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**No evictions into
homelessness**

Brendan McWhinnie



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Why?

- Perpetuating the pressures on local authorities and statutory services
- Creating a revolving door for supported living services
- Application of organisation values – Hope, Trust & Kindness in all that we do



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2018/2019

- 27 evictions from General Needs Properties (4100 properties)
- If people cannot afford to live in social housing – where do they live?



Review of Arrears Collection Procedures

- Process driven
- Lack of knowledge about residents
- Lack of link up with other agencies
- Focusing on the wrong cases
- Non-engagement



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What did we do?

- Review of our Case Management System
- Peer reviews of cases
- Early Intervention Officers – low level arrears
- Every case taken back to the beginning and reviewed
- Held MDT meetings prior to any action being approved.
- Introduced Voicescape for low level arrears & well being calls.



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Where are we now?

- 2019/2020 – 4 evictions, none into homelessness
- 2020 /2021 – 0 evictions (3 NOSP'S Section 8, rent arrears)
- Arrears now reducing steadily
- Presidents fund to support residents
- Officer time focusing on lower level arrears and wellbeing of residents



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