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## What is The Housing Options Service?

The Housing Options Service offers housing advice to households in the city regardless of their tenure, i.e. owner occupiers, private rented tenants, social housing. We also perform the Local Authority's statutory function to carry out homelessness assessments under the Homeless Reduction Act 2017. (HRA)

<https://www.legislation.gov.uk/ukpga/2017/13/contents/enacted>

<https://www.salford.gov.uk/housing-advice-and-support/salford-housing-options-point->

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## How to access our service

If you are working with a household or individual who has a housing need, or they are homeless or threatened with homelessness:

Email: [housing.advicecentre@salford.gov.uk](mailto:housing.advicecentre@salford.gov.uk)

Opening hours are 8.30am -4.30pm Mon, Tues, Weds and Fri and 12.30pm-4.30pm Thurs. Public bodies / agencies must refer in using our Duty To Refer

<https://www.salford.gov.uk/housing/homelessness/public-duty-to-refer-homelessness/>

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## Homelessness prevention

Households who are threatened with homelessness within 56 days trigger prevention duty which lasts for 56 days.

Each household has their own Housing Options Homelessness Prevention Officer that will see case through from presentation to solution.

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## Prevention schemes

These are the prevention options utilised by officers to prevent homelessness.

- Early intervention
- Pre-Eviction Protocol (Social and private)
- Hospital Discharge Protocol
- Referrals to Welfare Rights and Debt Advice
- Salford Home Search credits (SHS)
- Arranging garden clear-outs, buying accessible ramps, etc.
- Joint Protocol between Children's Services & Housing Services for young people aged 16 & 17 years who are homeless or threatened with homelessness
- Salford Care Leavers' Joint Protocol

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## Rehousing Options

These may include:

- Trying to save current tenancy where safe to do so.
- Social housing
- Private rented accommodation to include Salford Property Link and Rental Bond Scheme
- Supported hostel accommodation.

The main focus is managing expectations of the client about what is available and where, including realistic timescales. Where a homeless duty is owed to a client this duty will be discharged with a suitable offer of accommodation.



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## Main homelessness duty

If the Housing Options Service is unable to prevent or relieve homelessness a main duty homelessness decision will be made to determine what rehousing duty is owed to the household

- Full rehousing duty
- No priority need
- Intentionally homeless regardless of the outcome of the homelessness decision we will still work with the household to enable them to access accommodation.

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## Homelessness Relief

If we are unable to prevent homelessness or a household presents to us when already homeless the homelessness relief duty is triggered (lasts for an additional 56 days)

- May trigger temporary accommodation duty
- Continue to work with client to resolve issue