



Housing Advice Service

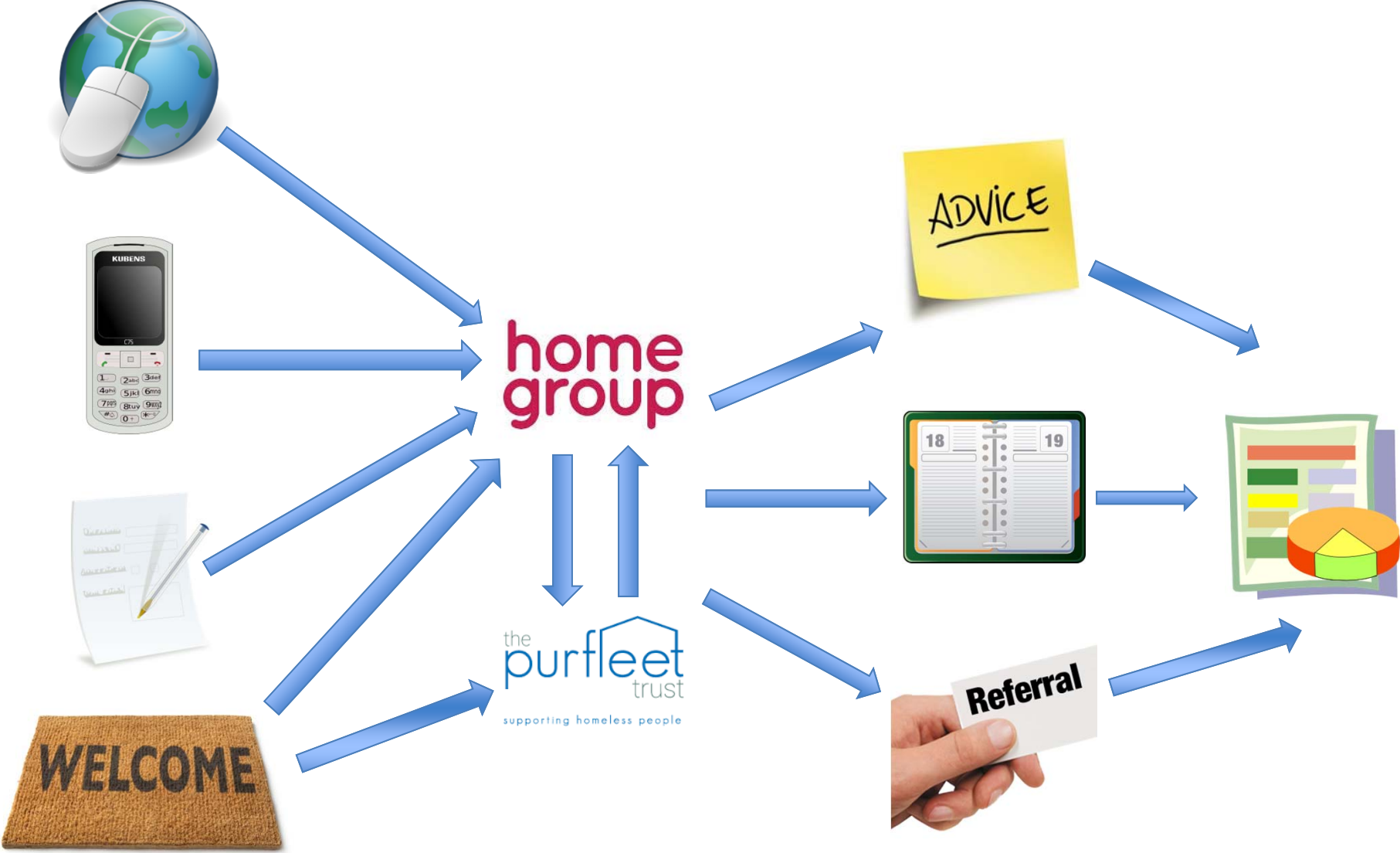


Hub Update for BCKLWN Environment & Community Panel

Presented by Jon Clemo, Chief Executive



How we receive referrals



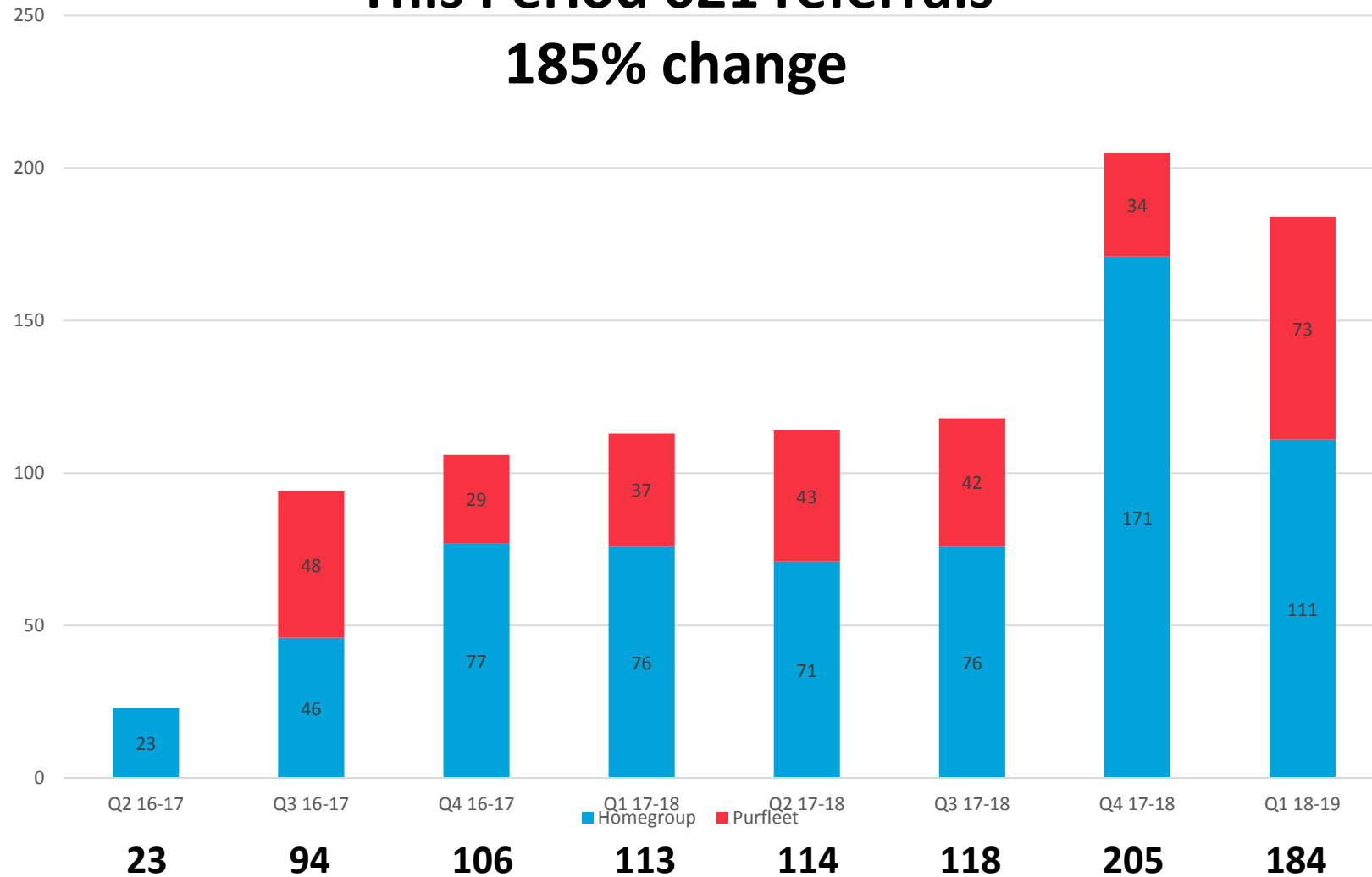
Referrals



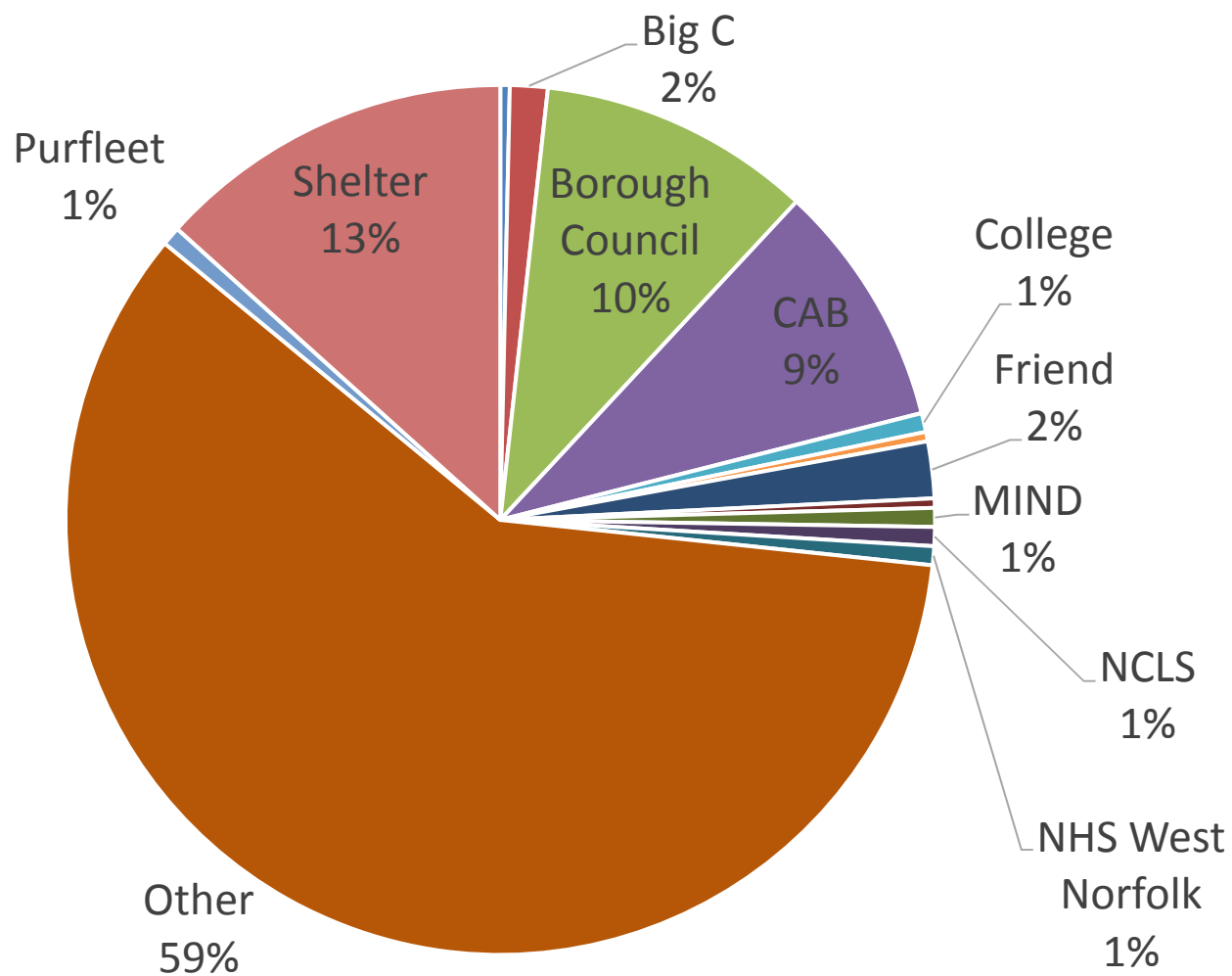
Previous Period 336 referrals

This Period 621 referrals

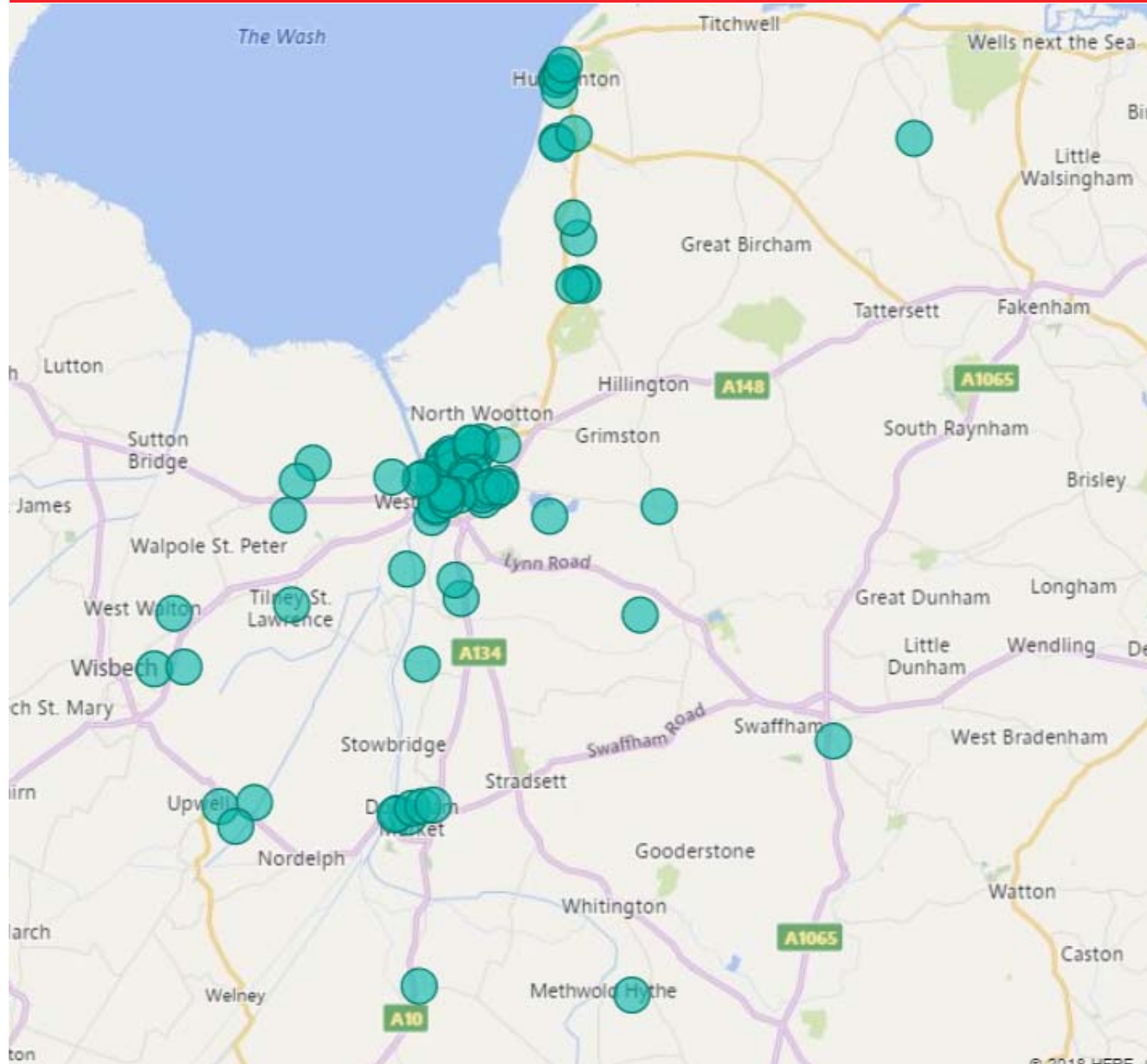
185% change



How clients hear about us...

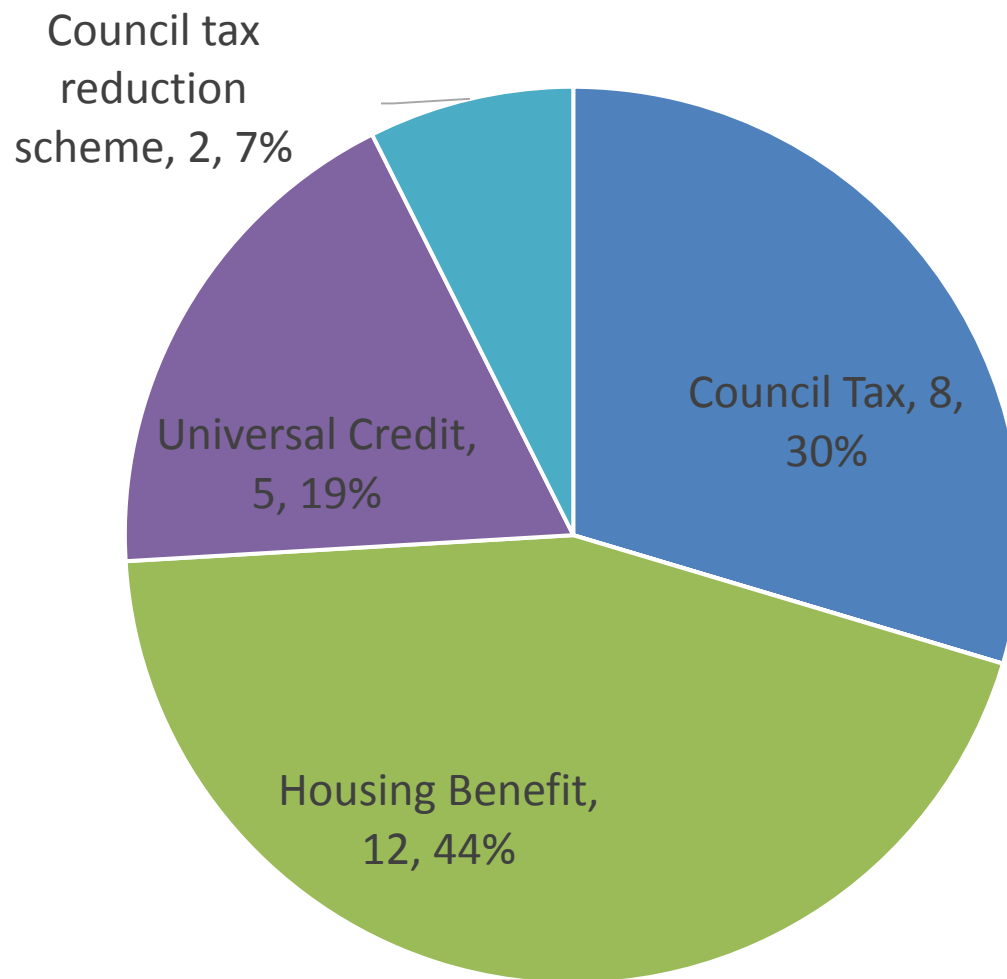


Clients are spread across West Norfolk ...

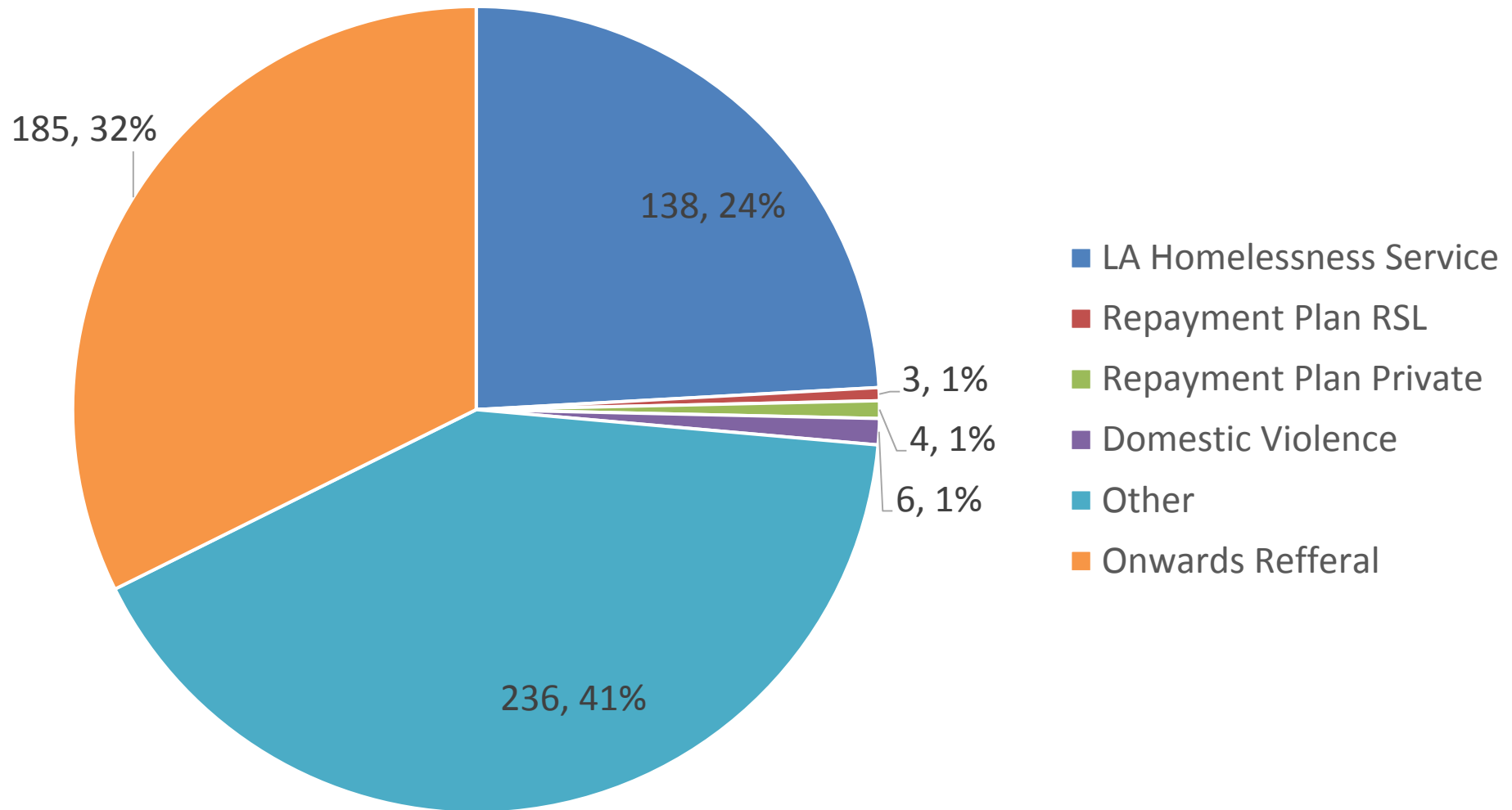


Not all clients have or give an address

Revenue and Benefits...



...housing outcomes



Case studies...

Susie was fleeing a domestic violence whilst pregnant. She had no income and no identity documents. She had nowhere to live and was sofa surfing at the Dad of her other children, which was an unsuitable situation. We referred to New Horizons to help obtain benefits support. We helped her find accommodation initially at the YMCA and subsequently she secured a private rented flat



Richard had been privately renting but had had his benefits stopped after failed to attend DWP after becoming ill with Type 1 diabetes which involved a short stay in hospital. His housing benefit was also suspended and Richard failed to address this after becoming depressed. He had been a heavy drinker for many years and had become dependent on alcohol. He lost his family and gave up his successful business and buried his head in the sand. He ended up being evicted for rent arrears. Richard was helped to obtain a “fit note” from his GP so he could claim ESA. We also assisted him with opening a post office account.

Through liaison with BCKLWN able to find supported accommodation as well as getting Richard to agree to receive treatment for his alcohol dependency.



Catheryn suffers with crippling anxiety that prevents her from leaving the house. As a result much of the support was delivered by phone as well as an outreach session in Downham market to enable her to complete a Homechoice application. She was also helped to access some mindfulness support. A referral was made to Shelter to support budgeting as well as work with a housing association to organise a repayment plan for some arrears

Jo was referred by the probation service after she had recently come out of prison and had nowhere to live. She was successfully receiving ad-hoc treatment for alcohol addiction. She had debts from a previous landlord. We helped put in repayment plan with previously landlord in place and understand her wider housing options. This has a significant impact on Jo emotionally as she didn't think she had any viable options.



Jason spent a number of years rough sleeping and has struggled with heroin and crack addiction. Sofa surfing with relatives in the Kings Lynn area has had a negative impact on his mental health. As a result of support he has been placed in a Purfleet Training house, is engaging with volunteer work and working with Christians Against Poverty to address debt issues. He has also currently been drug free for over a year





Referrals

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General Queries

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