



BUILDING HOMES  
MAKING PLACES  
ENHANCING LIVES

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# Optivo: Financial Inclusion and Food poverty work





“**Food poverty** is the inability to afford, or to have access to, **food** to make up a healthy diet. It is about the quality of **food** as well as quantity. Adequate resources, financial physical and social, to enable a standard of living acceptable within the society in which you live”

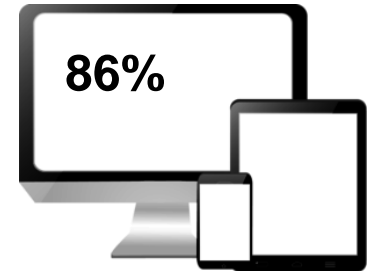
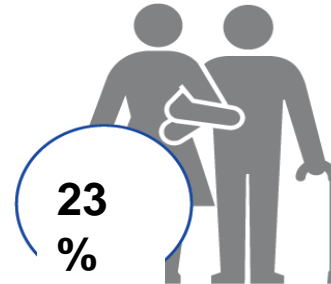
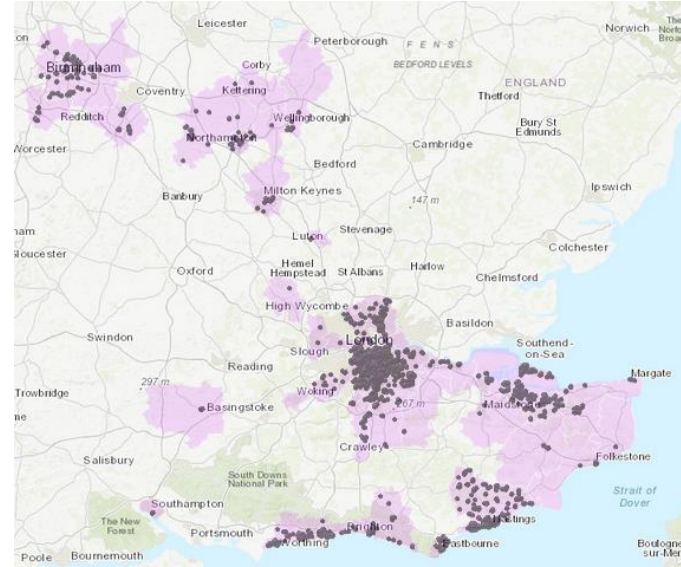
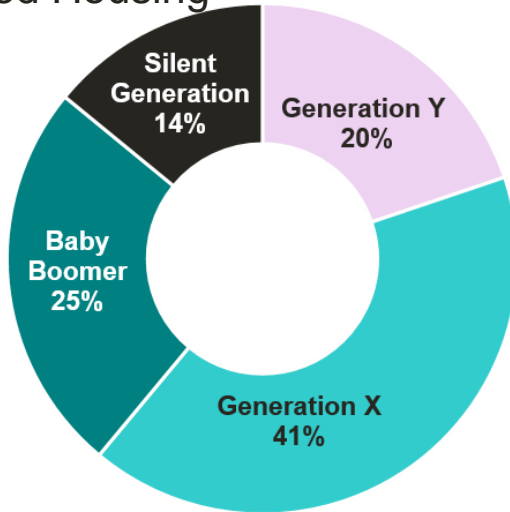
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# Who are we?



- ◆ Over 90,000 residents
- ◆ 44,000 homes
  - 68% General needs
  - 9% HOPs/ Retirement
  - 12% Homeowners
  - 8% Commercial (student, keyworker)
  - 3% Supported Housing

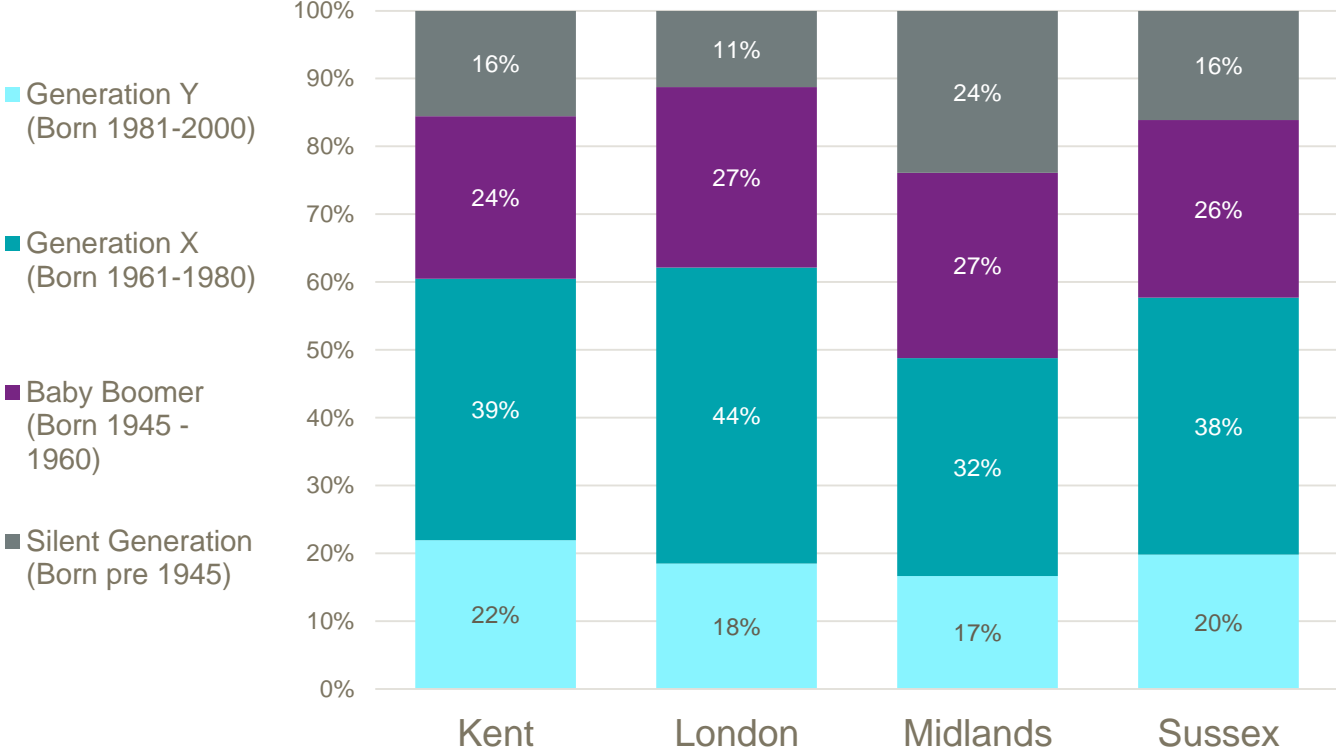
## ◆ Resident profile



# Indicators for all General Needs and HOP's homes (with national comparator)



# Resident age profile (general needs & retirement only)

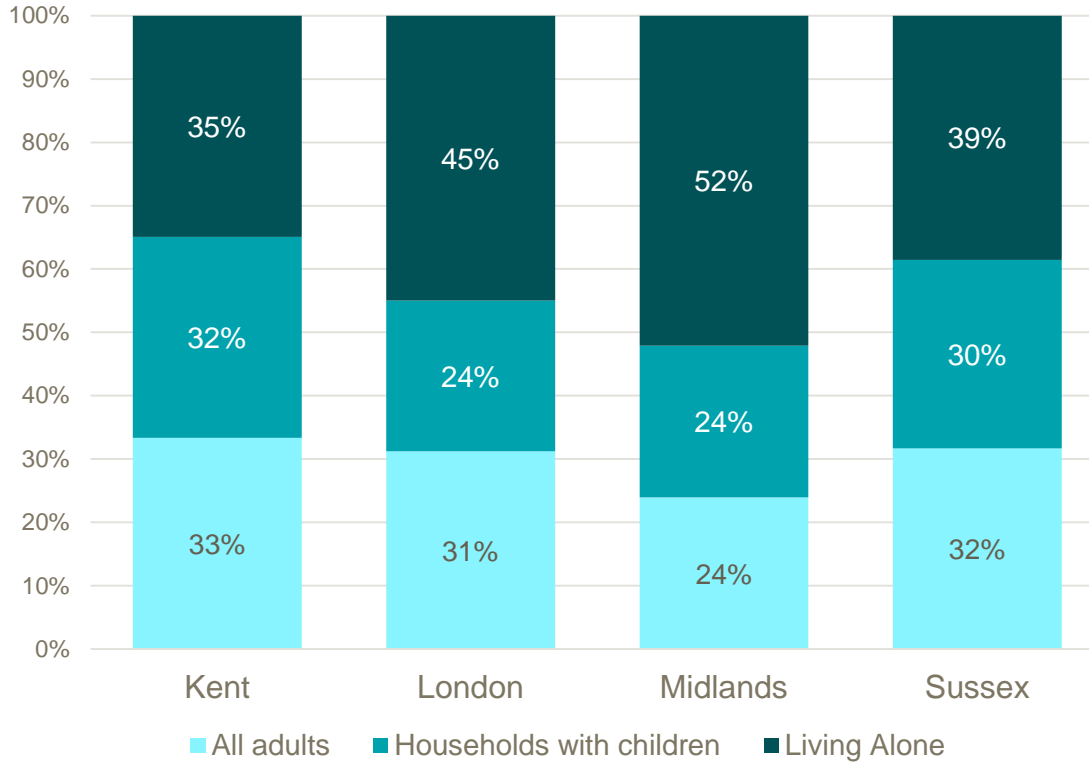


40%  
working



27%  
over 65

# Household Groups



47% are families  
27% of households  
lone parents



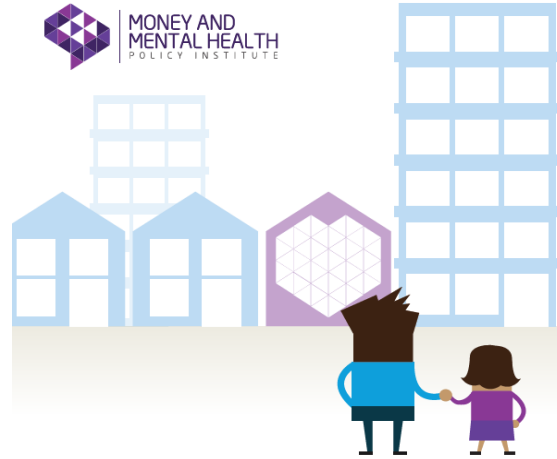
24% over 55s and  
live alone



## More than Welfare Reform...

- **Dedicated team**
  - **Early checks and intervention**
  - **Resident feedback about the service**
  - **Digital support**
  - **Mandatory referrals when applying for APA**
  - **Food and fuel bank work- summer holiday poverty**
  - **Proactive work for struggling silent**
-

# Commissioning Research



## WHERE THE HEART IS

Social housing, rent arrears  
and mental health

Hexagon



shgroup.org.uk





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**rent-flex**  
**a big idea!**





- 45% of the group chose to underpay in November, December or January (with December the most popular of these months)
- 20% chose to underpay in the summer months of June, July and August. Of the remaining eleven tenants, seven chose to underpay in September – coinciding with their children going back to school
- Uses for the scheme:
  - To help with the cost of buying presents for their children at Christmas
  - Paying for extra heating during winter
  - Coping with the costs of the school holidays

## Other benefits

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Residents reported a wide range of improvements in well-being:

- including being better able to afford healthy diets
  - warmer homes
  - less stress and anxiety about money
  - One resident told us the scheme allowed her to go on her first family holiday with her daughter in over seven years
  
  - Rent payment performance improved for just over one third of residents using the scheme
  - In 8 cases this improvements was significant (an average uplift on the rent account of over £250 per household)
- 





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# Tracking our data differently

Dynamics 365 | Cases > New Voucher Request

MARK COMPLETE | DELETE | CLOSE VOUCHER REQUEST | TO OPPORTUNITY | TO CASE | ADD TO QUEUE | QUEUE ITEM DETAILS | ASSIGN | SHARE

VOUCHER REQUEST : INFORMATION  
New Voucher Request

Address 1 | Address 2

Request

Populate the fields below & Save

Reason for request *	Food bank	Regarding	tuguybjkm
Due Date *	04/07/2019 08:00	Customer	--
Details *	test	Email	--
		Email 2	--

Household Members

No. of adults	--	No. of children	--
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Household Member Ages

17-24 years	--
25-64 years	--
65+ years	--

Main cause of crisis | Secondary cause of crisis



**FOUNDATIONS**  
building stronger futures



**FREE 6 WEEK COURSE**

# A HELPING HAND

*Make food together – eat food together*

This course will share some practical tips and advice to help you:

- ◆ Reduce your food waste
- ◆ Learn to cook on a budget
- ◆ FREE recipe cards to take home
- ◆ Cook as a family
- ◆ Learn new skills.

Monday's 4.30 - 6pm

At The Pelham  
Holliers Hill  
Bexhill  
TN40 2DD

Starting 29 July 2019.