

Welcome to the Assembly for People with Disabilities

12 February 2018



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Chairperson

Marion Finney

Customer Engagement Team



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AGENDA

- 11:00 - 11:05 **Welcome**
- 11:05 - 11:35 **Housing Related Support - Rehma Said (LBH)**
- 11:35 - 11:55 **BREAK**
- 11:55 - 12:20 **Table Discussions**
- 12:20 - 12:35 **Question Time**
- 12:35 - 1:00 **Information Stalls**



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Housing Support



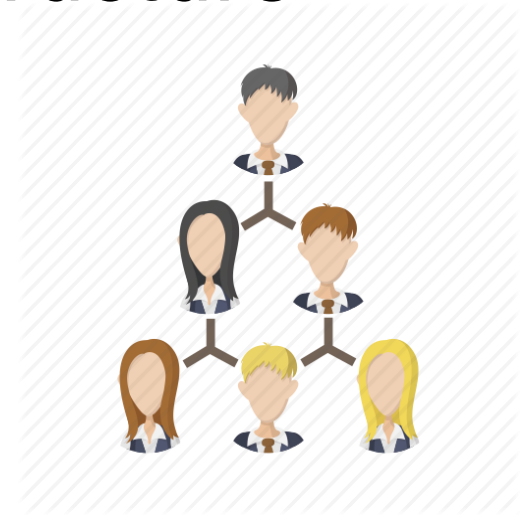
Rehma Said
Housing Support Worker Team Leader
Residents Services



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Housing Support - Team Structure

- Housing Support sits within Tenancy Services



- Comprising - 1 Team Leader and 9 Support Workers.



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Who we work with

- We support with households/people with underlying vulnerabilities related to potential tenancy failure.

Some of the issues this client group presents are:

- Mental Health issues
- Drug & Alcohol
- learning/language difficulties
- First tenancies with no previous experience of managing a tenancy,
- Care leavers
- People coming out of prison/institutions.



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What we do

- Our main objective is to prevent tenancy failure and homelessness.

Referrals:

- Risk Management Team
- Tenancy Management Team
- Homeless Prevention Team
- Private Landlords or via Landlord Engagement Team
- Contact Center and Online.

Criteria:

- Support is provided to all residents within the borough - it is tenure neutral.



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The role

Our role involves two work streams:

1. Prevention:

- Where residents present with various vulnerabilities and problems with making benefit claims.
- Income maximisation - support with applications for housing benefits and other benefit entitlements.
- Debt issues - making referrals to Citizen Advice Bureau
- Money Management - Credit Union
- Engagement - making referrals to other relevant services and support to engage with these services.



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The role - cont'd

2. Early intervention:

- We attend all new tenancy sign up appointments, there we complete needs assessment and income/expenditure
- We promote an understanding of their tenancy conditions (explore their previous experience of managing a tenancy and a history of homelessness, rent arrears, debts etc).
- Awareness of the Credit Union



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Contact us



Contact Centre 01895 556666



Do it online 24/7

www.hillingdon.gov.uk/housingsupport



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Your questions and contribution



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BREAK



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Question & Answer Discussion

Tell us your experience about
Health and Social Care services?



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Contact us



Hillingdon Social Care Direct:
01895 556633



contact@hillingdon.gov.uk

www.connecttosupporthillingdon.org



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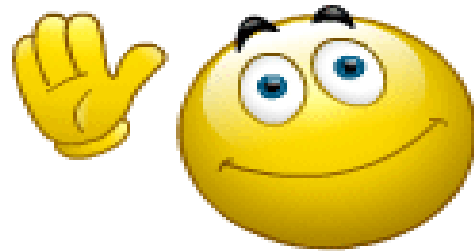
Date of the next Disability Assembly:

Monday 11 June 2018



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Thank you



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