



WHAT WE OFFER

- We are available 9am—5pm Monday to Friday
- Assign a dedicated Prevention Co-Ordinator to customers
- Full assessment of housing support & wellbeing needs and aspirations
- Create a personal Housing & Wellbeing plan
- Work with and support the customer to take steps to improve their situation
- Offer a digital self-help solution
- If we can't prevent an eviction we would support the client with their next move.

<https://www.warwickshirephil.org.uk/>



Contact Us

01788533644

<https://www.facebook.com/preventinghomelessness/>

phil@rugby.gov.uk



preventing homelessness improving lives

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Welcome to p.h.i.l.!

The p.h.i.l. service works across Warwickshire to prevent homelessness and improve lives.

The service can support individuals who are at risk of homelessness and works with people at least 2-3 months before crisis. This could include households who are 1 or 2 months behind with their rent or where

individuals have been asked to leave home by their parents. With the right interventions at the right time, homelessness may be avoided.

You have an important role in this: Please refer individuals to p.h.i.l. 2-3 months before crisis to help us offer appropriate interventions and support to avoid homelessness.

This Month..

Choose talk, Change lives.

time to change

let's end mental health discrimination

Time to Talk Day 2020 is taking place on Thursday 6 February.

Mental health problems affect one in four of us, yet too many people are made to feel isolated, ashamed and worthless because of this. Time to Talk Day encourages **everyone** to be more open about mental health – to talk, to listen, to change lives.

Time To Change know that talking about mental health can feel awkward, but it doesn't have to. This year, they are using the popular game 'Would you rather?' to help break the ice and get the conversation flowing.

Please follow the [Time To Change](#) Link to access these games



North Warwickshire
Borough Council

Nuneaton
Bedworth
United to Achieve



Warwickshire
County Council





preventing
homelessness
improving
lives

P.h.i.l. Referrals

Preventions

1139

177



Case Study

B was renting two rooms of a three-bedroom house for herself and her dependent daughter. She had a live-in landlord. Prior to this she'd had her own PRS sole tenancy. She terminated the tenancy to move in with her partner unfortunately this relationship broke down. She found her current accommodation through a friend of B's mum. She moved in and claimed UC, but they would not pay the housing element as they were not satisfied that she had a tenancy. JCP+ helped her to request a mandatory reconsideration but this was declined.

p.h.i.l. spoke to the landlord and discussed the situation. p.h.i.l. explained the help we would be providing. He was willing to work with us to try to resolve the housing element issue. He agreed to provide supporting information to assist with an appeal. He agreed to allow B to stay whilst the appeal was being heard and that B

would pay an affordable contribution towards her rent until the appeal outcome was known.

p.h.i.l. gathered supporting information from the landlord and B and completed an appeal form on her behalf. p.h.i.l. also provided a supporting letter for the court explaining our involvement and the risk and detrimental effect that homelessness would have on the family. p.h.i.l. also provided subsequent information requested by the court .

p.h.i.l. also advised B to pay what B could when she started her part time job as a good will gesture until UC appeal was decided.

The appeal was successful, the UC element has been awarded and a backdate of £2600 was also paid.

B and her child can remain in their home long-term and the accommodation is affordable and suitable for their needs.

Meet The Team

Holly Reid—Prevention Manager
Leigh Caswell—Prevention Co-Ordinator
Jamie Speed—Prevention Co-Ordinator
Amy Ashmore-Mellor—Prevention Co-Ordinator
Jacqueline Thomson—Prevention Co-Ordinator
Amanda Reader—Prevention Co-Ordinator

Customer Feedback

"Thank you so very much for your help and everything you have done for us, I couldn't be more grateful. That is a huge relief, Bless your heart and your kindness."



North
Warwickshire

Citizen advice North Warwickshire offer **free, confidential, impartial and independent** advice for all members of the North Warwickshire community.

2020 Drop – In Opening Times

Monday: 10.00am – 1.00pm, Tuesday: 10.00am – 1.00pm, Wednesday: 3.00pm – 6.00pm, Thursday: Telephone Advice/ Appointments Only Friday: 10.00am – 1.00pm

Click [Contact Us](#) for more details on how to access the advice services.

Citizens advice North Warwickshire also offer:

- Advice Line
- Coleshill Outreach at Coleshill Town Hall
- Breakthrough
- Barnardos Children's Centre Atherstone drop-in
- The Ansley and Arley Big Local Partnership Advice Project drop-in
- Energy Advice

Click [More Information](#) for details about these services.