

# Sustaining tenancies- Mental Health Liaison Team

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Mental Health Liaison Team Leader



# 1 in 4 people suffer from mental health



- People on lowest incomes 2x likely to experience anxiety and depression as rest of population. (Joseph Rowntree Foundation 2019)
- 63% MH crises relate to economic and social instability.
- Homelessness had increased by 165% since 2010 (DCLG 2019) but support for single homeless adults had decreased.
- 9/10 NHS Mental Health Trust Chief Execs say increased social deprivation (eg homelessness and poverty) has increased demand on MH services.

# Relevance of the Mental Health Liaison Team

- Post pandemic Network homes has seen an increase in;
  - Anti social behaviour
  - Suicidal attempts/thoughts
  - Depression and anxiety
  - Domestic Violence

## What the team does

- support residents at risk of losing their tenancy
- risk assessment action plans to identify and respond to tenants' individual needs
- Collaborating with other departments to deliver well-rounded support enabling independence
- Engage tenants with lived experience of mental health challenges to drive improvement in services across the organisation

# Collaboration is key

## Internal departments

- Housing management neighbourhood team
- Welfare team - hardship fund
- Customer services
- Income Teams (Arrears)
- Tenants with lived experience
- Building safety department

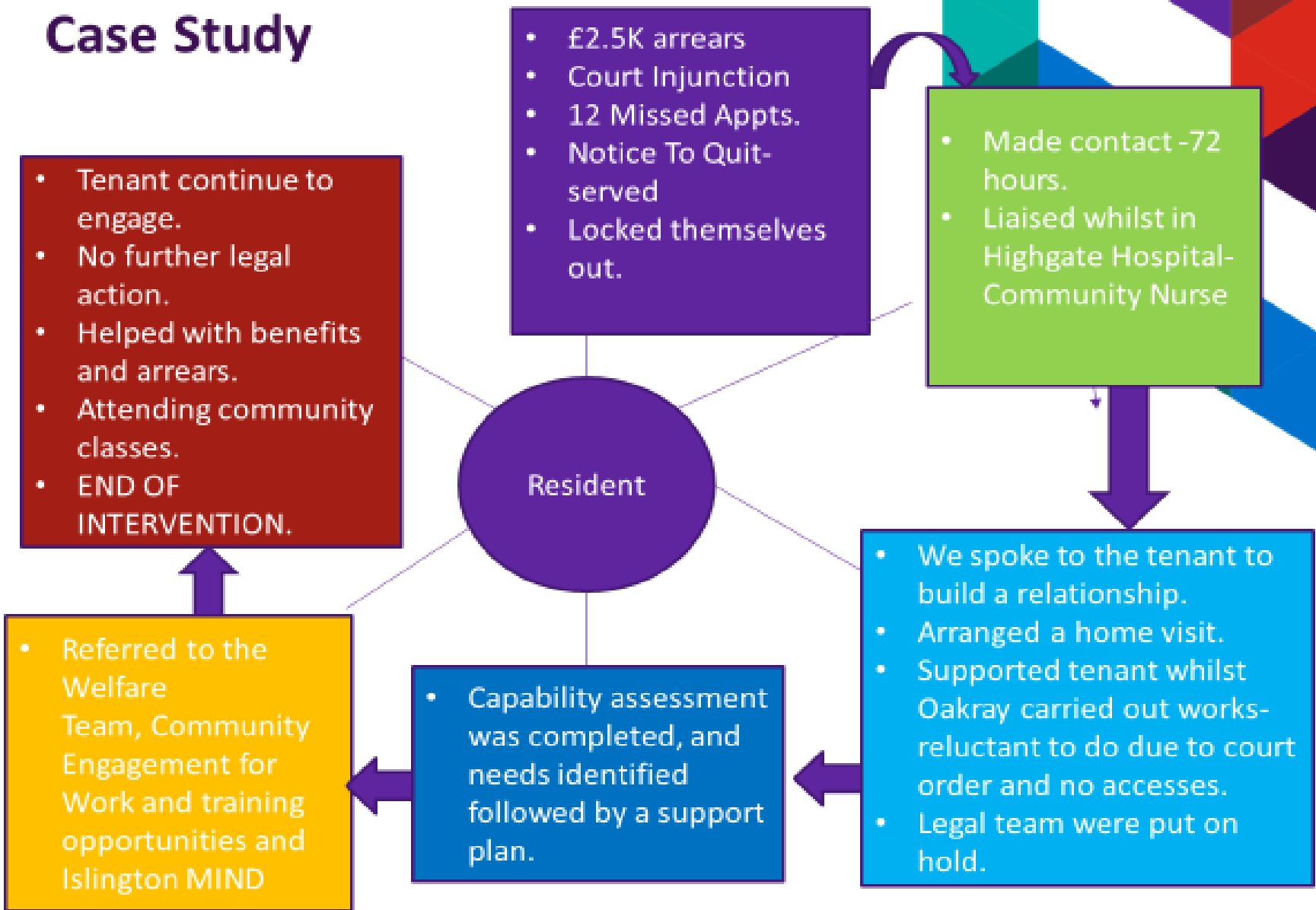


Because good homes  
make everything possible

# External collaboration

- Implement referral pathways for tenants experiencing mental ill health
- New mental health transformation model
- Community Mental health Teams
- Single Point of access
- GP , Social workers, safeguarding, Environmental services
- Psychiatrists
- Mind
- Rethink
- Samaritans
- Other housing associations

# Case Study





# Tenant with lived health experience



# Outcomes

- Increase residents' satisfaction measured through surveys
- Reduce stigma
- Continue to minimise tenancies at risk
- Increased the number of residents engaging in community activities to enhance their mental health
- Build trust with our residents
- Reduce ASB incidences that are associated with mental ill health

# Levelling up mental health with physical health.

Thank you and any questions?