

Public Sector Equality Duty

Case Study

Housing enforcement

Our role is to provide support to help tenants who are struggling to comply with conditions due to their underlying issues to sustain tenancies but also to take tenancy enforcement where necessary.

Our service also works with vulnerable clients who are subject to 'Cuckooing' and Domestic Abuse. Our role is to safeguard those clients and identify safety measures, support, and housing options.

Example

A tenant who was experiencing domestic abuse was referred to us via the Police. After liaising with the tenant and services it was identified that the tenant had a variety of complex needs.

The tenant was referred to the Independent Domestic Violence Advisor (IDVA) service and allocated a worker who specialized in clients who had complex needs. Safety measures were implemented at their property.

The case was also referred to the Multi Agency Risk Assessment Conference, to solicitors for safety orders and support through the court process.

The perpetrator continued to harass and threaten the tenant and due to their complex needs, it was agreed to arrange a management transfer so the tenant could move closer to their family in the borough, thus preventing isolation and re-entering a new abusive relationship.

The tenant was supported with the move and referred to the tenancy welfare support team to help them settle into their new accommodation.

There have been no new incidents reported and the case has been closed successfully.