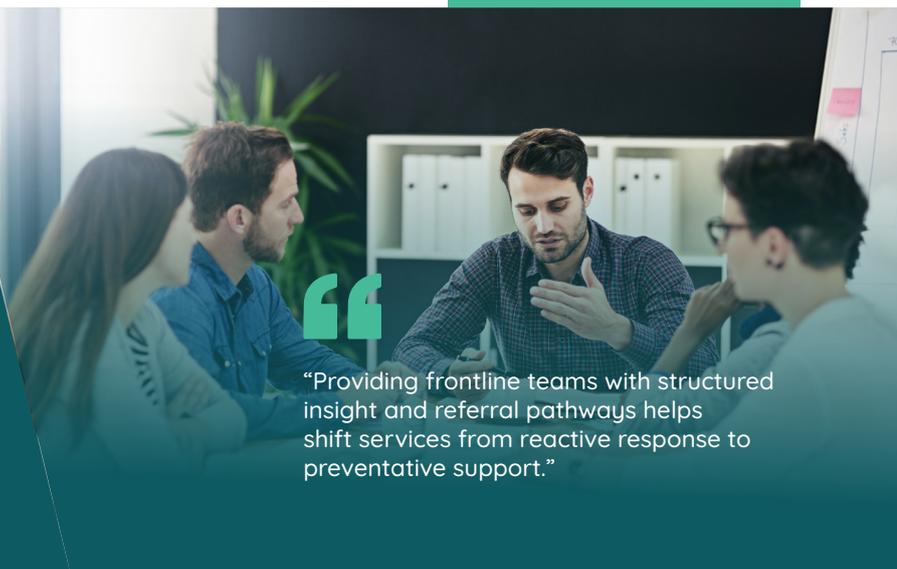


CASE STUDY

**ENABLING FRONTLINE
TEAMS TO IDENTIFY AND
SUPPORT VULNERABLE
RESIDENTS EARLIER**

Mid Sussex District Council | Vulnerability
Initiative Deployment



“Providing frontline teams with structured insight and referral pathways helps shift services from reactive response to preventative support.”



THE CHALLENGE

Frontline housing, revenues and community teams are often the first to encounter residents experiencing hardship - yet information is fragmented across services, making early identification and coordinated support difficult.

Under the Crisis & Resilience Fund, Local Authorities must demonstrate joined-up working and preventive support outcomes across departments and partner organisations.

Mid Sussex explored how a structured vulnerability framework could support teams while improving resident outcomes.



OUR APPROACH

The Healthy Homes Solutions Vulnerability Initiative provided a single engagement and triage pathway supporting both residents and frontline staff.

- Independent resident self-registration supported online or by phone
- Capture of household vulnerability, wellbeing and property condition indicators
- Automated triage matching residents to appropriate support services
- Assisted applications, including DWP entitlement checks
- Pre-qualification and referral into Warm Homes Plan and energy efficiency support
- Secure referrals to specialist partners, including wellbeing, financial and housing support organisations
- Educational booklets and follow-up engagement supporting ongoing resilience

This enabled teams to connect residents to multiple services through one coordinated process.

RESULTS & INSIGHT

Operational Impact



Earlier identification of complex household vulnerability



Increased uptake of support services across multiple needs



Reduced reliance on reactive intervention pathways



Improved coordination between council teams and external partners

**Resident
Insight**

Data showed vulnerability is rarely driven by a single issue, reinforcing the need for holistic support aligned to CRF objectives.



CRF PRIORITIES SUPPORTED IN THIS APPROACH



Preventative support and resilience building



Joined-up partnership delivery



Early vulnerability identification



Household-level needs assessment



Evidence collection and outcome monitoring



Targeted support for financially vulnerable residents



WHY THIS MATTERS

CRF guidance encourages councils to build systems that identify need earlier and coordinate support across agencies. Structured vulnerability engagement enables frontline teams to connect residents to appropriate help sooner, improving outcomes while supporting long-term community resilience.



If your local authority is in need of support, from strategy and planning through to identification and engagement with homes most in need and vulnerable residents, then email: info@healthyhomesolutions.co.uk

www.healthyhomesolutions.co.uk

www.thevulnerabilityinitiative.org



Welfare Together

