

# Move-on Protocol Newcastle Housing Advice (NHA) Options April 2021

## Relating to Applicants in Accommodation Based Supported Housing

### 1. Introduction

The Newcastle-under-Lyme Borough Council and Aspire Housing's, Joint Housing Allocations Policy 2021 provides a framework for the equitable, effective and accountable allocation of affordable housing in Newcastle. The Policy sets out how customers will be offered choice and how applicants in housing need will be prioritised.

### 2. Purpose of the Move-on Protocol

The Move-on Protocol is designed to help people effectively 'move on' into permanent accommodation from supported accommodation.

The Joint Housing Allocations Policy enables the prioritisation of certain customers through the use of the NHA Options scheme. Through this Move-on Protocol applicants in supported accommodation may also be given higher priority when they are ready to live independently.

It also provides a framework for the sharing of personal information between agencies to enable them to meet statutory obligations, the needs and expectations of service users and the requirements of stakeholders involved with people moving-on from supported housing.

This protocol establishes a formal commitment to adopt, promote and positively engage in the Move-On process for the benefit of all service users.

### 3. Eligibility

Households eligible for consideration under the Protocol should have a live housing application with NHA options with a local connection to Newcastle-under-Lyme. An exception to this may be made where applicants are in supported accommodation living outside the area receiving support for domestic abuse and there is written confirmation from support agencies that it is unsafe for them to return to their previous areas of residency.

The partners to NHA Options scheme have agreed on the priorities given to applicants under the Joint Housing Allocation Policy as follows;

- *Applicants wishing to move from supported housing accommodation without a move on date, will be placed into Band 5.*
- *Applicants where move on accommodation is required from supported housing and this is backed by a clear plan from the support provider and there is an agreed protocol in place, will be placed into Band 4.*

Examples of the types of accommodation based supported schemes eligible to use the Protocol are:

- Young people at risk including teenage mothers and care leavers
- People at risk of domestic violence
- People with mental health problems
- People with alcohol problems

- People with learning difficulties
- People with drug problems
- Offenders or those at risk of offending
- Mentally Disordered Offenders
- Homeless families
- Single Homeless People

#### 4. NHA Options CBL scheme registration

Residents of short term supported accommodation in the Newcastle-under-Lyme area will receive additional preference when they register with NHA Options. Other agencies will be considered when the following conditions are met:

- they have a local connection to Newcastle-under-Lyme;
- they are in supported housing having had an appropriate assessment of housing need;
- they have engaged with the supported housing project to acquire the skills required to live independently;
- the supported housing project provides evidence by way of a move-on referral highlighting the applicant's readiness for move on;
- the applicant's readiness for move on is verified by NHA.

Service users are advised to register with NHA Options at the point of entry into the supported accommodation.

Whilst they are in the supported accommodation and before they are deemed suitable by their support provider to take up a general needs registered social landlord tenancy, the applicant will be assessed according to the Joint Housing Allocations Policy.

An applicant will be reassessed once the support accommodation provider confirms by the procedure below that he/she is ready to move on to independent living in general needs accommodation.

#### 5. Using NHA Options

Available properties will be advertised on the NHA Options website on a daily basis. Applicants will be able to express an interest in properties for which they are eligible, in accordance with their assessment under the Joint Housing Allocations Policy.

The support worker will need to establish responsibility for ensuring that their clients understand how NHA Options operates in the Borough and provide help and assistance to participate and register when required to do so.

#### 6. Referrals

When a service user is ready for independent living, the support provider is required to complete a referral form to NHA see **Appendix 1**.

There will be no limit on the number of referrals each support provider can send.

The referral should be e-mailed to NHA at [nha@newcastle-staffs.gov.uk](mailto:nha@newcastle-staffs.gov.uk) On receipt of the referral form, a member of the NHA team will e-mail the referring agency, to acknowledge receipt, confirming that the form has been received within 1 working day. On occasion there may be times when the service user will need to follow an agreed action plan drawn up between the prospective landlord, the provider and the service user due to arrears or anti social behaviour prior to being able to be accepted onto the housing register.

Where the applicant is moving on from supported accommodation and they require additional or ongoing support, an application for floating support should be made as part of the move on preparations in good time to ensure that there is no gap in the provision of support and to ensure that the tenancy is managed successfully. Confirmation of the provision on on-going support, if considered appropriate, will be required at the time of offer, to ensure that the offer time is kept to a minimum the confirmation of support should be obtained as soon as possible. This will be particularly relevant where the current support provider is unable to deliver the support in Newcastle and a referral to an alternative support provider is required.

## **7. Registering with NHA Options**

Applicant can register with NHA Options on the website using a computer, tablet or phone: [www.nhaoptions.co.uk](http://www.nhaoptions.co.uk)

Applicants will be able to make unlimited expressions of interest (bids) to eligible properties advertised through NHA Options once they have been registered on the scheme.

Available properties are advertised on a daily basis. Each advertisement will contain details of the household size, best suited for the property. Other restrictions may be included in the advertisement.

For further assistance contact 01782 717717 - Monday to Friday between 9am and 5pm.

**APPENDIX 1**



**MOVE ON PROTOCOL REFERRAL FORM**

<b>SECTION 1 – APPLICANT’S PERSONAL DETAILS</b>	
<b>Name:</b>	<b>Address:</b>
<b>Date of Birth:</b>	
<b>Telephone No:</b>	
<b>SECTION 2 – PRIMARY SUPPORT</b>	
<b>Name of Support Worker:</b>	
<b>Organisation:</b>	
<b>Contact details (email and telephone number):</b>	
<b>Please provide details of support given and how often:</b>	
<b>SECTION 3 – ADDITIONAL SUPPORT RECEIVED</b>	
<i>Please detail any additional support received by the applicant during their stay in supported accommodation, the agency that this is provided by and include any attendance at day centres or access to other support networks.</i>	
<b>SECTION 4 – PREPARING FOR MOVE ON</b>	
<b>Date ready to move on:</b>	

**SECTION 5 – FURTHER SUPPORT REQUIREMENTS**

*Please detail ongoing support required by the applicant to live independently.*

*How will the support be provided and for how long?*

**SECTION 6 – TENANCY ISSUES**

*Please detail any tenancy problems/difficulties during the applicant's stay? Include specific reference to any substance or alcohol misuse problems/rent arrears/ASB.*

**SECTION 7 – RISK ASSESSMENT**

*Is the applicant considered to pose any risk to themselves, other residents or staff?*

*Does the applicant have any history of verbal or physical aggression, or ASB? If so, give details?*

*Have any risk assessments been carried out or are there any areas where an assessment should be considered?*

**SECTION 8 – OTHER PROFESSIONAL INVOLVEMENT**

*Please give details of any other professionals providing support to the applicant.*

**Contact Name:**

**Organisation:**

**Contact details (email and telephone number):**

**Please provide details of support given and how often:**

**SECTION 9 - ANY OTHER RELEVANT INFORMATION.**

*Please detail any other information which would assist in the allocation of suitable accommodation and to contribute to sustainment of the tenancy, including the prospective tenant's future aspirations, including family involvement.*

**Name of person completing this form:**

**Organisation and contact details:**

**Signature:**

**Date:**

Please email this completed form to [nha@newcastle-staffs.gov.uk](mailto:nha@newcastle-staffs.gov.uk)