

Implementing the Homelessness Reduction Act

Training developed and delivered by
The National Practitioner Support Service

Supporting you to prevent homelessness

Housekeeping

- Please turn your mobile phones off or to silent
- No fire drill planned today
- Refreshment break this morning
- Lunch break
- If you can't hear, please let us know

Agenda

Session	Topic
1	Introductions
2	Background to the Homelessness Reduction Act
3	The Homelessness Reduction Act; legislation
4	The Homelessness Reduction Act in practice
5	Personal housing plans and written advice
6	The importance of securing corporate commitment
7	Developing effective referral pathways
8	Top tips for accessing the private rented sector
9	Housing Jigsaw

Training pack

Today

- Agenda
- NPSS Homelessness Reduction Act flowchart
- Action Plan
- Feedback form
- Paper

To follow

- Copy of the presentation slides
- Homelessness Reduction Act toolkit
- Homelessness Reduction Act letter templates pack
- Homelessness Reduction Act template forms pack
- Information flyer on HousingJigsaw

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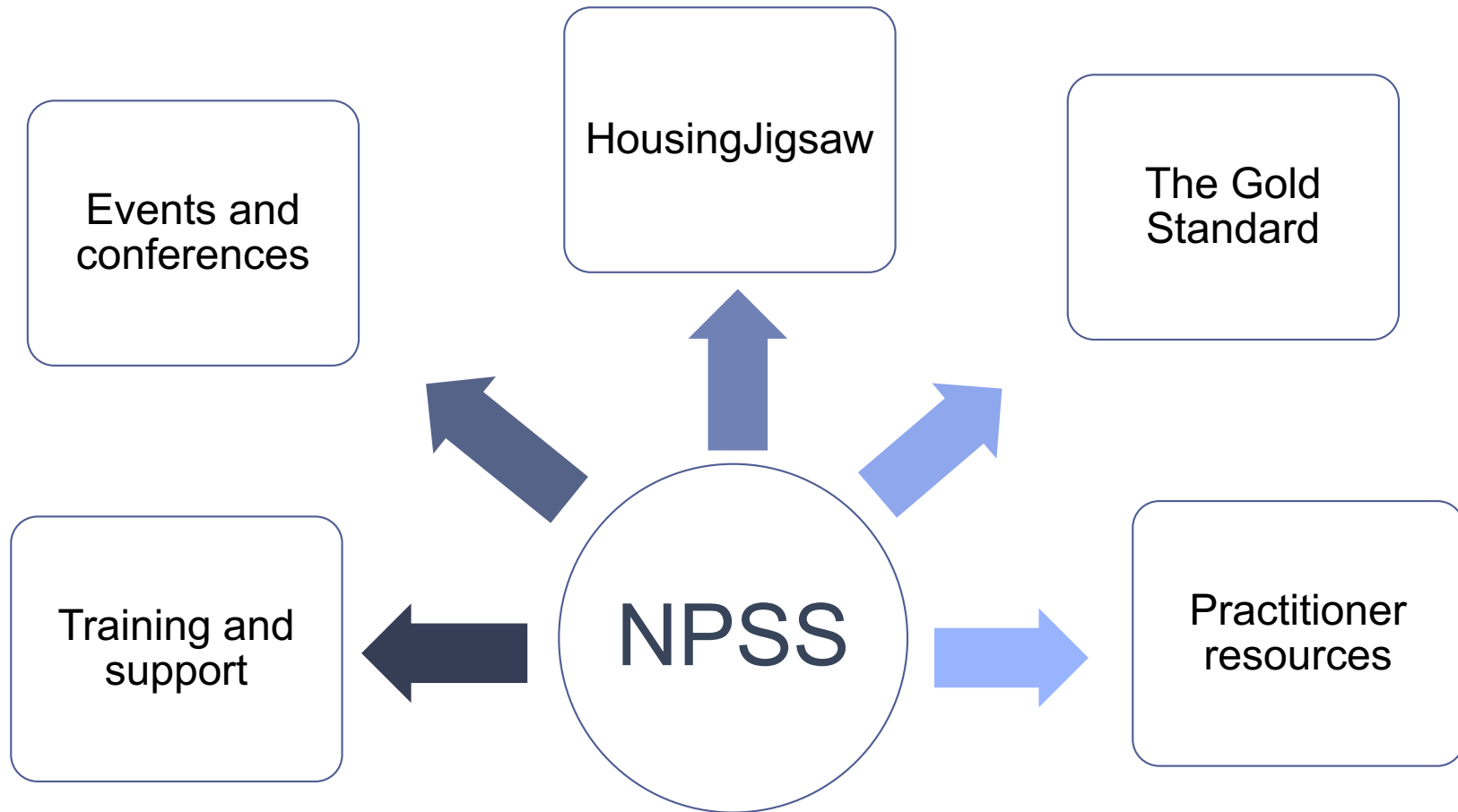
Introducing our delegates

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Introducing your trainers

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NPSS work streams



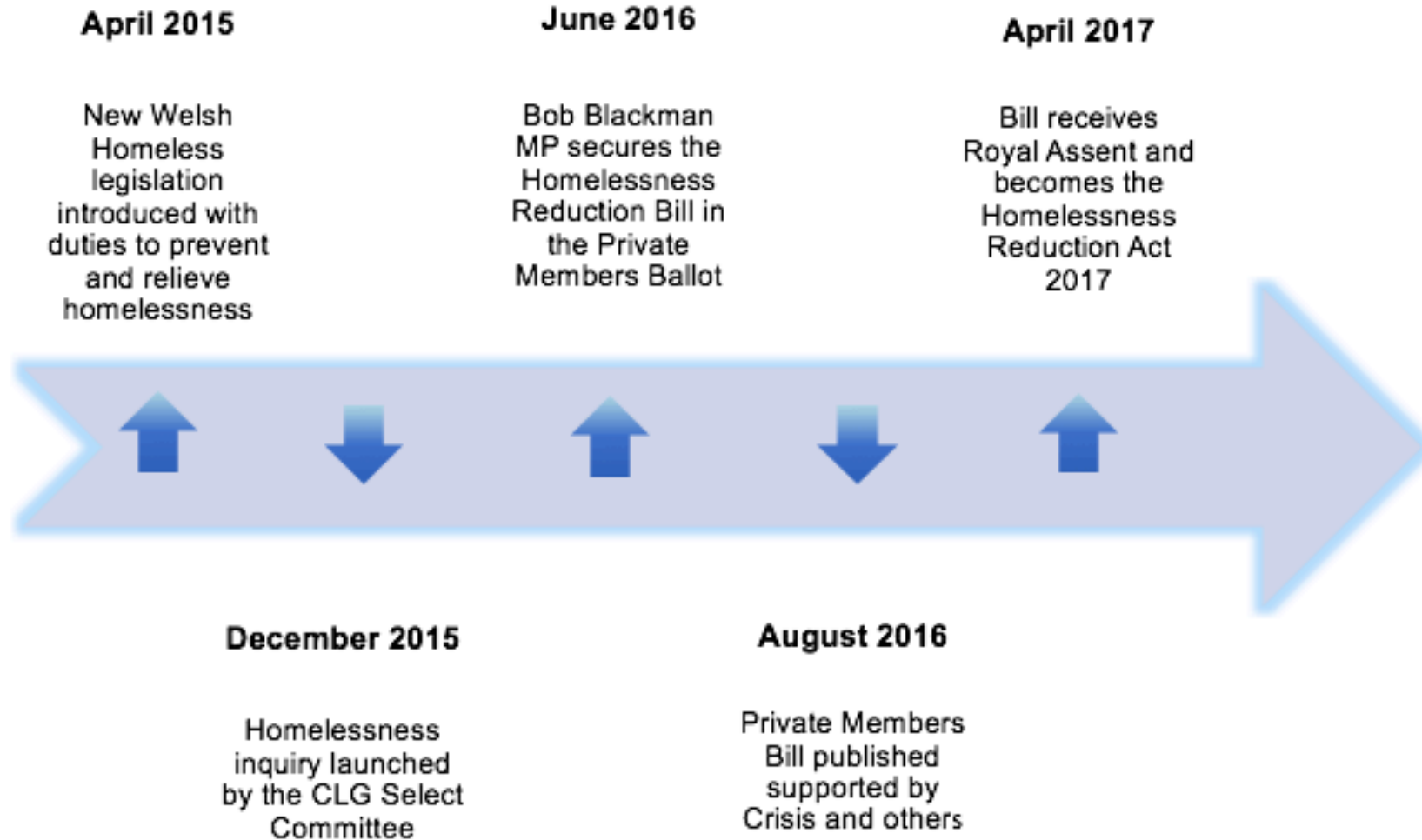
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The Homelessness Reduction Act

Background

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History of the Act



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Next steps

- The Bill received Royal Assent on the 27th April 2017
- Clause 13 covers the extent and commencement of the Act. This clause came into force on the day the Act received Royal Assent
- The rest of the clauses in the Act will come into force via statutory instrument at a date / dates to be determined
- A statutory instrument or series of instruments will be required in order to determine the date the Act commences, anticipated for April 2018

The Homelessness Reduction Act

The clauses

Supporting you to prevent homelessness

HRA Clauses: Summary

Clause 1: Homeless & threatened with homelessness

Clause 2: Duty to provide advice

Clause 3: Personal Housing Plan

Clause 4: Prevention Duty

Clause 5: Relief Duty

Clause 6: Duty to help secure accommodation

Clause 7: Refusal to co-operate

Clause 8: Local connection of a care leaver

Clause 9: Reviews (s.202)

Clause 10: Duty of public bodies to refer

Clause 11: Code of Practice

Clause 12: Suitability of PRS accommodation

Clause 1: Summary

A change to the meaning of 'threatened with homelessness'

- A change to the meaning of “threatened with homelessness”
- The period at which a person is threatened with homelessness is changed from 28 days to 56 days
- **Aim:** To increase homelessness prevention opportunities and successful prevention outcomes

Clause 1: Summary

A change to the meaning of 'threatened with homelessness'

- The Act inserts s.175(5), which notes that a person will be threatened with homelessness if they have been served with a **valid** notice under s.21, and that the notice will expire within 56 days
- ***Aim:*** *to clarify and harmonise the approach taken to households who require assistance due to a private sector tenancy coming to an end*

Clause 2: Summary

Information and advice for all

- The Act replaces the current general duty in s.179 HA 1996 (advice & information free of charge)
- s.179 places a duty on local housing authorities in England to provide or secure the provision of free information and advice to any person in the district on:
 - preventing homelessness
 - securing accommodation when homeless
 - the rights of homeless people or those threatened with homelessness,
 - the help that is available from the local authority or anyone else in the district who are homeless, and
 - how to access that help
- ***Aim:*** to ensure free advice and information in order to develop solutions to problems and maximise homelessness prevention opportunities

Supporting you to prevent homelessness

Clause 3: Summary

Personalised Housing Plans

- Local authorities must assess and provide meaningful assistance to everyone who is homeless or threatened with homelessness, regardless of any priority need
- The applicant must be notified in writing of the assessment that is made
- Following the assessment, the LA must seek to gain agreement from the customer on the reasonable steps within the housing plan
- ***Aims:*** to provide for a more personalised approach to advice and assistance and tailored support that will prove more effective in preventing and relieving homelessness

Clause 4: Summary

The prevention duty

- s.195 HA 1996 includes a duty on local authorities to prevent homelessness
- Reasonable steps to help the applicant ensure that accommodation does not cease to become available to them
- This duty will take effect for a period of 56 days (from the date LA satisfied threatened with homelessness and eligible)
- ***Aim:*** to support LAs to intervene at an earlier point with the aim of preventing homelessness for all households

Clause 5: Summary

The relief duty

- Duty owed to those who are homeless
- Unless referred the LA must take reasonable steps to help the applicant ensure that accommodation becomes available to them for at least six months
- ***Aim:*** to support the LA and applicant to work together to find a solution tailored to the applicant's circumstances, irrespective of whether the applicant is in priority need

Clause 6: Summary

Duties to help to secure accommodation

- Reasonable steps in the prevention duty and relief duty are limited to 'help to secure' accommodation, rather than to secure in each case
- ***Aim:*** Local authorities are able to make more efficient use of their resources

Clause 7: Summary

Deliberate and unreasonable refusal to cooperate

- Requirement on applicants to co-operate with the reasonable steps that the local authority takes to meet the prevention duty and the relief duty
- Provision for the local authority to bring the prevention duty and the relief duty to an end if the applicant is deliberately and unreasonably refuses to cooperate with the reasonable steps
- ***Aim:*** *To create an environment where the applicant who is homeless or threatened with homelessness will undertake proactive work with the local authority in order to prevent or tackle their homelessness*

Clause 8: Summary

Local connection for care leavers

- The Act ensures that any care leaver who becomes homeless will be able to demonstrate a local connection to either:
 - the area of the local authority where they were looked after and owes them leaving care duties, or
 - for a care leaver under 21 years old - an area different to that of the authority who owed them the leaving care duties, where they have lived for at least 2 years, including some time before they were 16 years old
- ***Aim:*** *To make it easier for care leavers to demonstrate a local connection to the area where they would feel at home and would want to access assistance*

Clause 9: Summary

The right to review(s)

- The new prevention and relief duties brought in by the Act will now be covered under the existing review legislation
- Applicants will be able to challenge decisions relating to these new stages of the process
- In addition to the existing areas of review, the applicant will be able to request a review when the local authority makes a decision on:
 - The steps taken to prevent the applicant from becoming homeless
 - The steps taken to help to relieve homelessness
 - The duty owed to the eligible applicant who is homeless or threatened with homelessness
 - Ending the duty to prevent or relieve homelessness
 - Serving a notice due to a deliberate & unreasonable refusal to co-operate (s.193A)
 - The suitability of any accommodation offered under s.193B (following a notice in case of unreasonable refusal to co-operate)

The measure in this clause of the Bill is not amending the existing review process, it simply extends the areas that are subject to a s.202 or s.204 review

Clause 10: Summary

The duty to refer

- s.213B requires specified public bodies to notify a local housing authority if they identify any person whom they believe is homeless or threatened with homelessness
- The referral can only be made if the person agrees for the referral to be made, and identifies a local housing authority in England where they would like the referral to be sent
- The Act aims to ensure that a person's housing situation is considered whenever they come into contact with any wider public service
- The Act encourages local authorities to build on or develop relationships, protocols or joint working arrangements with partners in order to best meet local need and provide effective prevention services to residents

Clause 11: Summary

A code of practice

- This measure gives the Secretary of State a power to issue statutory codes of practice, providing further guidance on how local authorities should deliver and monitor their homelessness and homelessness prevention functions.
- Any code of practice that is issued will not replace the current Code of Guidance for local authorities – the Code of Guidance is being reviewed and will be updated
- The aim of any code of practice is to improve standards of the homelessness services in England
- **Aim:** to ensure that all local authorities will deliver the same level of high quality support to any household who is homeless or threatened with homelessness

Clause 12: Summary

Suitability of accommodation

- Amends Article 3 of the existing Homelessness (Suitability of Accommodation) (England) Order 2012, and brings this part of the statutory instruments into the act itself
- This ensures that the suitability checks extend to include any accommodation offer in the private rented sector, except for those secured for non-priority households under the prevention duty

The Homelessness Reduction Act

Flowchart

Supporting you to prevent homelessness

Page 1: Customer approach

Generally there are two ways in which a customer will be referred to your service:

- Self referral
- Agency referral (this includes under s213B)

Page 1: Duty to provide advice

- LAs must provide free information and advice to any person on preventing and relieving homelessness
- The Act specifies the type and quality of advice that must be provided:
 - preventing homelessness,
 - securing accommodation when homeless
 - the rights of homeless people or those threatened with homelessness,
 - the help that is available from the local authority or any other agencies in the district for those who are homeless, and
 - how to access that help
- Must be tailored to meet the needs of specified groups

Cont....

Page 1: Duty to provide advice

The service must be designed to meet the needs of specific groups:

- Care leavers
- People released from prison or youth detention centres
- Former members of the regular armed forces
- Victims of domestic abuse
- People leaving hospital
- People suffering mental illness
- Any other group identified by the Local Authority as being at particular risk of homelessness

Page 1: Reason to believe

- Test remains the same:
 - *“a person applies to a LA for accommodation, or for assistance in obtaining accommodation, and the LA have a reason to believe that he is or may be homeless or threatened with homelessness” (s.183(1))*
- The change is in the definition of threatened with homelessness:
- This is now at 56 days, rather than 28 days:
 - *“a person is threatened with homelessness if it is likely that he will become homeless within 56 days” (s.175(4))*
- If no reason to believe homeless or threatened with homelessness within 56 days, no application taken and general advice only provided
- If reason to believe homeless or threatened with homelessness within 56 days, enquiries must be made into whether the applicant is eligible and homeless or threatened with homelessness.

Page 1: s.188 interim accommodation

- If the LA has reason to believe the applicant is homeless, in priority need & eligible, interim accommodation under s.188 must be provided
- The reason to believe threshold remains the same i.e. a very low bar

Page 1: Eligibility

- The investigation will determine the applicants eligibility
- If the applicant is not eligible issue a S184 decision letter and provide general advice (R).
- End s188 duty if in interim accommodation
- If the applicant is eligible.....

Page 1: Satisfied homeless or threatened with homelessness?

- ...Move on to investigate whether the person is homeless or threatened with homelessness
- If you are satisfied that the applicant is not homeless or threatened with homelessness issue a s184 decision letter confirming eligible but not homeless or threatened with homelessness (R) .
- If not homeless end s.188 duty (if in interim accommodation)
- If you are satisfied that they are homeless or threatened with homelessness....

Page 1: Assessment

- If you are satisfied that the applicant is homeless or threatened with homelessness an assessment must be carried out
- The assessment is specified within the Act at s.189A
- It must include detail on:
 - The circumstances causing homelessness
 - The housing needs of the applicant, and any members of the household
 - The type of accommodation the household will require
 - Any support the household will need to secure and retain accommodation
- The LA must notify the applicant in writing of the assessment

Page 2: s184 and personalised housing plan

- Threatened with homelessness within 56 days:
 - Issue s.184 notice – duty to prevent homelessness (R)
- The LA should determine and seek agreement on: (R)
 - Steps that the applicant will take to secure and retain accommodation
 - Steps that the LA will take to help secure and retain accommodation
- LAs must take reasonable steps to help the applicant ensure that accommodation does not cease to become available to them (s.195(2))
- In deciding on the reasonable steps to take to meet the duty, the LA must have regard to the assessment
- All steps must be confirmed in writing, including whether the applicant agrees, or does not agree
- Must be kept under review until no duty is owed

Page 2: Duty to prevent

- The duty will take effect for a period of 56 days
- The duty begins on the date that the local authority are satisfied that the applicant is threatened with homelessness and eligible for assistance (s.195(8)(b))
- In the situation where a valid s.21 notice has been served, 56 days has elapsed, and the applicant remains threatened with homelessness (s.195(6)), the duty to prevent will stay in place beyond a 56 day period

Page 2: Ending the duty to prevent

The duty to prevent can come to an end as a result of:

- The applicant has suitable accommodation available for occupation with a reasonable prospect of having the accommodation available for at least 6 months (R)
- The authority has taken reasonable steps to prevent homelessness, but a period of 56 days has ended the Local Authority **may** give notice to the applicant (R)
- The applicant has become homeless (R)
- The applicant has refused an offer of suitable accommodation and therefore the relief duty is owed if they become homeless (R)
- The applicant has become homeless intentionally from any accommodation that has been made available to them as a result of the reasonable steps to prevent (under s.195(2)) (R)
- Notice served due to deliberate and unreasonable refusal to cooperate (R)
- The applicant ceases to be eligible (R)
- The applicant has withdrawn the application (R)

In all cases, the applicant must be notified in writing

Page 3: Homeless and s198(A1) referral

- ss.175-177 – applicant is homeless, meaning of accommodation, reasonable to occupy
- If conditions for a referral are met, it is open to the LA to refer the applicant to another LA at this point (R)
- LAs do not have to wait until the main s.193 duty is accepted before making a referral under s.198. This applies to all eligible households

Page 3: The relief duty

- s.189B - Initial duty owed to all eligible people who are homeless
- When homeless, the LA must take reasonable steps to help the applicant ensure that suitable accommodation becomes available to them for at least six months
- In deciding on the reasonable steps to take to meet the duty, the LA must have regard to their assessment

Page 3:

- You cannot make a decision under s.193 (Main duty), s.191 (Intentionally Homeless) or s.192 (No Priority Need) until the 56 day relief duty has been met

Page 3: s184 notice and Relief Personalised Housing Plan

- If the applicant has an existing PHP because they approached when threatened with homelessness, the LA needs to review and update this
- If not, the LA needs to now issue a PHP
- The LA must also issue a s.184 decision letter (R)
 - duty to relieve homelessness
- The LA should determine and seek agreement on: (R)
 - Steps that the applicant will take to secure and retain accommodation
 - Steps that the LA will take to help secure and retain accommodation
- All steps must be confirmed in writing, including whether the applicant agrees, or does not agree
- In deciding on the reasonable steps to take to meet the duty, the LA must have regard to the assessment
- Must be kept under review until no duty is owed

Page 3: Ending the relief duty

The duty to relieve may also be brought to an end when the local authority are satisfied that that any of the following apply:

- The applicant has suitable accommodation available for occupation with a reasonable prospect of having the accommodation available for at least 6 months (R)
- At the end of a 56 day period and the authority has complied with the relief duty, whether or not the applicant has managed to secure suitable accommodation (R)
- The applicant has refused an offer of suitable accommodation (R)
- Applicant refuses final offer of accommodation or final Part 6 offer (R)
- Notice served due to deliberate and unreasonable refusal to cooperate (R)
- The applicant has become homeless intentionally from any accommodation that has been made available to them as a result of the reasonable steps to relieve homelessness (under s.189B(2)) (R)
- The applicant is no longer eligible for assistance (R)
- Application withdrawn (R)

After 56 days, if the LA thinks the applicant is intentionally homeless and in priority need, they may bring the relief duty to an end, or they may decide to continue with the relief duty until they make a decision under s.190

Page 3: Ending the relief duty

- If satisfied the applicant is homeless, in priority need and not intentionally homeless, the relief duty will come to an end 56 days after the LA are satisfied that the applicant is eligible and homeless
- At this point the applicant will be subject to the full duty under s.193
- If applicant refuses final accommodation offer (PRS 6 months+ AST) or final Part 6 offer, s.193 (main housing duty does not apply) NB does not apply to supported housing.

Page 4: End of 56 days and still homeless

- Issue s.184 notice
 - s.193 – Main Duty
 - s.190 – Intentionally Homeless
 - s.192 – No priority need
- The familiar decisions that we all know and love

Page 5: Deliberate and unreasonable refusal to cooperate

- The Act places a requirement on applicants to co-operate with the steps that the local authority determines are reasonable for the applicant to take to meet the prevention duty and the relief duty
- As we know, the personal housing plan should contain reasonable and achievable actions that an applicant can be expected to undertake
- If the local authority believes that the applicant is deliberately and unreasonably refusing to co-operate to prevent or relieve their homelessness, the authority can take the steps to bring the duty owed to an end

Page 5: Deliberate and unreasonable refusal to cooperate

If the local authority determines an applicant has deliberately and unreasonably refuse to cooperate:

LA can issue a relevant written warning

- Include timescales to comply
- Confirm that they will be served a notice to end the duty if they do not comply with the steps
- Setting out consequences of a notice

If the applicant continues to deliberately and unreasonably refuse to co-operate:

LA can issue a notice in writing (R)

- Explain why this has been issued
- The effect it will have – i.e.: end the duty owed
- Right of review

Page 5: Deliberate and unreasonable refusal to cooperate

- Can be used to end both the prevention and the relief duty
- If the process is used to end the prevention duty then an applicant will still be owed a relief duty if they go on to become homeless
- If the applicant is still homeless after using the process to end the relief duty, and they would not have gone on to be owed the main they will be entitled to advice only
- However...

Page 5: Deliberate and unreasonable failure to cooperate

- If the applicant would have gone on to be owed the main duty under s.193
- Duty to secure that accommodation is available for occupation by the applicant
- Duty ends on notification of:
 - Applicant ceases to be eligible
 - Applicant becomes intentionally homeless from accommodation made available
 - **Applicant accepts an offer of a 6 month AST**
 - Applicant voluntarily ceases to occupy accommodation made available for occupation
 - Applicant accepts or refuses a final accommodation offer
 - Applicant accepts or refuses final Part 6 offer

Discuss



Using these case scenarios:

1. Where would the customer enter the flowchart
2. What reasonable steps could the LA take
3. What reasonable steps could the customer take
4. Where might they exit?

Table 1: Parental eviction, 28 day NTQ, not negotiable, baby due in 6 weeks and unable to return home once baby is born

Table 2: S21 NTQ AST, expires in 2 months, landlord selling property

Table 3: Introductory tenancy, evicted today, single man with potential vulnerability

Table 4: Rough sleeper, second night on the street, no reason to believe priority need

Table 5: Mortgage repossession, court date in 6 weeks

Personalised Housing Plans and written advice

Supporting you to prevent homelessness

Refresh: PHPs and written advice

- LAs must assess **and** provide meaningful assistance
- 3 areas of assessment (circumstances, household needs, accommodation needs), 1 of support required
- Seek agreement on:
 - Steps the applicant will take to secure/retain accommodation
 - Steps the LA will take to secure/retain accommodation
- All outcomes must be confirmed in writing, including whether the applicant agrees, or does not agree, with the steps contained within the plan
- Must be kept under review until no duty is owed

Discuss

1. Do all customers currently receive written advice and/or a PHP?
2. What are the biggest challenges you face implementing this?
3. What actions will you take away?



Current Code of Guidance 2006

- s.184 requirement to notify the applicant in writing
- Notification must clearly and fully explain the reasons for the decision if this is against the applicant's interests
- Notifications must inform applicants of their right to request a review including timescales
- Where an applicant may have difficulty understanding the implications of a decision, LAs should consider arranging for staff to explain the notification in person

What to expect and what you need to do

- Review your operational practices and consider how personalised housing plans will be delivered and resourced
- Assess and provide meaningful assistance to everyone who is homeless or threatened with homelessness, regardless of any priority need
- Review current recording mechanisms to ensure if there was a failure to agree, clear case file notes demonstrate the reasonable steps taken
- Ensure all steps are recorded in writing, and a copy given to the applicant
- Keep the assessment and the agreed actions under review, and notify of any changes to these, until no duty under any part of Pt VII HA 1996 is owed to the applicant

Good practice: written advice

- Initial triage service for all customers
- Clear and consistent advice for all customers
- Written advice for all including actions identified for the customer, LA and timescales
- Reviewing cases through the NPSS DPR tool



Good practice: written advice

- Issue a confirmation of advice letter
- Written advice contains:
 - Customer's housing issue
 - Action to be taken
 - Help to sort out any wider challenges which might be causing a housing difficulty
 - Confirmation of the position with regards to a homeless application

RYEDALE
DISTRICT
COUNCIL



Supporting you to prevent homelessness

The importance of securing corporate commitment

Supporting you to prevent homelessness

Corporate commitment: what do we mean?

3 key elements:

- Strategic level sign up and awareness
- Investment in services evidenced by financial reports
- Operational evidence of joint working across services

Corporate commitment: what do we know?

- LAs who are able to demonstrate corporate commitment to early intervention and prevention perform higher in all areas of service delivery

	Homelessness strategy	Interview observations	Housing options file reviews	Homelessness file reviews
LA 1	82	96	81	88
LA 2	85	76	67	69
LA 3	83	94	62	60

	Homelessness strategy	Interview observations	Housing options file reviews	Homelessness file reviews
LA 4	46	26	48	41
LA 5	31	48	31	53
LA 6	46	59	26	48

- New Burdens Funding and the Flexible Homelessness Support Grant will require corporate commitment in order to use it for the prevention of homelessness

Refresh: Current HPG

- LAs who are able to demonstrate corporate commitment have better access to current funding streams
- NPSS survey 2015 – Only 75% of LAs get 100% allocation
- On average:
 - 60% of grant allocation used for prevention services
 - 21% used to provide statutory services
 - 17% used to provide rough sleeper/single homeless services
- HPG indicative figures available up to 2019-2020
- Visible line within the wider BRRS
- Likely that the grant in its current form will change from 2020

Refresh: Flexible Homelessness Support Grant

- Replaced 'temporary accommodation management fee' from 1st April 2017
- 'No LA will receive less funding than the estimated total under the TAMF'
- Total of £402 million over the next two years
- Flexible to allow funding to be used for prevention
- **Ring-fenced** for the initial 2 year period

Refresh: New Burdens Funding

- Marcus Jones MP: LAs to receive £61m over two years
- After, this, it is expected that savings through preventing homelessness will make the Act self-funding
- Not yet known how much each LA will receive
- Working group looking at distribution
- Not yet known whether the funding will be ring fenced
- Estimated £161m implementation costs in London (AHAS)
- Wales £4.9m in year 1 and £3m in year 2

New Burdens Funding: What you need to do

Briefing sessions to:

- Senior management teams
- Portfolio holder/cabinet member
- Newly elected members
- Statutory and voluntary sector partners

Covering:

- Current statutory duties
- Requirements of the Homelessness Reduction Act 2017
- Anticipated impact on front line service delivery
- 'Spend to save' (NPSS Value for Money tool)
- Importance of partnership working and the duty to refer
- Projected increases in case load and reviews

Culture change:

- Managers
 - Members
 - Customers
 - Staff
 - Partner organisations
-
- Awareness that culture change will **need** to happen
 - Culture change takes time
 - Role of managers as conduit to change
 - New skills for all staff (current and new)

Discuss

1. Which funding streams do you currently have access to?
2. Have you carried out awareness raising briefings? How you approached these (or how will you)?
3. What actions can you identify to take back?



Good practice: Corporate commitment

LA 1: Housing Options officer funded by HRA

Justified through sustainment of social housing tenants joint working enforcement and outreach support

LA2: DHP fund managed entirely by Housing Options

Justified through joint understanding that DHP should focus on preventing homelessness, HB alleviated of the 'burden' of administering the fund

LA 3: Better Care Funding – wider housing prevention options

Justified through preventing homelessness and sustaining current accommodation

LA 4: Outreach Worker funded by Public Health

Justified through meeting required outcomes for Public Health

Good practice: Corporate commitment

- No HPG; used in its entirety for other council services
- Difficult relationships with internal and external partner agencies
- DBC, supported by NPSS took a report to Cabinet
- Homelessness Prevention now a priority for the authority



Supporting you to prevent homelessness

Developing effective partnerships and referral pathways

Supporting you to prevent homelessness

Refresh: The duty to refer

- Public bodies to notify a local housing authority if they identify any person whom they believe is homeless or threatened with homelessness
- Definition of “public bodies” to be defined within the statutory instrument
- Referral can only be made if:
 - the person agrees **and**
 - identifies a local housing authority in England where they would like the referral to be sent

Pathways: Local Challenge 5 key elements

- **Pathways are evidence based**
- **Partner organisations facilitate pathways**
- Appropriate support to access accommodation
- Flexible approach taken to pathway support

Duty to refer: *What you need to do*

- Identify your key partner agencies (statutory agencies and specified public bodies)
- Review existing protocols, joint working arrangements, referral arrangements and housing and support pathways in place
- Consider any gaps in protocols and notification arrangements with local partners and public sector services
- Provide a briefing and agree a referral process, including monitoring arrangements

Discuss

1. What pathways (if any) do you already have in place with partners?
2. Do they know about the duty to refer and how will they do this?
3. Where are the gaps and what actions have you identified?



Good practice: Referral pathways

- Successful hospital discharge protocol
- Aims to prevent homelessness and reduce re-admission
- Link made with the multi-disciplinary alcohol team
- New individuals identified whose tenancies are at risk
- Homelessness prevention possible through multi-agency and partnership working



Good practice: Referral pathways

- Protocol for prison leavers follows a “through the gate” approach
- Easing the transition for offenders from custody to the community
- Monthly surgeries to identify those due for release to no suitable accommodation
- Work begins 6 months before release date
- Multi-agency visit, pick up and mentor
Supporting you to prevent homelessness



Top tips for accessing the Private Rented Sector

Supporting you to prevent homelessness

Refresh: Accessing the PRS

- s.179 free information and advice to any person in the district on securing accommodation when homeless
- 'Deliberate and unreasonable failure to cooperate'
 - Applicants are still entitled to a minimum, a 6 month AST if they would have gone on to be owed a full duty
- S193(7F) Local authorities can make offers of accommodation in the private rented sector, to discharge the Section 193 homelessness duty, without requiring the applicant's agreement (PRSO)

What is a PRS access scheme?

A PRS access scheme is a service that supports both landlord and tenant and relies on building good relationships rather than expensive incentives

Successful schemes

The most successful schemes have :

- Protocols with neighbouring boroughs and similar services to develop policies on competition, duplication and relocating clients where necessary
- Information on other schemes within the district including service mapping and signposting
- Clearly published aims, outcome indicators and systems to measure performance
- A business plan and a clear model with services for landlords and tenants
- Secure electronic monitoring systems for the storage of data on customers, landlords and properties
- Robust financial monitoring to show costs and savings of the service to demonstrate outcomes and justify and retain investment

Supporting you to prevent homelessness

Discuss

1. What is your current tenant offer?
2. What is your current landlord offer?
3. What actions have you identified to take back?



Tenant offer

- No admin (or other) fees to set up the tenancy (or renew it)
- Financial support to access a tenancy - providing assistance through a Bond Scheme or a cash deposit scheme where necessary
- Assistance with setting up tenancy, tenancy agreement, notice on previous tenancy, matching with landlords or agents
- Support to access health and other statutory services if new to the area
- 'Good tenant passport' and 'supported tenancy' schemes
- Choice of properties/areas – work, school, family or other support networks
- White goods provision where appropriate (ensure PAT tested)
- Starter / store cupboard food packs
- Welcome pack giving vital information on local services, emergency contacts for landlord / support officers, local transport info and other basic information
- Assistance with removals / address change – where appropriate
- Floating support for assistance with setting up utilities

Landlord offer

- Provide training to landlords on rights and responsibilities of being a landlord (e.g.: updates regarding new regulations)
- Landlords forum
- Hand holding – support for landlords and tenants including floating support and advice
- One named contact within the Council housing team who can access and liaise with all other departments
- Regular visits to the tenant throughout the tenancy to provide support and prevent risks to the tenancy – followed up by written advice
- Landlord hotline – direct phone and email address and if possible named officer/s to report concerns/issues
- Independent advice and support for landlords and tenants
- Free mediation service to help tenant and landlord resolve problems before they escalate (where safe/appropriate)
- Full confidential disclosure on client (client's signed agreement is essential)

Promotion and marketing

- Who is the target audience? Are there several?
- How do you tailor your communications with them?
- Where can you promote your services?
- Can you sell your scheme with a clear description of your work?
- Does your local authority have a good or bad reputation locally?
Can you utilise it to your benefit or do you need to down play it?
- Materials should be professional looking, with accurate information
- Less is more, keep an ace in your back pocket when you negotiate with landlords

Good practice: Private Rented Sector

- YorHome agency offers a financial incentive to all existing landlords
- YorHome landlords receive one months free management fees if they introduce a new landlord who then secures a tenancy through YorHome
- The month following the commencement of a new tenancy, the landlord who made the introduction will pay no management fees for that month



Good practice: Private Rented Sector

- Created Private Landlord Service
- 'Bronze, Silver and Gold packages
- No charge to landlords
- Bronze: tenant finder service, check HB forms and fast track, referral to floating support, landlords forum
- Silver: Bronze + DHP assistance, RIA, accompanied visits, direct payments, inventory, 1 month's bond
- Gold: Silver + 24 hour response to rental queries, tenancy agreement validation, access to loans (empty homes), 2 month's bond, properties advertised via CBL, support with arrears, disrepair, ASB and dedicated officer



Supporting you to prevent homelessness

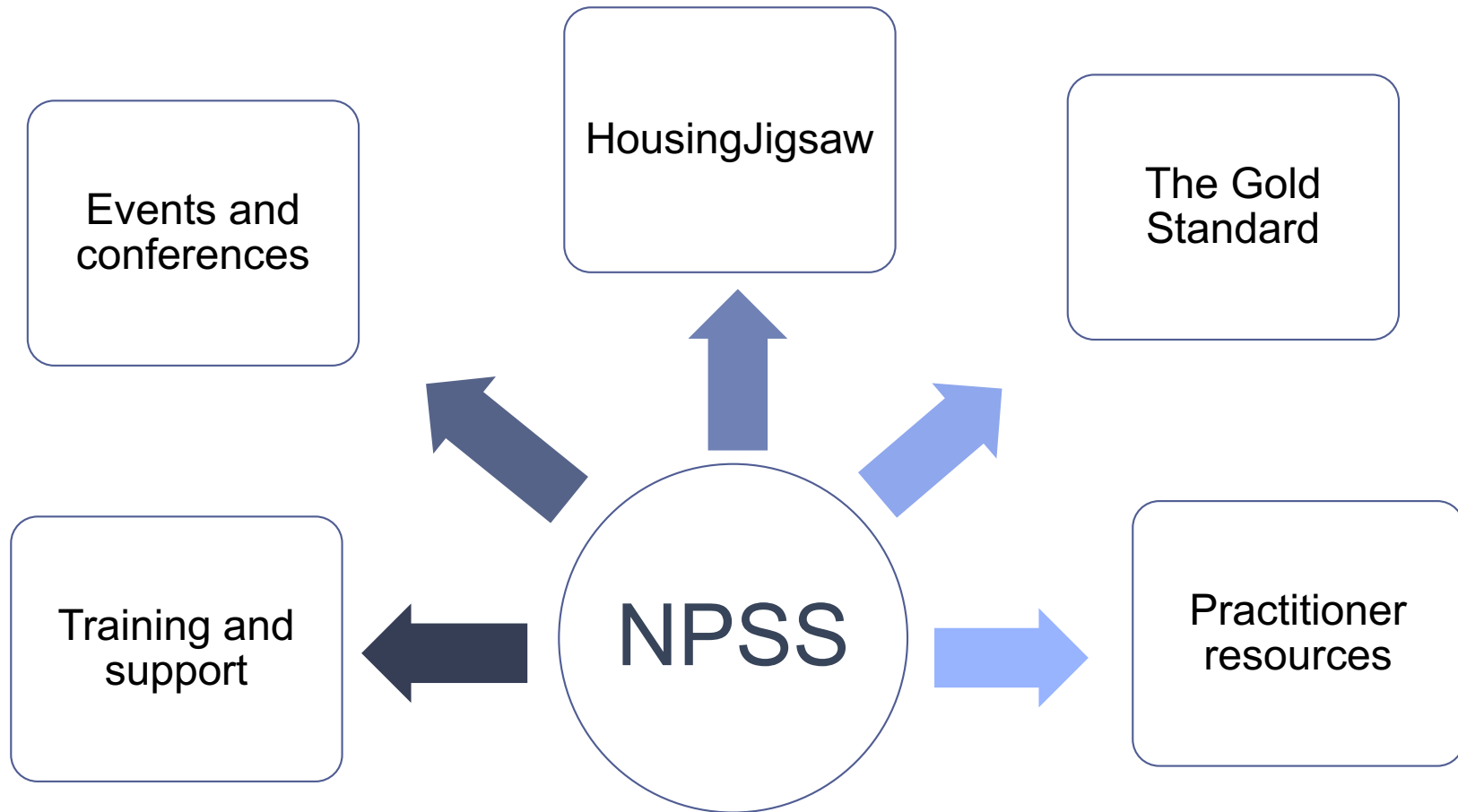
Good practice: Private Rented Sector

- Council acting as managing agent for the landlord
- Rent Guarantee for the term of the AST with rent paid in advance (usually three months in advance)
- Damage bond of two months' rent (in addition to the rental guarantee)
- No administrative charges
- Fully vetted prospective tenants (checks include immigration status, housing and credit history)
- Free model tenancy and management agreements
- Free quarterly property inspections undertaken in the first year
- Free Gas Safety check every year
- Agreement sought from members made on a spend to save argument

Supporting you to prevent homelessness



NPSS work streams



Supporting you to prevent homelessness



A case management and support solution for homelessness

Delivered by





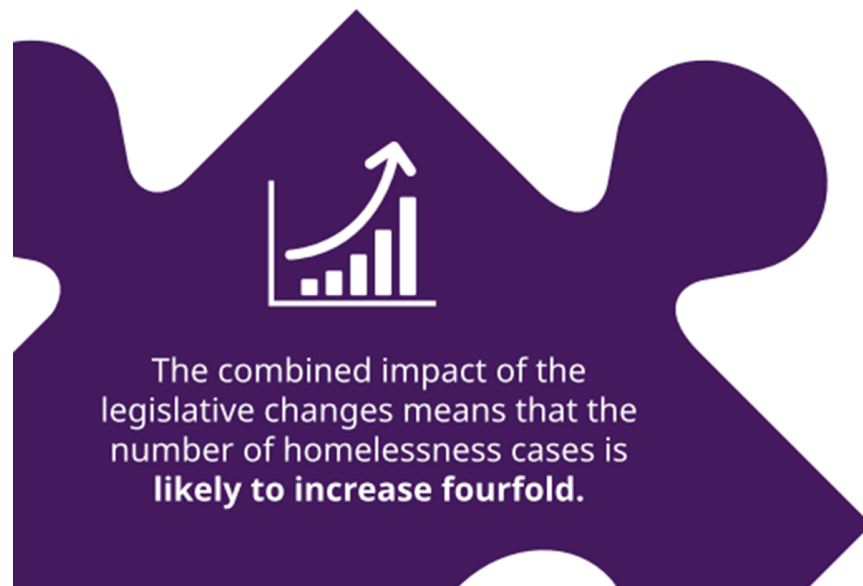
A case management and support solution for homelessness

- The only system designed by practitioners, for practitioners
- Supports councils to meet their new legal obligations
- A unique market solution, delivering both hand in hand, at a fixed annual cost
- Combines excellence in housing practice with software expertise

Delivered by



Are you prepared for the Homelessness Reduction Act?



The Act will **change the way that councils work** to prevent and relieve homelessness from April 2018.

Councils **must assess and provide meaningful assistance** to everyone who is homeless or threatened with homelessness, regardless of any priority need.

Alongside the Act, there are **changes to the reporting requirements** for councils – from aggregated statistics to new case-level reporting.

The missing piece of the homelessness puzzle

A large, dark purple puzzle piece graphic with a white outline, containing text. The piece is irregularly shaped, fitting into a larger puzzle.

Housing Jigsaw is
**a person-centered,
straightforward**
service you can rely on

Housing Jigsaw's aim is to **combine practical support and advice** with easy to use software to help you prevent and relieve homelessness.

Housing Jigsaw will support you through the legislative changes ensuring that you **get it right first time for your customers.**

If you need strategic and practical advice and operational support, the **NPSS practitioners are only an email or call away.**

An innovative solution designed by practitioners, for practitioners



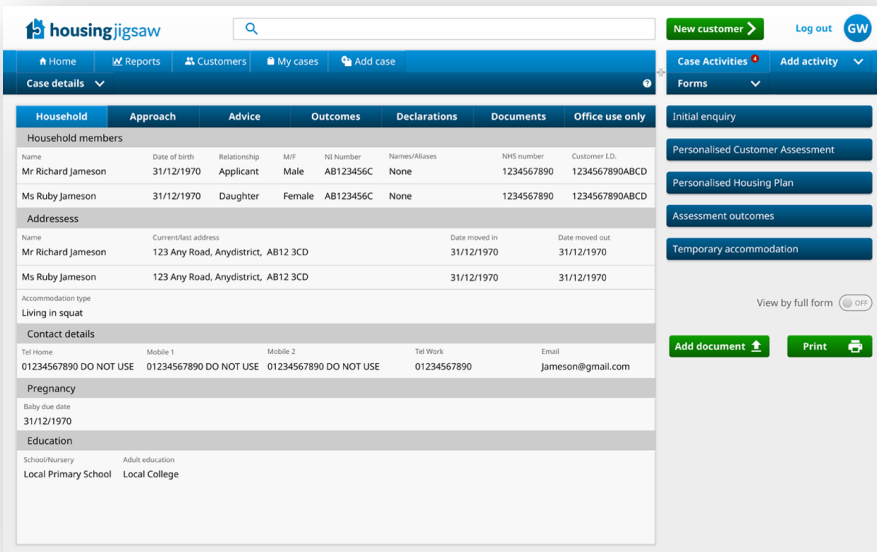
Manage an increased caseload efficiently across your team

Designed to help you increase efficiency, empowering your team to work smarter and not harder.

Meet ALL legislative requirements

Ensure that you complete everything you need, efficiently and effectively. We won't let you forget anything important.

Deliver a safe, effective prevention service and responsive relief service for your customers



The screenshot shows the 'Case details' page in the housingjigsaw system. The page is divided into several sections:

- Navigation:** Home, Reports, Customers, My cases, Add case.
- Case details:** A dropdown menu for 'Case details'.
- Household members table:**

Name	Date of birth	Relationship	MF	NI Number	Names/Aliases	NHS number	Customer I.D.
Mr Richard Jameson	31/12/1970	Applicant	Male	AB123456C	None	1234567890	1234567890ABCD
Ms Ruby Jameson	31/12/1970	Daughter	Female	AB123456C	None	1234567890	1234567890ABCD
- Addresses table:**

Name	Current/last address	Date moved in	Date moved out
Mr Richard Jameson	123 Any Road, Anydistrict, AB12 3CD	31/12/1970	31/12/1970
Ms Ruby Jameson	123 Any Road, Anydistrict, AB12 3CD	31/12/1970	31/12/1970
- Contact details:**

Tel Home	Mobile 1	Mobile 2	Tel Work	Email
01234567890 DO NOT USE	01234567890 DO NOT USE	01234567890 DO NOT USE	01234567890	jameson@gmail.com
- Pregnancy:**

Baby due date
31/12/1970
- Education:**

School/tertiary	Adult education
Local Primary School	Local College
- Right-hand sidebar:**
 - Buttons: Initial enquiry, Personalised Customer Assessment, Personalised Housing Plan, Assessment outcomes, Temporary accommodation.
 - Form: 'View by full form' with a toggle switch (OFF).
 - Buttons: Add document, Print.

Send and receive Local Authority referrals & receive specified public bodies duty to refer cases.

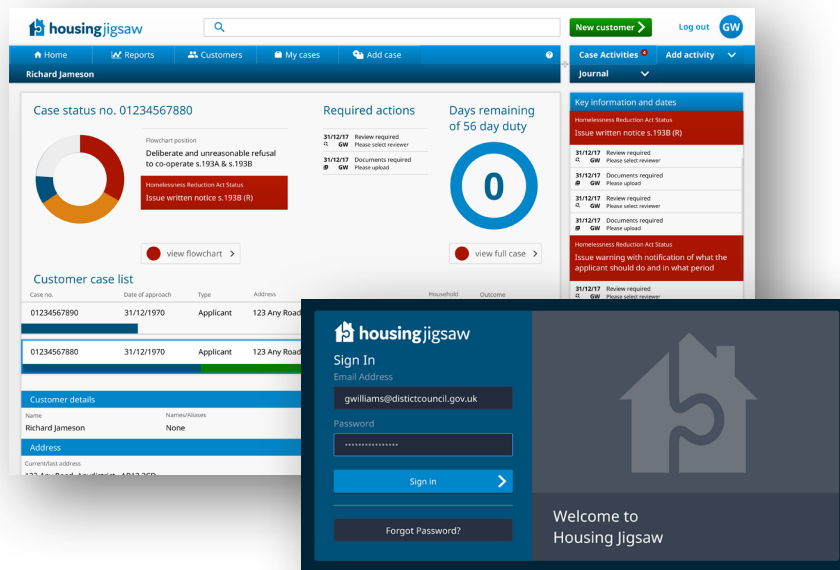
Customer and property database to record and discharge all duties

Clear system reporting

Ongoing informed advice from the NPSS

Be more proactive with full visibility of your caseload and performance

Make the new statutory returns straightforward



Straightforward


The in-built assessment ensures all relevant data is automatically collected ensuring DCLG returns are collated and returned effectively and accurately.

No hidden costs

Modern, secure, mobile responsive IT system

ISO27001 certified

Join the pilot

A graphic consisting of four interlocking puzzle pieces arranged in a 2x2 grid. The top-left piece is dark purple and contains an icon of a graph with an upward arrow and two 'x' marks. The top-right piece is a medium blue and contains an icon of a computer monitor with a gear. The bottom-left piece is a medium blue and contains an icon of a calendar with the number '18'. The bottom-right piece is dark purple and contains an icon of a headset. Each piece has a white icon and white text describing a benefit of the pilot program.

Input from the NPSS on strategy and practice in line with the new legislation

Ongoing development of the IT system

18 months' access to the Housing Jigsaw IT system

Support for less than the cost of one year's membership

We're looking for innovative councils to use the system from September 2017 to March 2018 to manage homelessness cases.

We want your honest feedback about how the system is working for you. This valuable input will shape the future development

FREE

Until March 2018

if you sign up by July 31st 2017

£7,500

for 12 months

if you sign up by Dec 31st 2017

£9,000 per year

starting from April 2018



The screenshot displays the housingjigsaw software interface. At the top, there is a navigation bar with 'Home', 'Reports', 'Customers', 'My cases', and 'Add case' options. Below this is a 'Notifications Dashboard' with 'Urgent actions' such as 'Approaches require assignment to officer' and 'Prevention cases require actions'. The main area features a 'Week view' line chart, a 'Total current cases' donut chart showing 112 cases (with segments for Approach, Prevention, Relief, Refusal, and TA), and a 'Customer case list' table. The table lists cases with details like case number, date of approach, type, address, household, and outcome. A 'Customer details' section provides personal information for a specific case. On the right side, there is a 'Tasks' panel with a calendar view and a 'Journal' panel with a list of activities and key information.

NPSS National Conference 2017

The University of Warwick, 4th and 5th July

- A practical focus on implementing the HRA
 - Policy update from CIH
 - Informative case law and legal update from Liz Davies
 - Innovative solutions to homelessness; a Trailblazer insight from GMCA
 - Welsh Government: lessons from implementing a prevention duty 1 year on
 - Julie Rugg on the Private Rented Sector
 - Service update from DCLG
 - Opportunities to share good practice, network and learn from sector experts
 - An environment designed to support delegates get the most from their conference experience
 - The **most cost effective** two-day conference in the sector with 99% of delegates rating the event as good, very good or excellent
-
- Two day ticket price just £245 ex. VAT, quote the date of this training online at www.npsservice.org.uk to secure your ticket for **just £199** ex. VAT

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