Eviction Prevention Officer

Outcomes and Lessons learnt



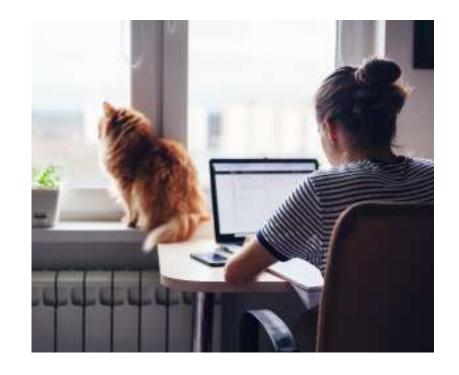


Background



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- Pilot between WMBC and whg to scope opportunity to reduce evictions, could also expand to other HA's in future
- Post funded by LA and designed to be a cross partner dual employee
- Post holder to operate out of whg and WMBC offices, building relationships with both
- Work with customers at most serious imminent risk of eviction to prevent it from happening
- Research around similar roles & visits to Wolverhampton homes
- Kylie Morris began 12 month secondment November '19





Delivery

Principles

- Co-location
- Weekly caseload review and monthly whg / Walsall Council meeting
- Threshold set at level of customers with set eviction court date. (or by specific referral)

Partnership

- Walsall Council whg joint understanding
- Direct access to service areas
- Shared goals



Steps to Success



The role

- Contact
- Perseverance
- Approach
- Nurturing with short and longer term goals
- Holistic
- Bigger picture
- Underlying issues
- Journey
- Build trust
- Review
- Learn
- prevent cycle



Successful Partnerships



Early referral – Connecting information quicker and earlier, prevent crisis for customer and organisations

Multi-agency – What else do we currently know, who else is connected, build better engagement early on

Information Sharing – timing and relevance of sharing information

Understanding the past – one off crisis or a cycle?

Shared learning and understanding of services – upskill staff, navigate partner organisations



What did success look like for whg customethy

Customer

- 81 EPO referrals
 - Single Male 22
 - Single Female 8
 - Family with dependants 42
 - Family with non-dependants 8
 - o Couple − 1
- 41 evictions prevented
- 29 financial support payments
- 12 Evictions
 - 10 abandoned
 - 1 Sub-let
 - 1 refusal to positively engage

Financial

Payment type	Total
Discretionary Housing payment	£61,276
Hamelose prevention Fund	£2,967
Universal Credit	080,884
Housing Benefit	£5,066
Direct Payment Daduutons	26,833
Customer Payment	£38,230
TOTAL	2188,276



Key learning



The Role

Communication and Customer Engagement

Persevere – time, method, frequency Other partners engaged?

Partnership

Who? What? When?

Customer / other agencies

Holistic

Look at current issues as a whole, not just financial

Can referrals be made for other concerns?

Style and Approach

Non confrontational, nurture relationships

Service Beyond eviction Prevention

Engagement continues beyond crisis to break the cycle



Partnerships



Scope for other Housing
Associations to
implement

Early Intervention – understanding pressure points for families

Partnership Forums – right place right time to reduce duplication or risk escalation (early help, case conferences)

Point of contact / coordination – who to contact and how to navigate partner organisations

Information Sharing – key to preventing crisis escalation Holistic – lead partner, shared end goal, customer focused



Further Development



Expand beyond the pilot

Bevond whg / Walsall Counci

Walsall as best practice leaders regionally

Building strong and sustainable connections

Children's services

Adult Social Care

Mental Health services

Embed into partnership forums

Attendance at key partnership meetings

| Advisory / connection role

Visibility

Improving the identity of the role whg plays

Communication with a wider audience



The Future

The Future



Build on what we already do

- whg Corporate plan aim Ambition to not evict into homelessness
- Use existing resources to build on model, prevent evictions, sustain tenancies
- Embed key principles across current teams
- Build on contact and communication between WMBC and whg
- Review, respond, adapt

Innovate to go Further

- Homeless Strategy Steering Group Strategic
- Chaired by whg chair, Danielle Oum
- Strategic focus for Walsall partners
- Homeless Prevention Delivery Group whg centric
- Led by tenancy sustainability team
- Pulls together an internal partnership with a homeless prevention focus
- Tenancy sustainability team operational delivery
- Money Advice
- Community Safety
- Independent Living

