

Temporary accommodation policy

Who's this for?	Housing colleagues
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Policy Owner	Lettings & temporary accommodation Manager
Other related documents	Stock transfer agreement 2003 Herts County Council Housing Related Support Settle policy documents: Tenancy offer ASB Income Recovery and Arrears policy Vulnerable Persons Policy Common Housing Allocations Policy

1. Policy statement

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable and affordable home for every household. This policy supports our aims to help residents without a home access good quality housing and to support them from temporary accommodation into permanent housing.

We support our local authority partners, North Hertfordshire Council and St Albans District Council, to meet their duties under The Homeless Prevention Act 2017 by providing temporary accommodation along with tenancy and housing related support.

An equality impact assessment has been completed as part of this policy review.

2. Current Position

- the average length of stay is 12 months
- the average turnaround on an empty home is 27 days
- the current arrears level is 2.8%
- for 2022/23, 100% of residents stated that the support we provided would enable them to maintain a permanent tenancy in the future
- for 2022/23, 100% of support plans were put in place for residents using the service and reviews of these support plans were completed
- every temporary accommodation home is let using a license agreement

3. Key principles

- support the local authority in delivering its homelessness strategy
- understand resident vulnerability and provide a service tailored to meet their needs
- meet the requirements of local authority partner agreements we provide services for
- take into account family needs when moving them to permanent accommodation - supporting a firm foundation on which to build their lives

4. Objectives

- deliver an effective tenancy and housing support service through engaging with and understanding resident need
- minimise the length of stay for homeless residents in temporary accommodation so that we make best use of our homes
- increase support to those who need us most, by enabling those who can in temporary accommodation to self-serve
- manage the nominations process for the allocation of temporary accommodation

5. Policy actions

The policy actions will be included as objectives in the directorate plan until the next policy review:

- ensure the nominations process operates in line with the agreements in place with the local authorities we provide services for
- complete a support plan for all new residents and review every 6 months
- for colleagues to have completed the relevant CIH qualification to meet professional standards
- where required, support residents who move from temporary to permanent accommodation for two years through the resettlement service
- work with local authorities to review when residents are ready to move to permanent accommodation to ensure temporary accommodation is used appropriately

6. Desired outcomes

- maintain a year or under average time spent in temporary accommodation to free up housing capacity
- increased sign ups to self-service for temporary accommodation residents
- residents can sustain their new tenancy when they move from temporary to permanent homes to reduce the need for tenancy action to be taken
- maximise rental income through temporary accommodation, supporting existing arrears performance
- a support plan for every resident who moves into temporary accommodation

7. Performance indicators

- >1 year average time in temporary accommodation
- 50% increase in existing self-service portal sign ups
- 100% satisfaction levels with residents stated that the support we provided would enable them to maintain a permanent tenancy in the future
- Maintain arrears performance at 2.5% or under
- 100% support plans, and support plan reviews, completed

8. Key legislation

- Housing Act 1996
- Homelessness Act 2002
- Homeless Reduction Act 2017
- Regulator for Social Housing Tenancy Standard
- Regulator for Social Housing Neighbourhood and Community Standard
- Equality Act 2010
- Neighbourhood and Community consumer standard
- Tenancy consumer standard

9. Review

Every two years or sooner if changes in legislation or local authority requirements.