Navigators

A case study

www.curo-group.co.uk

Background

- Single male living in one bedroom apartment
- Issues with quality of property
- Numerous outstanding requests
- History of Mental Health illness and self harm
- No engagement with support services
- Little engagement with GP.

Pre Navigator Involvement

- Daily erratic contact to many different departments
- Numerous colleagues trying to engage with customer
- Communication with customer became a full time role
- ‘holding’ the customer without making progress
- Safeguarding concerns regarding customer
- Welfare concerns regarding colleagues
- Little or no relationship with Curo

During Navigator Involvement

- full engagement and download of issues affecting customer
- Working towards individual milestones to earn trust and rebuild relationship – focus on
- Repairs
- Behaviours
- Fire improvements
- Engagement with MH, GP and other support services.
- Daily contact reducing in length

Post Navigator Involvement

- Re engaged with MH services and GP
- Structured contact with Curo 20 mins every two weeks
- Improved wellbeing for customer and colleagues
- Improved welfare of customer
- Signed up for third party support
- Relationship with Curo at a positive place built on trust
- All property issues resolved