



Temporary Accommodation Placement Policy 2026-2029

Service Area:

Strategic Housing – Housing Options and Temporary Accommodation Service

Policy Owner:

Service Manager – Strategic Housing

Policy Category:

Regulatory - required to demonstrate compliance with landlord statutory duties, Regulator of Social Housing standards, and Housing Ombudsman requirements.

Version controls:

Version	Category	Trigger	Review Cycle	Author	Date
1.0.	Regulatory	New	3 years	Service Manager – Strategic Housing	1 May 2026

An Easy Read and summary version of this policy is also available on request and online to support accessibility for residents with additional needs. If you require this policy in another format or language, please contact the Housing Service by emailing policy@winchester.gov.uk or calling **01962 848 400**.



Purpose of this Policy

Winchester City Council (The Council) recognises that living in Temporary Accommodation (TA) can be stressful, uncertain and disruptive, particularly for families, young people, survivors of domestic abuse, and those with complex needs.

The council recognises that every household's experience of homelessness is different and will seek to deliver a trauma-informed, person-centred approach that recognises individual circumstances and vulnerabilities.

The council's committed to ensuring that all households living in Temporary Accommodation (TA) are treated with dignity, fairness, compassion and respect, and that they receive clear information, responsive support, and regular communication about their housing situation.

The policy supports Winchester City Council's statutory duties under **Part VII of the Housing Act 1996** (as amended) and is aligned to the **Preventing Homelessness and Rough Sleeping Strategy 2025–2030**.

This policy explains how the council provides and manages Temporary Accommodation for households who are homeless or at risk of homelessness. It sets out in clear and accessible terms:

- What Temporary Accommodation is
- Who it is for
- The council's legal duties
- What households can expect in terms of standards, safety, and support
- How the council supports residents' wellbeing while living in Temporary Accommodation.
- How the council works to reduce the need for Temporary Accommodation
- How the council supports people to move into longer-term, sustainable housing

This is a public-facing document and a summarised 'Policy on a Page' has been produced and published to support accessibility.

Scope of this Policy

This policy applies to all households for whom the council has:

- A duty to provide interim accommodation under **section 188 Housing Act 1996**, while homelessness enquiries are completed



- A duty to provide temporary accommodation under **section 193 Housing Act 1996** where a household is owed the main housing duty
- Any other power or duty to accommodate under **Part VII of the Housing Act 1996**, including accommodation provided pending review or appeal.
- A duty to secure accommodation under **s206 Housing Act 1996**.

This policy applies equally to households with complex, multiple or changing support needs.

The policy covers all forms of Temporary Accommodation arranged or provided by Winchester City Council, including:

- Council-owned Temporary Accommodation
- Private sector leased properties
- Nightly paid or hotel accommodation
- Bed and breakfast accommodation
- Accommodation outside the Winchester district

This policy does *not* apply to:

- Home Office asylum support accommodation
- Domestic abuse refuge accommodation commissioned separately
- Accommodation provided by another agency where the council does not owe a homelessness duty

Policy Statement

The council's committed to ensuring that all households who approach the council as homeless, or at risk of homelessness, receive timely, lawful, compassionate, and customer-focused assistance.

Where efforts to prevent or relieve homelessness have not been successful and an accommodation duty is owed, the Council will provide Temporary Accommodation (TA) under Law, where applicable, and in line with recognised best practice for temporary accommodation.

The council will:

- **Place households in suitable accommodation** that meets legislative requirements, health and safety standards, and supports positive outcomes for individuals and families.



- **Prioritise placement within the local area** in accordance with s208 Housing Act 1996, to maintain access to education, employment, health care, support networks and community connections.
- **Minimise the use of Bed & Breakfast (B&B) accommodation** and ensure that B&B is only used in emergencies, never for longer than the statutory time limits for families or young people aged 16-17.
- **Ensure that households understand their rights and responsibilities** while living in TA, including behavioural expectations, rent and charges, safeguarding arrangements, and support pathways.
- **Provide clear information, advice, regular communication and ongoing support** to help households move on from TA into sustainable long-term accommodation.
- **Safeguard vulnerable households**, including survivors of domestic abuse, care leavers, young people, disabled residents, and those with health or support needs.
- **Promote equality of opportunity** and avoid discrimination by ensuring compliance with the Equality Act 2010 and conducting Equality Impact Assessments (EqIA's) as part of policy and procedural development.
- **Act transparently and consistently** in decision-making, including the prioritisation of placements, offers, suitability assessments and reviews.
- **Ensure value for money** by maintaining a diversified portfolio of TA options and working proactively to reduce overall spend and length of stay.
- **Work collaboratively** with internal services (e.g., Housing Options, Allocations, Repairs, Revenues, Safeguarding) and external partners (e.g., support providers, private landlords, health and social care agencies).
- **Monitor performance, customer feedback and risks**, and use this information to improve service quality, regulatory compliance, and resident experiences.

The council recognises that Temporary Accommodation is an essential, but temporary safety net for households experiencing homelessness. The council is committed to providing a trauma-informed, person-centred service that upholds dignity and supports residents to secure stable, long-term housing solutions as quickly as possible.

What is Temporary Accommodation



Temporary Accommodation (TA) is accommodation secured by the council for households who are owed an accommodation duty. Temporary Accommodation is provided while:

- The council completes investigations into a homelessness application; or
- The council works with the household to prevent or relieve homelessness; or
- The household awaits an offer of suitable long-term accommodation.

Temporary Accommodation:

- **Is not permanent housing** and is intended to be as short-term as reasonably possible.
- **Does not create security of tenure**, usually provided under licence or non-secure tenancy and does not create long-term security of tenure.
- **Does not guarantee access to social housing**, although households may be eligible to join the Housing Register.
- **May change if the council identifies a more suitable or cost-effective option**, or if the household's circumstances change.

The council recognises that living in Temporary Accommodation can be stressful and unsettling. Staff will work with households to ensure they understand their housing situation, available support and next steps.

Types of Temporary Accommodation Provided by the council

The Council uses a range of Temporary Accommodation options to meet the diverse needs of households. All placements will be selected based on suitability, availability, and assessed need.

- **Council-Owned Temporary Accommodation** - Self-contained or hostel-style accommodation owned or managed directly by Winchester City Council. This is the preferred option, where available, due to stronger cost control, quality assurance, and proximity to local services. The council, in most circumstances, can meet its Temporary Accommodation need through this option.
- **Bed and Breakfast (B&B) Accommodation** - used only as a last resort. Never for longer than statutory time limits for families or 16/17-year-olds, only in exceptional circumstances where no suitable alternative accommodation is reasonably practicable. Use of this option is where demand exceeds supply, but where a suitable council-owned accommodation can meet the



need but is not available at that time. The council will prioritise moving households out of B&B at the earliest opportunity, into council-owned accommodation once a suitable vacancy arises.

Where households are placed in Bed and Breakfast accommodation, regular welfare contact will be maintained to monitor wellbeing, safeguarding and move-on progress.

Should the above options not be available and the council requires to seek alternative solutions to meet need the further two options will be considered:

- **Private Sector Leased Accommodation** - Homes leased from private landlords for use as Temporary Accommodation, typically self-contained. Used to increase local supply and reduce reliance on nightly-paid options.
- **Nightly Paid or Hotel Placements** - Short-term emergency accommodation used when no other property is immediately available. These placements are closely monitored and reviewed daily or weekly, with the aim of moving households to more suitable accommodation quickly.
- **Out-of-District Placements** - Used when no suitable accommodation is available within Winchester district or where the risk is deemed too high to accommodate in the district. The council will make every effort to place households as close to Winchester as possible and maintain links with essential services. Should an out of area placement be made, the relevant Local Authority will be notified in accordance with the legislation.

Suitability of Accommodation

All accommodation offers will be assessed for suitability in line with:

- The **Homelessness (Suitability of Accommodation) Order 2012**
- The **Homelessness Code of Guidance**

The council will take full account of:

- Household size, composition, and bedroom requirements
- Any physical or mental health needs and required adaptations or accessibility features
- Risks relating to domestic abuse, harassment, exploitation, anti-social behaviour, or safeguarding concerns
- Emotional wellbeing, trauma-related needs and the impact of homelessness on the household.
- Proximity to schools, healthcare, employment, support networks, and caring responsibilities
- Affordability and the financial implications for the household



- Cultural, religious and social needs, where relevant
- The need to maintain ongoing support or statutory involvement (e.g., social care, probation)

Suitability assessments will:

- Be recorded clearly on the case file
- Be communicated to the household in writing
- Be reviewed if circumstances change, new risks emerge, or placement options improve
- Where accommodation is provided under the main housing duty (s193), households have the right to request a suitability review under s202 Housing Act 1996.

Residents are encouraged to contact the Housing Service if circumstances change or if they believe accommodation is no longer suitable.

Prioritisation of Placements

When demand exceeds available supply, The council will prioritise households based on assessed need, vulnerability and risk. Priority will be given to:

- Households with dependent children
- Pregnant households
- People with disabilities or significant health-related needs
- Survivors of domestic abuse and households facing safety risks
- Care leavers, young people, and adults with support needs
- Households already placed in emergency accommodation for extended periods

Decision-making will be:

- Fair, evidence-based, and transparent
- Recorded clearly, including reasons for prioritisation
- Aligned with safeguarding responsibilities and legal obligations
- Ensuring the council are making best use of stock, by allowing under occupation where necessary and where this is reasonable and proportionate to meet urgent housing need.

Placement decisions will consider the full circumstances of the household on a case-by-case basis.



Standards and Management of Temporary Accommodation

The council will ensure that all Temporary Accommodation is safe, well-managed, and appropriately maintained. All accommodation must:

- Meet statutory health and safety standards, including gas, electrical, fire safety, and water hygiene
- Meet the Decent Homes Standard (where applicable) and relevant TA standards.
- Promote a safe, respectful and appropriately managed living environment for all residents.
- Be inspected as required to ensure compliance and safety
- Be clean, secure and free from hazards at the point of occupation
- Have clear written information outlining rights, responsibilities, charges and support arrangements

Households living in TA are expected to:

- Comply with licence or tenancy conditions, including behaviour and occupancy rules
- Pay rent and service charges and apply for Housing Benefit/Universal Credit where applicable
- Respect neighbours, the property and staff
- Respect behavioural expectations within shared accommodation settings, including consideration for neighbours and other residents.
- Report repairs, issues or safeguarding concerns immediately
- Engage with support services, where required to promote wellbeing and tenancy readiness

The council will investigate reports of anti-social behaviour, harassment or intimidation within Temporary Accommodation and take appropriate action.

Wellbeing and Safeguarding Support

The Council recognises that homelessness and living in Temporary Accommodation can significantly impact emotional wellbeing, mental health and feelings of safety.

The Council will work in a trauma-informed and person-centred way to identify support needs, reduce harm, and help residents access appropriate services.



The council acknowledges that many households placed in Temporary Accommodation may have experienced trauma, abuse, financial hardship, family breakdown, poor mental health, social isolation, or other difficult life events.

The Council is committed to ensuring that residents are treated with dignity, empathy, fairness and respect at all times.

The Council will seek to:

- Identify safeguarding, welfare and support needs at the earliest opportunity.
- Consider the impact of homelessness, displacement, uncertainty and isolation on residents' wellbeing.
- Work collaboratively with residents to understand individual circumstances and risks.
- Deliver services in a non-judgemental and trauma-informed manner.
- Promote resident safety and wellbeing within Temporary Accommodation settings.
- Support residents to access appropriate services and specialist support.

Support may include:

- Referrals to safeguarding teams
- Domestic abuse support services,
- Mental health support services,
- Substance misuse services,
- Health services,
- Social care support
- Youth support services
- Tenancy sustainment support
- Employment or financial inclusion support
- Voluntary and community sector organisations.

Where safeguarding concerns are identified, the council will act in accordance with:

- Safeguarding legislation
- Local safeguarding procedures
- Domestic abuse responsibilities
- The council safeguarding policies and procedures.

This may include:



- Sharing information lawfully with relevant agencies
- Making safeguarding referrals
- Participating in multi-agency risk meetings
- Taking urgent action to protect residents or others from harm.

The Council recognises that some residents may feel isolated, unsafe, anxious, or distressed while living in Temporary Accommodation, particularly where placements are outside the district, involve shared accommodation, or continue for extended periods. Where appropriate, the Council will:

- Maintain welfare contact
- Review support arrangements
- Consider the impact of placements on wellbeing and support networks
- Seek to reduce risks associated with isolation or vulnerability.

Residents are encouraged to inform the Council if they:

- Feel unsafe
- Experience harassment or intimidation
- Struggling with their mental wellbeing
- Require additional support
- Believe their circumstances have changed.

The council will make reasonable adjustments where required and will consider accessibility, disability, language, literacy, neurodiversity, cultural needs, and communication barriers when delivering services and support.

The Council is committed to working collaboratively with partner agencies and residents to support positive outcomes, sustain wellbeing, and help households move toward safe and stable long-term housing solutions.

Support and Move-On from Temporary Accommodation

The council recognises that uncertainty around permanent housing can be distressing and will work proactively with households to explain rehousing options, likely processes and realistic expectations.



Temporary Accommodation is a short-term measure. The Council will work proactively with households to help them move on into stable long-term housing. Support may include:

- Private rented sector access schemes, including deposit, rent in advance, and landlord liaison
- Targeted advice and advocacy to overcome barriers to securing accommodation
- Assistance with bidding for social housing, subject to eligibility and banding
- Support from partner agencies, including health, domestic abuse services, mental health, drug/alcohol services, youth services and employment support
- Tenancy sustainment and resettlement support such as budgeting, independent living skills, or safety planning
- Access to a tenancy ready programme through a dedicated Tenancy Ready Officer.
- Signposting or referrals to wellbeing, mental health and emotional support services where appropriate.
- Support will be proportionate to the household's needs and focused on enabling long-term, sustainable accommodation.

Households will receive regular updates regarding move-on progress and any changes affecting their housing situation.

Duration of Stay in Temporary Accommodation

Temporary Accommodation is intended to be a short-term measure, and the council's committed to ensuring that households spend no longer than necessary in temporary housing.

The council will:

- Actively manage and review all placements, ensuring cases progress efficiently through prevention, relief, and main housing duty stages.
- Maintain appropriate communication and welfare contact with households during extended stays in Temporary Accommodation.
- Develop and maintain a personalised housing plan for each household, reviewed at appropriate intervals.
- Minimise the use of bed and breakfast accommodation, recognising it is unsuitable for many households.
- Ensure that no family with dependent children, pregnant household, or 16/17-year-old remains in Bed & Breakfast accommodation for longer than six weeks, only in exceptional



circumstances and where no suitable alternative is reasonably practicable, in line with the Homelessness (Suitability of Accommodation) Order 2012.

The council will notify households, in writing, of any move between placements, explaining:

- The reason for the move
- How the new accommodation meets suitability requirements
- What support is available during the transition

Operational procedures may include scheduled welfare or review contact for households experiencing longer stays or increased vulnerability.

Households will be kept informed about progress toward long-term housing to reduce uncertainty and anxiety.

Communication and Resident Contact

The council recognises that regular communication and clear information are essential to reducing uncertainty and supporting resident wellbeing while living in Temporary Accommodation.

The Council will seek to maintain appropriate and proportionate contact with households, particularly where residents are vulnerable, experiencing distress, or living in Temporary Accommodation for extended periods.

The council's committed to ensuring that communication with residents is clear, respectful, timely, and accessible. Residents living in Temporary Accommodation should know:

- Who their main point of contact is
- How to contact the Housing Service
- What support is available
- How concerns or issues can be raised.

The Council will:

- Provide residents with clear contact details for relevant Housing Options and Temporary Accommodation officers.
- Explain how residents can report repairs, safety concerns, anti-social behaviour, safeguarding concerns, or changes in circumstances.
- Communicate important decisions, placement arrangements, and changes in writing wherever possible.



- Maintain regular and proportionate contact with households based on assessed need and risk.
- Ensure households placed in emergency, hotel, Bed & Breakfast, or out-of-district accommodation receive appropriate welfare contact and communication.
- Make reasonable efforts to respond to resident enquiries within reasonable service timescales.
- Ensure communication is delivered in a respectful, non-judgemental and trauma-informed manner.
- Provide communication adjustments, interpretation, translation, or accessible formats where required to meet individual needs.

Where households are experiencing extended stays in Temporary Accommodation, increased vulnerability, emotional distress, safeguarding concerns, or complex circumstances, the Council may increase welfare contact and review arrangements where appropriate. This may include:

- Scheduled welfare calls or meetings
- Multi-agency support discussions
- Wellbeing checks
- Additional support referrals.

Residents are encouraged to maintain regular communication with the TA Team and inform officers of any changes that may affect their accommodation, safety, health, support needs, or move-on options.

Out-of-hours emergency support arrangements will be communicated to residents at the start of placements, including how to seek assistance in emergencies involving:

- Immediate safety risks
- Serious repairs
- Domestic abuse
- Safeguarding concerns
- Urgent welfare issues

Where residents feel unsafe, unsupported, or dissatisfied with the service provided, they may:

- Speak to their allocated officer
- Request escalation to a manager,
- Use the Council's complaints process
- Seek independent advice and advocacy support where appropriate.



The Council will seek to reduce uncertainty by providing clear information about housing processes, move-on arrangements, available support, and next steps wherever possible.

Out-of-District Placements

The council aims to place households within the district wherever possible having regard to **s208 Housing Act 1996 (location of accommodation)**, recognising the importance of maintaining access to support networks, employment, schools, and essential services. However, out-of-district placements may be necessary when:

- No suitable local accommodation is available
- Specialist or supported accommodation is required
- Immediate safety risks require relocation
- Hotel or B&B pressures require alternative emergency options
- The council's using neighbouring authorities' accommodation to reduce reliance on high-cost provision

When an out-of-district placement is made, The council will:

Before the placement

- Consider the household's individual needs, including safeguarding concerns, education, employment, support arrangements, and health requirements.
- Assess suitability in the same way as an in-district placement.

Provide households with written notification explaining:

- Why local accommodation is unavailable
- The location of the placement
- How The council determined suitability
- Rights to request a review

During the placement

- Maintain regular contact with the household
- Consider the impact of distance, isolation and disruption on emotional wellbeing and support networks.
- Review suitability and the potential to return to the district



- Support households to sustain access to essential services, including through liaison with other public bodies

The council's committed to moving households back into the Winchester district as soon as:

- Suitable in-district accommodation becomes available
- Risks can be safely managed
- It is in the household's best long-term interests

Out-of-district placements will be monitored and reported through:

- Quarterly service reviews
- Performance monitoring against statutory TA duties
- Corporate reporting where there are extended stays or increased reliance on out-of-area B&B or hotel accommodation housing outcomes.

Recording and Monitoring

The council will maintain accurate and up-to-date records for all households placed in Temporary Accommodation.

The Council will regularly monitor Temporary Accommodation usage to ensure compliance with statutory duties and to support service improvement. Monitoring will include:

- Number of households in Temporary Accommodation
- Use of bed and breakfast and nightly paid accommodation
- Length of stay, including long-stay cases
- Out-of-district placements
- Move-on outcomes and reasons for delays
- Resident feedback, complaints, wellbeing concerns and satisfaction trends.

Performance data will be reviewed by Housing Options managers, reported through the Council's governance arrangements, and used to identify trends, pressures, and opportunities for service development.

Resident Involvement



This policy has been reviewed and will continue to be reviewed in consultation with Residents, in line with Winchester City Council's Tenant Partnership and Influence Plan.

Feedback gathered through surveys contributed to this final version. A summary of consultation feedback and responses is available on request. The council will continue to seek feedback from residents living in Temporary Accommodation to inform future service improvements and policy reviews.

For further information on how to be involved please visit our webpage.

Winchester City Council Complaints Policy

Complaints will be handled in line with Winchester City Council's Housing Complaints Policy and the Housing Ombudsman Complaint Handling Code, which set out a clear, fair, and accessible process for resolving complaints.

You can make a complaint in any of the following ways:

- By completing the online complaints form
- By email to: customerservice@winchester.gov.uk
- By telephone: 01962 848 400
- In writing to: Winchester City Council, Colebrook Street, Winchester, SO23 9LJ
- By speaking directly to any council officer

If you remain dissatisfied after our response, you can escalate your complaint to the **Housing Ombudsman**, an independent service that reviews housing complaints across England. We aim to make the complaints process straightforward, fair, and transparent.

Residents will not be disadvantaged for making a complaint or raising concerns about their accommodation or support.

Information Management and Data Protection

When you report a problem, we record it on our secure housing case system. We only collect and share information that is relevant, necessary, and proportionate. We follow the Data Protection Act 2018, UK GDPR, and Winchester City Council's Data Protection and Privacy Policy.



Sometimes we work with other agencies (for example, our contractors). We will only share your information with them if it is safe, legal and will help protect people or resolve the issue.

Equality, Diversity and Inclusion

Everyone has the right to be treated fairly and feel safe in their home. The council will consider individual circumstances and provide additional support where vulnerabilities or accessibility needs are identified.

Alternative formats, communication support and reasonable adjustments will be provided where required to support accessibility and understanding.

The Council will make reasonable adjustments under the **Equality Act 2010** and deliver services in a trauma-informed, respectful and non-judgemental way.

An Equality Impact Assessment (EqIA) has been completed for this policy.

Legal and Regulatory Basis

The Temporary Accommodation service will operate in accordance with the following legislation and guidance:

Primary Legislation

- Housing Act 1996 (Part VII)
- Homelessness Reduction Act 2017
- Housing Act 1996 s206 and s208
- Homelessness (Suitability of Accommodation) Order 2012
- Supported Housing (Regulatory Oversight) Act 2023 (where applicable).
- Equality Act 2010
- Children Act 2004 (Section 11 safeguarding duty)
- Care Act 2014
- Domestic Abuse Act 2021
- Human Rights Act 1998

Statutory Guidance



- Homelessness Code of Guidance for Local Authorities
- Domestic Abuse Statutory Guidance

Regulatory Requirements

- Housing Ombudsman Complaint Handling Code
- Regulator of Social Housing – Consumer Standards (where relevant)
- Data Protection Act 2018 and UK GDPR

Related Documents

- The council Housing Strategy
- Preventing Homelessness and Rough Sleeping Strategy 2025–2030
- Housing Allocations Policy
- Corporate Safeguarding Policies and Procedures

The council will meet its Public Sector Equality Duty (PSED) and ensure decision-making considers equality impacts, safeguarding responsibilities, and human rights implications.

Policy Review

The Council will review this policy and our approach every three years, or sooner if the law or best practice changes. The Strategic Housing Service Lead has overall policy oversight. Monitoring is supported by the Strategic Housing Manager and Housing Options Manager. It is monitored through quarterly service performance reviews, including case audits, learning from complaints, and resident feedback.

Learning from complaints, compliments, resident feedback and consultation exercises will inform future policy reviews and service improvements

All housing staff are trained on safeguarding, equality and legal powers, and they regularly update their training to keep residents safe.



Glossary of Terms

Term	Definition (Resident-Friendly Wording)
Personalised Housing Plan (PHP)	A written plan agreed between the resident and the Council which sets out the steps both parties will take to prevent or relieve homelessness and support move-on into settled accommodation.
Main Housing Duty	A legal duty under section 193 of the Housing Act 1996 requiring the Council to secure suitable accommodation for eligible homeless households in priority need where homelessness has not been intentionally caused.
Interim Accommodation	Emergency accommodation provided while the Council investigates a homelessness application and determines what legal duties are owed. Often referred to as “section 188 accommodation.”
Relief Duty	A legal duty requiring the Council to take reasonable steps to help secure accommodation for eligible homeless households. Usually lasts for up to 56 days.
Prevention Duty	A legal duty requiring the Council to help prevent homelessness where someone is threatened with homelessness within 56 days.
Suitability Assessment	An assessment carried out by the Council to determine whether accommodation is suitable for a household’s needs, circumstances, safety and wellbeing.
Suitability Review	A legal review process that allows residents to challenge the suitability of accommodation offered by the Council under certain homelessness duties.
Bed and Breakfast (B&B) Accommodation	Emergency accommodation where residents usually have a private bedroom but share facilities such as bathrooms or kitchens. B&B accommodation is generally used only as a last resort and for short periods.
Nightly Paid Accommodation	Accommodation secured on a short-term nightly basis, often used in emergencies when no other Temporary Accommodation is available.
Private Rented Sector (PRS)	Housing owned by private landlords and rented to tenants, usually under an Assured Shorthold Tenancy agreement.
Licence Agreement	A temporary agreement allowing a household to occupy accommodation without full tenancy rights. Many forms of Temporary Accommodation are provided under licence.
Non-Secure Tenancy	A type of tenancy with limited security of tenure, commonly used for Temporary Accommodation.



Move-On	The process of leaving Temporary Accommodation and securing longer-term or settled housing.
Safeguarding	Actions taken to protect children, young people and adults who may be at risk of abuse, neglect, exploitation or harm.
Domestic Abuse	Abuse between people who are personally connected. This may include physical, emotional, psychological, sexual, financial or coercive behaviour.
Trauma-Informed Approach	A way of working that recognises the impact trauma can have on individuals and seeks to provide services in a safe, supportive and non-judgemental way.
Support Needs	Additional needs a resident may have relating to health, disability, mental wellbeing, domestic abuse, substance misuse, finances or independent living.
Tenancy Sustainment	Support provided to help residents manage and maintain accommodation successfully.
Anti-Social Behaviour (ASB)	Behaviour that causes harassment, alarm or distress to others, including noise nuisance, intimidation, abuse or damage to property.
Reasonable Adjustments	Changes or additional support provided to ensure disabled residents or those with additional needs can access services fairly and equally.
Housing Ombudsman	An independent organisation that investigates complaints about social housing landlords and housing-related services.
Priority Need	A legal category used in homelessness law for households considered more vulnerable, such as families with children, pregnant people or vulnerable adults.
Intentional Homelessness	A legal decision that a household became homeless because of a deliberate action or failure to act when accommodation was available and reasonable to occupy.
Duty to Refer	A legal requirement for certain public bodies to refer people who may be homeless or at risk of homelessness to a housing authority, with consent.
Multi-Agency Working	Different organisations working together to support residents and manage risks, such as housing services, health providers, police or social care.

