"Housing benefit is a lifeline for many people. Failure to deliver the service properly can have a drastic impact on people's lives and can leave them in fear of losing their homes. Local and central government must work more closely together, along with other organisations, to improve the service for some of the most vulnerable people in our society"

Sir Andrew Foster
Controller of the Audit Commission

fame

Framework for Multi-Agency Environments

Bromley puts the spotlight on improving Housing & Benefit Interworking

User Comments

"The user friendly system allows quick access and has reduced time for staff in requests for information"

Simon Hague, English Churches Housing

"The ExSel system is now providing a net improvement in Customer Service".
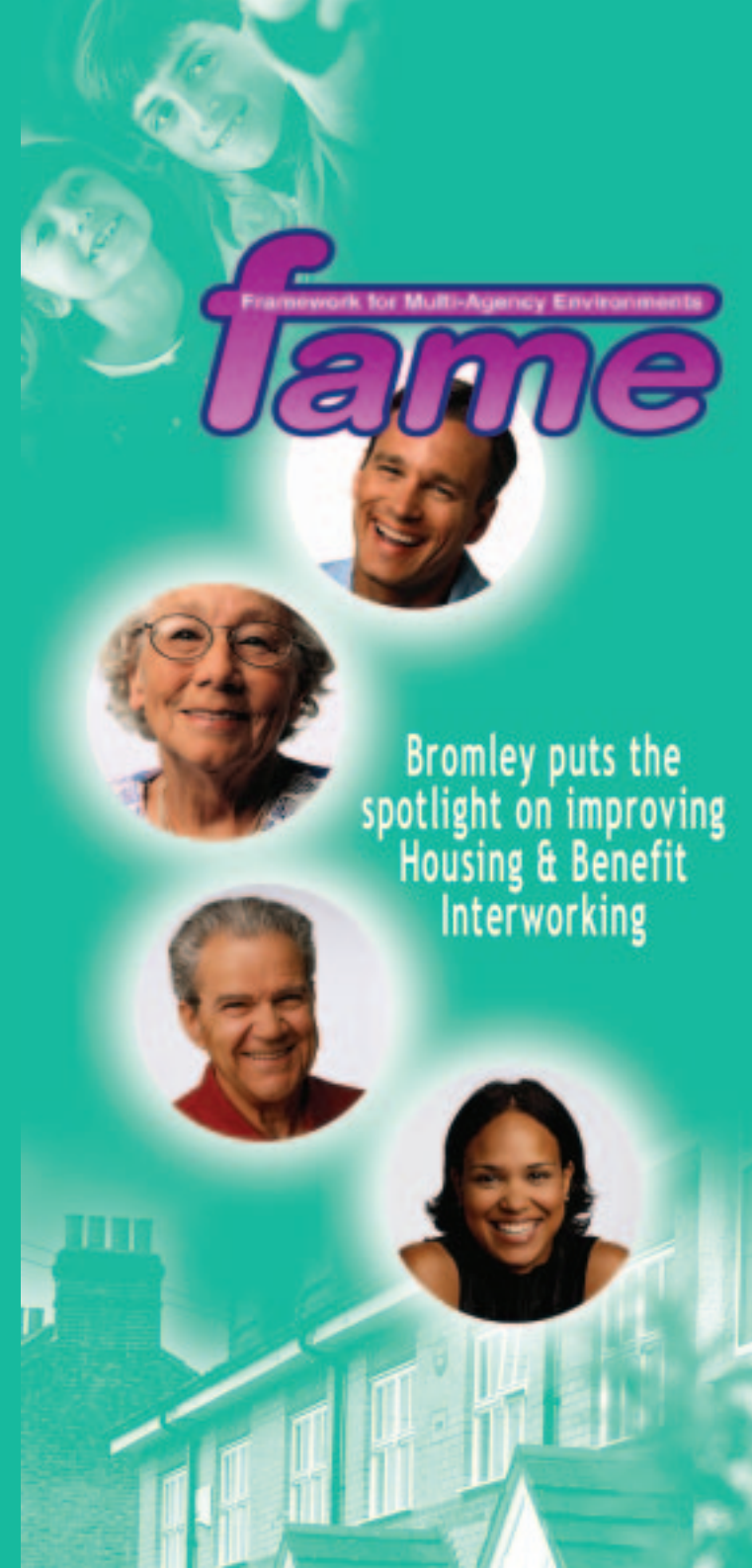
Paul Blackaby, Downland Affinity Housing Group Ltd

"Provides a single focus for all information requests, provides a written formal confirmation of information"

Peter Fitzhenry, Liberata

Kelsey

English Churches Housing

london&quadrant housing trust

Greenwich Council

hyde

Bromley THE LONDON BOROUGH

Bexley COUNCIL

AGE Concern

LONDON CONNECTS

citizens advice bureau

LIBERATA

Broomleigh

Bromley NHS Primary Care Trust

DownlandAffinity

Office of the Deputy Prime Minister
Creating sustainable communities

Programme Partners

- Newcastle University
- Newcastle City
- Bradford & West Yorkshire
- Shropshire
- Wirral
- Woking and Surrey
- Bromley
- Lewisham

What is FAME?

FrAmework for Multi agency Environments (FAME) is a National Project to improve services

Lewisham is the Lead Authority responsible to the Office of the Deputy Prime Minister (ODPM), and Bromley is one of the 8 partners on the project

Bromley are tasked by **FAME** with developing greater accessibility to Multi Agency environments within Housing & Benefit Interworking.

Bromley is working in partnership with Residential Social Landlords (R S L), the Citizens Advice Bureau (CAB), Age Concern, Department of Work & Pensions, Social Services and technology Partners.

Why Bromley Housing & Benefit Services?

By 2002 Bromley had implemented a solution to allow faster access to claimant details, called **ExSel**.

ExSel acts as a broker for information requests, and through a messaging system allows all the relevant parties to be aware of a claimants needs on demand.

ExSel meets the Audit Commissions' requirements for Housing Benefit distribution.

"One of the original e–Government Pathfinder Projects was tasked with improving Housing Benefit and Social Healthcare Services through information sharing"

Before ExSel

- Disjointed services between partners
- Ownership of claimants issues avoided
- Un-structured dealings using basic technologies (post, fax, phone and e-mail)
- Lack of integration to current systems

After ExSel

- ExSel acts as message broker between the agencies
- Information is exchanged via the internet, but the system decides who should receive it
- Details are delivered into 'to do' lists, thus allowing owners to build Claimant events by priority
- Unsophisticated technology for all users
- One point of contact for all queries

What's to come

- FAME framework extended to additional partners
- System to system links between multiple agencies
- Housing Benefit information delivered online in a secure environment, ensuring compliance with the Data Protection Act
- Key deliverables by September 2004