

**LONDON BOROUGH OF  
ENFIELD**  
TEMPORARY ACCOMODATION RESIDENTS'  
CONFERENCE  
2022

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

**Richard Sorenson**

Head of the Housing Advisory Service

# Councillor George Savva

Cabinet Member for Social Housing

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# Social Housing Allocation Scheme

## Helen Stavrou

Assessment & Allocations Service  
Manager

[www.enfield.gov.uk](http://www.enfield.gov.uk)

Striving for excellence



# Demand for social housing

| Demand for social housing                                    | Social Housing Supply   |
|--|---|
| Households on the Council's Housing Register on 30 June 2022 | Social housing homes allocated in last financial year (2021-2022) |
| 6234   | 411   |
| Households waiting for a 2 or 3 bedroom family home          | 2 and 3 bedroom family homes allocated last year                  |
| 4335   | 208   |

- We know you worry that if you move into a PRS home you will lose your place on our Housing Register - but this is NOT the case:
- Our current Housing Allocation Scheme (Lettings Policy) rewards you for making the move
- You will be awarded extra (bonus) housing points
- You can use them to bid for available social housing properties on our choice lettings website



- **If you became homeless before November 2012**
- You were given 650 points
- You will get 100 extra points
- Total points: 750
- **Q:** What if I choose to stay in temporary accommodation?
- **A:** You won't get bonus points and will be made one offer of suitable social housing only by the Council.
- **Q:** When will I be made a direct offer?
- **A:** Direct offers are made to applicants in points order. Where applicants have the same points then the qualifying date is date of application. The average wait for someone needing a 3 bedroom property is over 15 years.

- **If you became homeless after November 2012**
- You were given 200 points
- You will get 50 extra points when you move
- 50 more after six months
- A 10% increase in points for each year you sustain your tenancy
- Total points at end of your first year: 330
- **Q:** What happens if I remain in temporary accommodation?
- **A:** You won't get bonus points and the Council will find you a suitable PRS home.

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# Find Your Own Home Scheme (FYHS)

**Tanya Aumeer**  
Sustainable Housing Team  
Manager

# Aims & Objectives



To empower residents to find their own home



Work closely with our residents



To help residents



Provide floating support



We will be open and honest

# Important tips for finding your own home



**Be Proactive**



**Do not  
sign  
anything**



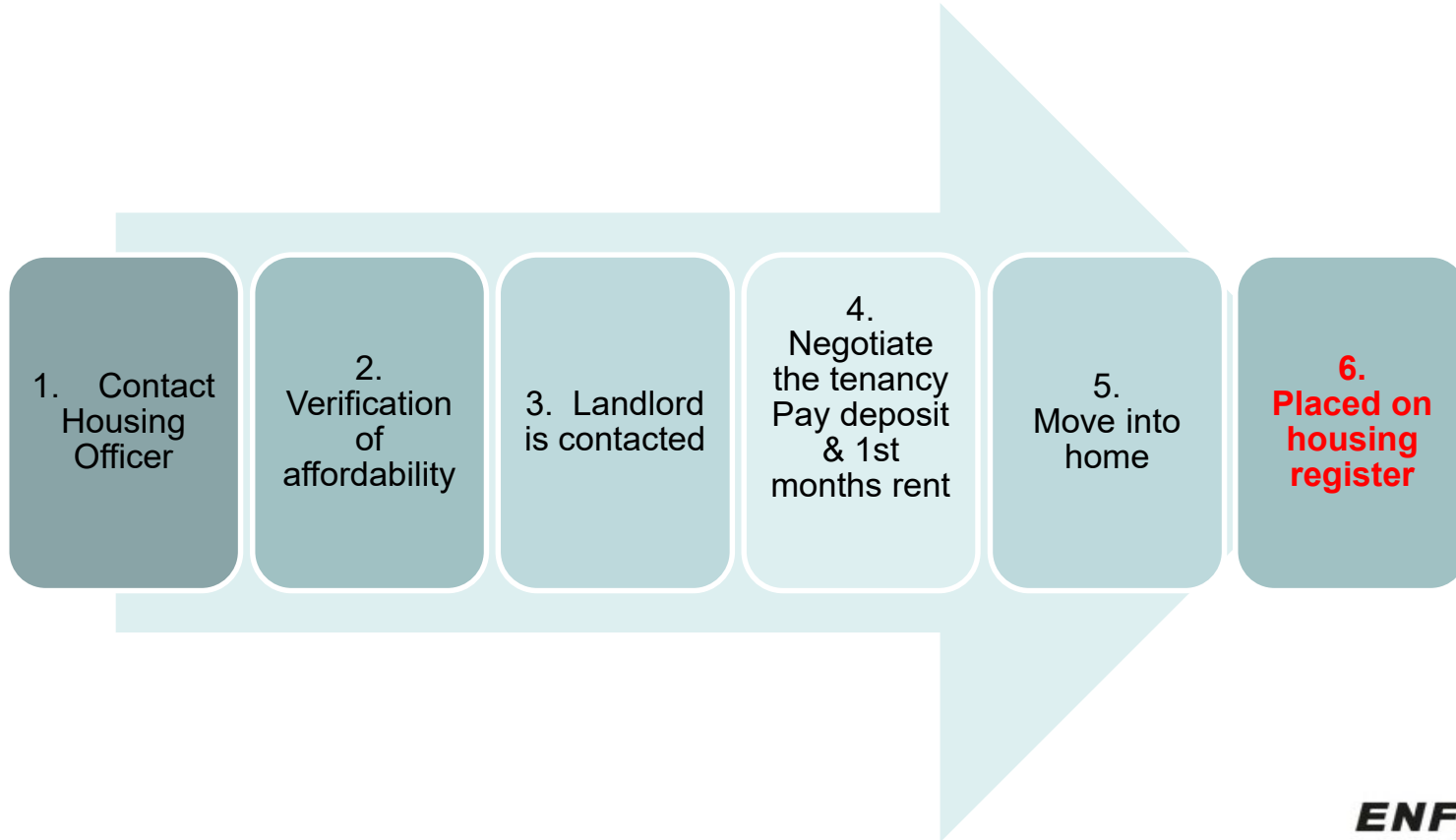
**Widen Areas  
of choice**



**The property  
must be  
affordable**



# What happens when you find a property ?



## All properties must be:



Self-contained or shared



Must be in good habitable condition – must be **suitable** and have up to date safety certification



Let through a genuine agent or landlord not directly related to you



Must be **affordable** and in line with Local Housing Allowance rates.



# Where you can search for properties:

Local lettings agencies and landlords

Local newspapers

Shop windows, community noticeboards, supermarket boards

Websites:

- [www.rightmove.co.uk](http://www.rightmove.co.uk)
- [www.dssmove.co.uk](http://www.dssmove.co.uk)
- [www.propertyfinders.co.uk](http://www.propertyfinders.co.uk)
- <http://uk.easyroommate.com>
- [www.spareroom.co.uk](http://www.spareroom.co.uk)
- [www.zoopla.co.uk](http://www.zoopla.co.uk)
- <http://www.dssmove.co.uk>

## Documents required from Landlord / Agent

Payments can only be raised once the following documents are provided for PRS compliance:

Signed 12/24-month fixed term AST

Electrical certificate (NICEIC)

Energy Performance Certificate (EPC)

Gas Safety Certificate

Proof of ownership

Inventory

# Agreement and Payment

The caseworker will negotiate and agree on the payment type with the landlord/agent which can be:

- **A one-off non-refundable payment i.e. incentive with no deposit held against the tenancy.**
- **1 month deposit and 1 month rent in advance in line with the LHA rates.**

Payments must be made directly to the landlord/agent and not to the applicant.

Enfield Council does not provide references or act as a guarantor.



**ANY QUESTIONS**

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# **BEAM**

## **A New Home, New Beginnings**

**Richard Sorenson**  
Head of the Housing Advisory Service



**beam**

**ENFIELD**  
Council



# Joanna Barrack

Senior Government Delivery  
Manager

Working together to  
support you  
start work & move into the  
private rented sector

beam

## Azzedine started work as a security guard



£1,144  
raised of £1,144  
109  
supporters

Azzedine's campaign has funded!  
Support someone else to get back  
on their feet.

Share campaign

100%

*Azzedine is a Beam service user.  
Read [Azzedine's story here](#).*

### WHAT WE DO AT BEAM

We can help you back into a stable job or the private rented sector in two main ways:

- 1. Funding** → Crowdfunding helps overcome the **financial barriers**
- 1. Support** → Beam caseworkers provide really **personalised 1:1 support**.



1

## STAGE 1: FINDING A JOB

Funding at no cost to you



**Training**



**Travel**



**Laptop**



**Childcare**



**Clothes**



**Equipment**

**Beam is 100% free for you | Donations come from the public**

**beam**

# 1

## STAGE 1: FINDING A JOB

### Support from your Beam caseworker

→ **Support** from your caseworker with:

- ◆ CV
- ◆ Job applications
- ◆ Interview preparation
- ◆ Affordability Assessments

→ Help you **search for jobs**



# 2

## STAGE 2: FINDING A HOME

### Funding & caseworker support



#### Funding

- 1st month rent
- Deposit
- Furniture
- Moving van

#### Support

- Beam caseworker
- Property search
- Property paperwork

If you engage with Beam to find PRS, you will be entitled to more points on Enfield Council's social housing waiting list. You will also be awarded further points if you sustain your new

# 2

## STAGE 2: FINDING A HOME

### Your house-hunting journey

 **Started work**

 **Costs crowdfunded**

 **Tenancy signed**

 **Ongoing support**



 **Meeting with caseworker**

 **Tenancy training**

 **Move home**



#### CASE STUDY

# Sahr lost his job and then home during the pandemic. Now he has a new job and home

Sahr was supported into temporary accommodation by the rough sleeping team. First, Beam supported him to move into his own, rented home. Once settled, he quickly felt ready to apply for jobs and began work.

See Sahr's donations page [here](#).

● Referred by  
Southwark Council



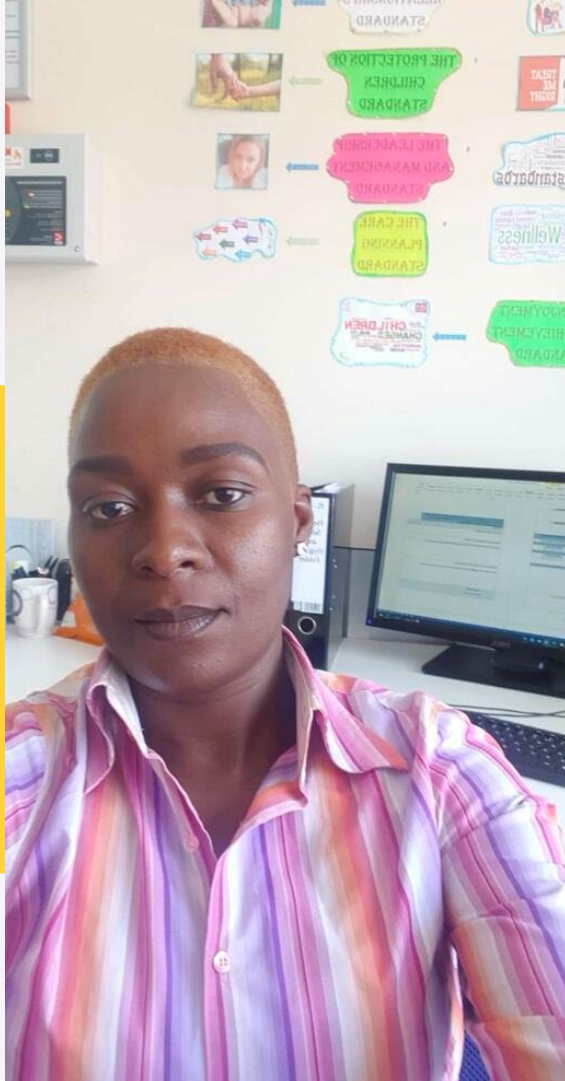
● Supported by  
Caseworker:  
Beth

● Community  
donations  
£4,451 raised via  
198 supporters

● New home  
Rented a one-  
bedroom flat

● Hired by a Beam  
partner as a Pizza  
Chef

**PIZZA  
PILGRIMS**



## CASE STUDY

# Millie's Beam story

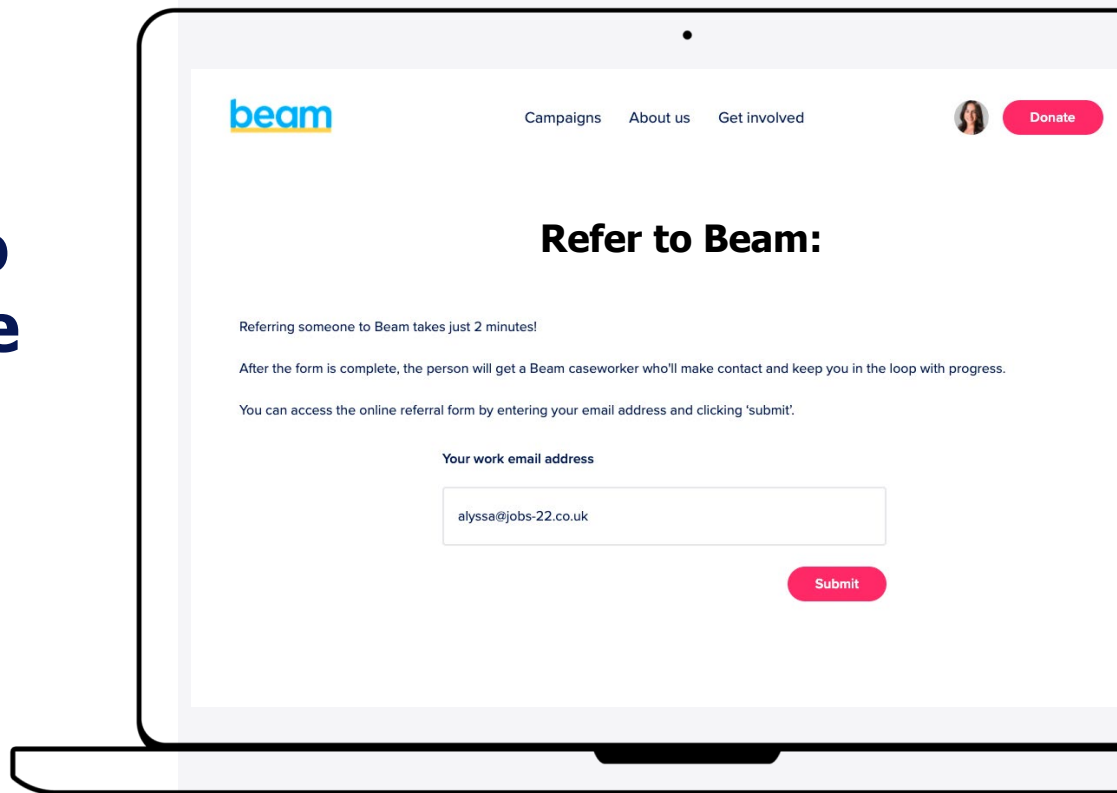
Millie was referred to us after her and her children found themselves homeless due to their home becoming unsafe to live in.

Beam raised £1,661 to help her:

- Support her with her **job search**
- Purchase **childcare, laptop & clothes**
- Start work as a **Support Worker**

HOW DO I GET REFERRED?

**Come and speak to us if you would like to be referred to Beam!**



# Questions ?

**beam**

## Contact

Joanna Barrack  
joanna@beam.org  
07869 270 772



**Sabrina**  
Beam service-user now in work



# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# Cost of Living Advice and Support Available

**Maria Taylor**

Senior Welfare Advice and Debt Support  
Officer

[www.enfield.gov.uk](http://www.enfield.gov.uk)

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# What is a Cost of Living crisis:

A cost of living crisis occurs when the cost of daily essentials such as food, fuel and energy costs start to rise faster than the average households income. This situation occurs when wages and benefits are not rising as fast or inline with inflation.



# Welfare Advice & Debt Support Team

Enfield's Welfare Advice & Debt Support Team is a service that helps to support vulnerable residents to maximise their income and get their full entitlement to welfare benefits. We also advise and assist to support residents with council debts such as rent arrears, Adult Social Care debt, Housing benefits overpayments and Council tax arrears/debt. For other debts we have a fast track referral process to Citizens Advice. Our aim is to holistically case manage the clients situation in order to improve their circumstances.

Referrals to the team can be made by yourselves or a 3<sup>rd</sup> party, this includes other agencies or organisations that you may already be affiliated to.

I have enclosed the link below to our referral form and cost of living support page which gives information and advice regarding other help that may be available to you.

## Cost of living support

<https://www.enfield.gov.uk/services/your-council/cost-of-living-support>

## Welfare Advice & Debt Support Team Referral Form

<https://new.enfield.gov.uk/forms/covid-19-welfare-advice-debt-and-benefit-support-referral-form/>

# What help is available?

The Government has confirmed a series of support measures to help people through the cost of living crisis. All of the payments detailed below are disregarded in Council Tax Support.

(further information can be found @ [Gov.uk cost of living crisis](https://www.gov.uk/cost-of-living-crisis) )

## **Council Tax Rebate Scheme**

The government has asked councils to make one-off payments of £150.00 to eligible band A-D households between April and September. A discretionary scheme has also been implemented to support residents in band E & F Households.

## **£400 Grant**

Every UK household with a domestic energy account will still receive a £400 grant even though the Government has announced £2500 energy price cap.

Over the course of six months from October 22, direct debit payers will have the money credited to their account. Customers with pre-payment meters will have the money applied to their meter or paid via a voucher. Most energy suppliers have already contacted their customers to advise how these payments will be received.



## £650 Cost of Living payment

£650 payment will be made to those on Universal Credit, tax credits, pension credit and other means-tested benefits. This will be an automatic payment into bank accounts and will be paid in two instalments, the first in July 22 and the second in the Autumn.

To receive the first instalment of the £650 payment, people need to have claimed the Benefit on or before 25 May 22. It is tax free and is **not** affected by the Benefit cap.



## £150 Disability Cost of Living payment

People on Disability benefits will receive an additional £150, as long as their claim was made on or before 25 May 22. Anyone receiving the following benefits will be entitled to the extra £150: Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Armed Forces Independence Payment, Constant Attendance Allowance and War Pension Mobility Supplement.

# £300 Pensioner Cost of living payment



Households that receive the Winter Fuel Payment between £200-£300 will receive an additional £300 between November and December. This will be paid directly into bank accounts, along with the Winter Fuel allowance.

Nb/ All of these payments are disregarded in the calculation of Housing benefit and Council Tax Support.

If you think you should have received a payment but have not you can contact DWP. For further information please use the link below

<https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>

# Understanding your energy bills

Make sure that the information on your bill is correct – if it is not contact your supplier and inform them for corrections to be made and a new bill should be issued

Check that your bill has not been estimated – you will need to take a reading and give this to your energy supplier to make sure you are not paying too much or too little for your energy

Check your tariff – is the tariff competitive

## Energy Price Guarantee

From 1<sup>st</sup> October a new energy price scheme will be introduced to reduce the unit cost of gas and electric, so that households with typical energy use will pay no more than £2500 a year for their energy bills, over the next 2 years. These savings are based on average consumer usage so bills can be less or more than the £2500 price guarantee.

Customers with typical usage paying by direct debit on a variable tariff:

Electricity £0.34 per/kwh

Daily standing charge: £0.46

Gas £0.10 per/kwh

Daily standing charge: £0.28

These charges will be higher if you have a pre-payment meter



# Local Authority Support

The local authority are working on plans to support residents through out the crisis. They have produced a Cost of Living page on Enfield website which will be kept up to date with available help and support.

## Household Support Fund

The LA are due to receive another round of funding to support vulnerable residents with food, energy and water.

## Food Pantry's

The LA has opened 2 pantries in Enfield and Edmonton Library where members will be able to receive £20.00 worth of shopping for £4.50

## Food Co-op.

This is a scheme that is being set up for neighbours and friends within your local area to pool small amounts of money to make your money go further, by buying in bulk and sharing the items.

# Other Help

## **The Heet Project.**

Heet has partnered with LEAP the energy saving service to help local residents in Enfield to save money on their fuel bills and keep their homes warm and cosy. If eligible you will receive a home visit from a qualified advisor.

Link & Contact number below

<https://www.theheetproject.org.uk/projects/>

Tel: 0800 060 7567

## **Help with Food.**

Please see Link below to information and organisations that can support residents who are affected by food insecurity.

<https://www.enfield.gov.uk/services/your-council/enfield-response-to-covid-19/help-with-food#>

# Other Help

## **British Gas Energy Trust.**

Is an independent Charity that offers advice and support to those struggling to pay their bills.

## **EON energy fund.**

Can help to pay current and final EON energy bill arrears.

## **Fuel Bank.**

If in extreme financial hardship you may be eligible to receive a voucher to top up your Pre - payment meter.

## **Warm Home Discount**

The warm homes discount scheme can take up to £150 off of your winter electricity bill, some changes have been made to this scheme. You no longer apply for this discount, if you meet the criteria you will then be written to and advised. Your supplier will then make the payment to you before 31<sup>st</sup> March'23

## **WaterSure & WaterHelp**

If you live in a low-income household, you may be able to discount your bill through WaterHelp or WaterSure.

<https://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp>

# Energy saving tips & potential savings per year

| Cost Saving Tips                 | Potential Savings |
|----------------------------------|-------------------|
| Turning off unnecessary lights   | £25               |
| Taking a 4 minute shower         | £95               |
| Don't overfill the kettle        | £16               |
| Insulate your hot water cylinder | £70               |
| Washing Clothes at 30%           | £54               |
| Switch of standby                | £65               |

# Questions

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# **STEP**

## Skills Training Employment Pillar

**Ann-Marie Liddiard**  
Local Employment Team  
Manager



# Resident Services

- A personal advisor
- Access to training and volunteering
- Help to identify your unique skill set
- CV writing and job applications
- Career counselling
- Confidence building and skills development
- A confidential and individual service based on your career goals



# Menu of support to Residents

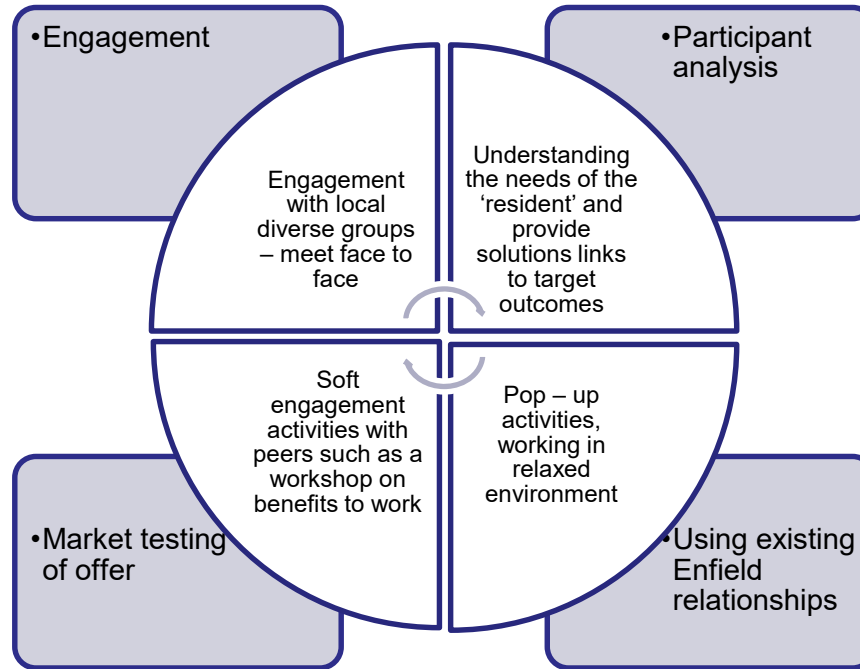
## Cross-cutting Menu

Skills assessment  
One-to-one support and group workshops  
Assistance with applications  
**CV writing (Maximus)**  
Job interview skills  
Confidence building course  
Training opportunities  
Access to local and wider job opportunities  
Work Experience opportunities

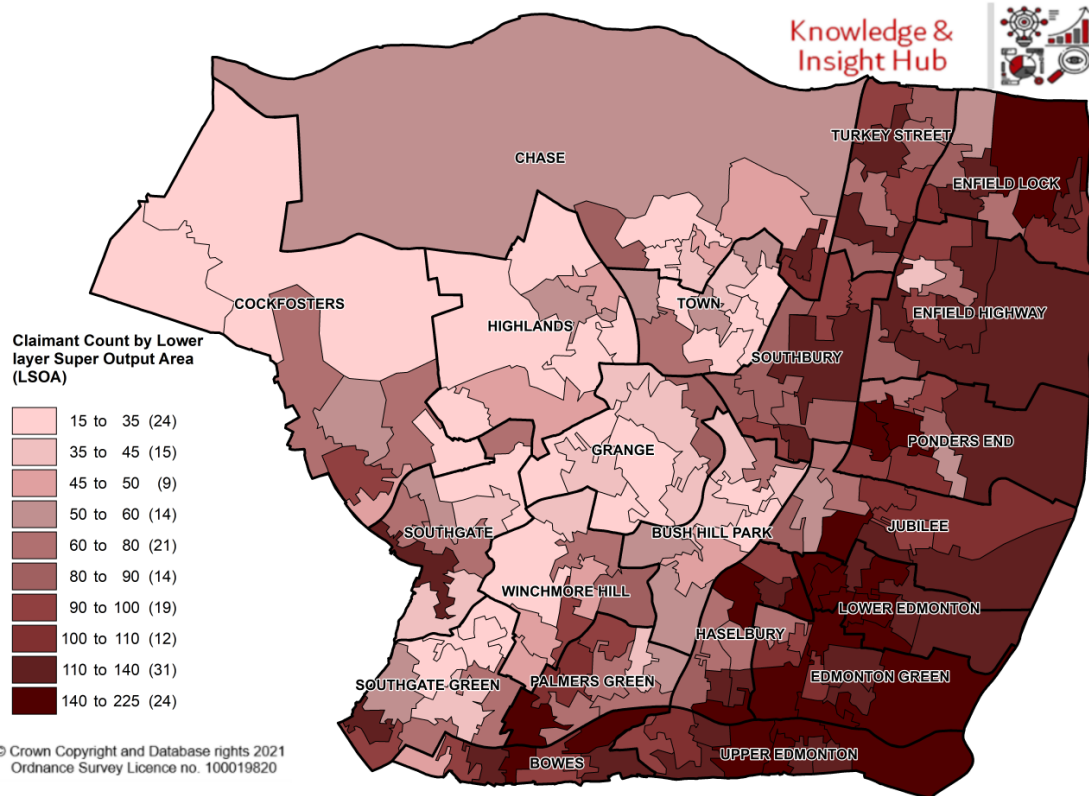
Help with work interview clothing\*  
Job club in local areas  
Digital WoW club  
Skills Boot camp  
ESOL  
Pre-apprenticeship support  
Access to careers conversations for different sectors 1 hour digital 'ted talk' style  
Employment advisors who can support and guide

In work support  
Welfare to work advice  
Support with Employers  
Support for people with disabilities

# STEP intervention wheel



# Supported areas in Enfield



# Jim Dunn

Resident Liaison & Engagement  
Team Manager

# Housing Solutions Service

**Adam Stephenson**

Head of Market Management

[www.enfield.gov.uk](http://www.enfield.gov.uk)

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Council



# Temporary Accommodation in Enfield

- Enfield Council provides temporary accommodation to over 3100 individuals and families
- About 2700 are owed the main homelessness duty
- About 400 are owed the relief / interim accommodation duties

# Temporary Accommodation in Enfield

- The Market Management Service provides temporary accommodation in Enfield
- The Market Management Service partners with Accredited Landlords to deliver over 2500 temporary homes.
- The Market Management Service manages about 600 temporary homes directly

# Housing Solutions Service

- A new Market Management Service will launch on 12 December
- The Housing Solutions Services will support individuals and families owed the main homelessness duty
- Everyone owed the main duty and residing in temporary accommodation will have a named caseworker



# Housing Solutions Service

- Your Housing Solutions caseworker will be your the single point of contact for all temporary accommodation queries
- Your Housing Solutions caseworker can help...
  - Housing Solutions Advice and Options
  - Repairs
  - Support services

# Housing Solutions Advice and Options

Find Your  
Own Home

PRS

Relocation

Suitability

Specialist  
Housing

Social  
Housing

# Repairs

Enfield TA

- **Agreement**
  - Non-Secure Tenancy

Accredited Landlord

- **Agreement**
  - (PLA) Sub-Licence
  - Emergency

# Support services

Cost of  
Living

Welfare  
& Debt

STEPS

ASB

Housing  
Support

Domestic  
Abuse

Social  
Care

# Housing Solution Service – Main Contacts

**Now**

- **Housing Solutions Advice and Options**
  - [Moveonteam@enfield.gov.uk](mailto:Moveonteam@enfield.gov.uk)
- **Repairs**
  - [temp.accom.team@enfield.gov.uk](mailto:temp.accom.team@enfield.gov.uk)
- **Rent and Housing Benefit**
  - [tacharges@enfield.gov.uk](mailto:tacharges@enfield.gov.uk)



**12 December**

- **All main duty temporary accommodation queries**
  - [housingsolutions@enfield.gov.uk](mailto:housingsolutions@enfield.gov.uk)

# Questions

# Jim Dunn

Resident Liaison & Engagement  
Team Manager

[www.enfield.gov.uk](http://www.enfield.gov.uk)



# Resident Liaison & Engagement Team

Jim Dunn – Manager

Maxine Barfoot – Apprentice

Maria Bird – Principal Officer

Selma Leonard – Principal Officer



# How to Get Involved and Have Your Say

- Tenants' and Residents' Associations
- "Friends of" Groups
- Strategic Forums
  - The Customer Voice
  - Service Focussed Forums
    - Caretaking
    - Repairs
    - Building safety
    - Leaseholders' Forum

# How to Get Involved and Have Your Say

- Events
  - Conferences
  - On Your Doorstep
  - Ward Walkabouts
- Customer Surveys
  - Satisfaction of Tenants' and Residents' (STAR)

# Temporary Accommodation Forum

## The Proposal

- Quarterly Meetings
- Face to Face or On-Line
- Agenda's driven by what people want to talk about
- Format delivered in consultation with residents

**You tell us and we will deliver**

**Richard Sorenson**

Head of the Housing Advisory Service