Freebridge COMMUNITY HOUSING

the purfleet trust

The **Power of Collaboration** in Tackling Homelessness

Agenda

Who We Are

Introduce the collaborative approach between Freebridge Community Housing (FCH) and Purfleet Trust in addressing homelessness

Starting Position

Corporate Strategies

Partnership Working

Young People and Housing

Intervention

Tenancy Sustainment Plan

Purfleet & Freebridge

Working together

Freebridge Community Housing

Freebridge Community Housing is the largest housing association in west Norfolk that provides affordable homes and community support in the local area.

Our mission is to create homes, communities, and local spaces that residents can be proud of.

Purfleet Trust

The Purfleet Trust is a non-profit organisation that specialises in tackling homelessness in the local community. As a key partner in the collaboration with Freebridge Community Housing, The Purfleet Trust brings expertise and a proven track record in providing housing solutions and support services for individuals experiencing homelessness.

Starting Position

Freebridge Community Housing and the Purfleet Trust are faced with significant challenges in addressing homelessness in their local community.

At the time, the area witnessed a high rate of individuals experiencing homelessness, with limited access to affordable housing and support services.

Due to a number of tenancy failures, Freebridge were evicting over 25 people each year.

Freebridge's Corporate Strategy

Creating Homes, Communities and Local Spaces to be Proud Of

Invest in community development initiatives that enhance the livability and vibrancy of the neighborhoods served.

Playing our Part in Creating a Balanced Local Housing Market

Develop and maintain a diverse portfolio of affordable housing options that cater to the varying needs of the local community.

Addressing the Climate Challenge

Improve energy efficiency in homes and tackle fund poverty.

Providing Excellent Customer Service

Empower residents through tailored support services, educational programs, and employment opportunities to help them achieve self-sufficiency and improve their quality of life.

A Great Place to Work

Actively engage with local partners, such as the Purfleet Trust, to leverage resources, expertise, and innovative solutions in addressing the complex issue of homelessness.

Freebridge Tenancy Sustainment Plan

- Ensure that every new tenancy has the best possible start
- Minimise the number of tenancy failures
- Reduce property turn over and the associated costs to the organisation
- Support customers to live safe, fulfilled lives
- Empower customers to take responsibility for maintaining their tenancy
- Support sustainable communities

Five Point Plan

Universal Sustainment

Targeted Sustainment

Crisis Prevention and Relief

Recovery

Move On

Headline Initiatives

- All in one approach
- Tenancy Support
- Universal Credit advice
- Tenancy Sustainment fund
- Safe Surrender, or move on

Impact

61.6% of residents in South and West Lynn are deprived in one or more dimensions

396 new homelessness assessments

384 people took part in Purfleet's workshops

1,200+ people have signed up to be members of Purfleet Pantry

87 people supported with registering for a GP

10,383 meals provided

1,000+ people supported through the Health & Wellbeing Centre

7,244 one-to-one support sessions held

43 House2Home packages

Winter Initiatives (November – February)

- **Warm Hubs at Discovery**
  Providing warm and welcoming community spaces for residents during the winter months
- **Winter Warm Packs**
  Distributing essential winter supplies like blankets, hot drinks, and winter clothing
- **Food Parcels**
  Delivering food packages to households in need during the winter season
- **One-Off payment to customers in the less energy efficient homes**
  Providing financial assistance to customers living in energy-inefficient homes
- **No enforcement action (eviction) on cases other than severe ASB and crime related**
  Suspending evictions for non-payment of rent, except for severe cases of anti-social behavior or crime
- **Less restrictions with the support during the winter months**
  Relaxing eligibility criteria and expanding access to support services during the winter period

Evictions Overview 2022 - 2025

2022

Following covid when enforcement action was put on hold, we only completed **one** eviction which was the result of severe ASB, and a section 21 being served

2023

Six evictions where enforcement action was returning to the normal procedures and managing those cases where no payments had continued to be made

2024

Reduction in the number of rent evictions, with the Income team working very closely with customers to recover any balances and take eviction action as a last resort. **Two** ASB/Tenancy Breaches, one for serious ASB, and the other non-occupancy, and **four** rent evictions

2025

Zero evictions this year

Young People and Housing

Freebridge & Purfleet
Working Together

The collaborative approach between Freebridge Community Housing and Purfleet Trust is centred around the innovative Training Houses concept.

This initiative aims to provide transitional accommodation and comprehensive support services to individuals facing homelessness, empowering them to develop the skills and resources necessary to transition into independent, sustainable living.

Training Houses Concept

What is a Training House?

They provide accomodation to people experiencing homelessness who are ready to prepare for independent living.

Who is a Training House for?

Our Training Houses are ideal for individuals that require more intensive tenancy support to maintain stable accomodation and develop these indpendent skills.

Skills to thrive

We know the importance of skills needed for independent living, so we wanted to launch the Pathways Training Houses. These have been vital in equpping individuals with the skills needed to sustain an independent tenancy.

- cooking
- cleaning
- rent payments
- living in shared accomodation

22

People moved onto independent accommodation

30

Tenants in our training houses

6

Training houses around King's Lynn

Training Houses Operation

The Power of Collaboration in Tackling Homelessness

The collaboration between Freebridge Community Housing and Purfleet Trust has demonstrated the power of partnership in tackling homelessness.

By combining their expertise, resources, and innovative approaches, they have been able to create meaningful solutions that address the complex issue of homelessness in the local community.