



# *Trauma Informed script for Local Authority Housing Teams*

The Temporary Accommodation Notification Duty is a new duty that requires Local Housing Authorities to notify a child's School, GP and Health Visiting Team when a family moves into temporary accommodation. This refers to:

- Children of all ages (0–17).
- For Health Visiting Teams – this duty refers to children from the ages 0–5, and pregnant 16–17 year olds within the household.

## **Introduction:**

*"Thank you for taking the time to speak with me today. I know this may be a very stressful time for you and your family, and I want to reassure you that we're here to support you and your family through it."*

## **Explaining the Temporary Accommodation Notification Duty (TAND):**

*"As part of that support, we'd like to tell you about something called the Temporary Accommodation Notification Duty. It's a way for us, as your local authority, to work together with Schools, GP Practices and Health Visiting Teams, to make sure you and your children continue to get the care and support whilst your family experience homelessness"*

## **Why It's Important:**

*"When a child is moved into temporary accommodation it can have a big impact on their health, wellbeing, development, and education. By notifying your child's school, GP Practice, and where necessary, Health Visiting Team we can help make sure they're aware of what's going on so they can be more understanding, offer additional support for your child(ren), and make any adjustments needed. This support includes measures such as leniency with school uniform, drop-off and pick-up times, mental health support, or health and development checks."*



## Data and Providing Agreement :

*"To do this, we need your agreement to share this information with your child's School, GP Practice, and Health Visiting Team (where relevant). The information we provide includes your child's name, date of birth, and that your family has recently moved into temporary accommodation."*

Only say the below if the family requires Health Visiting services – if they have a child under the age of 5, or if the household has a pregnant 16–17 year old. For Health Visiting Teams – advise the family that *"the information provided would also include: the address of the temporary accommodation, contact phone number and name of the parent/guardian (or 16–17–yo if they are living independently with a child/pregnant)." Explain that this is because Health Visiting Teams will need information on how to get in touch with and find the household, which will be particularly important in out of area placements."*

### In all cases, explain that:

*"In line with our data protection protocols, any sensitive information such as financial and personal details is kept confidential. We share what is needed to help you and your family access the right support at the right time"*

*"It's completely your choice whether you agree to this. Agreeing or not agreeing will not affect your housing application or any other support you receive from us. If you change your mind later you can withdraw, or additionally, provide your consent at any time."*

*"Would you feel comfortable giving an agreement for us to notify your child's School?"  
Would you feel comfortable giving an agreement for us to notify your child's GP Practice?"*

*Where relevant – Would you feel comfortable giving an agreement for us to notify your child's Health Visiting Team?"*

[Pause for response after each question and record answer on housing management system. If 'yes', proceed with the written/verbal consent process. If 'no' to all or some services, thank them for their decision and explain how they can contact you if they change their mind.]

### Distributing this information in written format:

Alongside this conversation, you could provide the Temporary Accommodation Notification Duty Family guidance to the family within an 'information pack'. This could also include information about how to contact the department if their mind changes at any time.

### Local Authority signposting and offers of financial/language/digital navigation support.

If English is not the parent/caregivers first language, and you believe this has prevented them from understanding the information, you can either try in written format (in their first language), or, if they are present in-person, use a local interpreter service.