Our reports

Perceptions of social housing

Local Government reform

Housing Voices 1 and 2

Private rented sector and mental health

Health, housing and social care

Joining the Dots 1 and 2

Solutions to Empty Homes

Hospital to Home

Private renting and
mental health:

A way forward

What are the gaps?

- No dedicated service/information

- Crisis support

- Timely signposting

- Data

Recommendations

4. Crisis support

1. Information

5. Discrimination

2. RSW training

6. Data

3. Governance

7. Tenant voice

Cefnogi'r Sector Rhentu Preifat drwy'r pandemig

Supporting the Private Rented Sector through the pandemic

Tyfu Tai Cymru

Rhentu Preifat ac Iechyd Meddwl – Y Ffordd Ymlaen

Private Renting and Mental Health – A Way Forward

Y cymorth sydd ar gael
Support Available

- Rheoliadau i atal pobl rhag cael eu troi allan o'u cartrefi – tan 30 Mehefin 2021

- Deddfwriaeth dros dro sy'n darparu cyfnodau hysbysu hirach (6 mis gan mwyaf) – tan 30 Medi 2021

- Taliadau Disgresiwn at Gostau Tai – cyfrannodd LlC £4.1m ond mae hyn yn gyfyngedig i'r rheini sy'n cael budd-daliadau tai

- Buddsoddi £300,000 yn llinell gymorth dyledion sector preifat Cyngor ar Bopeth

- Regulations to prevent evictions – expire 30th June 2021

- Temporary legislation providing longer notice periods (6 months in most cases) – due to expire 30th September 2021

- Discretionary Housing Payments – WG topped up £4.1m but limited to those in receipt of housing related benefits

- Investment of £300k into Citizen's Advice' private sector debt helpline

Y cymorth sydd ar gael (parhad)... Support available cont...

- Buddsoddi £8m yn y Benthyciad Arbed Tenantiaeth

- Grant Caledi i Denantiaid ar gyfer tenantiaid yn y sector rhentu preifat

- Cyllid ychwanegol tuag at y Gronfa Cymorth Dewisol

- Cyflwyno Rheoliadau Lle i Anadlu Mai 4

- Cymorth Shelter Cymru a Chyngor ar Bopeth o ran cyngor dyledion/ariannol yn parhau

- Gwe-dudalennau ar Covid-19 a gwybodaeth i denantiaid am y cymorth sydd ar gael

- £8m investment into Tenancy Saver Loan (TSL)

- Tenancy Hardship Grant for Private Rented Sector Tenants

- Additional funding towards Discretionary Assistance Fund (DAF)

- Introduction of Breathing Space Regulations May 4th

- Shelter Cymru and Citizen's Advice continue to support with debt/financial advice

- Covid-19 webpages and communications directing tenants to support available

SUT GALL Y SECTOR RHENTU PREIFAT HELPU LLYWODRAETH CYMRU?

HOW CAN THE PRIVATE RENTED SECTOR HELP THE WELSH GOVERNMENT?

UNRHYW GWESTIYNAU?
DIOLCH

CYSYLLTWCH Â THIM TAI'R SECTOR PREIFAT:
PRIVATESECTORHOUSINGMAILBOX@GOV.WALES

ANY QUESTIONS
THANK YOU

CONTACT THE PRIVATE SECTOR HOUSING TEAM
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Innovations in advice in the UK private rented sector

The digitisation of advice provision: Challenges, developments and opportunities

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Lead Researcher: Raising Standards in the UK Private Rented Sector

Background

- Improved advice and support ecosystem for tenants will be key to raising standards within the sector.

- The COVID-19 pandemic has put further pressure on an already fragile advice sector to adjust their practices to provide advice remotely.

- Digitisation of advice is one of the key challenges that the sector is currently facing but is not a new phenomenon.

- Innovating in channel choice involves challenging popular assumptions regarding how people will or won't use technology
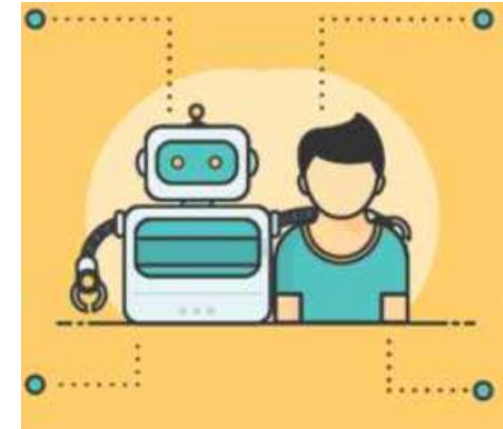
Research methodology

Aim: to identify and explore some practical examples of innovation in the provision of housing advice to tenants and landlords in the UK private rented sector.

Research methods: case studies with 6 services from across the UK, total of 31 interviews (26 staff interviews and 5 client interviews). Review of legal needs literature.

Case Study 1 | Advice Bot | England

- Clear potential to improve technological interfaces for first stage advice and information provision in the UK

- The advice chatbot was redesigned to allow the user to answer questions that corresponded to simple binary classifications. Approximately 10% of queries were resolved by the chatbot.

- Learning highlights the importance of not assuming in advance that any particular channel, technology or pathway will be used in a certain way or by a certain target group

Key learning

I think if we're successful with funding with [another] kind of iteration, it would be a lot more realistic in terms of what we can achieve with the chat bot, so knowing which groups it can work for and doing a lot more for that group rather than it trying to work for everybody which is, I think, where we went initially. (Practitioner)

Case Study 2: PRS Sustainment service | .
 Scotland

- Success depends on advice and co-operation that exists between different partners. Not an advice service but part of wider eco-system to allow advice services to operate effectively

- Continued to work remotely during the COVID-19 pandemic but maintaining engagement and communication has been challenging.

- Illustrates the importance of human interaction in supporting people to adapt to the channel shift and raises questions regarding the extent to which relationships-based approaches needed for complex cases can be established and maintained remotely.

Key learning

That was really our bread and butter to be honest. Being in their home, building that relationship, building that trust, our relationship was the most important thing that we ever done to be honest … If the relationship wasn't there it didn't work. It wouldn't work. (Practitioner)

Case Study 3 | Peer led housing advice scheme

| Northern Ireland

- The service met the challenge of providing advice during this time of social distancing by exploring the various communication channels, support networks and community infrastructures that were still open to people and tailoring support accordingly

- Where members of the community were identified as vulnerable and/or digitally excluded, establishing a connection with key respected individuals who were known in the community became crucial.

- Developing peer group effects: e.g. capability of non-housing or advice organisations to triage 'easier' cases – potential to increase standards and reinforce good management norms in sector?

Case Study 4 | Targeted national advice strategy

| Wales

- The adoption of Refernet - an online system for making and recording referrals that can be accessed by all partners to formalise and standardise the information flow between services.

- A national telephone advisory service functions alongside the regional networks and specialist support and parties can be referred in either direction

- .Regional networks are encouraged to adopt a multi-channel approach that, on the basis of user-research, is made relevant and appropriate for people in those communities:

- There are important place-related factors that contribute to the effectiveness of advice services. This case study demonstrates the importance of spatially and locally focused policy in the development of national remote services.

Case Study 5 | Tenancy relations officer service | London

- Changes to advice landscape resulting in new hybrid or plural arrangements between local government and voluntary sector.

- Symbolic power in signalling to the landlord and tenant community that local authorities are committed to tackling illegal behaviour and upholding a tenant's right to housing.

Key learning

- Development of remote services will go some way to help meet existing need, certain population groups will always require some level of face-to-face support.

- The development of different channels and forms of advice provision must be evidence based, rather than driven by assumptions made in advance.

- Clear understanding of the communication channels that target groups are willing and able to use (e.g., WhatsApp, webchat, or via community members or existing support networks such as foodbanks) needs to directly inform the nature and channel(s) of support..

- An effective multi-channel approach may be achieved by strengthening all channels of advice provision, rather than by primarily focusing on the development of remote channels.

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