

What is Tenancy Support?

Tenancy Support is for people who need support to set up or sustain a tenancy or manage it independently. This could be due to mental health issues, physical health problems, debt, alcohol or substance misuse, relationship break down, domestic violence etc.

Tenancy Support offers both the tenant and the landlord the opportunity to have a successful tenant/landlord relationship, where security of tenure is paramount.

Self Assessment

The Tenancy Support (TS) worker will offer the client the opportunity to complete a Self Assessment form to identify strengths and weaknesses when managing their own accommodation. This is optional and clients do not have to use it. However, from years of experience it has proved to be a useful tool in developing both housing skills and confidence in many tenants Path has worked with.



Path is a charity (no. 1097772) and limited company (no. 4478819).

Who is Tenancy Support For?

This Tenancy Support service is exclusively for ex-Service members (inc families and dependants).

What can Tenancy Support provide?

A dedicated Tenancy Support worker who will work with ex-Services personnel to assist them with:

- housing advice and support (inc working with the PCC Homeless Unit and Housing Advice teams)
- accommodation-seeking including exploring access to the Private Rented Sector with affordable rents
- referral to Path Deposit Guarantee Service
- referral to community mental health services, drug and alcohol agencies, Women's Aid etc
- assistance with income maximisation and budgeting
- resettling into new accommodation (inc setting up utilities)
- debt advice and support with budgeting (inc applications to benevolent funds)
- constructive positive feedback
- individual one to one support with a solution focused approach.

How does someone get referred?

The Tenancy Support worker will receive referrals from the following agencies:

- Royal British Legion (and other ex-Services Charities)
- Path Deposit Guarantee
- Community mental health services
- Community drugs and alcohol services
- Plymouth Accommodation Gateway (inc: Probation)
- Plymouth City Council Housing Advice
- Path Rough Sleeper Service
- Supported accommodation providers (inc: Alabare Mon Abri Hostel for ex-Services personnel)
- Self-referral (ex-Services people / families referring themselves)

What is required from the tenant?

The service will require a commitment from the tenant that they will meet at least weekly for the first month with Tenancy Support worker. And that they will work alongside the TS worker with the aim of becoming self sufficient and independent in their accommodation within a period of one to six months.

This service is funded by The Royal British Legion.

What happens after the referral is made?

Following receipt of the referral and within seven days, a time and date will be arranged to meet with the person/s to assess the housing need.

Access to the service will depend on the nature of the housing support, risk assessment and capacity.

A decision to offer housing support will be offered within seven days of the assessment. (Please note, sometimes assessments can take an hour or two and may have to be completed over two separate appointments).

How long will the service be available?

Once the assessment has been completed with both client and worker agreeing what areas they need to address, the length of the service depends on how long it will take to achieve the identified actions from the assessment.

Once all actions from the initial assessment have been achieved, a review will be held to explore any other housing support needs the client may have.

The service would normally work with a client for up to six months if it is necessary. However, depending on circumstances it may be necessary to have a shorter or longer period of support in order to make the tenant secure in their tenancy.

Closure from the service

Case closure may occur for a number of reasons, such as:

- Completed Tenancy Support targets
- Non-engagement with the service
- Client ends the service
- Significant change in housing circumstances
- Health and Safety

When the service ends Path will offer a feedback form, which can be completed independently or with another Path worker. Path welcomes all feedback.

Comments / Complaints

Path aims for all our services to be provided in a manner that is professional, responsive, fair, respectful and effective.

We welcome feedback. Any comments or concerns about the service should be addressed and sent to the Tenancy Services Manager or Path Director.

There is a specific procedure for complaints: a worker can help submit a complaint and support will be provided to anyone wishing to do so.

Contact details

Head office: The Harwell Centre, 28-42 Harwell Court, Western Approach, PL1 1PY

Phone: 01752 255889; or 01752 293716 direct

Email: info@plymouthpath.org

Website: www.plymouthpath.org

TENANCY SUPPORT FOR EX-SERVICES PERSONNEL



Funded by:

