



Winner of Unison
2019 Hidden Heroes



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Housing Options Team



Meet The Team

The team is made up of:

- Managers / Team Leaders
- Initial Assessment Officers
- Homeless Reduction Officers / Duty to Refer Officers / HRO
Domestic Abuse
- Temporary Accommodation officers / Health Navigator
- Housing Options Support Officers
- Rough Sleeper Co-Ordinator / Rough Sleeper Navigator / Move on
Officer / Tenancy Sustainment Officer



What We Do?

- Assess homeless applications in line with Homeless Reduction Act 2017, provide advice & assistance and sign post to other agencies where appropriate
- Make referrals to accommodation providers both in the short term and long term to ensure customers are safe and have access to suitable housing
- Work with partners to ensure all other needs are addressed identified within a customers Housing Needs Assessment & Personalised Housing Plan



Interventions & Solutions for Prevention / Relief

- Mediation - this can be with family members / landlords
- Provide tenancy support
- Maximising income (debt advice, referrals for DHP, resolving any benefit issues)
- Financial assistance (bond guarantee, clear rent arrears via the Eviction Prevention Fund, referral to Local Welfare Provision)
- Negotiation with accommodation providers / Referrals to accommodation providers
- Assess banding and increase where appropriate / Appeal suspensions where appropriate



General Housing Advice

- Financial assessments
- LWP referrals
- Refer for outreach support from other agencies
- Provide tenancy support if required



Help with Move On Accommodation

- Register with SCC for general waiting list
- Increase banding with Gento
- Secure suitable and affordable accommodation in private sector
- Refer to another area



When duties end

- If client is rehoused
- If client fails to engage/make contact
- If client refuses a suitable offer of property
- If client loses TA



Any Questions

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