

Issue 6

Moving ON

Temporary Accommodation Magazine



INSIDE

Another Home Finder

Scheme Success - P3

Housing services improving - P5

Housing problems tackled - P8

Allocations policy - P9



Welcome Cllr John Bevan

Dear Tenant

Firstly, let me welcome you to this edition of Moving On.

Recently we sent you an email or text with details of where you can download this issue. We hope this new process went smoothly and there were no problems with the download.

These changes have come about because the council is suffering cuts to many of its service areas. In order to ensure that critical services run as usual, we are having to let go of some of our less important facilities so that we can use the money elsewhere.

Therefore, in future, we will be telling everyone in temporary accommodation, by email or text, where they can find this magazine. This issue and past editions are stored at www.haringey.gov.uk/movingon

Secondly, let me say a special welcome to Sevan Onur who has joined the Editorial Board of the Moving On magazine. Sevan is a tenant in temporary accommodation who would like to help out with the magazine on a voluntary basis.

And there are lots more places on the board - so if you would like to help please give the Housing Communications Officer a call on **020 8489 1218**.

You can do as much or as little as you like including suggesting ideas for articles, interviewing, writing articles, choosing colours or images and taking photographs.

Also, may I draw your attention to the new skills surgery (opposite) opening at Apex House, offering free advice and training on helping people back in to work. This scheme started on 1 September and is proving very popular.

Best wishes



Cllr John Bevan

New Skills Surgery



A new skills surgery, for everyone in temporary accommodation who is unemployed, opened in the Housing Advice Appointment Centre, Apex House, in September 2010.

The surgery will enable Haringey Guarantee Advisors to promote an increasingly popular scheme – the Haringey Guarantee.

The Haringey Guarantee is an employment scheme run by the council to help residents, with barriers to employment, find suitable jobs.

The scheme gives people the skills and confidence they need to do well in interviews and to get the job!

If you join up for the Haringey Guarantee Scheme we guarantee you

an interview with the council or NHS Haringey. We can also help you find work placements and employment!

The surgery will be held every Wednesday from 1 to 4.30pm in the Housing Advice and Options Appointment Centre, Apex House, 820 Seven Sisters Road, Tottenham, N15 5PQ.

If you are living in Temporary Accommodation and would like to know more about the scheme please call the Income Recovery Team on **020 8489 4375**.

Other residents should contact Haringey Guarantee on **020 8489 2940** or visit www.haringey.gov.uk/guarantee

THE HARINGEY



A NEW APPROACH TO TACKLING WORKLESSNESS

Another Home Finder Scheme Success Story!

When Marilyn found her stay in Temporary Accommodation go from weeks to months to years she decided it was time for a change.

Marilyn used to live in a small three bedroom property with her four children - twins aged three, her son aged 10 and her 17-year-old daughter who has learning difficulties.



At one of the Temporary Accommodation User Forums Marilyn spoke to staff about her situation and a home visit was scheduled to discuss Marilyn's housing options with the hope of a transfer to a larger home.

Marilyn was visited by Phil Harris (Assistant Director) and Jackie Dyer (TA Manager) who discussed with her all of her housing options.

After looking at other temporary accommodation properties Marilyn decided to look at homes in the private sector. A few months later Marilyn signed up for an AST in her chosen borough.

Her twins are now settled in a local nursery and her son goes to a local school. Her elder daughter goes to Southgate College part-time.

Marilyn was so happy with the move that she agreed to do a talk at the Temporary Accommodation User Forum about her experiences.

"My life is so different now," she said. "I wish you could see my house. It is huge with a beautiful garden. We are so much happier in this area. There are better facilities and more things to do like horse-riding lessons at the weekends.

"Where you live has a big impact on how you feel. My son is so inspired – he says he wants to be the Prime Minister one day...."

Marilyn works 26 hours a month voluntarily for the Metropolitan Police Force and hopes to secure employment with the force in the next two years.

If you would like more information about the Home Finder Scheme please contact your housing manager.





Cleaning up together

To keep our borough clean we often rely on the public to let us know what needs doing.

So if you see an eyesore that is running your area down just give us a call.

For

- Abandoned vehicles
- Antisocial behaviour
- Graffiti
- Rubbish and waste

Call 020 8489 1000



Housing Services improving

Housing services have improved in Haringey over the last three years, according to an Audit Commission report.

The service is judged to be “fair with excellent prospects for improvement.”

Improvements have been made and the housing service:

- Prevents homelessness in an effective way
- Tackles the housing and support needs of vulnerable adults
- Has met its target for limiting the use of bed and breakfast accommodation
- Works effectively with housing associations and other agencies.

But progress still needs to be made in other areas, including:

- How council homes are allocated
- How quickly housing registrations are carried out
- How quickly homeless decisions are carried out

The Audit Commission says the service has excellent prospects for improvement because there is a strong track record of improvement over recent years together with strong leadership.

Cllr John Bevan, Cabinet Member for Housing, said:

“As this report shows, we are making good progress in providing better help and advice

to people trying to find a home, but there is still much more to be done.

“We have a clear plan to carry out further improvements so that we can help more people more effectively and efficiently.”

For more information on the Audit Commissions report you can visit www.audit-commission.gov.uk/housing/inspection/localauthority/reports/Pages/haringeyallocationslettingsandhomelessness12aug2010.aspx



Tenants offered incentives to quit smoking

The NHS Quit Smoking Service is offering financial and emotional support to everyone wishing to give up smoking.

Yetunde Igbin, from NHS Quit Smoking Service, gave a presentation on the incentives her service offers including a one-off charge of £7.20 for a six week course of medication, and emotional support as people reach their quit day.

Tenant Sevcan Onur was so impressed with the support offered she signed up straight away.

Pauline Donaldson, a Tenancy Support Officer for the Temporary Accommodation Team, said: "I

was so pleased to see the tenants inspired by Yetunde's presentation. The medication really is good value for money – and in terms of our health – well you can't put a price on that!

"I would like to encourage other tenants in Temporary Accommodation to call the NHS Free Quit Smoking helpline if they are interested in the offer."

The presentation was held at Pauline Donaldson's regular fortnightly surgery in the Temporary Accommodation hostel in Russell Road, N15.

The NHS Free Smoking Helpline is 0800 022 4332 and is open Mon to Fri 9am to 8pm, Sat and

Sun 11am to 5pm. Visit their web at www.smokefree.nhs.uk Cllr Bevan, Lead Member for Housing and Cllr Councillor Dilek Dogus, Cabinet Member for Adult and Community Services were also present.

From L to R: Yetunde Igbin, Jackie Dyer, Sevcan Onur (with signed Quit Smoking Contract), Pauline Donaldson, Cllr Bevan

For more information please contact Pauline Donaldson, Tenancy Support Officer, x4730.



A Home Of My Own

When Jill's mother died she contacted the council to let them know about her change in circumstance. We then explained that she had the option to move to a smaller property.

After viewing some properties, Jill decided that the best way forward for her was to buy a shared-ownership property.

Hi Jill, what shared-ownership option did you take?

Hi, I took the New Build Homebuy Scheme via Housing Options.

Which organisation did Housing Options put you in touch with?

Circle Anglia at 1/7 Corsica Street, London, N5 1JG, (020 7288 4000)

Apart from your change in circumstance, why did you go for this option?

Housing Options gave me the opportunity to live in a brand new property - an option that is not always possible with the council. I wanted a wide choice of location, and to be given a better choice, and size of property. Again this is not always possible due to the council's current points system and waiting list.

I liked the idea of shared ownership because it was not possible for me to obtain a full mortgage due to my age (52).



New Build Homebuy is a scheme designed to help you buy a home in stages. You initially buy a share you can afford, usually between 25% and 50% and pay a subsidised rent on the remainder that you do not own. You also have the opportunity to purchase further shares in the future. Priority is normally given to existing local authority or housing association tenants. You need to have the required deposit and must meet the required wage bracket which differs due to the type of property and location.

Does it feel nice to own your own home?

To own a small piece of my home is the best feeling I could have. I never thought I could achieve something like this.

What do you like about your new home?

The standard of the property is very high with up-to-date equipment, ceramic tiling in the bathroom and a glossy white fitted kitchen and oak laminate flooring. It also has a video entry system which I find essential in today's world.

What do you like about where you now live?

I am living in Wood Green – in a very good central area served by good transport routes.

Is there anything else you would like to say?

I would definitely recommend registering with Home Options. It certainly worked for me! It gave me an opportunity I would not have thought possible.

Haringey's shared ownership scheme

Haringey's shared ownership scheme is called New Build HomeBuy.

With this scheme you can buy a percentage of the property and pay rent on the rest. This means that the property is owned by both you and a housing association. If it suits you, over time you can increase how much of the property you own.

This scheme is open to first time buyers who have a maximum annual household income of £60,000.

In some cases you can also get a loan from the government to you get started. Whenever you want to leave you can sell your part on the open market. The housing association will help you to do this by looking for a possible buyer on their waiting list.

There are several new build shared ownership homes available in Haringey.

For more information please visit www.housingoptions.co.uk or call Housing Options' North London Team on 020 8920 7777.

Housing problems tackled

Living in temporary accommodation can be tough, especially for families. It is also very expensive for Haringey Council, because the amount of money it can claim towards the cost of providing homeless people with accommodation has been cut.

That's why the Council is committed to halving the number of households that live in temporary homes and moving them to more permanent accommodation.

During the past three years, Haringey Council has reduced the number of homeless households living in temporary accommodation by 40%.

This reduction is larger than anywhere else in the country.

The Council has achieved this by intervening earlier to prevent homelessness, by offering residents expert advice on the full range of housing options available to them, and by operating a rent deposit scheme to help people to access good quality private rented accommodation.

As part of the project, council officers visited 1,600 homeless households to discuss their

housing options and help them move on. More than 450 moved into private rented accommodation, 76 stayed where they were but as private tenants, and another 600 were provided with a permanent council or housing association home or moved into less expensive temporary accommodation.

In total, the Council placed more than 1,000 homeless people or families in private rented accommodation last year.

Cllr John Bevan, Cabinet Member for Housing, said: "We know that temporary accommodation is far from ideal for families.

"That's why we are determined to keep on reducing the number of people in this kind of accommodation."

For further details about temporary accommodation go to: www.haringey.gov.uk/temporary_and_emergency_accommodation.htm



Have your say!

Haringey's housing web pages – changed to help you!

Communication Champions in the Housing Service have come together to provide easier online information access for the public after an audit of the web pages showed access to information could be improved.

After a successful meeting with the web team, the Housing Service began to map their pages according to the most popular pages visited.

We are pleased to say that all of the housing web page have now

been reviewed and amended by the Housing Service.

In our recent housing inspection by the Audit Commission the quality and helpfulness of customer information, including the website, was said to be “a strength”.

But we'd like to know what you think! Take a look at them at www.haringey.gov.uk/housing and email any comments to clare.leahy@haringey.gov.uk or call **020 8489 1218**.



Allocations Policy Consultation

Strategic and Community Housing Services has now ended its consultation on Haringey's new Housing Allocations Policy.

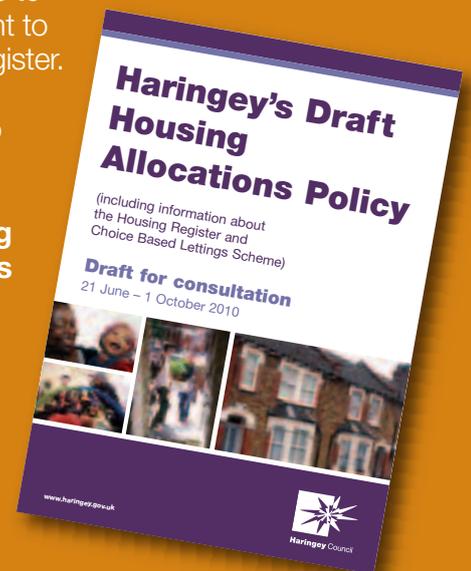
Over the next few months we will be considering your feedback for inclusion in the new policy.

We would like to thank you for taking part in the consultation – for your calls, letters and emails and for coming along to our road shows to have your say.

We would like to let you know that at the last Temporary Accommodation User Forum the new allocations policy was hailed a great success as attendees fed back that they felt it was very clear and fair.

As you may know, we will be contacting you with a form in the near future to find out if you still want to be on the housing register.

If you would like to discuss your other housing options please call Housing Advice and Options on 020 8489 4309.



Mind in Haringey

We can help with

- Advocacy
- Counselling
- Day Centre
- Information service

Supported Housing
Station House
73c Stapleton Hall Road
London N4 3QF

Tel: 020 8340 2474 | Fax: 020 8340 8308
Email: admin@mih.org.uk | Website: www.mind.org.uk

HAGA

We can help with

- Alcohol detoxification
- Counselling
- Group work and one-to-one help
- Supported Housing
- Playgroups for children whose parents are users
- Counselling sessions for children
- Education, training and employment advice and support

590 Seven Sisters Road
Tottenham
N15 6HR

Tel: 020 8800 6999
Fax: 020 8802 0081
Email: admin@haga.co.uk
Website: www.haga.co.uk

CARIS Haringey

We can help with

- A holistic range of services for families in temporary accommodation
- Services for homeless families
- We work with refugees, asylum-seekers, victims of domestic violence, and those with mental health issues



St Ann's Church Hall,
Avenue Road,
London N15 5JH

Tel: 020 8800 5300 | Fax: 020 8800 5430
Email: indirab@carisharingey.org.uk
Website: www.carisharingey.org.uk

St Mungo's Homeless Charity



We can help with

- Providing emergency shelters and hostels
- Supporting people to get a home of their own
- Preventing homelessness
- Support for people who have dual diagnosis – (drug and mental health problems)

St Mungo's Griffin House,
161 Hammersmith Road, London W6 8BS

Tel: 020 8762 5500 | Email: info@mungos.org
Website: Please fill in our online form at www.mungos.org



Housing Services Questionnaire

Thank you to those who completed our short survey on your experience of using the Income Recovery and Temporary Accommodation Teams from March to April 2010.

The results are.....

For quality of contact with teams 63% of tenants are satisfied with the quality of contact they have with us. Of this 63%

- 72% was for the Income Recovery Team
- 59% for the Temporary Accommodation Team

For overall satisfaction with the Income Recovery Team

- 78% say the officer was helpful overall if they have a problem with their benefits or paying their rent.
- 79% say their interview was conducted in a professional manner
- 80% thought the officer was able to answer their questions
- 78% found the officer polite and helpful

For overall Satisfaction with the Temporary Accommodation Team

- 57% say the Tenancy Support Officer was helpful overall if they have a problem with their accommodation. But that they found non-desk based Tenancy Support Officers difficult to contact
- 83% say their interview was conducted in a professional manner
- 71% recall the officer wearing an ID badge
- 66% thought the officer was both able to answer their questions and was polite and helpful

Housing Services Questionnaire *continued*

To ensure we provide a better service we will be:

- Reviewing our staff training programmes so we can improve the experience of customer service.
- Continuing the support the Housing Benefit Liaison Officers give to help with housing benefit advice.
- Offering a "Welcome Appointment" with an Income Recovery Officer at the Sign-Up stage from the 1 September 2010 to ensure tenants feel settled.
- Continuously update our contact details to make it clear who customers should contact for various services.
- Continuously review our appointment booking arrangements so we do not keep customer waiting.
- Introduce regular customer feedback.

The five lucky winners who were picked out of the draw and each received a voucher were

E M of N16

Mr A of N13

Mr Y of N15

R Y of N9

J S of N18



Albanian

Ky buletin ju jep informata mbi 'Hapin Turje' shterimit te parkohshem. Nese e doni nje kopje te ketij buletini ne gjuhen tuaj, ju lutem shtrijoni ✓ kufine, plotesoni formularin dhe dergojeni tek adresa e meposthme me Postim Falas.

French

Ce bulletin d'information vous donne des informations sur comment trouver un logement pour faire suite à votre logement temporaire. Pour obtenir un exemplaire dans votre langue de ce bulletin, veuillez cocher la case, remplir le coupon et l'envoyer à l'adresse ci-dessous (n'utilisez pas de timbre ou enveloppe).

Kurdish

Ev nûçanama li ser 'Barkirin'a ji çîhê daniş agahîyê dide we. Haka hûn kopîyeye wê nûçanamayê bi zîranê xwe dixwazin, ji kerema xwe quirkê îşaret bikin, formê tje bikin û jî navnîşana posta bêpere ya jêrîn re bişînin.

Polish

Informator ten dotyczy kwestii 'Moving On', czyli jak radzić sobie po opuszczeniu zakwaterowania tymczasowego. Osoby, które chciałyby otrzymać jego kopię w j. polskim, powinny zaznaczyć odpowiednie miejsce fajką, wypełnić formularz i odesłać go na bezpłatny adres znajdujący się poniżej.

Somali

Warsidahaani wuxuu ku sarraysaa macluumaad ku saabsan 'Ka guraysa (Moving On)' guriga ku maalgadidka ah. Haddii aad rabto koobida ah warsidahaan oo ku qoran luqaddaada, faa'iin caasimadii senduuga, buuxi formka oo ku soo jawaabo dirwaaqo boobisuu lacag la'aanta tahay ee hoose.

Turkish

Bu gazete sizlere geçki konuttan 'Taşınma' konusunda bilgi vermektedir. Eğer bu gazetenin kendine bir kopyasını istiyorsanız, lütfen ilgili kareyi işaretleyip, aşağıdaki formu doldurarak, aşağıda belirtilen adrese, ücretsiz olarak postalayınız.

Please tell us if you would like a copy of the Moving On Temporary Accommodation newsletter in another language that is not listed on the left or in any of the following formats, and send the form to the Freepost address below.

- In large print
- On audio tape
- In Braille



In another language, please state:

Name:

Tel:

Address:

Please return to: Freepost RLXS-XZGT-UGRQ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

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