

**Guidelines for Working with Intentionally Homeless families.**  
**(For new or existing case)**

**On receiving notification on Intentionally Homeless or Discharge of Duty families from the Housing districts**

Send standard [letter](#) that must be personalised to the family's situation. Sarah Rogers responds to City notifications. MASH responds to the rest of the county.

Contact/NFA at this point.

There is no requirement to ring/assess the family at this point as the letter gives advice and guidance about their situation unless there are welfare issues.

If we do have direct contact from the family we need to reiterate the advice in the letter and that we have no legal duty to house them as a family. Please be aware our legal duty is only toward the children.

**Single Assessment under S17 CIN.**

We need to be clear with families and external agencies from the start that whilst we may have grounds to assess under S17, this does not mean we have an explicit duty to provide or finance alternative accommodation. We do not have a duty to provide accommodation whilst the assessment is on-going.

The family needs to provide evidence that they have either legally challenged the Intentionally Homeless/Discharge of Duty decision or consulted with a solicitor and that the family is homeless.

A financial assessment of the family needs to be completed on the first visit

6 months of bank statements (current and savings accounts) for all family members seeking support need to be provided as these may be required later in the process.

The family needs to be advised that they need to start making a plan if they have an eviction date.

This plan needs to involve talking to all of their friends and family regarding their accommodation requirements beyond the eviction date.

This may mean that the children reside with friends or relatives whilst the family continue to seek alternatives. This is not ideal but we need to reinforce that it is the parent's responsibility to provide suitable accommodation for their children

They also need to start thinking about how they will finance a deposit etc. for private rented accommodation.

If we are asked about the possibility of a deposit we need to be clear that all options must be explored and exhausted to our satisfaction before we would consider this.

We also need to be clear that if we do provide financial assistance there is now an expectation that the family will enter into a repayment plan with Social Care. This repayment plan will be based on the financial assessment carried out within the Single Assessment.

This is why it is important to establish the family's financial situation in the first instance.

If the situation is resolved by the family and there are no outstanding welfare issues then move to close following the completion of Single Assessment.

**If the situation is unresolved and the family have not found a solution to their homelessness:**

- **Complete the Intentionally Homeless [checklist](#) (sec 1)**
- **Establish family/friends who the family can stay with whilst we consider their situation and gather information.**
- **Contact the Housing and Immigration team for further advice and guidance on 01865 328563**

If temporary accommodation is offered to the family and accepted, there are separate conditions attached to this provision. These conditions are set out in the provision of accommodation [document](#) and must be accepted and signed for by the family prior to booking of any temporary accommodation.

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**Action following Single assessment**

City Cases – if the family has been provided with temporary accommodation and there are no outstanding welfare issues the case can be transferred to Sarah Rogers Housing Support Worker.

County cases that are accommodated will be transferred to FST who will need to liaise with Kevin Mannion and Sarah Rogers on regular basis.

If no accommodation is provided by Children's Social Care but financial support has been agreed then this case can close to Children's Social Care if there are no outstanding welfare issues.

**These are guidelines only and will be subject to change.**

**If you wish to discuss an individual case or you have Questions around the guidelines then please contact the Housing and Immigration team in the first instance at the City Assessment Team.**