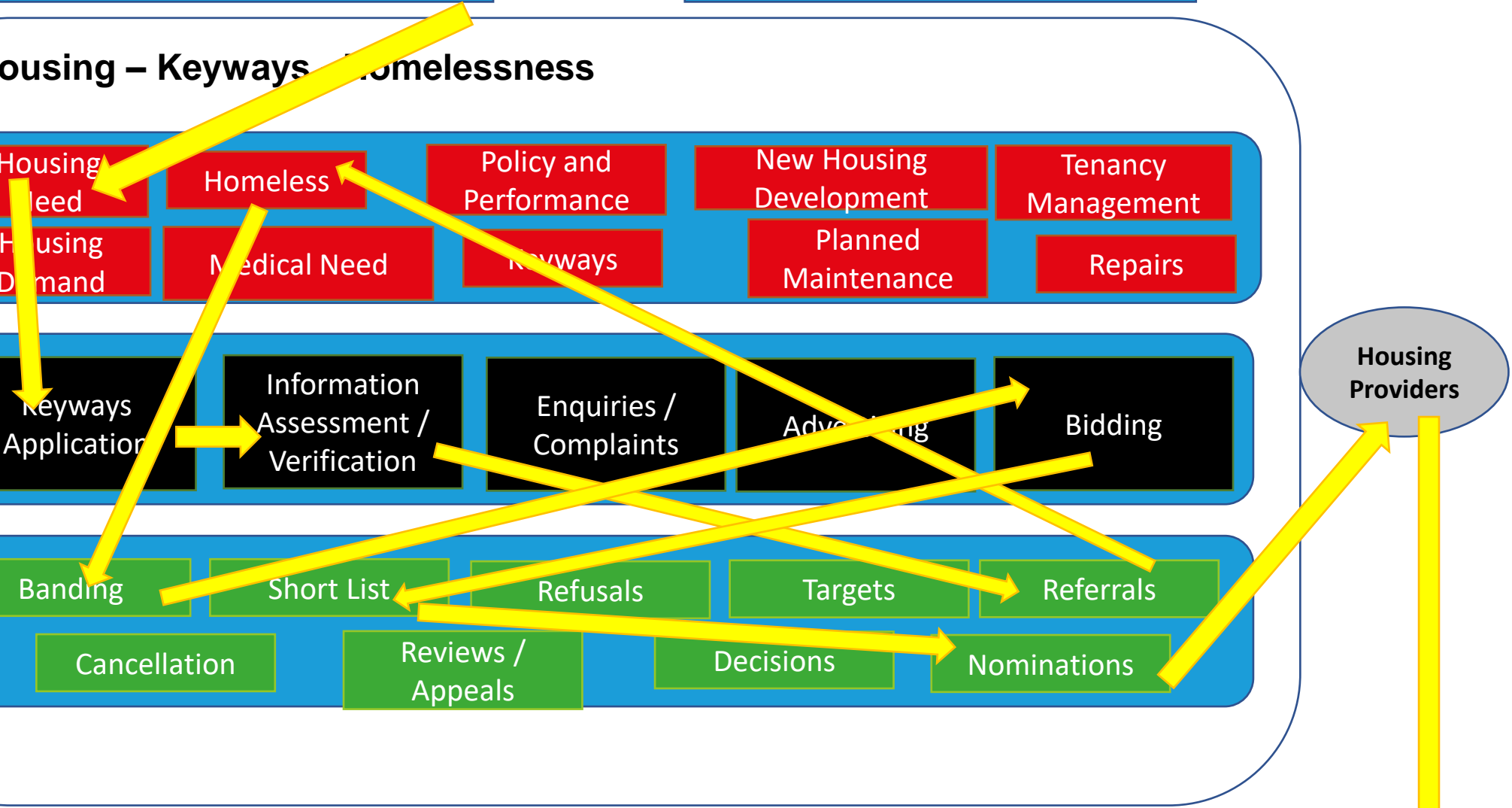
Banding	Short List	Refusals	Targets	Referrals
Cancellation	Reviews / Appeals	Decisions	Nominations	

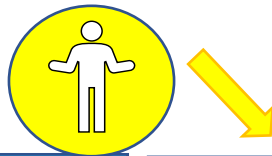
Housing Providers

Housed

Keyways Partners

Keyways Housing Allocations Scheme





Customer Services

Advocate / Partner

Telephone

Duty to refer

### Housing – Homeless – Family Eviction where Mediation worked

Case created - JIGSAW

Triage

Homeless

Threatened with homelessness

Not Homeless

Accessibility Needs

Rent Arrears

Keyways

Threat of violence / Life

Disrepair

Eviction – Family / Friends

Eviction - PRS

Eviction - Social

Domestic Abuse

Return Home

Options Advice

Mediation

Legal Advice

Refuge

Referrals

Supported Housing

Hotel / B&B

Hostel

Keyways

Support

Decisions

Reviews / Appeals

Resolved

Vulnerable - Medical / Mental Health Considerations

Housing Providers – Temporary Solutions

Vulnerable - Dependents

Support Providers

Housing Partners – Permanent Solutions



Customer Services

Advocate / Partner

Telephone

Duty to refer

### Housing – Homeless – Family eviction where mediation failed

Case created - JIGSAW

Triage

Homeless

Threatened with homelessness

Not Homeless

Accessibility Issues

Rent Arrears

Keyways

Threat of violence / Life

Disrepair

Eviction – Family / Friends

Eviction - PRS

Eviction - Social

Domestic Abuse

Return Home

Options Advice

Mediation

Legal Advice

Refuge

Referrals

Supported Housing

Hotel / B&B

Hostel

Keyways

Support

Decisions

Reviews / Appeals

Resolved

Vulnerable - Medical / Mental Health Considerations

Housing Providers – Temporary Solutions

Vulnerable – Age / Disability

Support Providers

Housing Partners – Permanent Solutions