

hello

Shelter

# Meet The Team



**We're here to help**  
**Get advice today**

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# Services we offer

## Face-to-face

- Specialist Housing Advisers based at Broadland Housing Association
- Outreach Drop-in sessions, appointments and home visits available for all local residents
- Urgent cases seen within three working days and non-urgent cases within two weeks.



## Telephone

- Specialist Housing Adviser available for calls during opening hours.
- Urgent cases phoned on the same working day (if contact occurs before 3.30pm). Non-urgent cases phoned within one week.
- National helpline, open 365 days a year and Helpline Plus
- A telephone interpreter service



## Online

- Shelter website offering self-help guides, webpages and templates.

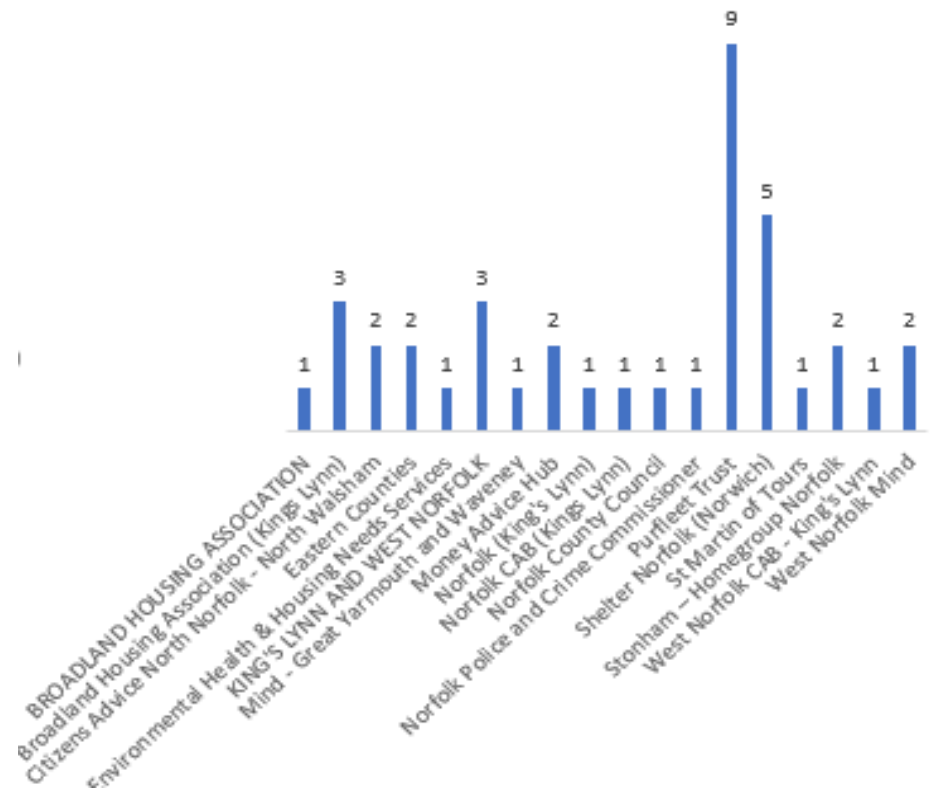


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# How many people have we seen so far

- 59 individual cases
- 18 people self referred
- Remaining 41 were referred by various local partner agencies
- Highest referring agency – Purfleet Trust followed by MIND

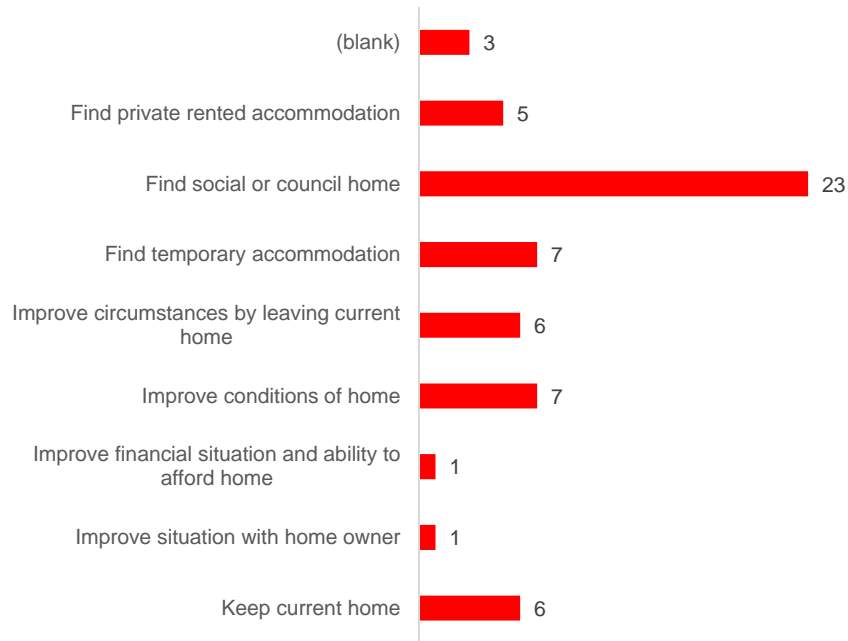
Referring Organisation (non self-referrals)



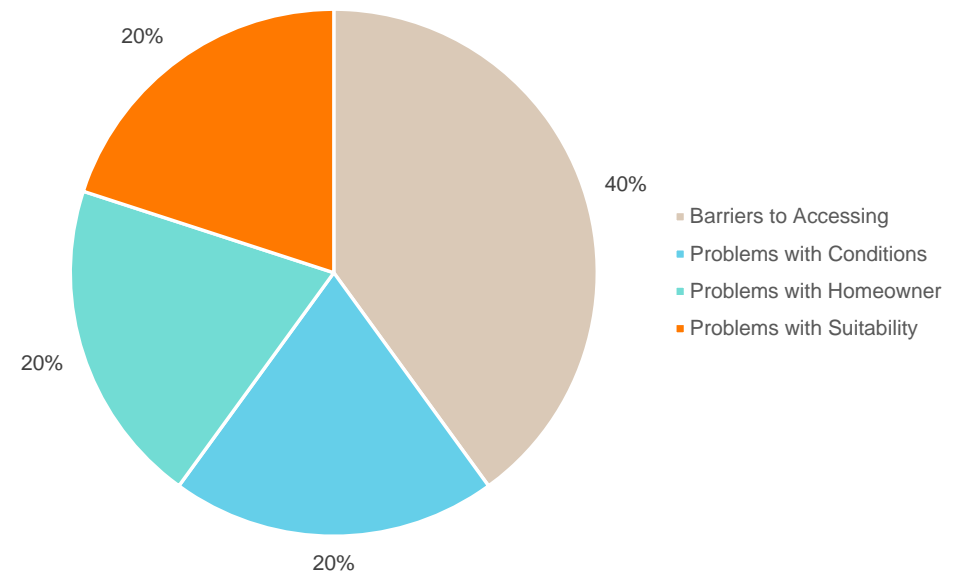
# Demand

What people are coming to us for

Client Goals

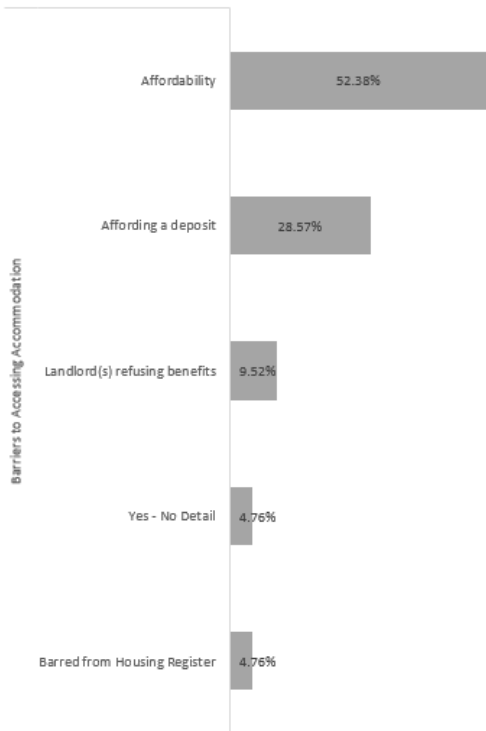


Problems (Client Situation)

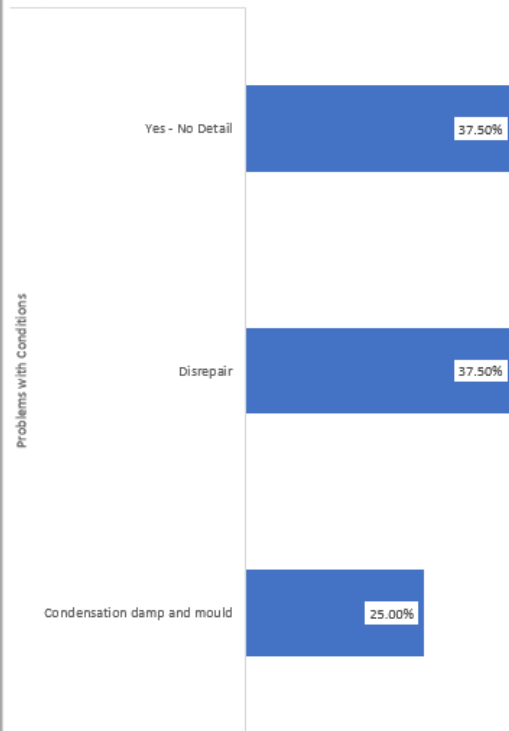


# Breaking down what our clients barriers are

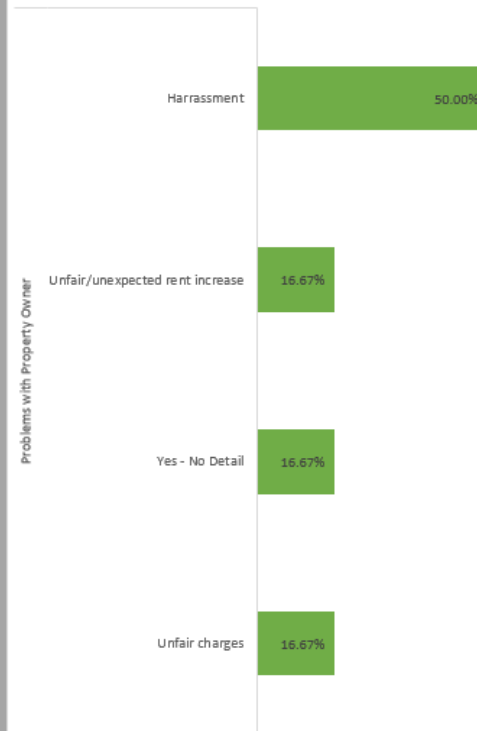
## Barriers to Accessing Accommodation



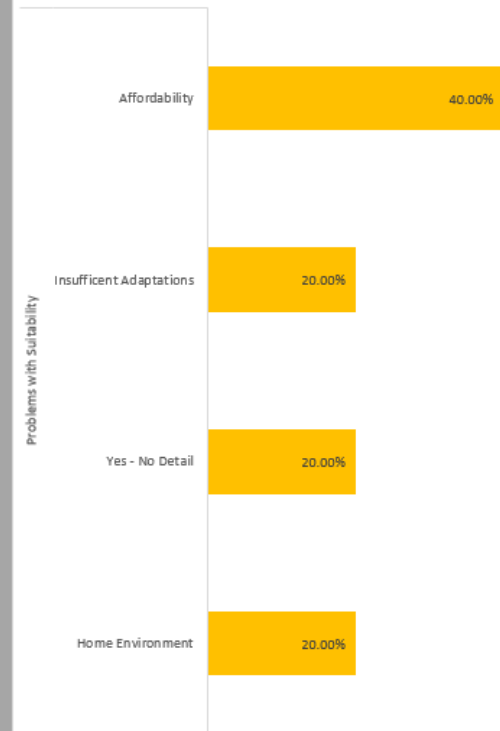
## Problems with Conditions of Accommodation



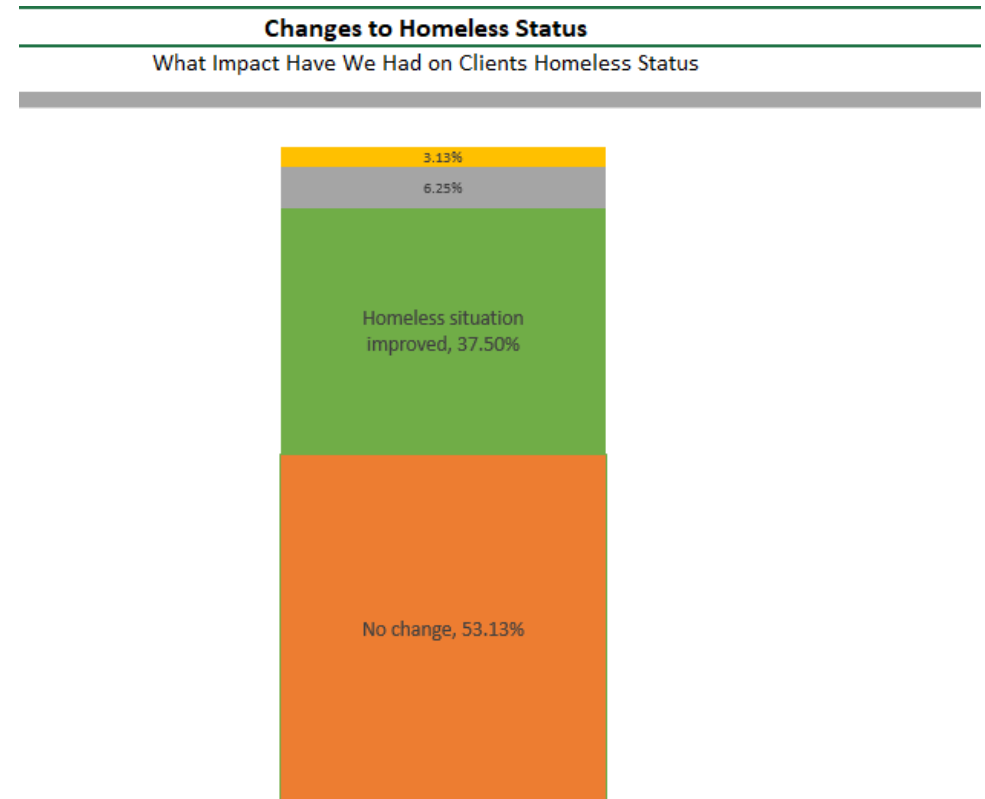
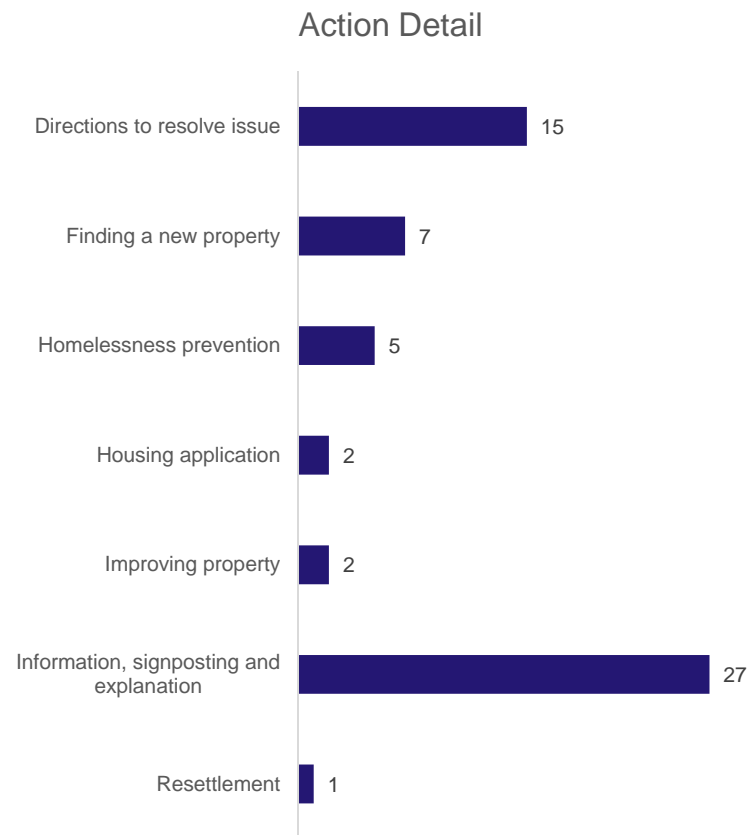
## Problems with Homeowner/ Landlord



## Problems with Suitability of Accommodation



# How we have helped or are helping



# Examples of our work

## Second chances

**Single woman came to us because she had been excluded from the housing register due to some difficulties with a tenancy 4 years before when her life was very difficult. Living in Genesis hostel**

**Team worked to negotiate a repayment plan with former landlord who had previously refused to cooperate**

**On successful adherence to payment plan offer made on register and new life has begun in RSL property**

## Eviction Prevented

**Clients came to us facing an eviction warrant for rent arrears of over £3k from RSL home. These had built up due to their problems navigation the new benefits system. HB had been stopped and PIP had not been granted after migration from DLA**

**Team worked closely with Borough to get HB backdated and discretionary payments in place that halved the debt. Also ensured universal credit and payment plan in place. Hopeful that PIP will be regranted at tribunal to clear further sums off debt**



# What we plan to do next

- **Increase our reach via further outreach venues**
- **Working strategically and practically with the council to help breakdown some of the barriers to accessing accommodation**
- **Working to support the council's enforcement strategy for illegal evictions**
- **Develop further partnerships and joint working protocols to ensure that the most vulnerable residents of the Borough have access to the help they need to find or keep a home**
- **Ensure other local agencies are using our available tools and knowledge to improve capacity e.g. NHAS and NCAN**