



# Monmouthshire Housing Tai Sir Fynwy

*Great Homes, Great Services, Great Location*



Open



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Fair



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Flexible



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Achieving



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# Preventing Eviction Protocol

- Monmouthshire Housing Association has almost 3,800 homes across Monmouthshire, and has the largest number of social homes in the county.
- We have made a commitment to try to prevent evictions.
- This has involved changing the ways in which staff understand people's situations, using a more trauma informed approach as well as a restorative approach to building, maintaining and repairing relationships.

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- Product of our Income Review 2020
- Starting point of low evictions and high void standard
- Identified that MHA's services deliver examples of good practice, but there can be a lack of consistency in how they are applied e.g. similar forms – different considerations; different training, application and culture – different teams spot different opportunities and can build different relationships

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- Not all teams are involved in the process
- Problem solving can sometimes not be wide enough and has a tendency to focus on issues rather than strengths (hint in the name)
- Needed more visibility of approach and expectations across the teams
- Generally more could be done in respect of communication – and earlier

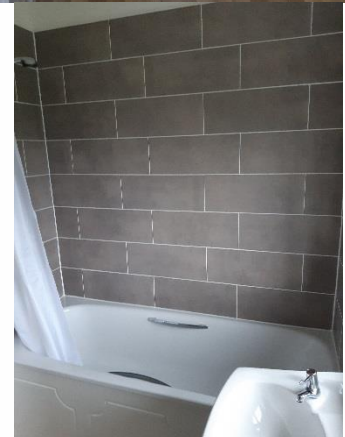
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- PEP is a statement of operational intent to support vision and target of zero evictions
- Gives a clear message to all regarding our approach
- Beginning to feed into all areas – Income policy and procedures have been re-written and we are now in the process of reviewing our approach to ASB

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## MHA's Void Standard



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# Housing Intervention Panel

MCC Housing Support Gateway (access for Housing Support Grant services in Monmouthshire)	Housing Associations – Monmouthshire Housing Association, Melin, Pobl and United Welsh;	Early Help Panel;
Housing Support Grant Providers;	MCC Youth Offending Team	Youth Services;
MCC Housing Options and Accommodation Team;	MCC Community Safety Team (Anti-social Behaviour Team);	Gwent Substance Misuse Services;
MCC Partnerships Team;	Police;	Wales Ambulance Service;
MCC Social Care - Children Services;	Mediation Services;	Probation;
MCC Social Services – Adult Services;	COMPASS (Preventing youth homelessness;	MCC Safeguarding Team;
Health (including Mental health and a range of charities including Mind)	Gwent Pathways;	Department of Work and Pensions (JCP);



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- support vulnerable people over 16 years old or families with multiple and complex needs and/or whom may be in threat of being evicted or homeless.
- The Panel provides a forum for discussion and an opportunity for any individual agency to refer a case in circumstances where other agencies may have a role to play.
- The Panel provides an opportunity to clarify up to date circumstances for the individual or family. Consideration of historic and current support issues/support provision and consideration of the role of other agencies will help inform and determine future actions.



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# Any Questions?

