

## Support Provided from St Mungo's Broadway

Real Lettings will be required to purchase self-contained properties that at least meet the Decent Homes standard. St Mungo's Broadway, a Registered Provider landlord (Housing Association) will manage these in accordance with best practice principles, with advice and guidance provided to tenants to enable tenancies to be sustained, and to assist tenants to move on into the wider private rented sector within three years. They will have a locally based housing management presence in Oxford.

St Mungo's Broadway (SMB) will engage with clients with a view to progressing their independence, usually through gaining employment, and through the promotion of savings schemes. Clients will be given a one year AST tenancy by St Mungo's Broadway (SMB) with the intention of renewing this for a further one year term. SMB have extensive experience of working with vulnerable clients, and proven success of moving many of them towards independence. This is the driving ethos of the organisation.

Clients will be given clear information and support prior to the start of the tenancy and throughout the first year, to ensure that they realise this is transitional accommodation, and that the aim is to help them move on after the two years. SMB view this as primarily being achieved through the clients securing work, and gaining confidence in themselves and in managing money and saving. A formal end of year one review will take place with each customer, leading into year two, which is seen as the key year for behavioural change.

The average length of stay in the London scheme is 2.5 years. If clients have not moved on by the end of the third year, SMB will be taking assertive action to more directly intervene with the client, and to secure possession of the property if they are not engaging and have exhausted all other options. Below are some high level conclusions against the 3 criteria measured from the second year of operation of the Real Lettings London Fund:

1. Improving housing opportunities - tenancy sustainment remains very strong (c 96% sustaining tenancy for over 6 months), offering evidence that those at risk of homelessness are capable of managing a household given the right context and support
2. Progressing towards work - the percentage of tenants in work and seeking work has remained constant even as the Fund has grown rapidly (38 in work / 7% training / 22% education)
3. Improving resilience against homelessness - majority (c 90%) of homes are kept in good / very good condition and majority of tenants are confident of meeting new people in the local area

The agreement between the Council and SMB will specify a number of responsibilities, including the following in relation to support:

### Tenant Support Services

- Detailed assessment of the client's suitability for the PRS
- One point of contact for the Tenant for both assessment and resettlement
- Tenancy sign up (including explanation of rights and responsibilities)
- Tenancy set up (utilities, benefits, council tax, grant applications, furniture sourcing)
- Six months core resettlement support including 3 planned contact
- Referral to employment, training and education services

- In maintaining the properties, our staff pick up on un-reported issues
- Ongoing 'low level' support as and when required
- Signposting to external agencies where appropriate
- Monday – Friday Tenant helpline (with out of hours service)
- Encourage to access a peer support scheme as appropriate
- 12 monthly tenancy checks to ensure Tenant is still managing in tenancy/home
- Tight void/arrears management – Provision of support for Tenants in arrears

### Outputs and Outcomes

- Tenancy sustainment
- Saving for a deposit
- Progress towards work
- Positive move on
- Showing signs of social integration
- Improved financial management
- Taking care of home
- Paying rent when on Universal credit
- Tenancy sustainment 12 months+
- Improved self-confidence and self esteem

The following extract from the Partnership Agreement with Resonance, also details some of the reporting measures around tenancy support, sustainment and move-on:

## SCHEDULE 6

### INVESTMENT OBJECTIVES<sup>7</sup>

#### 1. INVESTING FOR SOCIAL IMPACT

The Fund has been structured in order to achieve significant social impact in the area of homelessness. It will achieve this by scaling up a proven effective model for transitioning formerly homeless people, or those at risk of homelessness, into successful private rented sector tenancies, with resulting improvements in housing options, progress towards work and re-integration into society, and greater resilience against reverting to homelessness. In addition, this will free up much needed hostel places to cope with rising numbers of rough sleepers.

The Fund will lease all properties acquired to the Lettings Carried Interest Partners for a minimum 5 year term. The lease terms will insulate the Fund from insurance and routine maintenance costs as well as the risk of tenant voids. The Lettings Carried Interest Partners will sub-let the properties to tenants at risk of homelessness on fixed short term tenancy agreements with rental in most cases coming from Local Housing Allowance. The Fund's relationship with the Lettings Carried Interest Partners is governed by the Framework Agreement.

#### 2. IMPACT MEASUREMENT

The Fund will report annually to investors on its social impact using the measures shown in the table below.

Outcome sought	Measures	Definition/calculation	Why this measure?
Improving housing opportunities	Tenants have improved housing outcomes when they leave	Positive move-ons measured 3 months after tenants leave flat	Recovery – significant and lasting contribution to breaking the cycle of homelessness and helping people move on to a home of their own
	Tenants sustain their tenancies for more than 6 months	Percentage of people sustaining a tenancy for 6 months or more	
	Tenants save for a deposit so they can move into the private market	Percentage of people saved for one month's deposit	

<b>Progressing towards work</b>	Tenants show one or more signs of progression towards work	Percentage of tenants showing one or more of: training completed; work experience/work placement; completed sector based work academy, or other work skills developed; regular volunteering; use of childcare; starting a job	Inspiration and empowerment – having a stable home enables tenants to take positive steps towards work, reflected in gaining skills and contributing to social and economic life
<b>Improving resilience against homelessness</b>	Tenants showing signs of social integration	Percentage of tenants (re-)connecting with family or friends regularly and/or participating in clubs, sports, social groups, etc.	Recovery and bridge building – tenants make new social connections
	Improved financial management (non rent)	Extent to which tenants have and keep to a budget; bills are paid on time; regular saving (non deposit); absence of late payment; absence of disconnection	Recovery and empowerment – tenants are in control of their finances and are better able to plan
	Taking care of their home	Percentage of tenants whose home is clean and well-maintained; absence of neglect or tenant damage; absence of neighbour complaints	Inspiration and empowerment – tenants demonstrate that they are motivated to look after their own space and take pride in it