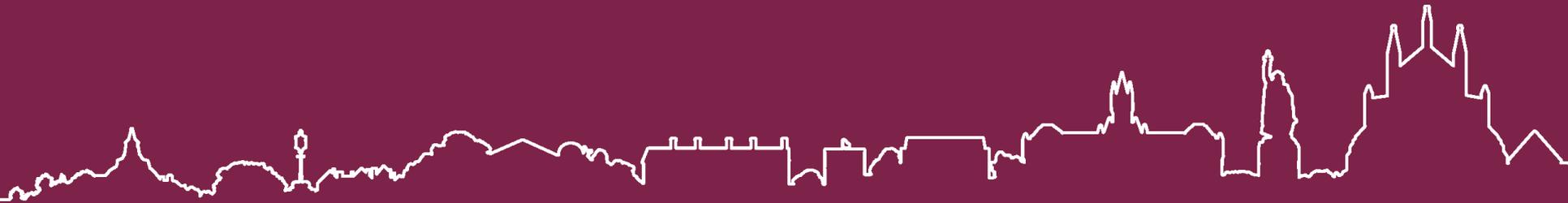


# TENANCY SUSTAINMENT WELFARE FUND PROGRAMME

Amber Russell  
service lead housing operations & community safety



# BACKGROUND

-  2018 - HCC reduced spend on lower level support services for those facing homelessness
-  July 2019 - A2Dominion contract to deliver floating support service ended
-  2019 - WCC service and staffing review gave a commitment to 'plug the gap' for those housed but needing support
-  2020 - Tenancy Sustainment Service established
-  2021 - £0.5 million welfare fund commitment post pandemic prompted a review and subsequent expansion of TSS
-  2022 - established service delivering objectives

# AIM

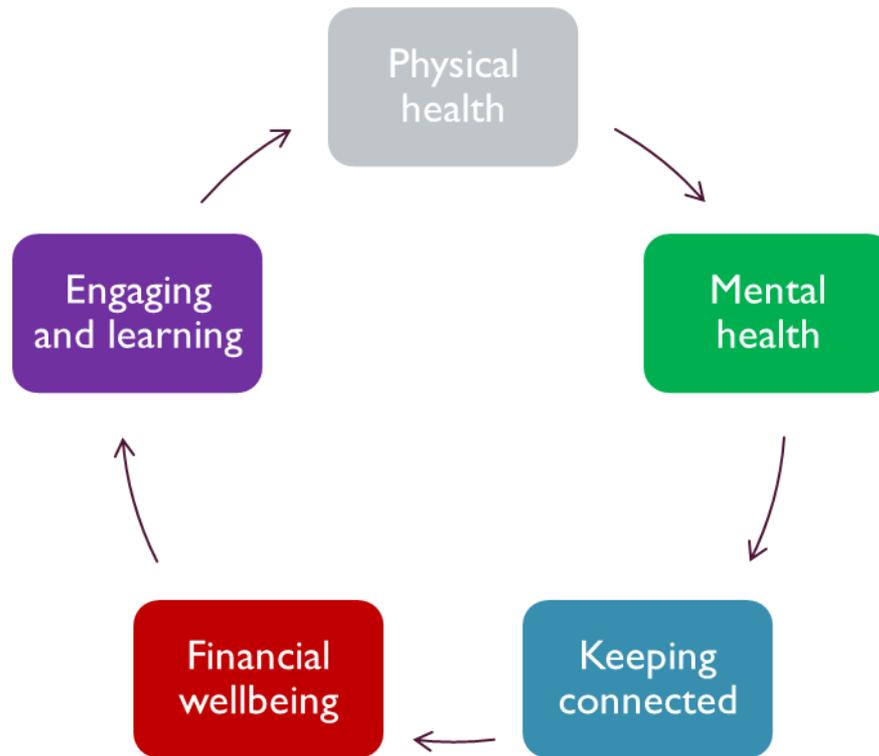
Deliver interventions to assist households to maintain tenancies or find more appropriate housing.

This is done in a person centred way to respond to the issue/crisis and prevention of homelessness whilst addressing wider social issues.

With an emphasis on improving customer well-being, addressing health inequalities, signposting to appropriate services and co-ordinating support offered in partnership with statutory and voluntary partners.



# 5 WAYS TO WELLBEING



# ACHIEVEMENTS TO DATE

- Increased staff resources, including specialist financial inclusion officer & wellbeing and inclusion officer
- Assist grant set up and being administered
- All new tenants screened for support
- Partnership working
- Training for staff
- Pension credit campaign
- Council Tax energy rebate contacts
- Cost of living advice & information on website
- Black Hawk fuel and food vouchers
- FareShare emergency food provision
- Social activities programme for sheltered housing tenants, including summer BBQs
- Hoarding support pilot project
- Collection with care arrears policy
- Breathing space
- Housing support fund
- Re-use, recycle white goods & furniture scheme
- Downsizing scheme
- KPIs & quarterly monitoring

# Tenancy sustainment casework (April – September 2022)

- 287 referrals (125 accepted, 68 declined, 94 financial inclusion officer screening)
- 136 open cases (end Q2)
- Main vulnerabilities - mental health (23%), physical health (15%), rent arrears (11%), pensioner (8%), financial hardship/debt (6%), learning disability/difficulty (5%), substance misuse (4%)
- 41% of referrals are accessing at least one other service, i.e. GP, social services, mental health services

It has been very challenging in an emotional difficult situation with my sister and you have gone over and above board with your help and support and nothing has been too much for you to help with and resolve. I really do not know how I would have coped without your help and support.

# Tenancy sustainment outcomes (April – September 2022)

- £153,77.83 total income maximised in Q1 and Q2
- 13 evictions prevented
- 80% of clients (Q1) with improved health/wellbeing
- 36% of clients (Q2) with improved health/wellbeing

**Maximised Income Breakdown Q1 & Q2**



*'My financial situation was a mess, and I didn't know a way out until you came along and supported me when most people had given up. I trust you and you believed in me. Thank you for everything!'*

# ASSIST GRANT

- September 2021 to March 2022, 39 requests
- April 2022 to date, **67** requests
- 49** accepted, **18** declined
- Total spend this financial year **£30,206.15**
- Over £20k spent last financial year
- Grant this financial year has paid for carpets, white goods, removal costs, skips/clearances, furniture, utility bills, replacement bins, ID

*“The Tenancy Sustainment Team have been extremely helpful, proactive and reliable. The officer managed to obtain white goods for my family as we were totally unable to afford to replace our broken washing machine and cooker. They helped me with accessing help from other agencies and accompanying me to meetings when I felt overwhelmed by my situation. With their help we have managed to maintain our tenancy and access help to maximise our income. I am very grateful for all of their support.”*

# CURRENT & FUTURE OBJECTIVES

- Mapping services and stakeholders across the district
- Identifying gaps in support provision and work on procuring specialist services
- Establishing a social inclusion partnership
- Enabling collaborative working with services/stakeholders
- Building on multiagency links and developing joint working protocols with adult social care, NHS and others
- Expanding activities programme to all older people and others who are socially isolated
- Digital inclusion programme
- Warm hubs
- IT system to help highlight/target groups/households
- Targeted campaigns to help with cost of living crisis
- Support further UC roll out and digital drive
- Training and support for staff – crisis fatigue

# Questions

