



Gateshead Housing Options Supported Accommodation Move-On Protocol/Procedural Guide

Introduction

The purpose of the Move-On Protocol is to enable a planned move from temporary or supported accommodation to suitable longer term accommodation. The protocol will assist in the prevention of homelessness by providing a structured route into accommodation and aims to reduce the risk of tenancy failure by ensuring that the applicant has adequate and appropriate support. This protocol outlines the procedures for joint working between Housing Options and *the Supported Accommodation Provider*.

Supported Accommodation

When the applicant has successfully completed their stay in supported accommodation and is ready for move on, the support worker will take responsibility for making the application on behalf of the applicant under the Move-On Protocol.

Expectations of agencies signed up to the Supported Move-On Protocol

- All agencies signed up to the Supported Move-On Protocol will work together to reduce and prevent homelessness.
- All agencies will provide accurate, honest and up to date information about the applicant and their housing needs to allow Housing Options to assess the application and identify appropriate accommodation.
- All agencies working with vulnerable applicants will recognise the importance of sharing information, working together effectively and early intervention to help sustain tenancies and prevent evictions.
- All agencies will ensure that the promised support is provided and inform all other agencies and the landlord of any changes in the agreed package of support.
- There is also an expectation that information regarding risk is shared.

Application Process

1. The applicant, with the help of the support worker, will complete a Homechoice application form when the **applicant moves into the scheme**. The application form will be fully completed and all relevant documentation provided (copies of proof of ID, proof of address and tenancy agreement signed by the support worker to verify that they have seen the original documents - See [Appendix 1](#) for required documents).
2. A Move On referral form summarising the conduct of the tenancy, including information on arrears (current & previous), any neighbour complaints, anti social behaviour (ASB) or general problems, must be submitted by the support worker when the applicant is ready to move on from the project (see [Appendix 2](#)). Confirmation of any work done in relation to tenancy skills, budgeting skills and independent living skills should also be provided at the time of application. The support worker will also need to highlight any ongoing support needs and advise how they will be met. There should also be information provided as to whether the applicant is suspended at the time of application or if the applicant is a care leaver. This will assist Housing Services to establish which route is most appropriate for rehousing.
3. The completed Homechoice application form should be returned to The Gateshead Housing Company as soon as is feasible from the date the applicant moves into the project & the Move on Referral form, along with all supporting documentation should be sent to Gateshead Council, Housing Options Service, Civic Centre, Regent Street, Gateshead, NE8 1HH, marked for the attention of the "Senior Housing Options Officer", when the applicant is ready to move on from the project.
4. When the Homechoice application form is received by The Gateshead Housing Company, it will be registered. An arrears check and a former tenancy check will be carried out if the applicant has had a previous council, Registered Social Landlord (RSL) or private sector tenancy.
5. Where housing related debt, outstanding arrears and/or rechargeable repairs are highlighted, the following factors will be considered: the amount outstanding, any payments made, when the arrears accrued. The Gateshead Housing Company may ask the applicant to enter into an agreement to start to repay the outstanding debt prior to an offer of property being made. The support worker will be expected to help the applicant set up a payment plan to repay the arrears and/or provide evidence that their behaviour has changed.
6. Where the applicant is a Looked After Young Person, the Local Authority is the Corporate Parent. Any plans for moving a looked after young person on must be discussed with the designated worker from Children's Social Care.
7. Where the applicant has a history of anti social behaviour, the following factors will be considered: the nature of the behaviour, any steps taken

to modify their behaviour. Housing providers will need to be satisfied that behaviour has been modified prior to an offer of property being made.

8. Where the applicant has a history of offending, the following factors will be considered: the nature of the offending and any steps taken to modify their behaviour. Housing providers will need to be satisfied that behaviour has been modified prior to an offer of property being made. This will be done by reviewing an up to date risk assessment.
9. When the Move on Protocol application is received it will be considered by Gateshead Councils Housing Options team and subject to it meeting all of the necessary criteria (see eligibility & local connection / [Appendix 3](#)), a Prevention priority will be awarded to the application and the application will be placed in the relevant band subject to Choice Based Lettings (CBL). The priority that is awarded to the application gives the applicant priority over the general needs housing register. If the applicant is suspended from the Housing register due to offending they will be referred by Housing Options to the Single Gateway Scheme (SGS).
10. A multi agency meeting will be held to discuss the application for rehousing. The applicant, a Housing Options representative, a TGHC representative, the applicant's support worker and any other agency/ support worker involved with the applicant may be expected to attend the multi agency meeting. The multi agency meeting will be used to discuss and agree appropriate rehousing and ensure that sufficient support is in place to facilitate a move to suitable accommodation. Property types and areas will be discussed and agreed at the multi agency meeting. All actions and outcomes will be recorded by Housing Options and can only be amended if a further meeting is held.
11. The applicant will be advised in writing, by Housing Options, that they have been awarded a Prevention priority. If they have been referred to the SGS, the SG Coordinator will contact them in writing & facilitate an interview.
12. The applicant or the support worker must advise Housing Options should there be any change in circumstances. **Housing Options must be advised of any anti social behaviour or rent arrears accrued after the priority has been awarded. Housing Options may defer the application until the outstanding issues have been resolved.**
13. Housing Options will endeavour to assist the applicant into longer term housing using available housing options. This may be an offer of a Council property, a nomination to a RSL, assistance with private rented accommodation or longer term supported accommodation.
14. Any offer of property from Gateshead Council/TGHC will be made in writing. Should the applicant refuse a suitable offer of accommodation, the Prevention priority will be removed from the application.

15. If the applicant is unhappy with the decision to remove the priority he/she can appeal in writing to a Senior Officer within the Housing Options Team.

The Supported Accommodation Move-On Protocol is an agreement between Housing Services and the Supported Accommodation Providers listed in [Appendix 4](#).

To sign up to the Supported Accommodation Move on Protocol, please complete the Protocol Sign up Form, which can be found at the end of the document.

Required Documents (Appendix 1)

In order to process the application, a copy of one of the documents from each section is required, **only original documents are taken as proof of I.D - photocopies are not suitable.**

One of the following:

- A valid passport showing that the holder is a British Citizen
- A new UK photo driving licence

Or any two of the following:

- Benefit payments book
- Original birth certificate
- Paper driving licence
- Marriage certificate
- Divorce / annulment papers
- Credit cards
- Bank statement from within the last 2 months
- EC or EEA I.D card
- Home office letter confirming that the applicant has a current right of residence in the UK
- Medical card
- Life assurance or insurance policies
- National insurance card
- UK residence permit
- Utility bill
- Wage slips from current employer (dated within last two months)
- Certificate of employment in HM forces or Merchant Navy

Also a copy of the tenancy/licence agreement is required.

Supported Accommodation Move On Referral (Appendix 2)

For Office Use Only			
Database Number		FTA Check	
Housing Register Number		Recharge Check	

Personal Details	
Applicant's Name	
Date of Birth	
Address	
Contact Number	
Employment/Training Details	
Is the applicant a Care Leaver or excluded from the Housing Register due to offending behaviour?	
Agency (and contact name) who referred the applicant to your project	

Other Household Members		
Name	DOB	Relationship to Applicant

5 Year Housing History (most recent first)			
Address	Dates	Type of tenancy	Reason for leaving

Conduct of Tenancy	
Tenancy Start Date	
Landlord	
<p>Please provide details of the person completing this section (including their job title) and use this box for a short summary about the applicant.</p>	

	Yes	No	Comments
Arrears (Either with supported accommodation or with previous housing provider)			Please provide details as to what is being done to address the arrears.

ASB			Please include any warnings the applicant has been given whilst in the project.
Previous/Current Offending (are they excluded from the housing register or part of the MAPPA process)			Please provide details of ALL offences and offending history.
Have you attached a recent risk assessment for the applicant?			If no recent risk assessment has been attached please explain why not.
Are there substance misuse issues?			Please include details of substances misused and any current or previous treatment.
Are there any mental health issues?			Please provide details of any diagnoses, medication and any current or previous treatment.

	Yes	No	Comments
Is the applicant ready for independent living?			Please include a supporting statement (this can be attached using a separate sheet if necessary).
Are there any further support needs? If yes, how will these be met?			Please include details of referrals to other support agencies and the outcome of these referrals.

Does the applicant require assistance with reading & writing in relation to forms & correspondence			If forms / correspondence are required in a different language or format please provide details.
Are there any other support issues?			Please outline any further support issues and what steps have been taken to address them.

Other Agency Involvement			
AGENCY	NAME	CONTACT NUMBER	COMMENTS

	Yes	No	Comments
Has the applicant had any tenancy skills training?			Please detail, on a separate sheet if necessary, what tenancy skills training the applicant has undertaken. If no skills training has been undertaken please outline what steps are being taken to remedy this.

Accommodation Requirements			
Property requirements - property type, number of bedrooms	Please note that single applicants are entitled to a 1 bedroom house, bedsit or a 1 / 2 bedroom flat or maisonette.		
Areas			
	1 st choice	2 nd choice	3 rd choice
Areas			
Reason			
Please provide details of applicant's support networks in these areas			
Unsuitable areas			
Please state areas applicant is unable to live & provide supporting information/evidence.			

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Other Relevant Information

	Name	Signature	Date
Support Worker			
Applicant			

Eligibility Criteria (Appendix 3)

Eligibility:

To be eligible for move on under the Supported Accommodation Move On Protocol, the applicant must have successfully completed their stay in the supported accommodation and be identified by the support worker as ready to move onto independent living.

Local Connection:

For applicants to be eligible for move on through this scheme they must have previously been a Gateshead resident prior to moving into the scheme. If the applicant was referred to your scheme from a local

authority other than Gateshead please contact the other authority to discuss moving the applicant on.

To be eligible as a Gateshead resident, applicants will be considered to have a local connection to the area if they meet one of the following criteria:

- They have lived in the local authority area for 6 out of the past 12 months or 3 out of the past 5 years (prior to moving into the scheme).
- They have a close family connection with someone living in the local authority area. This is defined as a parent, adult child, grandparent or sibling who has lived in the area for the past 5 years.
- Their regular place of work (permanent employment) is located within the local authority area.

Participating Supported Accommodation Providers (Appendix 4)

Organisation	Contact Name	Date

Protocol Sign Up Form

The purpose of the Supported Accommodation Move On Protocol is to share information and work together to ensure appropriate accommodation is provided and to ensure appropriate support is in place to sustain tenancies and prevent homelessness.

The Supported Accommodation Move On Protocol will be used for all service users who are ready to move on to independent accommodation. All applications to Housing Options will be submitted using the Supported Accommodation Move On Protocol Application Form and will be considered by Housing Options in accordance with the terms of this protocol.

All parties signatory to this protocol agree that they will implement the protocol in full and work together in partnership to achieve the desired outcomes.

Name	Signature	Post	Organisation	Date