

**The Housing
Network**

Afghan support accommodation service

**Urgent homes and help for
Operation Warm Welcome**



A better solution to this crisis

We understand the pressure the Afghan citizens' resettlement scheme is having on your local authority to provide good quality, readily available housing, and to help integrate Afghan refugees into society.

Our accommodation service will help:

- Homes delivered in a matter of weeks based on your requirements
- Good quality accommodation approved in advance
- An outsourced solution that eases the pressure on your housing teams and existing housing stock through additional, privately provided homes
- Proven experience of working with, and supporting refugees and similar groups of people
- A more beneficial and cost-effective solution than housing refugees in hotels and bed and breakfasts
- Ongoing support that gives families and individuals the essential foundations and opportunities they need to make a home for themselves in your community

There for you with more than a roof

We believe that when vulnerable people have a good home and a helping hand, they become more independent and rely less on local authorities. That's why we will provide you and our residents with more than just a place to live.

1 Experience of working with vulnerable people

We are experts in homing individuals and families who have experienced trauma and challenging situations, including rough sleepers, prison leavers, refugees, unaccompanied young people and those with no recourse to public funding.

2 Peace of mind

We can manage the whole process on your behalf from start to finish if needed, meaning you can focus on your existing workloads and pressures.

3 Rapid provision of good quality, safe housing

We have an extensive network for sourcing properties, along with deep expertise in managing and maintaining properties and engaging with vulnerable residents. All of our properties adhere to a high standard throughout the term of residency.

4 Additional housing stock

Our supply is from the private sector, so you can support the Afghan citizens' resettlement scheme without compromising your commitments to individuals and families already on your waiting lists.

5 Stability over a medium-term

We expect to home our residents for up to 12 months, providing the continuity needed so they can acclimatise, adapt, integrate into the local community, look for employment and find relevant education. We would hope that some of our residents will be settled enough to move into the private sector at the end of their term.

6 Ongoing support for residents

We offer more than just a roof. As well as welcome packs for each resident, our trained individuals provide weekly contact and support that help our residents settle into their new life. Our maintenance app operates in 40 languages including Dari and Pashto, providing further help for Afghan refugees.

7 Value for money

We have one price for all our homes that covers all essentials, support services plus some extras that can be taken by residents when they move on from us. Details of what's included is included on the following pages.

Our service promise

Provision of essentials

- Fully furnished accommodation
- Property maintenance and repairs

Provision of extras*

- PAYG mobile phone (1 per household)
- All soft furnishings (duvets, pillows, sheets, duvet covers, towels)
- Cots and highchairs (if required)
- Welcome food pack including milk, cereal, beans, soup, rice, coffee, tea bags and sugar
- Welcome hygiene pack including toothbrush, toothpaste, shampoo, soap, flannel and personal hygiene, and appropriate sanitary items
- Children's welcome pack (aged 2-12) including crayons, colouring-in books and toys

* These items can be taken by the residents when they move on from the accommodation.

Check-in and welcome

- Property inventory
- Demonstrate how to use fixtures and fittings, explain importance of security (doors and windows) and fire safety (electrical and gas use)
- Waste disposal (when to put bins out, recycling etc.)
- Emergency contact info
- How to report repairs, issues, or concerns etc.

Basic assessment of needs and requirements

- A simple support plan to identify and prioritise needs to help process of settlement
- Aligned to any local authority refugee case worker
- Action-oriented and time-bound, and reviewed periodically every 4 to 6 weeks to check on progress
- Case notes kept against each action to demonstrate what has been done to address needs and achieve short-term goals

Our service is charged to you through a single inclusive monthly rate per property covering all of our costs including rent, utilities, council tax, extras and TV licence.



Our support promise

Weekly welfare and coaching support from a dedicated support worker

- Our support worker acts as a link between the resident and the local authority whilst in our accommodation
- Residents can talk to their support worker about anything ranging from emotional, psychological, practical, financial, legal, spiritual, and physical issues
- Typical support and guidance include:
 - Signposting to a range of health services (GP registration being primary)
 - Signposting to a range of legal services (solicitors)
 - Help with welfare benefit applications (UC, PIP navigation) and other general finance issues picked up in the resident's assessment. For example, support with budgeting, shopping (costs for food, clothing, leisure etc.) and if applicable utilities and council tax

- Accessing education and training services (for themselves or their children). This includes providing information, advice and guidance on local educational providers; support to identify suitable training courses to find schools for their children and guiding them through the entire process; being an intermediary between education providers and the resident
- Local orientation of shops, leisure facilities, schools, community (drop ins, library's etc.), health services, mosques, churches, and public transport to these
- How to join the local gym, library etc.
- How to book a taxi or where the nearest bus stop is and where this takes you
- How to manage a home and what to expect; how to apply for housing; the role of the local authority when providing housing; understanding a tenancy agreement and being a good tenant and neighbour

- “Independent Living Skills” for the UK, including how to deal with neighbour disputes; how to report crimes; the role of the police and the local PC; what to do if involved in hate crime; how to safeguard oneself in the UK and how to report safeguarding issues or concerns (adult or child); the role of social services etc.

General Property Management

- Ensuring the property is kept clean, tidy, and secure
- Undertaking property inspections and dealing with/responding to repairs and maintenance issues on a daily, weekly or monthly basis

General check-out

- Supporting the resident with removal and resettlement, signposting to relevant services, visiting new accommodation with the resident, supporting them to understand their new tenancy agreement and support to access grants and other financial assistance

Please note

- The level of support provided will generally depend on the language proficiency of each refugee or family
- “Cultural sensitisation” will be important so the support worker would need to understand the culture of where the refugees came from and take this into consideration when working with singles as well as families, and understand the impact on refugees entering the UK for the first time
 - this then leads onto the case worker either supporting the refugee to understand British values and customs, and/or signposting to relevant British value events or courses which the local authority might put on

Who we are

The Housing Network is a well-known and trusted provider of temporary accommodation, managing over 1,500 properties in more than 65 local authorities. We were recently awarded a contract to provide accommodation to the Ministry of Justice for those leaving prison at risk of homelessness.

40+

years of
experience

1,200+

self-contained
properties

7,500+


households
homed in 2020

115

bed spaces provided
in less than a month for
the Ministry of Justice

Some of our partners





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