

We're here to help you with your housing and homelessness queries.

December 2018 eBulletin

Service updates

Free event for health and social care workers

On Wednesday 27th February 2019 we will be holding our first event aimed at health and social care workers, in Manchester. It will focus on the topic of children and families with housing issues. The event will run from 10am – 1pm, and will follow a similar format to our successful Roadshow events; encouraging learning, sharing of good practice and networking. To secure your place today email nhas@shelter.org.uk

Training

Changes to the training booking system

Following the integration of the new online booking system with our website, you can now view and book available training sessions in the website calendar. Just click on the course that you would like to book and add it to your basket.

This will redirect you to the checkout process for the new training booking system.

Please note you will need to have your unique training user ID and password (this will be different to the NHAS website login). If you haven't registered as a manager or an individual, you can register a new account at this point – just follow the steps from the Checkout process.

User ID's have been issued to managers that preregistered their details.

You will also have access to a portal page. User guides for the NHAS online training calendar and portal page are available at www.nhas.org.uk. Log in with the usual NHAS website details and go to Training.

Thank you for your patience, and we hope that this will make viewing and booking courses and training sessions easier for you!

If you have any questions or feedback about the training system, or have forgotten your login details, please email us at nhas@Shelter.org.uk

Training dates for January

Scheduled webinars and face to face courses are now available to book on to via the website, with more being added regularly. This includes webinars on the Homelessness Reduction Act; including the Duty to Refer for public authorities, Introduction to Homelessness and local authority duties and Vulnerability. More details about the courses available can be found on the [training section](#) of the website.

Consultancy Line

Christmas and new year opening times

Over the Christmas and New Year period we will be able to take your calls and respond to webchats in the same way as normal, Mon-Fri 9am – 6pm except where there is a bank holiday when our lines will be closed – Christmas Day, Boxing Day and New Year's Day.

News, updates and statistics

[Guide to Universal Credit](#) for organisations supporting those who are homeless or at risk of homelessness

This guide has been written to help you to support a Universal Credit claimant to make and manage a claim. It also provides information on the support they can expect to receive from DWP and other organisations.

Duty to refer guidance for NHS staff

The Department of Health and Social Care has published [guidance for NHS staff](#) who now have a duty to refer people for housing assistance when homeless or at risk of homelessness.

The Mental Health Act independent review concludes

The [Independent Review of the Mental Health Act](#) has set out recommendations for government on how the Act and associated practice needs to change. It includes recommendations around the hospital discharge process, stating that 50% of delayed discharges in mental health hospitals are due to not having appropriate housing and care packages in place.

Crisis survey highlights feelings of powerlessness towards people who are homeless

A [Crisis report](#) shows that nearly 70% of the public feel powerless to help homeless people.

Coupling up: The danger of being a woman on the streets

A Brighton Women's Centre report: [Couples First? Understanding the needs of rough sleeping couples](#) looks at the experience of couples who are rough sleeping and makes recommendations for better understanding and supporting them

Report: Building for the baby boomers - making a housing market for an ageing population

In [Building for the Baby Boomers](#), Policy Exchange argue a new generation of homes purpose built for ageing baby boomers is needed.

[Affordable Housing Monitor](#) - London

The first report looking at the levels of affordable housing delivery by the Mayor of London – this is due to be published every year.

Combustible materials on new high-rise homes ban - support to local authorities for remediation work

Local authorities will get the government's full backing, including financial support if necessary, to enable them to carry out emergency work on affected private residential buildings with [unsafe ACM cladding](#).

New burdens assessment for the reporting of ACM remediation data

A new burdens assessment has been published by the Ministry of Housing, Communities and Local Government on [data collection tracking ACM remediation](#).

[Condemned block of flats](#) highlights the need for new build regulation reform

This briefing paper considers the existing building control regime and customers' means of redress when faced with [defects in newly built housing](#). It summarises the findings of the All-Party Parliamentary Group's 2016 inquiry and recommended actions and explains the Government and industry response.

Housing, Communities and Local Government (HCLG) Committee debate on the private rented sector

Access the film from the session at [parliamentlive.tv](#) where the committee asks the house to consider the fourth report of the HCLG committee, Private Rented Sector.

The transcript of the session can be found on the [Hansard record](#).

Housing Learning and Improvement Network

The [Housing Learning and Improvement Network](#) (LIN) is a network bringing together housing, health and social care professionals in England and Wales, with a focus on older people's housing needs. The website contains a wealth of resources and tools, with networking opportunities separated by region.

Funding available

[Turn2Us](#) has a search facility on their website so you can find and access grants for people who you are assisting with their housing issues.

Social care: forthcoming Green Paper (England)

This House of Commons Library briefing paper looks at the forthcoming [Green Paper on social care for adults](#).

Court statistics for England and Wales

A guide to [statistics on caseload, case outcomes, and court performance](#), covering Magistrates', Crown, and civil courts and tribunals. Also covers court closures since 2010, courts workforce, judicial diversity, and expenditure on courts.

Social housing lettings in England: April 2017 to March 2018

On 28 November 2018 the MHCLG published statistics on [social housing lettings in England](#) provided by local authorities and private registered providers

Debt Relief Orders

This briefing paper outlines the background to the introduction of [Debt Relief Orders](#) and the main features of the new orders with particular emphasis on the eligibility criteria.

Debt enforcement

This Commons briefing paper provides an overview of the different types of [debt enforcement methods](#) available to a judgment creditor.

Housing Matters

In the December 2018 edition of Housing Matters:



- Phil Turner, Head of Housing and Environmental Health at Test Valley BC explains the authority's ambitious agenda for preventing homelessness, with a focus on engaging with vulnerable customers and tackling the causes of homelessness.
- Ewa Brem, a training and support officer at Shelter, summarises the subject of defences to possession action based on a section 21 notice from 1 October 2018.
- Factsheet on 'Complaining to the Ombudsman'.
- The what's new page includes: new allocations statutory guidance and amendments to the Homelessness Code of Guidance.

You can find previous editions of Housing Matters on [our website](#).

Thank you for reading,

The team at NHAS

Who we are

We are here to help local authorities, local citizens advice, public authorities and advice agencies with their housing and homelessness queries. Working together with the aim of preventing homelessness, we give expert advice, training and support to those working at the frontline

Our telephone consultancy service is open 9am – 6pm Monday to Friday, our trainers deliver training courses across the whole of England and our website holds a wealth of information, including past eBulletins, factsheets and guides to assist you with your housing and homelessness queries. You can find out more here: www.nhas.org.uk

You are on the NHAS mailing list

If you'd like to be added to or removed from our distribution list, or have problems accessing any of the materials in the bulletin, please email nhas@shelter.org.uk

Please remember to add nhas@shelter.org.uk to your email address book to ensure that our emails are not placed in your junk mailbox.

NHAS is funded by the Ministry of Housing, Communities and Local Government. We support the prevention of homelessness by enabling frontline providers to deliver good quality housing and homelessness advice.