

Recently published

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- [Housing benefit caseload statistics](#)
- 1st October deadline for new [£3.2 million fund](#) for local authorities to support victims of domestic abuse.
- [Amendments to Right To Buy Procedures](#) (pdf)
- [Discretionary Housing Payments Guidance Manual](#) (pdf)
- [Planning and travellers: proposed changes to planning policy and guidance: consultation response](#)
- [Guidance on changes introduced by the Universal Credit \(Waiting days\) \(Amendment\) Regulations 2015](#)

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- Briefing paper: [Households in temporary accommodation \(England\)](#) (pdf)
- Briefing paper: [Social housing: 'pay to stay' at market rents](#) (pdf)
- Briefing paper: [Rent setting: social housing](#)
- Briefing paper: [Housing Benefit: withdrawing entitlement from 18-21 year olds](#) (pdf)

Local government ombudsman

- [Complaints about housing transfers factsheet](#)
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Our year in figures



2014-15 has been busy for the NHAS. Calls to our Consultancy Line have increased by 12%, a total of 13, 515 answered by our Consultancy team. Our trainers delivered 280 face-to-face courses, training nearly 4,000 advisors, whilst 4687 e-learning or bitesize sessions were accessed through our website. And our Mortgage Debt Advice and Housing Debt Casework Team prevented homelessness in over 1215 cases.

[Watch the full slideshow on the NHAS website.](#)

Interest only mortgages coming to the end of their term

Independent debt advisers need to continue to raise awareness, to ensure that clients can access the best option, to avoid possible loss of accommodation or longer term debt issues into old age as interest-only mortgages are coming to an end.

In an article for Institute of Money Advisers Summer 2015 Quarterly Account magazine, Carolyn Howell warns that some borrowers whose interest-only mortgages are coming to an end before 2020 have no clear strategy regarding their options. Borrowers face a number of problems, some have underestimated their shortfall.

[Go to the NHAS news section to find out more.](#)



NHAS Housing Debt Casework team 'an excellent service'

Jane Richmond, Housing Options Officer at Erewash Borough Council, uses the NHAS's Housing Debt Casework (HDC) team for practical help with mortgage arrears/ repossession, decisions on affordability and practical help with rented arrears/repossession.

[Read Jane's attached testimonial to find out more about the HDC.](#)

NAO Study: Local Welfare Provision

The NAO will evaluate how councils are delivering local welfare provision and consider how the support they provide reduces the need for more expensive public services. They will also look at the risks and challenges councils face in maintaining local welfare provision.

They will publish a report in December 2015 to identify good practice in councils and help them improve value for money.

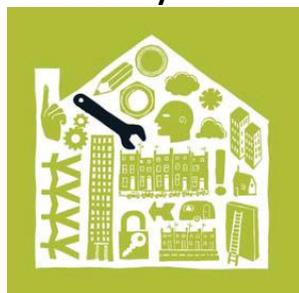
[Read the attached leaflet to find out more about the study.](#)

Qualifying Persons

Ealing London Borough Council's allocation policy has been declared unlawful by the High Court. The policy contained a blanket five years' residence requirement which stopped many people within the 'reasonable preference categories' from being 'qualifying persons'. The residence requirement itself was unlawful because it discriminated against women fleeing domestic violence. The authority had also failed to make arrangements for ensuring that it discharged its functions having regard to the need to safeguard and promote the welfare of children.

[Read the full High Court judgement here.](#)

Consultancy Line survey



The Consultancy Line will shortly be contacting a sample of service users to gain an understanding of the impact of our service with reference to the outcome of particular cases. If you receive an email from the Consultancy Line in regard to this survey, we would appreciate it if you could spare 5 minutes to let us have your feedback. The results of this survey will be used to analyse the impact of the NHAS Consultancy Line and to help shape the service going forward.

New local practice examples

New examples of local practice have been added to the NHAS website:

Tamworth Borough Council and Brighter Futures: Crisis Support and Intervention Project (CSIP) formally Hospital to Home. (pdf)

Tenbury NILS (No Interest Loan Scheme) (pdf)

You may wish to consider adopting similar practice in your local area. We have included provider contact details so you can talk to them directly if you need further information.

[To view more examples of Local Practice go to our website.](#)

The Big Advice Survey 2015



The Big Advice Survey was conducted across the UK between 1st December 2014 and 31st March 2015. The survey investigated the types of problems the public is experiencing and its responses to them. It provides valuable insight into the relationships between advice and health, types of service delivery, mental health, access (including viability of digital delivery) issues, levels of public legal education and how advice services might be delivered and coordinated in the future to best serve their purpose.

[See the survey results here.](#)

FREE webinar available: Section 21 Notices: new tenancies from 1 October 2015

Bookings are now being taken for new NHAS webinar 'Section 21 Notices: new tenancies from 1 October 2015'. The webinars will run on the following dates:

- 19/10/2015
- 26/11/2015
- 04/12/2015

To find out more read the attached leaflet. [Email us to book your place.](#)

Evaluating the extent of rough sleeping

All local authorities need to submit an annual figure indicating the numbers of people sleeping rough in their area on a single 'typical' night.

Local authorities can decide whether to submit an estimate or carry out a count. This should take place between 1st October and 30th November and [this form](#) should be submitted as an attachment by email to roughsleepingstatistics@communities.gsi.gov.uk by 15th December 2015.

Additional support can be found in this [DCLG Guidance](#) and via [Homeless Link's toolkit](#).

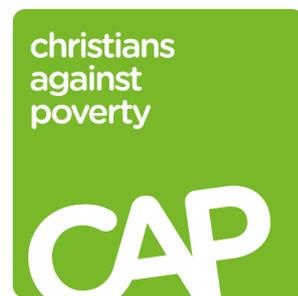
Proposal on the provision of court and tribunal estate in England and Wales

HM Courts & Tribunals Service have launched a national consultation on the provision of the court and tribunal estate in England and Wales.

The consultation is an overview of all proposed change to the estate, including information on plans to relocate courts within the same town or city.

Read the full proposal [here](#).

Spotlight on... Christians Against Poverty



Christians Against Poverty (CAP) help 26,000 people throughout the UK each year. They have a network over 280 CAP Debt Centres throughout the UK, and partner with over 1,000 churches up and down the country.

Read more about CAP [here](#).

Considering working with health? Positive message to local health commissioners

Following the publication of the research report on Health and Advice, the ASA and the Low Commission have been working together to ensure that the positive messages from this research gets out to local health commissioners.

A copy of the executive summary is [available online](#) and is also being sent to every CCG clinical lead, Director of Public Health, Chairs of Health and Wellbeing Board and Directors of Adult Social Services. The [letter](#) (pdf) explains where the nearest ASTF Partnership led organisation in the hope that local commissioners will contact them.

If you are thinking about working with health, it might be an idea to contact the relevant people in your area at the beginning of September to find out if they have received the letter and to talk to them about what your service can offer.

Find out more [here](#).

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.

Regards,
The NHAS Team
www.nhas.org.uk

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