

Explanation of terms

Please see below a breakdown of the subcategories/options for actions.

Calls- any calls to residents/support agencies/ other teams within the council etc. Every time we have a failed welfare check (door knock) the Welfare Officer telephones the resident as soon as they have returned to the office in order to try and check in on them that way. This includes any phone calls received..

Letter drops- if a resident has not answered to the door knock the previous week, a letter is left providing contact details **one letter drop every week if a resident is not answering** In addition to telephoning as above.

Texts- texts are sent directly from the spreadsheet text function as this is then recorded on to the spreadsheet figures automatically for monitoring. All new residents are texted with the contact details of the Welfare Officer the day after placement has been made. All residents are sent a text every week telling them which day the Welfare officer will be undertaking welfare checks.

Home visits (no answer) - When a welfare check is attempted and there is no answer. Again this will be followed up with a phone call once the Welfare officer returns to the office.

Home visits (successful) - any successful door knocks, where the resident is seen (or even spoken to through the door)

Office visits- This is anytime a resident comes into the office and speaks with a Welfare Officer. **This is also used when someone is placed into emergency or short term accommodation and are seen on Duty.** Please note the process for placements whilst on duty are below.

Assisted bidding. This is when explaining to a household about assisted bidding (where we can help someone to bid on Homemove properties with their permission) or when the Welfare officer undertakes bidding on behalf of a resident yourself.

Move on-This is when the Welfare Officer discusses with a household about moving on from emergency and short term accommodation. This could involve Private Rented Sector, Homemove, bidding etc.

Service charge arrears- this is when eviction is averted due to service charge arrears (**as well as the eviction averted option**). , When an e-mail regarding service charge arrears is received from the provider, the household is contacted to try and resolve.

Evictions averted- Whenever an evicted is avoided whether it be by linking in with another service due to ASB, informing a household of not using substances in their room, arranging a service charge arrears payment plan etc.

Safeguarding alert- Anything that involves Access Point, First Door for Families, the police, the households' social workers **ONLY**. This will include missing person's reports to 101.

Benefit support- Providing a household with any information on benefits and/or helping them with setting up appointments for the job centre. This also includes Discretionary Housing Payment applications. Please note Welfare Officers will also enquire to check if benefits are correct whenever someone new is placed,

Other support services- this is for any external agencies the Welfare Officers liaise with, for example Just Life, St Mungos, Off The Fence, doctors surgeries, food banks etc.

Benefit and budgeting- help with budgeting exercises if a households are struggling to make their money last/pay service charges or to assess if a resident is suitable for PRS.

Drop ins- When a household attends a drop in sessions situated in the emergency accommodation block.

Outcomes-

- **Housed**- when a household has been moved out of Emergency Accommodation, this will include Rehab, longer term temporary accommodation, or Social housing
- **Cancelled**- when a household's emergency accommodation is cancelled for whatever reason.
- **Moved**- resident household is moved internally from one Emergency accommodation unit to another

DUTY-

Please note then when on duty, If the newly placed household does not wait to see a Welfare officer, an e-mail is sent to the Welfare e-mail box stating that the household need a call the next day which will be dealt with by duty service.

APPENDIX TWO

Detailed breakdown of figures

Tables of Eviction and numbers of properties – figures in brackets are for previous year

2017/18 figures (previously reported in June 2018)

Period	No. of placements	No. of evictions	No. evicted due to breach of licence	No. housing duty discharged	No. re-accommodated	Didn't represent
1/4/17 – 30/6/17	273 (245)	7 (9)	7	2	5	0
1/7/17 – 30/9/17	301 (262)	7 (8)	7	2	4	1
1/10/17 – 31/12/17	218 (215)	9 (12)	9	0	8	1
1/1/18 – 31/3/18	204 (217)	10 (21)	10	0	8	2
Total	996 (939)	33 (50)	33	4	25	4

2019/20 figures (with 2018/19 in brackets)

Period	No of Placements	No Of evictions	Evictions due to breach of licence	Housing duty discharged	Re-accommodated
Q1 19/20	(242) 382	(5) 46	46	0	26
Q2 19/20	(296) 421	(6) 49	49	1	28
Q3 19/20	(259) 435	(18) 48	48	0	28
Q4 19/20	(243) 468	(10) 42	42	7	24
Total	(1040) 1706	(39) 185	185	8	106
%		(3.7)% 10.84%	100%	4.32%	57.30%

2020 figures from April to end of July.

Period	No of Placements	No Of evictions	Evictions due to breach of licence	Housing duty discharged	Re-accommodated
01/04/2020-31/07/2020	(382) 970	(46) 96	96	11	52
%		(10.84)% 9.89%	100%	11.46%	54.16%

Evictions by Provider

	Provider A	Provider B*	Provider C	Misc providers of spot purchase	Provider D	Provider E
2019/20	46 (24%)	0	36 (19%)	57 (30%)	5 (3%)	45 (24%)
April-July 2020	29 (30%)	6 (6%)	12 (13%)	34 (35%)	1 (1%)	14 (15%)
No of properties	178 (20% overall)	222 (24%)	54 (6%)	Various and spot purchase Approx 250	82 (9%)	121 (13%)

*This provider was commissioned to provide on-site management to University of Brighton student accommodation acquired to provide emergency accommodation for those low need people who were at risk of rough sleeping during the covid 19 pandemic. While there were some people who were medium risk, in general these were people who were not owed any housing duty by the local authority. This differs to other providers who are managing people who we do have statutory housing duties towards.