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Services



NHAS support social worker in securing accommodation for street homeless care leaver

A social worker contacted us about a single, 20-year-old, street homeless female client. The client had approached the local authority housing team for assistance. A personal housing plan was produced for the client, but no emergency accommodation was offered.

[Read more](#)

Join our advice line team

Are you a client-focused individual with a good understanding of homelessness, housing and related social welfare issues? Then join Shelter as an adviser on the NHAS advice line and you could soon be playing a vital role in the fight against bad housing and homelessness.



[Read more](#)



Need help with housing or welfare benefits enquiries?

Call us on 0300 330 0517 or [speak to an adviser via webchat](#).



Need support with a difficult debt case?

Call the Specialist Debt Advice Service on 03300 580 404 or [submit an enquiry online](#).

Training update

Temporary accommodation forum

Thursday 24 February
9.30am-12pm

This event is suitable for local authority staff who will get the opportunity to hear about good practices to improve temporary accommodation. Delegates are encouraged to share their own experiences and learn from others in this forum event.

The event includes a session to find out about, and feed into, a national research project looking at the experiences and impact of living in temporary accommodation. Temporary accommodation action groups and how they work in practice will be highlighted as part of the session.

[Book your place](#)

Looking to train a group?

We are currently fully booked to deliver funded group training.

If you need to train a group [Shelter Training](#) can deliver this for a fee on a range of housing, homelessness, benefits, debt and professional skills topics.



[Read more](#)

Bitesize e-learning

Our bitesize e-learning sessions are designed to be completed in your own time.

We have recently added the following awareness level and introductory level topics:

- The importance of identifying housing status
- The difference between a tenancy and licence
- Identifying housing status (1): tenancy or licence

You can complete these, and other topics, through the [training portal](#).

[Read more](#)

Housing Matters



Monthly round-up of legislation, case law, guidance and news

Includes case law on the Public Sector Equality Duty, unlicensed HMOs, pre-settled status and eligibility for universal credit.

[Read more](#)



Repeat homelessness applications

Daniel Norton and Douglas Jensen look at what a local authority must do when a person reapplies as homeless following a previous decision.

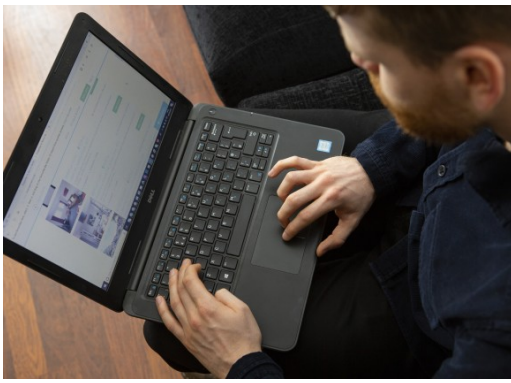
[Read more](#)

Toolkits for professionals

Our toolkits provide information and resources for professionals dealing with housing and homelessness issues.

They cover:

- [Advising survivors of domestic abuse](#)



- [Advising on section 21 notices](#)
- [Supporting people on probation](#)
- [Breathing space](#)

[Read more](#)

[View all Housing Matters news and articles](#)

Focus On

It's good to talk, but is mediation the future of housing possession?

Professor Lisa Whitehouse draws on the views of those on the frontline of eviction cases to assess the appropriateness of mediation in housing possession cases.

The views contained in this article were gathered as part of an ESRC funded project assessing the court system's response to the COVID-19 pandemic in housing possession cases in England and Wales.



[Read more](#)

Shelter Legal

Recent updates to Shelter Legal include:

- [New page giving an overview of the possession proceedings process](#)
- [New guide to applying to suspend an eviction warrant](#)
- [New guide to writing and submitting a witness statement](#)
- [The EEA national sponsor of an extended family member must have acquired citizenship before the extended family member entered the UK](#)
- [Updates to the Homelessness Reduction Act: Duty to refer policy framework](#)

For all the latest updates see [what's new on Shelter Legal](#)

Who we are?

We provide free expert advice, training and support to professionals working in local authorities, voluntary advice agencies and public authorities in England.

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