

Housing Awareness Fact Sheet for Partners

There is no such thing as Council housing anymore – this can cause confusion for partners over who to contact in ‘housing’ when there are concerns about a person or a property.

‘Housing’ tends to fall into 3 categories:

1. Owner occupied – this is when the property is owned by the person living there
2. Registered Providers – this is where a household rents the property from a social landlord (organisations such as Salix, ForHousing, Great Places, Together Housing, etc). Some Registered Providers such as Salix and ForHousing manage housing that was previously Council Housing.
3. Privately rented housing – this is where a household rents the property from a private landlord (such as an individual or letting agent)

Safeguarding is very much a core part of the business for housing now, the work is not just about bricks and mortar anymore, there is much more focus on the people living within the properties.

Housing have a key role to play in ensuring their tenants and households sustain their tenancies and wider social responsibility to support local communities.

All Registered Providers/support services have a designated safeguarding lead who is responsible for safeguarding. If there is a safeguarding issue with the tenant of a Registered Provider contact should be made at the earliest opportunity with the designated person to discuss what help/support is available to try and resolve issues.

All staff are trained in safeguarding, this includes operatives who are going into homes to carry out repairs – they are sometimes the eyes and ears of the community and are often the first, or only people going into homes of vulnerable households and can see things that cause concern. They have a duty to follow their organisations procedures and report all concerns.

It is essential to share appropriate information with ‘housing’ at the earliest stage where there are issues/concerns in relation to one of their tenants or a

tenancy. Housing often get involved in cases at a later stage in the safeguarding process, such as when households are at the Initial Case Conference stage or are facing eviction – **THIS IS TOO LATE.**

There may be support available and some Registered Providers also have internal support services which are there to help their tenants keep their home.

The Housing Options Service provide housing advice and support to prevent households becoming homeless and assess households at risk of/or who already are homeless. Further information can be found at <https://www.salford.gov.uk/housing/homelessness/>

Support is available for households living in privately rented accommodation where there are issues such as property hazards/condition and lack of repairs being carried out by the landlord. In these cases, the Housing Standards Checklist can be used to indicate whether there is a role for the Housing Standards team to get involved.

The Checklist document can be found in the downloadable documents box on the secure upload page www.salford.gov.uk/secureupload and can be used with tenants to assist in identifying the landlords responsibilities.

In general, by working in partnership, particularly where there are concerns around non engagement and poor property condition, housing can assist to break down barriers and work jointly where appropriate to achieve the best outcome for the household.

Essential questions that should be asked:

- **Who is your landlord?**
- **Are there any issues in relation to your tenancy e.g. rent arrears, repairs, anti-social behaviour?**

Along with other services involved with households, housing work to the same objective – to support families. More can be achieved when working together to sustain tenancies and prevent homelessness.

Key message to take away – ***IDENTIFY THE LANDLORD & INVOLVE HOUSING AT THE EARLY INTERVENTION AND PREVENTION STAGE.***