

Sustaining tenancies

A conversation starter.....



Tenancy sustainment

- Sometimes viewed as either housing/tenancy manager role
- Or a support role
- Supportive housing / housing first models imply a range of interlocking roles which are essential

Tenancy sustainment

- Tenancy sustainment as a framework:
 - The strengths and capacities of the person / tenant
 - Supportive tenancy and housing management (pre and post tenancy commencement)
 - The provision of intensive, ongoing support where it is needed, with a focus on sustaining a tenancy (any factor / issue, wellbeing)
 - Specialist support (such as mental health, addiction)
 - Community development: among tenants, extending to the broader community
 - Tenant information, advice and advocacy
 - Care coordination.

U1R resource kit

Tenancy sustainment

The extent that different roles need to fit together to achieve better tenancy sustainment can be understood through the metaphor of an arch:

- "Arch construction depends essentially on the wedge. If a series of wedge-shaped blocks—i.e., ones in which the upper edge is wider than the lower edge—are set flank to flank ...the result is an arch..."
- "In masonry construction, arches have several great advantages over horizontal beams, or lintels. They can span much wider openings because they can be made from small, easily carried blocks of brick or stone, as opposed to a massive, monolithic stone lintel. An arch can also carry a much greater load than a horizontal beam can support."

Encyclopedia Britannica
<http://www.britannica.com/EBchecked/topic/32510/arch>

Tenancy sustainment



Beyond boundaries

- Recovery model
- Assertive community treatment
- The social determinants of health
- First home, second home, third home
- Housing first
 - Supportive housing
 - All have core elements that can inform a tenancy sustainment approach.

Nottingham City Homes

- Tenancy sustainment strategy
- Model:
 - Identify vulnerabilities (risks that could lead to a failed tenancy) and provide **proactive** intervention and support with the aim of the tenancy being successful
 - Identify trigger incidents – provides a **reactive** response/intervention to situations such as deteriorating mental health, rent arrears etc.
 - Involvement of **partners** and support agencies.

http://www.nottinghamcityhomes.org.uk/documents/about_us/performance_and_service_improvement_committee/2011-12/207171/item6_app_Tenancy_Strategy.pdf

Nottingham City Homes

- Pre-tenancy support
 - Assessment (vulnerability)
 - Lettings process
 - Support referrals and planning
- Proactive and sensitive housing management
- Income management
- New tenancy support
- Working with partners to provide ongoing and intensive support to vulnerable tenants (joined up, tenancy sustainment focus)
- Sustainable communities – encourage tenants to become more involved in neighbourhoods, area improvements, tenant participation, gardens etc.

What is missing from our system?

- Ongoing, intensive support
- Wrap around, dealing with any issue that impacts on the sustainability of a tenancy
- Extending to any element that fosters wellbeing and quality of life.

Supporting people program

- Helping vulnerable people live as independently as possible.
- Providing people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing.
- Preventing problems in the first place or providing help as early as possible in order to reduce demand on other services such as health and social services.
- Providing help to complement the personal or medical care that some people may need.
- Putting those who need support at the heart of the programme.
- Ensuring quality services, which are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services and those that provide services
- Providing funding for support based on need.
- Promoting equality and reducing inequalities.

<http://wales.gov.uk/topics/housingandcommunity/housing/supportingpeople/?lang=en>

Supporting people program

- Supporting People provides housing related support to help vulnerable people to live as independently as possible in the community. This could be in their own homes or in hostels, sheltered housing or other specialised supported housing.
- It provides complementary support for people who may also need personal or medical care. Supporting People only funds housing support. This can be part of a package of differently funded, but co-ordinated, support which meets the needs of individuals.

http://webarchive.nationalarchives.gov.uk/+/www.direct.gov.uk/en/disabledpeople/homeandhousingoptions/supportedsouingschemes/dg_4000297