

# Local Authority Training Programme

Introductory & Refresher Level  
2016





## Training from the housing and homelessness experts

NHAS is funded by the Department for Communities and Local Government to provide specialist support and training that is free to local authorities. Our programme of training courses is designed in response to the latest developments in housing and homelessness, and aimed at frontline housing options staff that provide initial advice and assessments in housing, homelessness and housing options. Our team of professional trainers have a wealth of expertise and experience to help advisers gain the knowledge, skills and confidence to tackle housing issues and give quality housing advice.

## How to use the NHAS training services

Our training service provides local authority housing options teams with the option to organise in-house training or, where applicable, attend training with other housing options services.

If you have up to 16 delegates you can arrange for an in-house training course for your front line housing options team or if you only have a few delegates you will have the opportunity to act as host for cluster training. All our training is free; we only ask that you provide a suitable venue.

Alternatively you may be able book your staff onto a course in your region hosted by another local authority. This will give your staff the experience of meeting with other housing options teams to share knowledge and good practice.





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# Training Courses

## Housing Advice for Housing Options Staff

### Who is the course for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

This is an introductory course which is suitable for new staff or as a refresher for more experienced staff. Delegates are expected to have a basic understanding of a Local Authority's Homelessness duties.

### Pre coursework

If you are new to your role or have limited knowledge of homelessness you should complete the Local Authority Homelessness Duties bite-size before attending this course.

### Course Aims:

This course is intended to provide local authority housing options staff with an overview of housing advice issues relevant to the prevention agenda.

### General Course Objectives:

- Understand what the NHAS is and what support it can offer Local Authorities
- Identify where housing advice fits into the homeless prevention agenda
- Identify housing advice issues and possible options for intervention
- Review housing status and security
- Provide an overview of:
  - Possession procedures
  - Relationship breakdown and housing rights
  - Domestic abuse and housing issues
  - Harassment and illegal eviction



## Housing Status and Security of tenure

### Who is the course for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

This is an introductory course which is suitable for new staff or as a refresher for more experienced staff.

### Aim:

The course will provide local authority housing options staff with:

- the information required to identify housing status and security of tenure and
- an overview of the issues to consider in order to help tenants to remain in their home

### Objectives:

- understand the importance of determining housing status
- recognise the main types of tenancy that exist in the private and public sector
- identify the security of tenure of the main types of tenancy, including notice requirements and the need for grounds
- have an overview of the court procedure when a landlord is seeking a possession order
- identify where homeless prevention may be possible



## Persons from Abroad and Housing Options

### Who is the course for?

Local Authority Housing Options staff including housing officers, homelessness officers and homelessness prevention staff who are required to give advice on housing options enquiries.

This is an introductory course for advisers with little or no knowledge of housing options of people from abroad. It may provide a good refresher for more experienced staff.

Delegates will be expected to have a basic overall understanding of a local authority's homelessness duties.

### Course Aims:

To provide participants with an overview of the legislation affecting persons from abroad and their rights to housing.

### Learning objectives:

By the end of the course participants will have achieved the following:

- Understand the legal framework that regulates rights to social housing
- Identify who is subject to immigration control and who is 'another person from abroad'
- Identify who is eligible for assistance
- Recognise the status of EEA Nationals including
  - A8 nationals, A2 nationals and Croatian nationals
  - Family members of EEA nationals
  - Carers of UK national children and EEA national children in full time education
- Outline LA duties and potential housing options for clients
- Identify links with other agencies



## Relationship Breakdown, Domestic Violence and Homelessness Prevention

### Who is the course for?

Local Authority housing options staff including housing officers, homelessness officers and homelessness prevention staff who are required to give advice on housing options enquiries.

This is an introductory course which is suitable for staff who have little or no prior knowledge of housing rights and options for people experiencing domestic violence or undergoing relationship breakdown. The course may provide a useful refresher for more experienced staff.

Delegates will be expected to have a good understanding of housing status, security of tenure and local authority homelessness duties under part VII Housing Act 1996.

### Course Aims:

To provide Local Authority housing options officers with an overview of the legal principles which are relevant to homelessness prevention options for people in relationship breakdown and domestic violence situations.

### Learning objectives:

By the end of the course participants will have achieved the following:

- In relationship breakdown and domestic violence situations
- Know what are and who has “pre-existing” housing rights
- Identify housing rights available on the basis of the relationship
- Understand the key definition of domestic violence
- Explain the main remedies that can allow those experiencing domestic violence to remain in their accommodation
- Recognise when it may be necessary to take a homeless application under part VII Housing Act 1996
- Outline the housing issues which may need to be covered when someone intends to leave their accommodation
- Give an overview of possible long term housing solutions



## Welfare Reform for Occupiers in Rented Accommodation

### Who is the course for?

Local Authority Housing Options staff including housing officers, homelessness officers and homelessness prevention staff who are required to give advice on housing options enquiries.

Housing Options staff will need to be aware of the impact that changes to the welfare system may have on clients approaching their services for assistance including the benefits cap, the under occupation rules, changes to council tax benefit and the introduction of Universal Credit. These may well affect the affordability of accommodation for clients so the advice and assistance provided to prevent homelessness will be as important as ever.

### Course Aims:

To provide an overview of the welfare reform changes which affect tenants in rented housing and explore ways in which local authority housing options teams can assist clients and tenants.

### Learning objectives:

By the end of the course participants will be able to:

- List the various reforms and identify which benefits will be replaced and which will remain
- Recognise who will be able to claim Universal Credit
- Outline how Universal Credit will be calculated
- Describe how claims and payments will be made under Universal Credit
- Define what is meant by conditionality, sanctions and appeals
- Identify ways in which local authorities can assist clients affected by changes to welfare benefits





## In-house Briefings

To complete our existing training programme we have developed a small number of 3 hour briefings to provide an update to your existing basic understanding.

### **Tenancy Deposit Protection issues and S21 notice changes to ASTs from 2015-2018**

The section 21 notice and tenancy deposit changes briefing will look at legislative changes that have been implemented following the introduction of the Deregulation Act 2015. The briefing will achieve this aim by:

- Comparing and contrasting the operation of the rules on service of section 21 notices for assured shorthold tenancies granted before, as opposed, to on or after the 1/01/2015
- Clarifying the extent of how the aforementioned assured shorthold tenancies will operate in practice, up to and including the 30/9/2018 and beyond this date
- Examining the additional responsibilities that have been placed on landlords for tenancies they have granted since the 1/10/2015 by looking at:
  - what prescribed information they must give to these tenants;
  - what prescribed requirements they must comply with before a section 21 notice can be deemed to be validly served, and
  - what prescribed form a section 21 notice must take if it is deemed to be a valid notice seeking possession.
- Illustrating how the Deregulation Act 2015 has affected compliance requirements by landlords who received deposits from tenants
- Identifying how the Deregulation Act 2015 changes may impact on landlords who attempt to evict post 30/9/2015 assured shorthold tenants who make a complaint in connection with the state of repair of the property

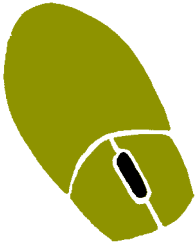


## EEA Nationals and Returning Residents' Eligibility

This briefing will provide an overview of the rules in respect of eligibility for housing & homelessness assistance & related welfare benefits that affect EEA nationals and their family members, and British nationals and other persons from abroad returning to the common travel area.

This briefing will achieve these aims by

- Examining the recent legislative changes and changes to existing guidance that determine whether or not returning British nationals or EEA Nationals are deemed to be habitually resident in the common travel area;
- Identifying which countries are members of the European Union and distinguishing this from the larger European Economic Area, and in doing so, highlighting and comparing how the UK treats specific member states differently for the purposes of eligibility for housing assistance, homelessness assistance & means tested benefits;
- Specifying how the government have made changes to existing legislation that now prescribe time limits which determine how long EEA worker and jobseeker status is retained for;
- Comparing and contrasting how and when EEA worker and EEA self- employed status is retained;
- Illustrating how the government has issued changes to guidance for decision makers to assist them in determining whether or not work is genuine or effective by introducing a minimum earnings threshold criteria;
- Explaining how the government has made changes to existing housing benefit legislation that remove pass-porting for EEA jobseekers;
- Examining how the government have introduced further legislative changes that place additional residence requirement criteria on EEA jobseekers who wish to claim Child Tax Credits and Child Benefits for their dependants;
- Illustrating how primary carers of EEA children in education derivative rights to reside in the UK may be entitled to homelessness assistance and related means tested welfare benefits, and
- Exploring future measures to be implemented that will affect EEA national's entitlement to 'in work benefits', and how they may export child benefits to their own member states.



## Webinars

Webinars are a way of training/providing presentations or holding meetings over the internet to lots of people in different locations. All you usually need to access our webinars is an internet connection and a web browser (such as Internet Explorer or Firefox), however we also use telephone conferencing in case there are local issues with internet speed etc.

- Advice on Tenancy Deposits
- Advising and Assisting single people and non-priority households
- Assured Shorthold Tenancies: Section 21 Notices – an overview
- Housing Duties to Young People
- Introduction to Homelessness and Local Authority Duties
- Persons from Abroad and Changes to Benefit Entitlement
- Preventing Mortgage Repossessions
- Right to Rent Immigration Checks
- Section 184 Process: getting it right from the start
- Section 21 Notices: new tenancies from 1st October 2015
- Suitability and Out of Area Placements
- Suspending a Warrant
- Tenants of Landlords Facing Mortgage Repossession
- Under Occupancy Rules
- Vulnerability

### Requirements

You don't need to download any software — all you need to access the training is an internet connection and a landline telephone.



## Advice on Tenancy Deposits

Duration: 75 minutes

### Who is it for?

The webinar is for advisers that would like to gain an understanding of the legislation behind tenancy deposit schemes, and may feel less certain with how to advise tenants on ensuring their deposits are protected and how to take action if not.

### Aims

This webinar will cover:

- the basics of tenancy deposit schemes
- requirements for landlords protecting deposits and possible effects on the eviction process
- key processes for returning deposits and resolving disputes



## Advising and Assisting single people and non-priority households

Duration: 75 minutes

### Who is it for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

### Aims

- Be familiar with the prevention, advice and assistance duties and powers to non-priority clients under Part VII of the Housing Act 1996
- Identify action that can be taken to assist clients who are at risk of homelessness
- Recognise best practice when completing and providing confirmation of advice and assistance letters

Before attending the webinar delegates should look at their local authority's homelessness strategy to see what it says about services or gaps in services for non-priority clients.



## Assured Shorthold Tenancies: Section 21 Notices – an overview

Duration: 75 minutes

### Who is it for?

This webinar is for anyone working in housing advice that is unfamiliar with Section 21 notices in relation to Assured Shorthold Tenancies.

### Aims

This webinar will provide delegates with a general overview covering:

- what a S21 notice is in relation to assured shorthold tenancies and when it can be used, and by what landlord
- the requirements of a valid S21 notice, and how they should be served by a landlord - highlighting what the important restrictions are on the use of a S21 notice by a landlord (when they can't be used or won't be valid), and what other considerations there may be for tenants defending possession proceedings.



## Housing Duties to Young People (16-24 year olds)

Duration: 90 minutes

### Who is it for?

Local Authority Housing Options staff and Children's services staff.

### Aims

- Identify some of the barriers that young people may experience in accessing and retaining accommodation
- Explain how Local Housing Services may discharge homelessness duties for young people following an application under Part VII of the Housing Act 1996
- Explain the duties under Part 3 of the Children Act 1989
- Identify the importance of joint working and building links with other agencies



## Introduction to Homelessness and Local Authority Duties

Duration: 90 minutes

### Who the webinar is for?

Local authority and social services staff who want an introduction to homelessness and local authority duties so they are aware of the legislation. It is aimed at those with little knowledge so is not suitable for those who are involved in dealing with homelessness on a day to day basis as part of their role.

### Aims

To provide an introduction to

- the duties owed to homeless people by local authorities
- the five tests of homelessness using case studies
- identify when accommodation duties are triggered and what this means



## Persons from Abroad and changes to benefit entitlement

Duration: 90 minutes

### Who is it for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries

### Aims

This webinar aims to provide an update on the recent changes and how they impact on access to housing and benefits for persons from abroad.

- Jobseeker's Allowance – 'new residence requirement'
- Changes affecting EEA nationals – minimum earnings threshold for workers and self-employed people;
- Workers – effective and genuine economic activity
- Changes to retention of worker status – A2 and Croatian nationals
- Retaining worker status
- Changes to jobseeker status – A2 and Croatian nationals
- Changes to jobseeker status – all EEA nationals
- Changes affecting non-EEA nationals



## Preventing Mortgage Repossessions

Duration: 90 minutes

### Who is it for?

Local Authority Housing Options staff who want to learn more about the options available to homeowners facing repossession. This webinar is appropriate for delegates who are new to mortgage repossessions. As the content is at a basic level, it is not suitable for experienced mortgage or debt advisers.

### Aims

- Recognise where the client is in the mortgage possession process
- Identify main options for dealing with mortgage arrears before court action
- Describe what actions can be taken at court and after an order has been granted



## Right to Rent Immigration Checks

Duration: 75 minutes

### Who is it for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

### Aims

The aim of this webinar is to provide an overview of Right to Rent Immigration checks. It will cover:

- the circumstances in which right to rent checks apply
- what landlords are required to do
- examples of good practice
- future developments to keep an eye out for



## Section 184 Process: getting it right from the start

Duration: 90 minutes

### Who the webinar is for?

Local Authority housing options staff who conduct homelessness enquiries or are responsible for making S184 decisions. Delegates should have a reasonable knowledge of the law regarding homelessness applications and decisions.

### Aims

- Identify when a duty to make enquiries arises
- Understand what enquiries are necessary
- Recognise what a good S184 letter should contain





## Section 21 Notices: new tenancies from 1 October 2015

Duration: 90 minutes

### Who is it for?

Local authority staff who are familiar with Section 21 notices in relation to Assured Shorthold Tenancies, and want to know more about the changes from 1 October 2015.

(If you have attended the Assured Shorthold Tenancies: S21 notices overview webinar then you will find this webinar useful as a follow on as it focuses on the changes introduced from 1st October 2015.)

### Aims

To familiarise participants with changes introduced by the Deregulation Act 2015 from 1st October 2015 in relation to new assured shorthold tenancies starting on or after this date.

The webinar will cover:

- Dates and lifetime of S21 notices and repayment of rent where the tenancy ends early
- Prescribed form, information and requirements
- Retaliatory eviction provisions



## Suitability and Out of Area Placements

Duration: 90 minutes

### Who the webinar is for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

### Aims

- Recognise when and why suitability is important
- To identify what 'suitability' means
- Be aware of the factors that need to be considered when assessing suitability
- To provide an overview of the supreme court decision in *Nzolemeso v City of Westminster* [2015] UKSC22



## Suspending a Warrant

Duration: 90 minutes

### Who is it for?

Local Authority Housing Options staff including housing officers, homelessness officers and homelessness prevention staff who are required to give advice on housing options enquiries. Delegates should previously have attended the Housing Advice for Housing Options Staff or have gained knowledge of the possession process through practice.

This webinar does not deal with suspending a warrant in relation to mortgages.

### Aims

- Identify what a warrant is and what suspending a warrant means
- Understand the Court's powers in relation to suspending a warrant
- Identify key information needed by advisers to determine whether an application to suspend may be appropriate
- Be aware of key factors to consider when applying to suspend a warrant before it has been executed and factors to consider when applying to suspend a warrant post eviction



## Tenants of Landlords Facing Mortgage Repossession

Duration: 75 minutes

### Who is it for?

Local Authority Housing Options staff including housing officers, homelessness officers and homelessness prevention staff who are required to give advice on housing options enquiries. Delegates should previously have attended the Housing Advice for Housing Options Staff or have gained knowledge of the possession process through practice.

### Aims

- Recognise the importance of identifying who is an 'authorised' tenant
- Identify key questions to ask a client
- When possession proceedings have started
  - identify options for an 'unauthorised' tenant
  - identify options for an 'authorised tenant'



## Under Occupancy Rules

Duration: 75 minutes

### Who the webinar is for?

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

### Aims

If you would like a grounding in what the under occupancy rules are, who might be affected and what options tenants may have, then our 75 minute webinar is ideal for you. It will also cover the definition of a bedroom and recent case law.



## **Vulnerability**

Duration: 75 minutes

### **Who the webinar is for?**

Local Authority Housing Options staff including housing officers, homelessness officers and homeless prevention staff who are required to give advice on housing options enquiries.

### **Aims**

Our webinar provides an overview of the Supreme Court decision in *Johnson v Solihull MBC* and *Hotak and Kanu v LB Southwark*. Participants also have an opportunity to discuss the implications of this decision.



## Bite-size

Bite-size are online learning sessions. They can be used by individual learners at any time. NHAS bite-size take about 30 minutes to an hour to work through.

### Available bite-size:

- Can my client afford to stay in their home?
- Housing rights for ex-offenders
- Housing rights for students
- Housing rights for tenants with tied tenancies
- Local Authority Homelessness Duties
- Right to Rent Immigration Checks
- Tenants whose landlords are facing repossession



## Preferred arrangements for training

NHAS training is free of charge to local authorities; if arranging in-house training, all we ask is that you provide a suitable venue. The following checklist will assist your trainer to provide a safe, comfortable and enjoyable training experience:

- ✓ Suitable training room to comfortably accommodate the maximum delegate number of 16 per course with space for the trainer and delegates to manoeuvre and participate in group work and activities
- ✓ Access to light refreshments for the trainer and delegates (tea, coffee and water/soft drink) – it helps to be able to provide this within or near to the training environment
- ✓ Provide a named contact on the day for the trainer who will be able to assist with any queries regarding the room or facilities at the training venue
- ✓ Ensure that your venue is DDA compliant with disabled access, and has been Health & Safety assessed
- ✓ Powerpoint facilities
- ✓ Flipchart and pens

## Contact:

For further information about our introductory courses, or to book, please email **nhas@shelter.org.uk** or call **0344 515 2268**.

The in-house/on demand training receives a high volume of requests, please ensure that you are able to provide a suitable room for the date and time agreed when securing your training dates as the high demand may mean that we are unable to secure an alternative date for you. If you do need to cancel or reschedule your training please ensure that you provide us with a minimum notice of 4 weeks where possible.

## nhas.org.uk

NHAS is a Shelter and Citizens Advice service supported by the Department for Communities and Local Government.

 Funded by  
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