

Appendix 3

Ms B case study

Ms B and her 5 year old daughter were being evicted from her Private Rented Sector (PRS) tenancy. She shared her room with her daughter.

She was already supported by Council's Tenancy Relation Officer as her relationship with the landlord was strained.

When she came to the Oxford Rent Guarantee team she was very anxious and worried about her future. During the assessment the Housing Coach identified Ms B's support needs. She was working in a care home and received Universal Credit (UC), and was anxious about budgeting and bills. She had no experience of seeking best offers from utilities. English was Ms B's second language and although her spoken English was good she admitted that that her written English needed improvement. She agreed that it would be beneficial for her to do English language course. She also recognises that if she improved her digital skills she would have more opportunities for career development.

Five months ago we housed Ms B into an Oxford PRS, 2 bedroom property under our homelessness prevention duty. After she moved in, she came to tell us how relieved she felt and how much she loved her home. (See picture overleaf from her five year old daughter.)

The Housing Coach completed a tracking outcomes assessment with Ms B to map out how she felt about her circumstance and how she saw her future.

The assessment asks a series of questions and the tenant rates from 1(low) to 10 (high). This is repeated approximately every 3 months to document how the tenant feels about their situation and the impact of coaching.

The outcome of Mrs B's first assessment was:

- I feel positive about my future – 7
- I'm happy with my own life and personal circumstances – 5
- I'm nervous about learning new things – 7

The Housing Coach also supported Ms B with using price comparison sites for setting up her bills. She was supported with using her UC journal and with recording her change of circumstances. The Housing Coach also helped her with understanding her Council tax letters and other correspondence. When the Housing Coach started working with Ms B her confidence was very low and her anxiety grew when setting up bills.

The long term plan for Ms B is for her Housing Coach to support her towards financial independence. This will be achieved through budgeting and improving her language and digital skills. Ms B's confidence is growing as she is now settled in her new home.

