

# Case Study

## **Adur & Worthing Council** uses **TellJO** to assess the **vulnerability of residents in Band D** of the housing register

- Adur & Worthing Council serves a population of 176,000.
- There was a growing number of residents on the Band D Housing register.
- TellJO was used to understand the root causes for each resident's debts and how the Council could support them.
- 1 in 3 completed the TellJO digital wellbeing assessment and were urgently assessed.

### **Adur & Worthing Council**

Adur & Worthing comprises of distinct coastal and rural towns, villages and communities including Shoreham-by-Sea, Lancing and Southwick. In 2021, the population of Adur was 64,500 and Worthing 111,400.

### **Proactively preventing homelessness**

The Housing team were concerned by the rising number of residents on the Band D Housing register. These are residents who are often in temporary accommodation and have lost the right to bid for properties because they have outstanding debts with the Council. With the Housing team unable to contact residents themselves, TellJO was used to message all residents on the Band D Housing register and ask them if they were ok.

## Using TellJO to **identify** the most **vulnerable** residents

37% completed the TellJO questionnaire, of which 75% received a triage phone call from TellJO. The triage call enabled TellJO to place residents into support pathways, and payment pathways to clear the arrears:

- **Over half** wanted money advice.
- **1 in 5** were referred to One Stop for support in benefits grants or wellbeing.
- **2 in 3** reported concerns with their landlord.
- **3 in 4** reported addiction.
- **All** had a diagnosed mental health condition.
- **Over 80%** had suicidal thoughts.

## Making **triage calls** to prevent homelessness

Charlotte Westbrook, Customer Excellence Manager at TellJO made the triage calls to residents. She said ***“This group of residents had high support needs. We would expect 1 in 4 to be reporting addiction problems, but it was 3 in 4. All of the residents had a diagnosed mental health condition. The average within TellJO for home access concern is 4%, whereas this group were reporting 37%.”***



**Charlotte Westbrook**  
Customer Excellence Manager  
TellJO

## TellJO – **Embedding Digital** into Adur & Worthing’s prevention and cost saving strategy

### OBJECTIVE

- Identify residents requiring urgent support.
- Engage instantly and at scale to identify the most vulnerable residents.
- Triage TellJO respondents to prioritise the support they needed.
- Help identify Band D residents who had urgent needs.
- Identify residents who could be supported by the Council’s One Stop prevention team.
- Provide soft signposting to external support services such as Samaritans and Refuge.
- Create a unique personalised consent-based vulnerability profile for each resident.
- Capture resident voice.

### BENEFIT

- ✔ Instant response. Residents are more open when engaged digitally.
- ✔ No wait time or backlog to reach out to vulnerable residents.
- ✔ Each Council team could then focus on specific urgent cases.
- ✔ Deal urgently with priority cases.
- ✔ Offered prevention-based support in benefits grants or wellbeing.
- ✔ Enabling residents to self-help. Digitally saving officer time.
- ✔ Saving time. Staff are not required to do a fact find exercise with residents.
- ✔ The Council now have a dashboard tracking resident vulnerability.