

Housing & Homelessness Awareness

Partner Briefing

10th July 2024



Context & Drivers:

Need identified to increase awareness around the current housing & homelessness crisis and landscape, and support available to partners

- SSCP Homelessness Audit
- SSCP Neglect Audit
- Housing Sector Thriving Families Task & Finish group
- Homelessness Prevention Task & Finish group
- Changes & new processes such as:

Joint Protocol for 16 & 17 year olds homeless, or threatened with homelessness

18-25 Years Homelessness Pathway

Homelessness Notifications project

Housing Options Service new operating model



Learning Outcomes



To raise awareness of housing and homelessness services



To raise awareness and increase knowledge of the advice and support services available to service users experiencing housing or homelessness issues



To increase knowledge of the relevant legislative frameworks including the Homelessness Reduction Act and the Duty to Refer



To increase awareness for agencies on duties of registered Providers and the tenancy support they provide plus restrictions in remit



To raise awareness of the Private Rented Sector team and support available to address hazardous property condition and damp and mold issues



To highlight the importance of safeguarding and a multi-agency approach to supporting adults, children and families

Pre-Briefing Poll



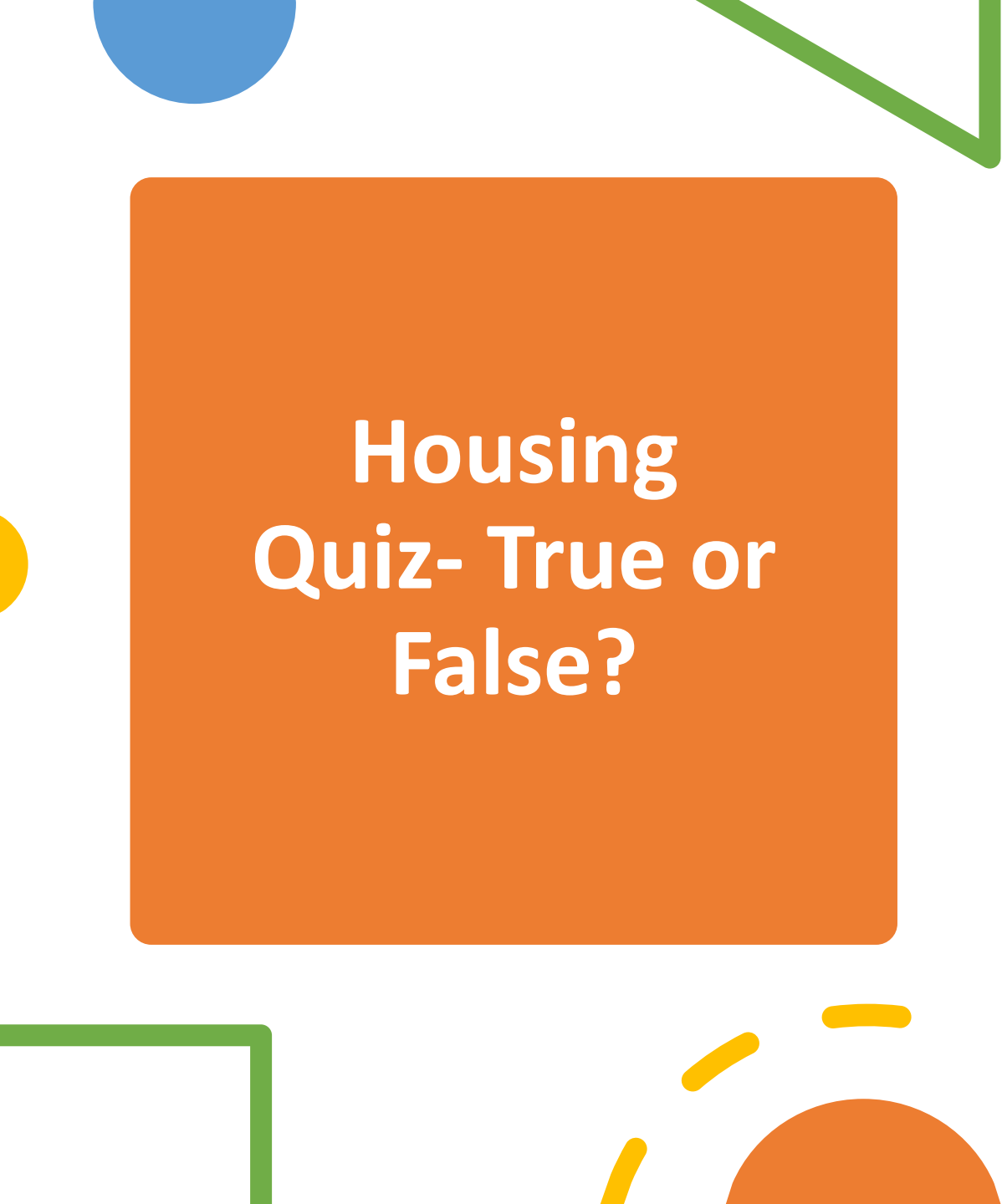
HOW KNOWLEDGEABLE ARE YOU IN RELATION TO HOUSING & HOMELESSNESS?




DO YOU KNOW WHAT HOUSING & HOMELESSNESS SUPPORT IS AVAILABLE & HOW TO ACCESS IT?



HOW CONFIDENT ARE YOU IN RESPONDING TO A HOUSING / HOMELESSNESS & SAFEGUARDING ISSUE?



Housing Quiz- True or False?

1. 'They won't evict me with children'
 2. 'My council house is for life'
 3. 'I need a ground floor property because I've got a toddler in a pram'
 4. 'I'll get a choice of 3 properties'
 5. 'They can just chuck me out if I'm renting privately'
 6. 'If my home is overcrowded, I can get a management move'
 7. 'There are loads of empty Council properties near me'
 8. 'If I'm homeless, the Council has to re-house me'
 9. 'I can choose any area I want to live in'
 10. 'I need a garden because I've got children'
 11. 'If I'm homeless, I'll get a house near my kids' school'
 12. 'I'll get a ground floor property because I've had an operation'
- 

The Housing Landscape in Salford

No "Council housing" anymore

Registered Providers (RP's)

Lack of affordable housing

Private sector (fastest growing in Salford) - Private Sector Housing Team

Housing Options Service

Salford Home Search

Supported Housing Service

National housing crisis

National homelessness crisis

Assumption there are empty properties available to move people

Regulator of Social Housing Consumer Standards introduced on 1st April 2024

Homelessness Landscape in Salford

	20/21	21/22	22/23	23/24	Q1 24/25
Presentations	4640	5152	5159	6016	1677
Triage	2016	2609	2290	2813	978
Prevention	436	586	680	910	401
Relief	1223	1216	1100	1137	262
Decision	433	253	460	677	20
Full Duty	532	488	629	479	16

- *Three highest presentation reasons – asked to leave by family/friends, loss of private sector accommodation, domestic abuse*

Housing Options Service

- **Housing Act 1996, Part 6**
- **Homelessness Reduction Act, 2017**
 - Duty to assess all eligible applicants
 - Homelessness Prevention duty (Flexible timescale)
 - Homelessness Relief duty (56 Days)
 - Personalised Housing Plan
 - Duty to Refer (All Public bodies / New service delivery plan)
 - Temporary Accommodation assessment (Reason to believe)
 - Final Decision (Eligibility / Homeless / Priority Need / Intentionality / Local Connection)
 - Subject to Legal challenge – Review / Judicial Review / Supreme Court

Salford Home Search (Social Housing Register)

Salford Property Link (In-house Social Lettings Agency)

In-Person assessment, Civic Centre / DTR Referral / Email / Drop-In's

Public Duty to Refer

Certain public bodies including Adult Social Care, Children's Services, Health Services, Education/Colleges, Probation

Believe may be homeless or threatened with homelessness within 56 days

Must have the consent of the person

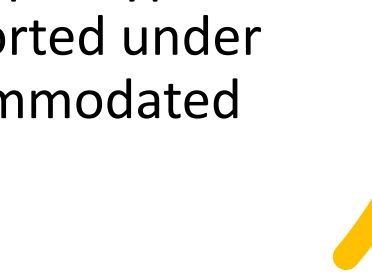
Can refer to LA of person's choice

Use the link on Salford's website to make referral:
<https://www.salford.gov.uk/housing/homelessness/public-duty-to-refer-homelessness/>

Support & Safeguarding for Homeless 16 & 17 Year Olds

- Statutory guidance – Homeless young people aged 16 & 17 years
- Childrens legislation takes priority over Housing legislation for a 16 & 17 year old

Offer:

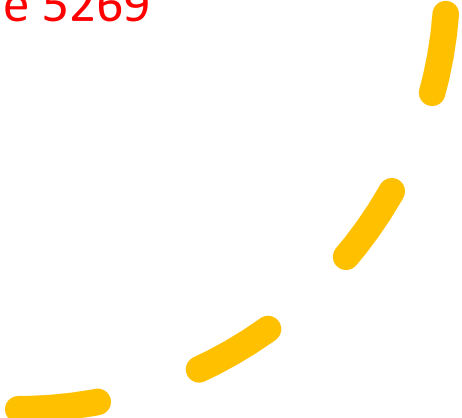
- Joint Assessment Bridge Social Worker & Bridge Housing Options Advisor
 - Early Help strengthened – Mediation/Family Group Conference
 - Access to an independent advocate to support yp to make an informed decision as to be supported under Child in Need, or where appropriate accommodated under s.20
 - Emergency Bed provision Out of Hours
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18-25 Year Olds Homelessness Pathway

- Youth Homelessness
- Young Person Homelessness prevention Pathway
- Existing good practice
- Action plan – Upstreaming Homelessness Prevention, Improved partnership working, Earlier intervention (DTR), improved information online, improved communications (homeless Decision letters)

Salford Home Search – Aka. Bidding System

- Must have a housing need
 - Must have lived in Salford for 2 years
 - General Housing Needs category (5269 households)
 - Main Duty Statutory Homeless category - (section 193, Part VII, Housing Act 1996) (690 households)
 - Accessible Accommodation category (480 households)
 - Highest demand is for 1 bed properties – of the 5269 registered, 2669 require 1 bed
 - Average no. of properties each week is 15
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Private Sector Housing – Salford Property Link (SPL)

- Salford Property Link (SPL) is a Social Lettings Agency that sits within the Housing Options Service and offers various packages to landlords to increase access into PRS accommodation for those most in need. Packages include:
 - Full Management package including Guaranteed Rent, tenancy management, allocation and rent collection
 - 5 year Lease model (10 year plus 1 day model underway)
 - HMO management
- Funded via DLUHC, GMCA, and the Homelessness Prevention Grant to reduce Temporary Accommodation, reduce Rough Sleeping and increase successful preventions/reliefs.

Homelessness Notification Project - Education



From 1st July 2024, Supported Tenancies Team, Housing Service, are notifying schools of families entering temporary accommodation (with their consent) .



The aims are to:

- Facilitate safeguarding
- Build trust/communication with families
- Strengthen support networks and options
- Encourage multi-agency working



The next phase will be to extend the notification service to GP's in the near future

Supported Housing Service

**A City Council
service**

Most clients will be required to have been through a Housing Options assessment before being referred to this service.

The Supported Housing Service work with anyone who in TA, such as:

- Households in temporary accommodation
- A Bed for Every Night – the Greater Manchester scheme set up to help single/couples access accommodation when they have no alternative accommodation available to them
- People sleeping rough, Displaced people schemes such as Homes for Ukraine, Afghan Resettlement, Ex-Armed Forces, CAS3 prison release, people fleeing domestic abuse, Care Leavers

Depending on need we can support with:

- Assistance in applying for benefits, employment
- Advice on budgeting, maximising income and managing rent arrears or other debts
- Helping to settle into a new home, contacting utility suppliers, talking to landlords or housing providers about issues such as repairs and rent
- Advice and assistance on furnishing a new home
- Support accessing medical and specialist services

For further advice contact the duty officer on – 0161 607 1620

Households in TA in Salford

Date	Singles	Families	Total	% increase from Aug 2018
15/08/18	54	71	125	
15/08/19	78	120	198	58%
15/08/20	119	158	277	122%
15/08/21	141	156	297	138%
15/08/22	175	248	423	238%
15/08/23	190	405	595	376%
15/06/24	188	508	696	457%

No of children in TA in Salford

Date	No of children in TA	% increase from 01/04/19
01/04/19	179	
01/04/20	300	68%
01/04/21	329	84%
01/04/22	443	147%
01/04/23	717	301%
15/06/24	990	453%

Temporary Accommodation

Being in temporary accommodation has no impact on the rehousing application (Salford Home Search) or how quickly they will be rehoused.

We try to place people in areas that allow children to remain in existing schools but, given the large increases in numbers, this is becoming increasingly difficult.

People coming into temporary accommodation fleeing DV or other violence will not be placed in temporary accommodation near to where they have fled from.

If people are working, they would be expected to contribute to the cost of temporary accommodation if they are not entitled to full Housing Benefit.

We also provide accommodation on behalf of Children's Services where there is no housing duty owed.

Registered Providers (RP's) – What support can RP's offer

- **Sign post for specialist support** – Physical and/or mental health concerns, debt and welfare benefits advice, aids and adaptations, Children and Adult services
- **Work jointly with partners** – carry out home visits, attend and instigate professional meetings, to support the collective aims of:
 - Sustaining tenancies
 - Safeguarding adults, children and families
 - Reducing risk of eviction
- **New tenants:** Are supported intensively during the first 12 months to help them sustain their tenancy, working with other professionals as needed. We aim to identify any additional support needs to support future tenancy sustainability.
- **All tenants:** Can access advice and support at any time. Our teams will provide information & advice on range of issues such as:
 - Skills and employment
 - Applying for benefits, budgeting and hardship application support
 - How to manage and maintain a home,
 - Living with in a community and promoting wellbeing activities
 - Access to in-house specialist advisors such as, money advice

Support to move / Management Moves

Tenants cannot just be moved via internal transfer. Usual requests include:

- *The property is underoccupied*
- *The tenant is suffering Anti-Social Behaviour*
- *The tenant cannot live at height, or must be in ground floor accommodation*
- *High rise accommodation isn't appropriate for families, they need a house and garden*
- *The family has outgrown their current property*
- *There are noisy programmed works happening*

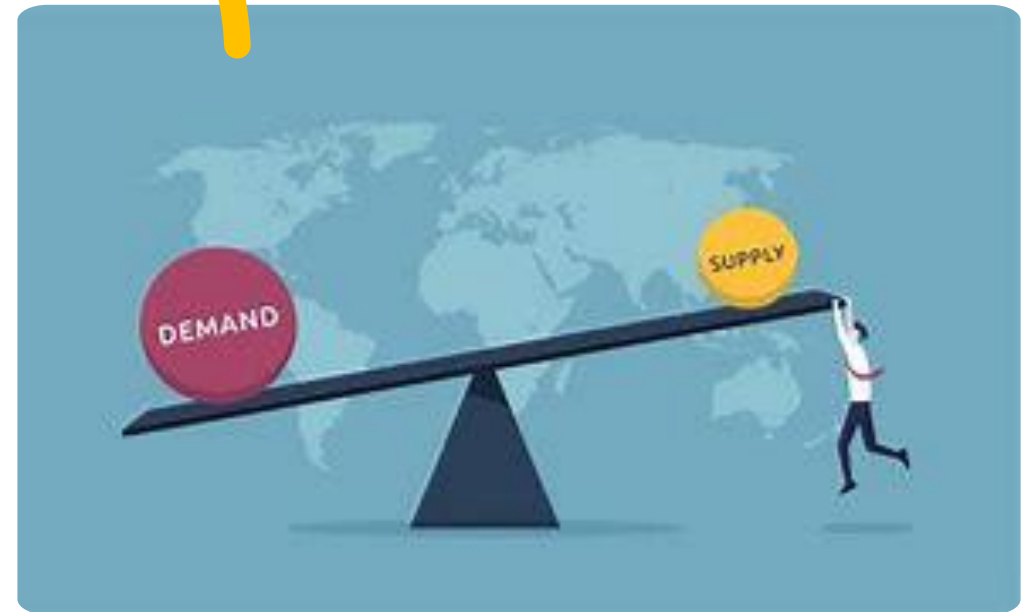
If there are issues – we must:

- *Work with both tenants and appropriate partner agencies to look for a solution*
- *Support each other as professionals, to help manage the tenant's expectations to reduce the risk of upset and frustrations, making a difficult situation even worse*
- *Refer to individual allocations policy and commitments made via Local Authority partnership agreements to reduce homelessness*

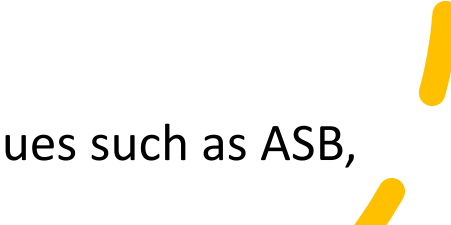


What do Registered Providers need partners to know?

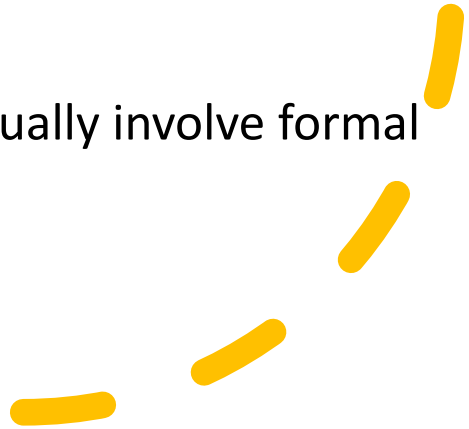
- Salford is an **area of high demand / low supply**
- Housing can be the **eyes and ears in the community**, we have a part to play and may have **vital information**
- RP's can help to facilitate engagement with families
- RP's are happy to **work jointly with our partners** at every opportunity and at the earliest opportunity
- **Talk to your RP's** – we may have that missing piece of the jigsaw



Private Sector Housing in Salford

- Regulatory Services lead on ensuring minimum standards and promoting good management in private sector housing
 - We deal with privately rented and owner-occupied properties
 - We have a range of powers that can be used to address a variety of issues
 - We can also provide support and assistance to vulnerable households
 - We can also support in dealing with wider issues such as ASB, neighbour disputes, pest control, etc
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Private Sector Housing in Salford

- We will always seek to work by agreement but if not possible will make use of these powers
 - We will focus on removing hazards and defects from properties and returning them to standard
 - This can mean making requirements on both landlords and tenants e.g. **Damp & mould, condensation**
 - Statutory duty to look at a property in the round
 - Housing Health and Safety Rating System (HHSRS)
 - Where serious hazards exist, we have a statutory duty to take appropriate action
 - Where statutory powers are used this will usually involve formal documents and language
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Housing & Safeguarding

SCC Teams and all providers have a Designated Safeguarding Officer (DSO)

SCC Safeguarding Lead/Officer as named contacts for advice/guidance & signposting

Partnership working between SCC and all housing sector DSO's across Salford

Regular Safeguarding updates provided, including learning from safeguarding reviews – Rapid Reviews, SAR's, DHR's

Inclusion in scoping/contributions for emerging reviews

Linked in with the SSCP & SSAB - training/resources

Involved in cases across the thresholds- multi agency working and information sharing is key

Ongoing work to ensure housing sector is Section 11 compliant

Work with CVS groups – Safeguarding Good Practice Charter



Housing & Homelessness Resources Available



[Current Awareness pack for professionals](#)



We are In the process of updating this pack with up to date and refreshed documents-please watch this space!



New collection of documents will include:



Updated versions of 7- Minute Briefings around Housing Options, Supported Housing Service, Registered Provides and Private Landlords



Updated Information/Fact Sheets/Guides



Updated Designated Safeguarding Officer contacts for SCC and for RP's



Is there anything else that you would like to see?

Final Thoughts...

- **RP's** - Early identification of potential support needs / risks is vital..... don't leave till too late to involve housing, Talk to Us!
- **Safeguarding and Professional Curiosity** – housing is a central aspect of people's lives, therefore an important jigsaw piece
- If worried about a household – Think Child, Think Adult, **Think Family**
- **Homelessness - Public Duty to Refer** – do you have a duty?
- It's vital to **manage household expectations** about accommodation available – no magic wand
- **Refusal of offers:**

SHS general needs applicants are able to refuse two offers before being removed from the Housing Register. If an applicant accepts a Private rented accommodation offer they will also be removed from the Housing Register

Applicants under any homeless duties will lose their duty after the first refusal, an offer in the private rented sector will also bring homeless duties owed, to an end.

- **SCC Allocations policy is currently under review**
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Any Questions?

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Post Briefing Poll



HOW KNOWLEDGEABLE ARE YOU IN
RELATION TO HOUSING &
HOMELESSNESS?



DO YOU KNOW WHAT SUPPORT IS
AVAILABLE & HOW TO ACCESS IT?



HOW CONFIDENT ARE YOU IN
RESPONDING TO A HOUSING &
SAFEGUARDING ISSUE?

Thank you & Evaluation

- Slides will be sent out following the briefing
- Link to the evaluation:
<https://forms.office.com/e/hYPgCPPwJ1>
- Attendance certificates will be issued by the SSCP after the evaluation has been submitted