

Case Study - County Borough of Rhondda Cynon Taf

Destin's Electronic Procedures provide Rhondda Cynon Taf's Housing Advice Centre with all they need to know!

'There's a whole raft of housing and support options available to people. Destin Solution's manual brings this information to the team's fingertips'

Cheryl Emery (pictured below) Housing Advice Centre Manager, Rhondda Cynon Taf CBC



Getting Homelessness Prevention to really work

The Welsh Assembly Government's National Homeless Strategy focuses on trying to reduce the number of households who experience the trauma of being homeless.

The County Borough Council of Rhondda Cynon Taf is one Welsh authority that is really getting to grips with homelessness prevention. The authority has just reorganised the Housing Advice Centre team, reviewed its practices and has brought in Destin Solution's Housing Advice and Homelessness Procedure Manual to help support its new way of working.

Personalised Procedures

RCT's Housing Advice Centre Manager, Cheryl Emery, says: 'We've been working hard to improve the help available to our customers who tell us they are threatened with homelessness. There's a whole raft of housing and support options available to people – but it's vital that our staff have all these details at their fingertips, in order to provide a good service. Destin Solution's manual achieves this for them.

As well as providing legislation and case law, our manual includes day-to-day procedures, key contacts, system user guidance, and even our standard letters, forms, and customer leaflets.

It's an invaluable tool.'

The Benefits of Destin's On-Line Procedure Manuals in summary:

- ◆ *Provides all the information staff require to carry out their job, whether experienced or not*
- ◆ *Based around key legislation and case law*
- ◆ *Guides advisors through a range of ways to prevent homelessness occurring in your area*
- ◆ *Complete information on locally available housing and support solutions*
- ◆ *Accelerates the learning curve of new staff*
- ◆ *Ensures consistency across all users*
- ◆ *Quickly and easily updated as practices and information change*
- ◆ *Changes can be rolled out simultaneously, without the effort of replacing paper documents, or any version control issues*
- ◆ *Ease of use means that staff are working so much more efficiently*