

SECTION 11 – 6 MONTHS ON

Alan Parr & Ruth Robin, Renfrewshire Council



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How Renfrewshire Council responds to Section 11 notices

Challenges and Successes

How we link in with our overall homelessness service



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How Renfrewshire Council responds to Section 11 notices

Prior to Section 11 commencing Renfrewshire Council established a Prevention Team as part of their Housing Advice and Homeless Service which is based in Paisley.

The team consists of 7 staff who deal with Section 11 notices and referrals from the Council's arrears team. Renfrewshire's Deposit Guarantee Scheme is also managed by the team.

Since 1st April 2009 we have received over 300 Section 11 notifications.



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Prevention Team Structure

Prevention & Service Development Manager

Prevention Co-ordinator

Prevention Officer

Youth Outreach Officer

Deposit Guarantee Scheme Officer

Assistant Prevention Officer

Information Assistant



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How Renfrewshire Council responds to Section 11 notices

- Notification received and logged
- Establish contact with Client
- Arrange to meet with Client
- Gather information
- Establish best course of action
- Assist client to resolve issues
- Liaise with appropriate services
- Monitor and review
- Feedback to referring agency



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Challenges of Section 11

- Timescale for notification
- Lack of information
- Risk to staff
- Engagement Levels
- Notices from Private Landlords
- Volume of notices & impact on resources
- Knowledge gaps for staff



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Addressing the Challenges

- Agreed Protocol
 - addressed lack of information
 - risk assessment
 - negotiated earlier notification
- Engagement Levels
 - Reviewed & increased range of contact methods
- Volume of notifications
 - Reviewed & refined business processes
 - Defined clear roles and responsibilities
- Developing the Service
 - Training needs assessment
 - Sourced training



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SUCSESSES

- Partnership working
 - Making links & Building relationships
 - RSLs
 - Renfrewshire Law Centre
 - Advice Works
 - Citizens Advice Bureau
 - Housing Benefit Section
 - Social Work
 - Owner Services



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Linking in with Homeless Services

- Part of the larger team within Homeless Services
- Work in conjunction with Housing Advice
 - Referrals – 2 way street
 - Monitoring evictions
- Our George Street Service
 - A different approach to prevention
 - People focused
 - “One stop shop”



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