

Dear Andy

I am making contact regarding a Housing R&C issue for Enfield.

I thought the best way to explain it was to set out below the issue, and what other LCA can do if they have contact from a client who has been housed somewhere else by Enfield Council.

The steps to follow are set out below. If this was shared with other Citizens Advice they may not cause undue stress and raise expectations for clients who will not benefit.

The alternative to the information below being circulated by email is to have a Pan- London Teams meet to discuss housing if others are experiencing the same challenges.

Please would you let me know what you think.

For Circulating:

## **CITIZENS ADVICE ENFIELD HOUSING CRISIS – UPDATE AND ADVICE TO CLIENTS MAKING CONTACT**

**We are receiving calls for Housing Advice from clients who have been placed outside of Enfield either in temporary or emergency accommodation. They are contacting the Local Citizens Advice, but are being directed back to us. The result is that expectations are raised.**

Generally speaking, the only information, we can give is available on Enfield Council website, and Shelter England website. We are not in a position to offer appointments, so are providing information via our telephone advice line triage system. Any task or redirection to us is at risk of raising expectation where we can only explain what emergency measures are in place and relay the council message of families finding somewhere to live themselves.

**As resources are limited, and to avoid raised expectation, we felt it may be useful to share local links and what information we have.**

### **RISK OF HOMELESSNESS**

Advice for those at risk of homelessness see link- [At risk of homelessness | Enfield Council](#)

Ultimately, clients submit an email application to notify of homelessness and this should activate a response. But for a large number of clients making contact we find that there is no communication, sometimes up to the date of eviction by bailiffs. We have asked for an Emergency Duty Contact – and were told we would receive a contact for people who

are homeless on the day. We have not received this since our request and follow up enquiries by our CEO.

For many clients we will direct them to Shelter London Housing Advice for specialist and accurate up to date information.

#### KEY INFORMATION TO KNOW:

- Enfield Council do not have an office for walk in housing or homeless enquiries.
- Access is via the website or phone - see link above and copy of information pasted below.
- Homelessness caseworkers hold a case load that may be in excess of 100 applications, and this may illustrate the reason for delays and limited responses.
- Councillor lead on Homelessness – Councillor George Savva - [Councillor details - George Savva MBE | Enfield Council](#)
- HOUSING PLACEMENT POLICY – explaining homelessness assistance – [Placement Policy - FINAL incl s.208.pdf \(enfield.gov.uk\)](#)
- HOUSING ALLOCATION SCHEME FOR THOSE WHO HAVE APPLIED TO THE HOUSING REGISTER - [Housing Allocation Scheme | Enfield Council](#)
- Community Pantry and Hub link - [Community Hubs and food pantry | Enfield Council](#)
- Community Hub Access - not a Housing Service but will support / facilitate access to the Council Housing Team to share information – see below

**If someone has a housing or homeless enquiry they may notify the Hub team during the 9.30 to 2.30.**

**The team are not available or trained to give housing advice, but will help and direct to access computers, and provide information links**


**HOUSING ADVICE SERVICE** - Link information: -

Last Updated 6/2/24, 9:45 AM – Enfield council website

Welcome to Enfield Council's online housing advice service. You can use this service to get advice on the following:

- How to solve problems that are affecting your housing situation



- What  to do if you have been asked to leave your property
- How you can find somewhere else to live
- How Enfield Council may be able to help you

You will be asked a few short questions to help you find the advice you need, but you won't need to tell us who you are, or where you live. Once you have got the advice you need from this tool, you may wish to contact the Enfield Council Housing Advisory Team on 0203 821 1769. It is very important that you do this if you are either homeless now, or concerned about your housing situation.