



Briefing Note – Tenancy Support (Housing Services)

**Housing Scrutiny Commission: 10th January
2022**

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1. Summary – Purpose of report

The purpose of this report is to outline the support offered and provided to Leicester City Council and HomeCome tenants. Support is provided by Homeless Services to applicants prior to a tenancy being offered. The Tenancy Management and STAR service provide support to tenants usually once they are in their tenancy, to help them sustain and maintain their accommodation. The Income Management Team support tenants in paying their rent and claiming benefits in order to help them sustain their tenancies.

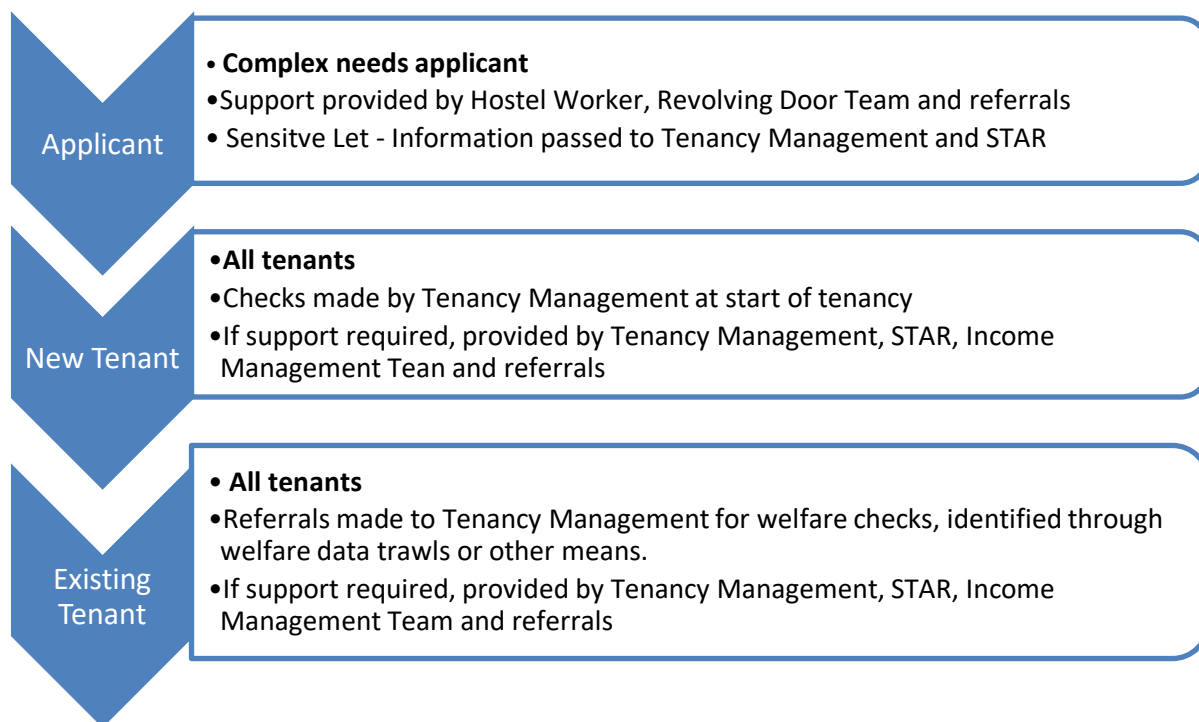
2. Background

- 2.1 Leicester City Council manages approximately 20,000 council tenancies. One of our key responsibilities as a social landlord is to support tenants and prevent homelessness, this is set out in the Tenancy Standard which is regulated by central government. The Housing Ombudsman also has legal powers to ensure we provide good customer service.
- 2.2 Increasingly we are re-housing people with additional support needs, who need help setting up a new home and accessing services to cope with living independently. This maybe because it is their first tenancy, or they have health needs, including poor mental health and/or substance misuse issues. Many people do not have support from family or friends and are isolated.
- 2.3 Social Housing is prioritised and allocated to applicants in the greatest housing need. There are now more vulnerable people being rehoused from challenging backgrounds. The profile of tenants has changed with people often having multiple support needs. With the Everyone in Initiative we have also seen more people being re-housed who have chaotic lifestyles and complex needs. Often refugees who are new to the country, will have come from traumatic backgrounds and will not have support networks and need help to access services to sustain their tenancies.
- 2.4 Not everyone with complex needs requires support, some tenants cope well independently or have family and friends to assist. We target support to those tenants that really need our help and that is why we carry out checks, assessments and have an eligibility criterion for the STAR service.
- 2.5 During the pandemic it has been challenging to provide the level of support some of our tenants require especially with the lack of secure and confidential interview space in local offices. Some of our tenants can pose a risk to our staff as well as

being vulnerable themselves, therefore home visits are not always appropriate. We do sensitively monitor and manage this risk to keep everyone safe.

2.6 For non – council and private rented sector tenants the Council commissions P3 to provide tenancy support.

3. Detailed Report – Support Provided



3.1 Prior to tenancy - for complex cases

3.1.1 An applicant is allocated a support worker after initial assessment when entering temporary accommodation. Dependent upon the assessment this can be a hostel support worker or a support worker from the Revolving Door Team who pick up the most complex and difficult to engage service users.

3.1.2 Support is provided to coach and navigate through the process of stabilisation and progression at the right time into independent or semi-independent accommodation, dependent upon the applicant's need.

3.1.3 Service users are encouraged and supported to register with GP (Inclusion Health Care) and other services relevant to their individual circumstances. This can include, Adult Social Care, Street Lifestyles, Criminal Justice, Homeless Mental Health services, Probation, Turning Point, Department for Works and Pensions, St Mungo's, other Voluntary and Community Sector organisations.

3.1.4 Other support offered:

- Support to create Housing Online account
- Maximisation of income.
- Liaison/support with relevant agencies involved
- Next steps and options for re-housing with Applicant

- Discuss what steps for the service user to move out of homelessness and sustain independent living.

3.1.5 Support is dependent on applicants' individual requirements and pertinent to their specific needs. This can include, income maximisation, establishment of immigration status, enhanced engagement with services and improving interactions with agencies. A holistic approach is taken to give the greatest opportunity of success in ending an individual's homelessness.

3.2 Transition – Sensitive let process for complex cases only

3.2.1 Once an individual is ready for independent living, a Direct Let request is completed from the available properties ringfenced for the single homeless pathway, along with a STAR risk assessment. Careful consideration is given to match to an appropriate property, taking into account area preferences and areas that applicants may not be able to live in as a result of potential restrictions.

3.2.2 Cases are sent through to Tenancy Management to make checks. The Direct Let application includes information about:

- the history of the applicant
- which property they are being matched too
- the household make up
- outcomes of risk assessments and other relevant information

3.2.3 For each case the Tenancy Management Service will check:

- for previous tenancies
- the appropriateness of the property and location they are being matched too
- Needs of the applicant:
 - Have they complex needs?
 - Have they appropriate support in place?
 - What are the contact details of support workers?
 - What are their key risks?

3.2.4 Location – Factors considered are:

- What is the makeup of other households in the location?
- If the applicant is chaotic and has complex needs, may be more appropriate to rehouse with other singles
- We also consider the potential of ASB and if the location has had a history of ASB and if residents need some respite from chaotic individuals

3.2.5 Based on the information on the locality and the needs of the applicant a decision is made by the Heads of Service to either get more information, approve, or not approve the match. A joint Sensitive Lettings Policy between Homelessness Services and Tenancy Management has been developed to embed this sensitive letting process. This will consider both applicants and properties that require a sensitive let to ensure that the impact on the Community is considered.

3.3 Once Re-housing is agreed

3.3.1 Risk and support information is shared by Homeless Services with Tenancy Management. Hostel staff will make applications for Community Support Grants (CGG)

for furniture if the tenants require this. Once it has been agreed the tenant is to be rehoused, any complex cases that meet the STAR eligibility criteria are referred to the service and risk information shared.

3.4 Once in a tenancy – tenancy management support

3.4.1 We have recently launched a Tenancy Support Procedure which focuses on early reporting and intervention to support successful tenancies. Each tenant is made aware their main point of contact is their Neighbourhood Housing Officer (NHO).

3.4.2 This aligns with the demand for the NHO to focus on providing more support and a person-centred service and move away from the enforcement role with the proposal to create a separate Central Housing ASB team.

3.4.3 For all tenants regardless of their needs the procedure always advises staff to focus on providing the best Customer Service by being polite and professional. To treat everyone fairly with respect and dignity and adhere to data protection regulations. Tenants will also be encouraged and supported to use online facilities where possible to make service requests. The aim of the procedure is to ensure a consistent service is delivered that puts tenants and residents first.

3.4.4 Information on new tenants is passed onto Tenancy Management by Homelessness Services or the Property Lettings Team. However, NHOs are also instructed to interrogate council systems themselves to identify any support needs, support workers or risk in relation to the new tenant.

3.4.5 If it is identified that the tenant requires support to sustain their tenancy, a welfare visit or check will be carried out, a welfare case will be opened, and a welfare support plan will be developed by the NHO.

3.4.6 The NHO will provide low level advice and assistance and make referrals and signpost as appropriate. Referrals for support are often made to:

- Income Management Team – who now also have specialist Rent Management Advisors to help tenants with financial and welfare benefit support.
- UAVA – for domestic abuse support
- Sanctuary Safe Homes Team – for domestic abuse, for home security measures
- STAR – for tenancy support for vulnerable and/or complex cases
- Children’s Services – for child safeguarding and support
- Adult Social Care – for adult safeguarding and support
- Turning Point – for alcohol and/or drug dependency support
- GP or Community Mental Health Team – for health needs
- Fire Service – to carry out home fire safety checks

3.5.7 The NHO will work in partnership, across multiple agencies providing early and comprehensive interventions, to provide a holistic service to tenants who are in complex situations.

3.5.8 NHOs will maintain contact and monitor cases to ensure the support provided was effective and successful outcomes achieved for the individual using the welfare support plan.

- 3.5.9 NHOs have been advised to escalate cases to senior management if referrals are not accepted by other service areas and they feel that the tenant needs that service. It should be noted that not every tenant who requires support wants to engage, this can be out of choice or because their lifestyle is so chaotic. Thresholds for other support services have also increased, therefore, the capacity to provide people with all they support they require is not always available.
- 3.5.10 To be proactive, the service carries out a welfare data trawl and interrogates information available on tenants, to identify which tenants may require a welfare visit. Other services can also refer cases for a welfare check or visit, referrals are made by the Repairs Service, the Police and others as they come across tenants who they think may require additional support. NHOs may themselves identify the need for a welfare check when dealing with other issues for a tenant. The need for a welfare visit can happen at any point during a tenancy, in September 2021, 304 welfare visits were carried out across the City by the service.
- 3.6.11 Case example of NHO assisting tenant in new property to settle in and access services. This is his feedback:

A huge thank-you from me to you two, I'm delighted with the flat, more delighted with the way people are coming together in support to make this happen in trying times for all of us. You've both been very instrumental in helping keep me going through testing times. Blessed by the weather, today too, been like a spring day here, though it's dropping to near zero tonight. Give yourselves a pat on the back and have a great day!!

3.6 Support for complex cases – STAR

- 3.6.1 Cases referred to STAR need to meet the criteria attached at Appendix 1; this was introduced in April 2021. STAR provide tenancy support to vulnerable council tenants, some with very complex needs, some cases are intensive drug and alcohol users, with poor mental health, suicidal, chaotic and/or ex street homeless. During the Income Rent Support Pilot in 2021, STAR have not been supporting Income Management Team referrals, this has led to a reduced waiting list for the STAR service from 90 to 30 cases. However, referrals to the service have remained consistently high as more complex cases have been coming through.
- 3.6.2 The STAR service will really get involved and provide wrap around support; the service is committed to stabilising the tenancy to prevent homelessness by:
- Making initial contact, often to do this staff will telephone the tenant, drop visit, find out from other agencies where the tenant is if they are not responding to contacts. Sometimes this involves searching for tenants on the streets!
 - If the tenant is part of Project Protect or Street Lifestyle cohort, where STAR attends regular meetings the relevant agencies will coordinate a handover, prior to the tenancy commencement date.
 - Once contact is made the worker will in conjunction with the tenant, assess their needs and develop a personalised support plan and carry out a benefits check
 - Support is prioritised to ensure the tenant has their benefit entitlement, essential furniture, utilities, food, debt management support and income is maximised.

- STAR workers will advise the tenant of their responsibilities but are not responsible for any tenancy enforcement action
- Assistance with budgeting, applications to charities for financial support and help building life skills
- Depending on the needs of the tenant the service will liaise with and refer to Turning Point, Mental Health Services, GPs, Adult Social Care and charities, to get tenants all the support and help that they are eligible for and that is available to them, acting as a gate way to services.
- The service will also call multi-agency meetings to co-ordinate and strengthen the support provided for very complex or safeguarding cases
- The support aims to enable the tenant to become independent, consider volunteering or steps on the pathway to work and as tenants are able to cope better on their own an exit strategy is agreed
- There are a cohort of tenants who STAR work with, who will never cope without support and the service has remained with them to provide support longer term.

3.6.3 **The STAR AMAL team** was set up in 2015 to resettle Syrian refugees through the government foreign aid funded Vulnerable Persons Resettlement Scheme. The team worked with 45 families with 106 children who were resettled in Leicester over a 5-year period. STAR AMAL has specialist training, knowledge and specific experience of working with newly arrived refugees and has extensive experience of the practicalities of managing refugee families fleeing conflict and persecution.

3.6.5 Leicester has now agreed to participate in the relocation of Locally Employed Staff (LES) who have been supporting the coalition forces in Afghanistan. The Afghan LES and their families are being offered relocation in recognition of the fact they are at increased risk of intimidation, having worked side by side with coalition forces and officials. The STAR AMAL team are now working with families supporting them in temporary accommodation, and eventually will be supporting 10 families to be resettled primarily in Private Rented Sector accommodation in Leicester.

3.7 Performance/ Outcomes 2020 -21

- Overall Tenancy Sustainment – **96.8%**
- Tenancy Management Welfare checks – **5098** (Majority of these due to Covid)
- STAR Tenants supported – **585**
- STAR Tenants supported short term– **1,407**
- STAR Income maximised – **£969,180**
- STAR Referrals received over last 12 months – **941**

3.8. Case Examples

3.8.1 STAR – Housing Related Support Worker assisted a single parent family who moved into a new tenancy during the lock down last year, no family or friends to help and in debt with utility company. Tenant was convinced she would not cope with the tenancy. This is her feedback:

I'd like to thank you for helping me and my family.
You have helped me so much, just when we needed it.
To you it's maybe nothing much, it's just your job, but I don't think u understand how much of the strain you took of my hands. Always kept in touch, reassured me things would be ok.
And always professional.
When I moved in this house I felt I was set up to fail.. with the eon situation and no help from anyone as we was in the middle of the COVID.
I appreciate you and what you do so much.

Forever grateful

3.8.2 STAR – Housing Related Support Worker assisting young pregnant homeless woman to set up home in new tenancy. No one to help or assist her in new tenancy. This is her feedback:

I just want to start of by thanking you for everything you have done and currently are doing. I don't know how much I can thank you, and the STAR team. The amount of support I feel I have received from you guys is incredible.

Prior to speaking to you I felt anxious, alone and upset. Within minutes of speaking to you, I felt such a difference and felt like a weight was lifted off my shoulders. You have never failed to show kindness through your voice. This shows me that you are completely dedicated to your work in helping people and also take it very seriously. You made me feel so much better and I felt like I had the support system I needed especially through this difficult journey of being pregnant for the first time and homeless.

You have helped me in so many ways already and always upheld my dignity. This has made me really appreciate you and the STAR team.

Once again, Thank you always for everything you do and continue what you guys are doing, because you are putting smiles on people's faces and bringing light to our situations

3.9 Future Provision

3.9.1 We are exploring the potential of recruiting intensive support workers to work within STAR to support the more complex and chaotic cases, which are now more common. STAR and Tenancy Management staff have received training on supporting people with drug and alcohol dependencies, poor mental health and people who hoard. There is a hoarding procedure developed by the service to help officers identify the severity of hoarding and support people in these circumstances.

3.9.2 As we are increasing stock through acquisitions we are looking at the potential of having some units, which we can use as shared/ trainer accommodation for people

with complex needs to develop their skills to live independently before offering longer term accommodation.

4. Income and Rent Support Pilot

- 4.1 Over the past six months the Income Management Team have delivered the Income and Rent Support Pilot. The pilot delivered all financial and welfare benefit support for Council tenants in-house by the Rent Management Advisors (RMAs). IMT faced extremely tough challenges due to the introduction of Universal Credit and ongoing changes to tenant benefits due to Welfare Reform. They faced added pressures when the pandemic hit which exacerbated the challenges due to the state of the economy and restrictions on possession actions. This led the team to explore other creative possibilities to help maximise rental income and reduce rent arrears.
- 4.2 There are ongoing concerns around the significant financial and economic uncertainty, impact on tenants following the cessation of the governments job retention scheme (furlough), the potential surge in the number of redundancies which may affect many of our tenants. The impact of the £20 UC uplift which has now been removed by the Government.
- 4.3 The pilot expanded the RMA remit from the main objectives of setting up new UC claims, email addresses bank account, trouble-shooting UC claims and providing UC related training. Prior to the commencement of the pilot, the protocol was that officers within IMT made referrals to STAR for any issues relating to tenancy sustainment. During the pilot referrals for non-financial related support continued in line with STAR criteria and tenants already receiving support from STAR continued to receive their support. The pilot commenced on 12th April 2021 and ended on 12th October 2021. Following a successful pilot a decision was taken on 8th November 2021 at LMB to make the pilot permanent.

5. Income Management Team & Support for Tenants

- 5.1 Arrears prevention is a top priority for IMT, and staff are highly trained in a range of areas including Welfare Benefit regulations, the legal framework for rent recovery and the sensitive approaches to debt collection. The RMAs are no exception to this, and in preparation for the pilot they undertook specialist training, delivered by external partners which supplied them with the right skills and knowledge to enable them to support Council tenants. A procedure for the pilot was also designed to help provide a framework and outlined responsibilities and expectations from RMAs and officers within IMT. For every referral the RMA received, they designed a support plan which mapped out the support required and timescales to deliver the actions. This could only be designed for those tenants that engaged with the service.
- 5.2 The team were already providing an income maximisation service to all tenants. This included carrying out benefit calculations to establish entitlements, helping to make Claims for benefit and carrying out effective liaison between tenant and benefit departments to resolve claim disputes. Effective partner relationships between IMT and various department/agencies i.e. Housing Benefit and Department for Work & Pensions (DWP) encouraged timely resolutions to tenant benefit claim and queries. Where further specialist support was required, the

specially trained RMA's worked in partnership with other advice providers and arranged for this support to be provided for example, Citizens Advice.

- 5.3 When tenants fall into financial difficulties and are unable to pay the rent, RMAs are available to provide support and guidance offering basic money advice. As the RMAs are in-house within IMT, they were able to help and support early on, to avoid matters getting worse for tenant and from a rent collection perspective. The team have been carrying out multi-agency meetings where appropriate to explore tenants options and prevent homelessness. The RMAs have actively participated in these meetings during the pilot and were available to attend and provide input at short notice and on any last-minute urgent cases as the team priorities, objectives and goals are the same.
- 5.4 During the last **6 months**, the RMAs received a total number of **280 referrals** which compares to, **273 referrals in the previous 12 months** for 2020/21 before the commencement of the pilot. This is a substantial increase in the number of referrals received where tenants have been identified in need of welfare benefit and / or debt support. The next step is to open up referrals to be received from any organisation and other internal teams.
- 5.5 From the 280 referrals received, IMT would normally have dealt with **159** of these cases under the normal referral route for RMAs as the predominant support was **UC related**. IMT would have referred **77 to STAR**, under the previous operating procedures where tenants required support with welfare benefits and basic debt advice. A total of **44 referrals** would have been worked on collaboratively with STAR, as tenants had a combination of UC and other welfare benefit / debt related needs for example, support with applying for Personal Independence Payments (PIP).
- 5.6 Feedback from STAR shows that IMT made up over 50% of their referrals in previous years but over time this has reduced. In the last 12 months STAR have received a total number of **941 referrals** from various agencies and **15%** of these referrals were sent by IMT. In the 6-month period before the pilot started, STAR received **561 referrals** with **24%** of these referrals from IMT however, since the start of the pilot this figure has dropped down to only **2 referrals** being made to STAR which is a substantial reduction in numbers. STAR waiting list has reduced in 2021 to **30 tenants** compared to the previous **80 tenants** and they continue to provide specialist support to the most complex cases in connection to other tenancy related issues.
- 5.7 The team measured the number of cases which both IMT and STAR worked on simultaneously. IMT identified from the 280 cases, only **10 cases** were already open to STAR and this were predominantly on cases which involved the Revolving Door Team. This figure is based on statistics collated by staff and may vary slightly. Despite this slight overlap, the teams were able to support the tenants with the Welfare Benefits and confer jointly on cases to produce good outcomes for the tenants.
- 5.8 A waiting list was introduced as there was potential for referrals to outweigh the RMA capacity. However, the average wait time for referrals to be allocated was only **2 working days**. The current active caseload is **151 cases** and currently each RMA manages **25 cases** on average at any given time.

- 5.9 The referrals were marked within a priority banding high, medium, and low. **High** defines tenants at immediate risk of homelessness i.e. pending evictions which amounted to **15%** from the 280 referrals received. **Medium** priority referrals were tenants who were at risk of court possession proceedings equated to **73%** of the referrals. **Low** priority referrals where tenants had low level arrears with no legal action being considered were **12%**.
- 5.10 The referrals were measured by tenants main vulnerability and need for support. A total of **181** from the 280 cases had been identified as vulnerable. The category with the highest percentage was mental health with a total of **39%** of tenants affected. The next highest was **14%** with **disabilities**, 9% for language barriers and elderly tenants, 7% with history of homelessness and 5% with learning difficulties. Examples of the remainder of referrals that fell below the 5% level included, Bereavement, Domestic Violence, Substance / Alcohol, first tenancy and prison cases.
- 5.11 RMA's supported tenants to claim welfare benefits and discretionary housing Payments (DHP). This also included supporting tenants with backdated payments and reconsideration of welfare benefits. In the last 6 months a total value of **£49k** was achieved by supporting a third of the referrals (**115 tenants**). Decisions on backdates, mandatory reconsiderations can take a few months to resolve and reconsiderations on disability related benefits can take even longer for resolutions. DHPs are completed by Income Management Officer's alongside the RMA's and the outcomes achieved by IMO's is not included within this report.
- 5.12 The cases are separated into two types of support 'Short-Term' usually up to two months and 'Long-Term' up to six months. Based on the cases closed so far under the pilot, a total number of **86%** of cases were deemed **short-term** support and **14%** of cases required more **longer-term** support. This analysis has been conducted on 125 of the closed cases from the 280 referrals received.
- 5.13 **Table 2** shows the type of support provided. The numbers indicate total applications made or debt /budgeting support provided. Some tenants may have received support under each category and this is included within the figures.

Support Type	Total
Welfare Benefits including HB and UC	94 Applications
Basic Debt / Budgeting Advice	31 Tenants Supported by RMAs
Community Support Grants / Charities / Food parcels	37 Applications and referrals made

- 5.14 RMAs referred tenants for more specialised support where required. A total number of **12** tenants were referred to CiTAL and **9** from the 12 engaged with the service and were moved on to more specialist advice agencies where appropriate. A further **28** tenants were referred for Digital Support. These numbers are deemed low in comparison to the number of referrals received and more needs to be done to encourage tenants to take up specialist support where this is required.
- 5.15 The team pursue legal action only as a last resort when all opportunities to sustain tenancies have been exhausted. From the 280 cases, **10 cases** are being pursued with legal actions due to non-engagement or persistent non-payment despite RMA

intervention. This demonstrates that **96%** of the cases are being helped with tenancy sustainment by RMAs as the support has successfully removed any threat of possession proceedings. On current and active cases, it demonstrates there is further scope to provide tenancy sustainment and support. For ongoing eviction cases RMAs provide frequent support and maintain efforts to engage with tenants until such time the eviction is cancelled or goes ahead.

- 5.16 The work was measured, and feedback obtained from customers and referrers. From **18** tenant feedback forms, **83%** felt informed about the support offered and were satisfied with the overall service provided by the RMAs. A total of **94%** said they were supported to find the best way possible to manage their rent payments and would use the RMA service again in the future. The remaining small percentage responded “maybe” to the same questions. As measured “Soft Outcomes” to help identify tenants confidence levels *after* their support had ended. It also helped to determine if the tenant felt empowered to be able to manage their claims for benefits without support in the future. An initial assessment gives scores between 1 and 5 based on tenant confidence. When the case is closed the assessment is then carried out again and re-scored to establish any improvement.

If the score is higher than when the support initially started, it demonstrates an improvement in tenant’s confidence. Based on the 125 closed cases, **62%** of tenants confirmed they had a **marked improvement** in their level of confidence. The remaining **38%** were tenants who felt their confidence levels **did not improve** or did not engage with the service.

Additional comments from customers

- Happy with the service provided
- 100% satisfied and found service very professional.
- Very good service
- He did an amazing job he understood my mental health and i felt i could ask him for help
- Came to my house and sorted out all my benefits and explained how much rent i have to pay.
- Excellent service resolved my UC arrears and untidy tenancy

Internal IMT staff completed feedback forms as majority of the referrals were made by them. From the **38 referrers**, **74%** fed back there had been a positive impact on the tenants rent account and **84%** felt there had been some positive impact with tenant engagement since RMAs were working on the case. A further **84%** felt there had been some positive outcomes to help sustain tenancies.

Additional comments from referrers

- I very much appreciate the RMA support
- Positive outcome achieved and good joint working
- Brilliant with this tenant and has improved engagement with the tenant.
- Happy with service RMA provided and kept informed and updated on regular basis.
- Not straight forward cases good teamwork involved between various agencies

6. Financial Implications

6.1 This report sets out the work of the different teams providing support to tenants. Finance should be consulted should any developments to the service be considered.

Stuart McAvoy – Principal Accountant

Appendix 1

STAR eligibility assessment for Council & HomeCome tenants

(Critical) C over 100 points

(High) H under 100 points

Have to meet one criteria from each section to meet the threshold for support

Housing Need
<ol style="list-style-type: none">1. People moving from temporary accommodation and eviction cases2. People who have been identified and referred to STAR in last 2 years.3. Tenants at risk of losing their tenancy4. Hoarding (refer to clutter rating level 6 and above in Hoarding Procedure)
Vulnerability Identified
<ol style="list-style-type: none">1. History of homelessness within 2 years2. Essential furniture/household items required3. Vulnerable adult at risk: self-neglect and/or risk of abuse and harm (including modern slavery)4. Substance Use5. Severe physical health problems: including restricted mobility/terminal illness6. High level mental health needs: diagnosed/receiving support from special mental health services (e.g. has a CPN, psychiatrist, outpatient from mental health unit)7. Learning difficulties8. Cognitive impairment (brain injury)9. Sensory disability10. Domestic abuse in last 2 years11. Care leavers (25 or under)12. Child Protection13. Person from abroad with benefit issues14. Loan shark15. Gambling16. Ex Armed Forces
Functional ability-Evidence required
<ol style="list-style-type: none">1. Self-neglect2. Significant problems with finances or budgeting3. Chaotic lifestyle4. Language or literacy difficulties
Support networks
<ol style="list-style-type: none">1. Lives alone2. No Social care involvement3. No or inadequate/ineffective support network

VULNERABILITY ASSESSMENT

History of homelessness within 2 years	20
Essential furniture required	20
Vulnerable at risk-self neglect and/or risk of abuse and harm (Modern Slavery)	20
Physical or Restricted Mobility/Terminal Illness	20
High level mental health -diagnosis/under specialist Mental Health Service	20
Learning Difficulties	20
Cognitive impairment – brain injury	20
Sensory Disability	20
Domestic Abuse in last 2 years	20
Care Leavers (25 or under)	20
Child Protection	20
Person from abroad with benefit issues	20
Loan Shark	20
Gambling	20
Ex Armed Forces	20
High Risk Service User – MAPPA/MARAC/MOSOVO	15
Suicide/Self Harm	15
Introductory Tenancy	15
Nil Income	15
Benefit Cap	15
Issues with supply of utilities	15
Rent Arrears	10
Universal Credit Issues managing claim	10
Housing Benefit Problems/Housing Element	10
Benefit Problems/ Sanctions	10
High Level Priority Debts totalling 5K or subject to enforcement	10
Non-Dependant Charge	10
Under Occupying/Bedroom Tax	10
Substance Use	10
Ex-offender – subject to licence/probation	10
Digitally Excluded	10
Age: 16 to 25 or 55 Plus	10
Mental Health – GP managed	5
Physical Health – GP managed	5
ASB/Harassment	5
Child Behavioural Issues	5
Children under 18 in household/Pregnant	5
Other household members disability	5
Carer for resident vulnerable adult	5
Poor Literacy	5
Language	5
No Bank Account	5
Name	Date
	Total