

# Supporting Tenants – Post Pandemic

TPAS Workshop – 29<sup>th</sup> June 2023

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[westscot.co.uk](http://westscot.co.uk)



West of  
Scotland  
Housing  
Association

# Workshop Overview

- WSHA Background
- Society Overview – Post Pandemic
- Impact on our Tenants
- Cost of Living Survey
- Support to Tenants
- Tenant Assistance Programme
- Discussion/Questions

# WSHA Background

- 4200 social rent properties in Glasgow, Ayrshire and Lanarkshire
- Wide range of homes including tenemental flats, family homes, amenity properties and sheltered housing
- We aim to be more than just a landlord and supporting our tenants is important to us
- Charitable subsidiary called Willowacre Trust that provides support and community services to our communities



# Society Overview Post Pandemic

- Increase in mental health issues (depression and anxiety in particular)
- Reduction in mental health services (making efficiencies)
- NHS under pressure
- Economy
- Cost of Living Crisis

# Impact on our Tenants

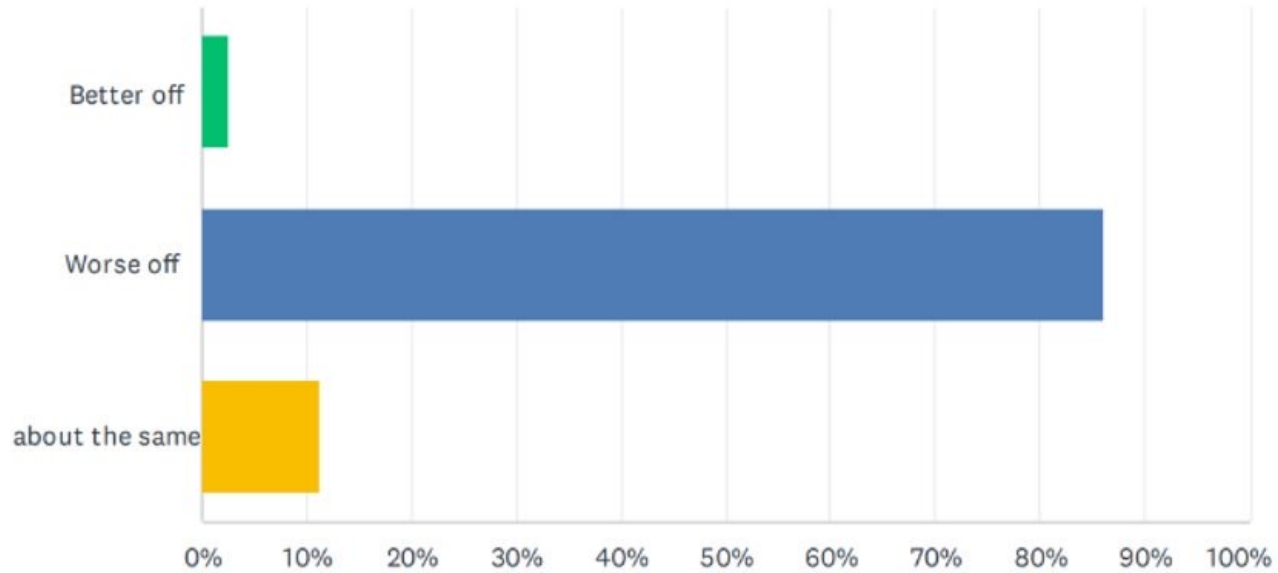
- Decline in customer satisfaction
- Increase in tenants struggling with mental health issues
- Increase in rent arrears
- Increase in referrals to energy advice and money advice services
- Increase in demand for food parcels

# Cost of Living Survey

- The survey was an online survey emailed and sent by text to all tenants with a mobile number and/or email on our system on 27/4/23
- The aim of the survey was to better understand how the Cost of Living Crisis was affecting our tenants and their households and identify how we can better support them with the challenges they face.
- For those tenants who we didn't have email or mobile number, we sent a letter asking them to call us and we completed the survey with them.
- We have had the highest response ever to a tenant survey - 748 Responses which is around 18% of our tenants.
- We can't solve the Cost of Living Crisis for our tenants but we can think about how best we can mitigate the worst of it for them and their household.

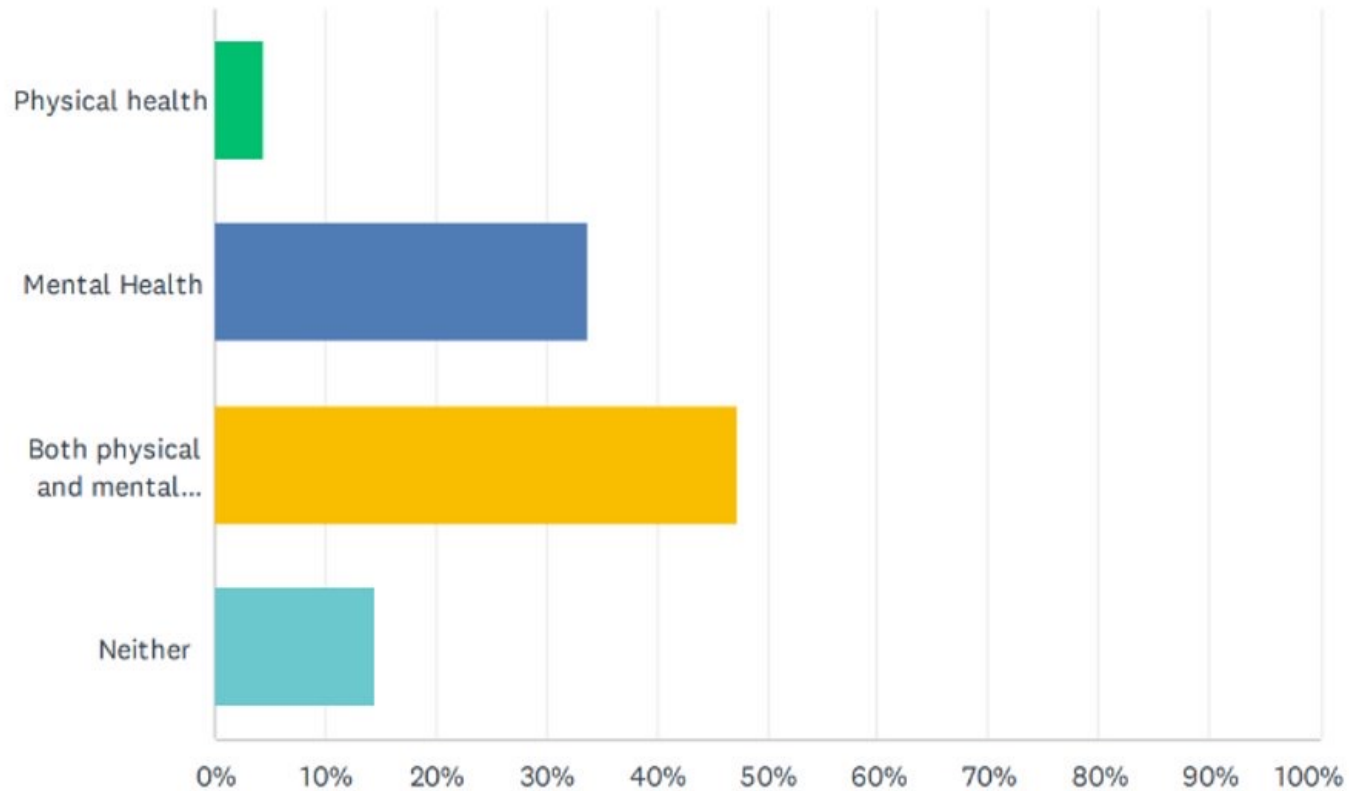
# Q1 Compared to this time last year, do you feel financially ..

Answered: 735 Skipped: 7



## Q2 Has the cost of living crisis affected your:

Answered: 737 Skipped: 5

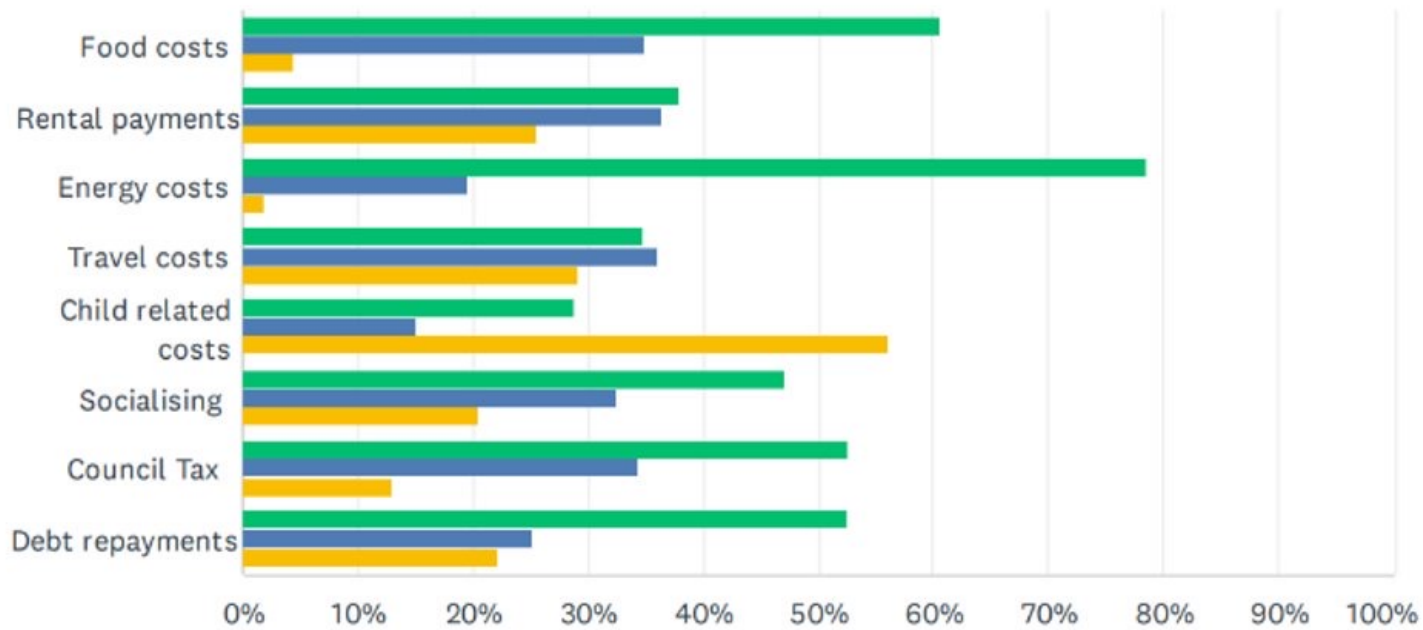




# Q3 Are you struggling with any of the following?

Answered: 723 Skipped: 19

How worried are you?



## Q4 What steps have you had to take to cope with the cost of living crisis?

ANSWER CHOICES	RESPONSES	
Accessed food support (eg foodbank / food parcel)	19.39%	141
Pay day loan	5.64%	41
Borrowing money from friends or family	55.43%	403
Limiting contact with friends	54.75%	398
Limiting how often you use heating / lighting?	81.71%	594
Not paid rent on time	13.07%	95
Used credit card/ overdraft	37.96%	276
Missed meals	44.29%	322
Missed work as could not afford travel costs	4.81%	35
Other (please specify)	10.04%	73
Total Respondents: 727		

# One tenant's response

•My food shop has tripled. I no longer eat what I want for dinner, I have a portion of my son's meal and a portion of my daughter's meal to fill my plate. I no longer cook things that need to bake/stew like casseroles, the oven is too expensive to run. My gas and electric costs have made me realise how poorly sealed my doors and windows are. We wear our dressing gowns and slippers in the house at all times as I can't afford to have the temp set at 18° anymore I get my shopping delivered as I can no longer afford a taxi to and from Asda. And I'm not fit to walk both ways with my granny trolley any more, long covid is real. I'm terrified of vet bills,now I no longer have any savings. WoS repairing my fence and gates have been a mind saver. My daughter is autistic and needs stimulation, daily activities like swimming, crafts etc , I can no longer afford to entertain her. Her mental health has taken a huge downturn. She's self harming. She's overheard me talking about gas and the price of baths, shes refusing to bathe to save money.



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# Support to our Tenants - Current

- Welfare Rights Service
- Money Advice
- Energy Advice
- Starter Packs
- Food Parcels
- Handyperson Service
- Older People Services
- Digital Support – provision of devices
- Tenancy Sustainment Support



# Survey Action Plan Includes

- Holistic approach – individual support plans
- Follow up calls to 391 tenants who completed the survey
- Applications for funding to increase advice services/support we currently provide – particularly around energy advice
- Work in partnership with other agencies to support our tenants
- Promote existing services





# TENANT ASSISTANCE PROGRAMME



In partnership with  
**Care first**

# WHAT WE DO

Deliver highly effective emotional support that truly supports the members of the public.



**LEADERS IN INNOVATION**

# TRUSTED PROVIDER OF EMOTIONAL SUPPORT



Great Ormond Street Hospital Charity



next



Royal Free London **NHS**  
NHS Foundation Trust

BRITISH AIRWAYS



CAPITA



Samworth Brothers  
QUALITY FOODS



ASOS  
discover fashion online



Care first



# SUPPORTING MENTAL WELLBEING

Tenant Assistance Programmes empower people to seek confidential and impartial support to aid their mental wellbeing. Available 24 hours a day, 365 days a year, covering a wide range of issues that include:

- ✓ Substance abuse
- ✓ Domestic violence
- ✓ Relationship issues
- ✓ Critical incident support
- ✓ Work-life balance
- ✓ Neighbor disputes and conflict
- ✓ Cost of living crisis



24/7 telephone counselling, advice & information service



24/7 critical/traumatic incident telephone support



Online, mobile-enabled EAP and wellbeing portals



24/7 management support line and 24/7 interpreter service (telephone)



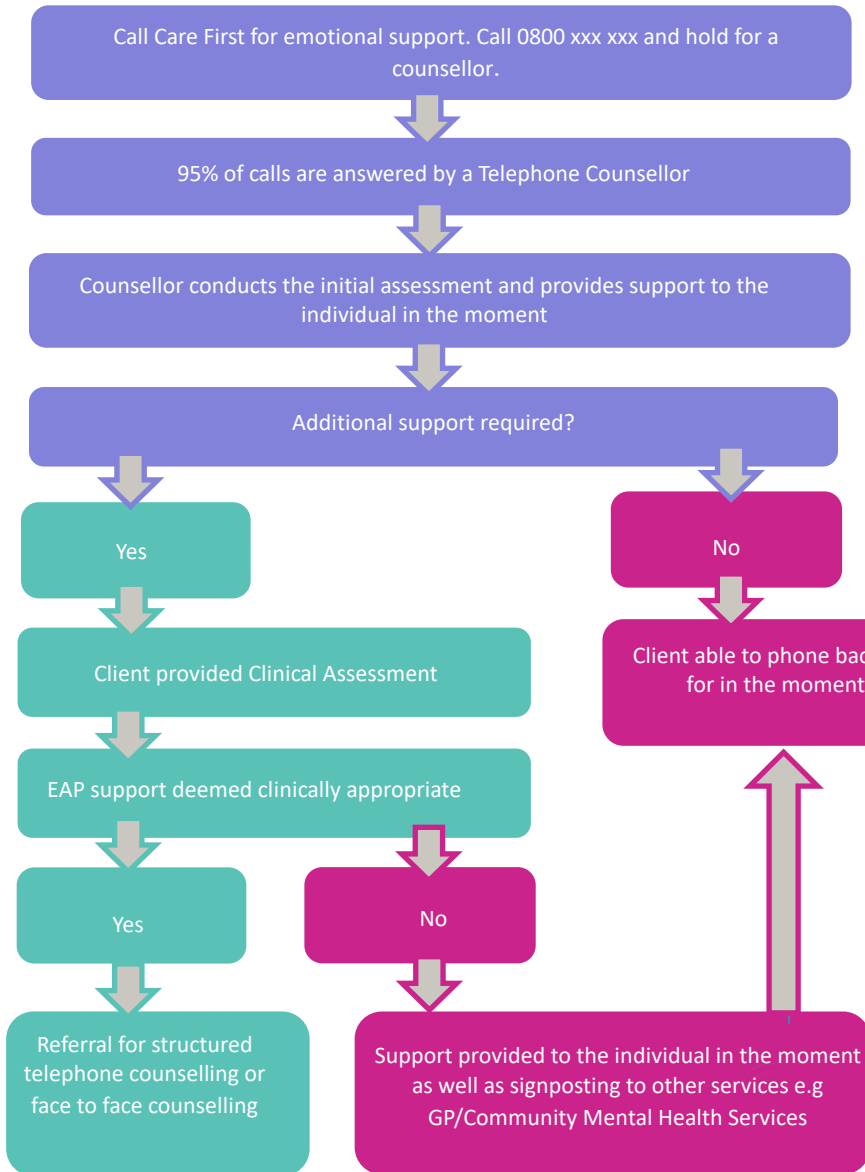
Management Information on utilisation and tailored communication support



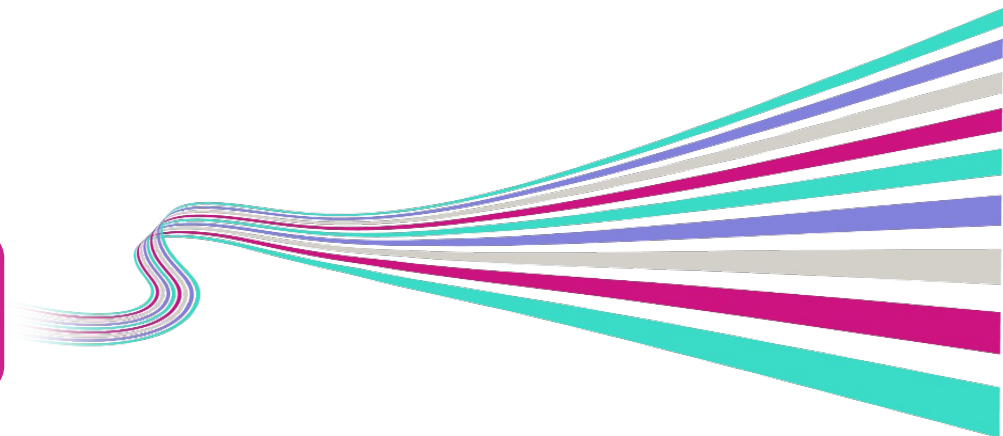
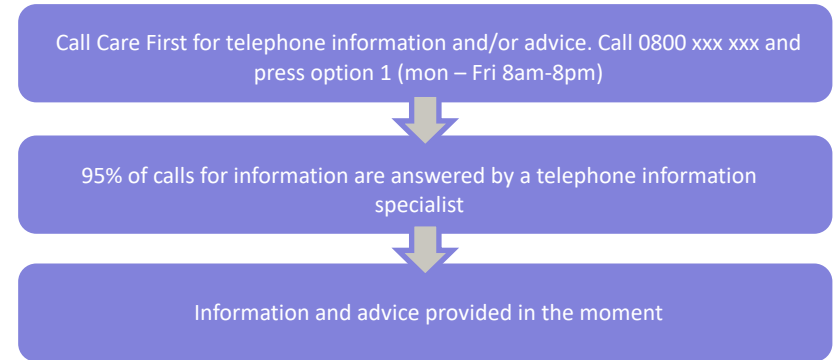
All counsellors are members of the British Association for Counselling and Psychotherapy (BACP)

# CONTACT METHODS

## Telephone Counselling



## Telephone Information Service



# EXAMPLES

"I've missed a few payments on my credit card. I'm frightened of talking to them because my friend says they will want me to pay it all off"

"My ex-partner has changed the lock on our house. Can I still gain access?"

"I bought some shoes. The heel has fallen off, but the shop won't give me a refund or exchange"

"I really want to go back to work, but I have no child care"

"I have so many bills due in less than a week. I can't pay. I don't know what to do. I'm stressed, worn out, angry and just hate the world. I feel so lost. "

"My car has been clamped. What are my rights"

"I've been off sick from work and am worried about my job"

# HEALTH AND WELLBEING GOALS

An interactive health and wellbeing management portal with interactive tools that helps tailor notifications and personal goals.

- Mood tracker that identifies patterns and factors that affect emotions
- Visual and audio exercises to boost mental health
- Insights that understand behaviours
- Journals to record worries, emotions, and actions
- Motivational messages and tips to help meet personal goals
- Guided Series – 8 Categories - sleeping, anxiety, depression, gambling, drinking, managing stress, getting active, and hydration



 my possible self

# COMMS THAT TRULY RESONATE

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Part of **PSI**

## ARE YOU FEELING... DOWN?

If it's time you addressed your wellbeing, contact Care first for help.

Care first provides a range of emotional health and wellbeing services including:

- One-to-one counselling to discuss anything that is worrying you, e.g. workplace stress, family or relationship issues, bereavement, money worries and much more.
- Guidance and support to get you back on track.

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## COMING TO TERMS WITH LOSS?

Get the emotional and practical support you need to help you at this time.

You can access a team of professional counsellors 24 hours a day.

You can also get practical information from a team of specialists who will be able to assist you with any loss-related queries you may have.

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## DO YOU NEED HELP?

If you're looking for information and support, come to Care first...

Care first are here to offer you practical support and information when you need it most.

Care first also offer a range of wellbeing services to support your emotional health, both at work and at home.

You can access a team of professional counsellors 24 hours a day.

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## ARE YOU FEELING... OVERWHELMED?

If you're feeling anxious about your current situation, please visit the Care first website below for help or call their confidential helpline - you can access a team of professional counsellors 24 hours a day.

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## NOT SURE WHERE TO TURN?

When you need help, turn to Care first...

Care first are here to offer you practical support and information when you need it most.

Care first also offer a range of wellbeing services to support your emotional health, both at work and at home.

You can access a team of professional counsellors 24 hours a day.

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## FOCUS ON YOUR WELLBEING

Get the balance back in your life - focus on your emotional health.

Access comprehensive information, support and wellness resource with Care first Lifestyle.

Content includes articles and webinars on a range of personal and work-related issues and is regularly updated by a team of counsellors, information specialists and experts.

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## MONEY WORRIES

Take control of your finances with support from Care first.

A dedicated team can provide practical support for debt and finance-related issues, ranging from budgeting advice, to overspending, debt-management, borrowing and bills. A team of counsellors can also offer emotional support to help you deal with financial stress and anxiety.

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## RELATIONSHIP PROBLEMS?

Whether you need emotional support or impartial, practical information, Care first can help you.

You can access a team of professional counsellors 24 hours a day.

You can also get practical advice from a team of information specialists who can assist you with a range of queries including housing, benefits, family law, financial matters and much more.



# Questions/Discussion

- Any questions?
- What are other HAs doing to support Tenants?
- What more can we do as HAs to support our tenants?