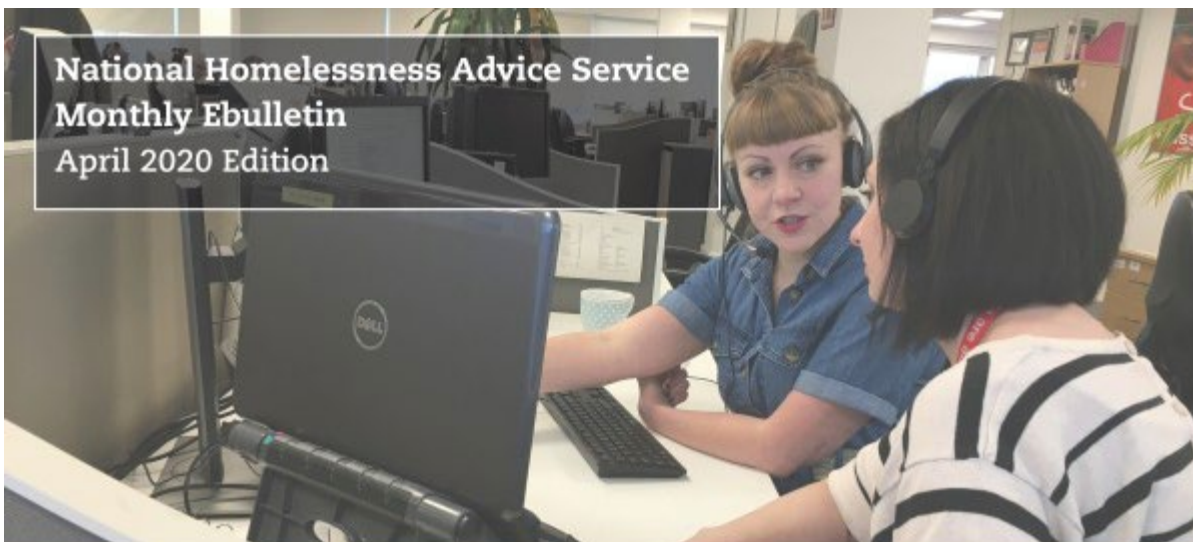


National Homelessness Advice Service
Monthly Ebulletin
April 2020 Edition



NHAS Spring Roadshow

We delivered two roadshows in Spring 2020, in Lincoln and York. The third planned roadshow in Plymouth has been postponed due to COVID-19.

The roadshows featured a legal update from Shelter's Principal Solicitor John Gallagher who touched on the *Samuels v Birmingham City Council* case, the Fitness for Human Habitation Act 2018 and the Government's proposals for abolishing assured shorthold tenancies and 'no fault' evictions.

The roadshows also included a workshop focused on working with non-UK nationals and alternative sources of help. At the Lincoln roadshow Lincolnshire local authorities delivered an overview of the Rough Sleeping Project. In York delegates heard from York local authority team and how they are helping people to access the private rented sector through initiatives.

Delegates had the opportunity to feedback to MHCLG through group discussions and a chance to ask the speakers questions.

"I thought the day was well planned and interesting, with all the workshops being relevant and a good variety of speakers"

Download the event report & event feedback report here

COVID-19: Advice & Information Resources

Our website is being updated on a daily basis with new guidance and information on COVID-19 from government and other relevant organisations. These resources are for members of the public.

Current articles include;

- [Government guidance for providers of services for people who use drugs or alcohol](#)
- [Train companies to offer free travel to those fleeing domestic abuse](#)
- [Changes to asylum & resettlement policy & practice](#)
- [Coronavirus advice for patients in 21 languages](#)
- [Turn2Us guidance & new covid-19 benefits calculator](#)

We are also updating our social media platforms. Follow us on LinkedIn [here](#) and join our closed Facebook group [here](#).

Shelter Coronavirus Housing Advice

We are here to help. Visit our [coronavirus and housing information page](#) for advice on housing rights and the latest legislation.

Our top priority is the people we support, and we are working hard to limit the impact on our services.

As a precautionary measure, we've moved our face-to-face support to online advice, so those who need support can still access free and expert help.

Please note: These Shelter services are aimed at members of the public.

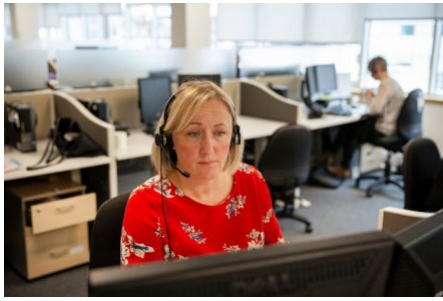
[Read more about Shelter's online information and support here](#)

The Shelter logo consists of the word "Shelter" in a white, sans-serif font, centered on a solid red rectangular background.A white rectangular box with a thin black border. Inside, the text "Coronavirus housing advice" is written in a bold, black, sans-serif font. Below the text is a simple red outline icon of a house with a chimney on the left side.

**Coronavirus
housing advice**

Services

How the National Homelessness



Advice Service is helping housing professionals support those in need

Our Consultancy Line recently featured on the Shelter blog. [Click here](#) to read more about our free advice line and how it can help support you in your role.

Consultancy Line

Business as usual for the NHAS Consultancy Line team. Here to take your calls and webchats Monday to Friday 9-6. We are keeping our staff safe by following government guidelines including supporting all Consultancy Line staff working from home.

Welfare Benefits and Housing Debt Team

Did you know that on the NHAS consultancy line we have a Welfare Benefits and Housing Debt team? We can give telephone advice on Housing Benefit and Universal Credit Housing Costs.

We can also provide advice on the following:

- Universal Credit - basic checks on eligibility and entitlement
- Possession action by social landlord for rent arrears
- Possession action due to mortgage arrears
- Possession action due to arrears on a loan secured on the property

Contact us on **0300 330 0517** or webchat nhas.org.uk

NHAS Training Update

We have been expanding our additional webinar and e-learning offer while face-to-face training is suspended.

Webinars

A number of additional topics and lots of additional sessions have been added to the May schedule. Further new topics are expected to be added for June so keep an eye on your email for updates.

New topics added to May programme

At the time of writing we have space on the following new topics, all of which will be delivered using password protected Zoom sessions.

All sessions are 90 minutes.

Course Name	Date
Welfare Benefits and the Coronavirus	Mon 11 May 4.00pm Fri 22 May 11.30am
Assisting Non-UK Nationals	Fri 22 May 2.30pm
Dealing with Landlord Harassment and Unlawful Evictions	Thurs 21 May 2.30pm Tues 26 May 11.30am
Introduction to Eligibility for Housing Assistance	Thurs 28 May 2.30pm
Eligibility for Housing Assistance – EEA Nationals	Tues 19 May 3pm
Eligibility for Housing Assistance – Non EEA Nationals	Wed 27 May 3pm
Homelessness and Temporary Accommodation	Thurs 28 May 11.30am
Introduction to Housing Conditions and Disrepair	Tues 19 May 11.30am Fri 29 May 11.30am
Local Connection Referrals	Thurs 14 May 9.30am Mon 18 May 10.30am Tues 26 May 2.30pm
Understanding Statutory Overcrowding	Tues 12 May 9.30am Mon 18 May 11.30am Wed 27 May

	wed 27 May 9.30am
Complex Needs and Domestic Abuse	Thurs 28 May 4pm
Recognising Coercive Control	Fri 22 May 10.30am

How to Book:

Login to the [training portal](#), go to course search and pick 'web' as the course type for a full list of available webinar titles.

Please Note: we are working on some of our most popular webinar titles available as pre-recorded versions to provide flexibility during this difficult time. Please email nhastraining@shelter.org.uk to express your interest.

Bitesize Online Training

All our bitesize online packages are designed to be completed in your own time, with each session taking around 30-60 minutes.

Login to the [portal](#), pick 'elearning' in the 'course type' dropdown to view the titles available. There are 17 ready to use now, with three additional topics in development.

Resources

Updated Guides

Ex-Service personnel guide

This guide has been developed to help frontline advisers to advise ex-Service personnel and their families when dealing with housing enquiries and homelessness.

[Download the guide here](#)

Housing options for offenders

This guide includes positive steps and good practice in preventing homelessness and improving access to housing amongst offenders and their families

[Download the guide here](#)

Factsheets

COVID-19 & Housing

This factsheet explains what help you may be able to get if your housing situation has been affected by the coronavirus pandemic.

[Download the factsheet here](#)

Housing Matters

In this issue



- The 'What's new' page brings you up to date with various items of news related to housing and homelessness, including [new case law](#) and ongoing government consultations.
- Sophie Earnshaw explains what the benefit cap is and why it was challenged in the Supreme Court.
- Gerard Hunter outlines the circumstances in which care leavers may be exempt from the shared-accommodation rate of LHA or UC housing cost element.
- COVID-19 & housing factsheet: This factsheet explains what help you may be able to get if your housing situation has been affected by coronavirus.

Download Housing Matters Issue 135



A round up of COVID-19 practical information and guidance from GOV.UK.

[Home Secretary announces support for domestic abuse victims](#)

A new public awareness raising campaign will highlight that if anyone is at risk of, or experiencing domestic abuse, help is still available.

Getting tested

Guidance on coronavirus testing for frontline workers who are self-isolating.

What to do if you're already getting benefits

Guidance for people who were receiving benefits before the coronavirus outbreak

Don't call us – we'll call you

People making new claims for Universal Credit will no longer need to call the Department as part of the process.

Personal Independence Payment (PIP) changes

A summary of changes to PIP which affect how the Department for Work and Pensions decides PIP claims.

Financial support for businesses during coronavirus

Find out what financial support you can get for your business.

What to do if you're self-employed and getting less work or no work

Guidance for people who are self-employed and getting less work or no work because of coronavirus.

What to do if you're employed and cannot work

Guidance for people who are employed and cannot work due to coronavirus.

News & Updates

Rough sleeping (England)

The 2019 count in England recorded 4,266 rough sleepers, this represents a fall of 9% on 2018 but an increase of 141% on the 2010 count (1,768). This briefing paper provides background information on the causes of rough sleeping and local authorities' duties.

Coronavirus: Housing support

This briefing paper explains measures the Government has put in place during the coronavirus outbreak to assist households in retaining their homes and to enable local authorities to tackle the specific challenges faced by rough sleepers. The paper has been updated to take account of further measures introduced after 26 March 2020.

Government pledges extra £1.6 billion for councils

Councils across England will receive another £1.6 billion in additional funding as they continue to respond to the coronavirus pandemic.

Joint pledge to continue vital building safety work during pandemic

Essential safety work to replace unsafe cladding on high-rise buildings will continue during the Covid-19 emergency.

Commissioners urge Government to act to provide safe accommodation for fleeing Domestic Abuse victims during lockdown

The Victims' Commissioner and the Domestic Abuse Commissioner call for Government to bring empty hotel rooms into use as refuges fill.

Entitlements for people with NRPF during the coronavirus pandemic

FCA confirms temporary financial relief for customers impacted by coronavirus

E-Learning for Healthcare Tackling Homelessness

Supporting the health and care workforce to prevent and relieve homelessness.

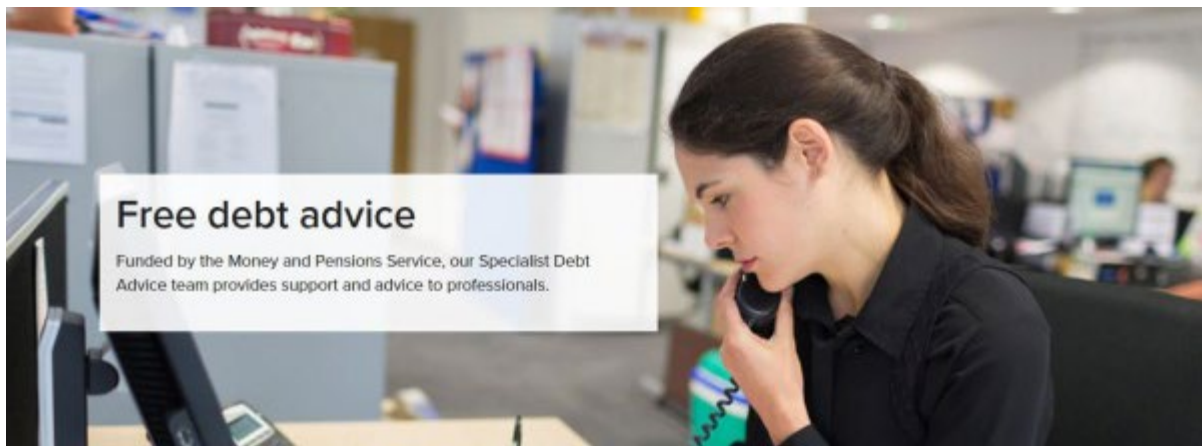
Homeless Link Webinar: COVID-19 and Homelessness Services every Wednesday from 3pm - 4pm

A weekly update as homelessness services respond to COVID-19.



What's New

- **Right to rent immigration checks**
- **Court and tribunal hearings**
- **Workers**
- **Protection for tenants**
- **Benefits and income**



Shelter's Specialist Debt Advice Service

Our Specialist Debt Advice Service (SDAS) provides free, expert guidance to advice workers to support them with their complex debt cases. Please note this service is for professionals only and does not assist members of the public.

This includes:

- Comprehensive referencing for complex cases
- Clarification on new laws
- Answers to technical queries
- A second opinion

[Web enquiries](#) can be made 24 hours a day, 7 days a week. A telephone service is open 9am – 5pm Monday to Friday.

Call now on 03300 580 404.

Find us at shelter.org.uk/debtadvice

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



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Follow us:

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.



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