

HOUSING SURGERY

- Every other Thursday 2-4 PM
- Pre bookable 15 or 30 minute slots for professionals
- Advice on Housing issues affecting families
- Awareness of services available and to encourage early intervention/prevention
- Signposting for Professionals
- Advise on Housing duties
- Homelessness/risk of homelessness
- Advise on privately renting and Devon Home Choice
- I am not able reset Devon Home Choice passwords
- I can check whether clients have an active Devon Home Choice registration and their current banding
- I am able to check if clients have a current homeless application
- Dedicated email inbox

TOR:

The new Children's Services Housing Surgery will be available fortnightly on a Thursday, this is an opportunity for Professionals to speak to a Housing Officer via Teams with any queries or concerns they have in relation to any of the families they are working with and their housing situations.

I will be able to advise on Devon Home Choice and the private rental sector, provide information and advice on homelessness and those at risk of homelessness, whether this be through rent arrears, anti-social behaviour, notice been given as well as signposting to services and information.

The objective of this surgery is for Professionals to be provided the tools to be able to answer housing queries for families, to feel supported within this area and to be able to identify those with a potential housing need and for me to offer the support and advice at an early stage and if necessary for early intervention and ultimately the prevention of homelessness, minimalising the risk of homelessness for the families that we are working with.

By having a joint approach from partner agencies and a Housing Officer this should ensure a better service for our families that are in our service.

The Surgery will have a two hour time slot from 2PM-4PM fortnightly on a Thursday.

Professionals will be given a 15 or 30 minute slot, there will be a dedicated email address and inbox for the Surgery, Professionals will email the Children's Services Housing Surgery inbox CSHousingSurgery@torbay.gov.uk to request a slot, these will be booked on a first come first served basis, if you are unable to make your allocated time slot please email the Surgery inbox as soon as possible in order for your appointment to be rebooked as well as freeing up a slot for

someone else. You will be sent a Teams meeting invite for your allocated appointment time.

When requesting a slot for a specific family please provide a signed consent form with the names of the residents in the household as well as address and whether it is known for the property to be a Housing Association or privately rented property.

You are also able to book a Housing Surgery appointment if you do not have specific consent form the family to discuss their housing situation and I am able to provide scenario based housing advice.

Again you will be sent a Zoom invitation for your allocated time.

Please ensure that you request your appointment by the Tuesday before the Surgery.

The inbox is not for general housing enquiries, however if you have a booked appointment and wish to provide any documentation or relevant information beforehand then this will be accepted.

Please note I am not able to reset Devon Home Choice passwords.

Additionally, with consent I will be able to advise on whether a family has a homeless application, what Duty they have and the stage of the application.

I will also be able to check whether there is an active Devon Home Choice application and the current bedroom need and banding on the application.