

Move-on Protocol Homesdirect Newcastle-under-Lyme 2015

Relating to Applicants in Accommodation Based Supported Housing

1. Introduction

The Newcastle-under-Lyme Borough Council Housing Allocations Policy 2015 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 Housing Allocations Policy enables the prioritisation of certain customers through the use of Homesdirect. 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 local connection to Newcastle-under-Lyme. An exception to this may be made where applicants are in supported accommodation receiving support for domestic violence 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 Homesdirect have agreed on the priorities given to applicants under the Housing Allocation Policy as follows;

- *Applicants wishing to move from supported housing accommodation without a move on date, will be placed into Band 7.*
- *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 Supporting People funded short term supported accommodation in the Staffordshire and Stoke-on-Trent areas will receive additional preference when they register with Homesdirect. Other agencies will be considered will also 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 Homesdirect 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 placed in Band 7, indicating that they are currently adequately housed.

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 Homesdirect

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

If an applicant who is still in supported accommodation, but had not yet completed their package of support and had not been referred by their support worker, makes an expression of interest for a property whilst placed in Band 7, the applicant and their support worker should be contacted to discuss this interest in order to ascertain if an offer of accommodation would be appropriate and if a tenancy could be sustained with support. The support worker will need to establish responsibility for ensuring that their clients understand how Homesdirect 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 will issue a referral to the appropriate lead landlord, 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@midlandheart.org.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 Homesdirect

Applicant can register with Homesdirect in the following way:

Website: www.homesdirect.org.uk.

Or calling in to the office at NHA 61 – 63 Lower Street, Newcastle

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

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

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APPENDIX 1



MOVE ON PROTOCOL REFERRAL FORM

SECTION 1 – APPLICANT’S PERSONAL DETAILS	
Name:	Address:
Date of Birth:	
Telephone No:	
SECTION 2 – PRIMARY SUPPORT	
Name of Support Worker:	
Organisation:	
Contact details (email and telephone number):	
Please provide details of support given and how often:	
SECTION 3 – ADDITIONAL SUPPORT RECEIVED	
<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>	
SECTION 4 – PREPARING FOR MOVE ON	
Date ready to move on:	

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@midlandheart.org.uk