

Moving on from supported accommodation in Newcastle

Supported Accommodation Move-on Protocol

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1. Introduction

1.1 Why we need a Supported Accommodation Move-on Protocol

- Newcastle City Council and its partners have a long-term commitment to preventing homelessness. This Protocol revises our 2012 protocol which aimed to increase the numbers of planned moves from short term supported accommodation to successful independent living. In 2010-11 the year immediately prior to the introduction of the protocol 193 people moved on to an independent tenancy. However whilst the numbers of people moving on has increased, 261 moves in 2015-16 this is still an area that continues to be a concern as in the context of budgetary pressures and welfare reform we need to develop an agreed partnership response that makes the best use of the city's resources to meet the needs of current and future clients.
- This protocol focuses on the clients of homeless supported accommodation in the city. There are currently 832 beds for residents living in this provision. However, budgetary pressures mean that it is anticipated that the Council will need to reduce spend in this area by £1.015 million in 2017-18, equating to a 24% reduction on current investment levels. Services are now also operating in the context of the welfare reforms, meaning we have to adapt all of the city's interventions to contribute to preventing avoidable crisis and homelessness. For supported accommodation providers this means supporting new clients to move quickly to independence and identifying existing clients currently in accommodation who could live successfully outside of supported provision.
- We need to do this because it's the right thing to do. Newcastle is a city that seeks the best for all of its residents and, despite our budgetary pressures which mean we have to do more with less, we believe we have the strengths necessary to transform public services and the partnership foundations to build on to make the proactive prevention of homelessness the norm. One of Newcastle City Council's four priorities is **“tackling inequalities – tackling discrimination and inequalities which prevent people from fulfilling their true potential”**. The 2016-17 Council Plan says that we aspire to be “a city which shields the most vulnerable from harm – we will be a city that looks after our most vulnerable people, providing a safety net within the resources available, and helping people who are at risk of falling into harm or crisis”. This means supporting people to independence and providing them with the skills to maintain that.
- In support of these aims our [Active Inclusion Newcastle](#) partnership helps core commissioned and directly delivered specialist support, care and therapeutic services to adapt to the challenges residents face; we facilitate targeting support to proactively protect the most vulnerable and prevent crisis; and catch people who are 'not known' to be at risk through open access services. Our aim is to create a culture where it is the norm to systematically help residents to maintain the foundations for their stability:
 - **an income**
 - **financial inclusion**
 - **somewhere to live**
 - **employment opportunities**
- This protocol seeks to create a framework for working and learning collaboratively to create responses and environments which prevent wider social harms, such as substance misuse, violence and abuse, chronic poverty, mental illness and institutional care, so that supported accommodation clients can move to independence. Supporting these clients to achieve their optimum level of independence means supporting them to overcome interconnected issues which can act as barriers to moving on.

1.2 Scope of the Supported Accommodation Move-on Protocol

This protocol has been developed by the supported accommodation providers in the [Active Inclusion Newcastle](#) (AIN) partnership. AIN seeks to make the prevention of homelessness “everyone’s business” and to use every opportunity to achieve this by improving coordination and better aligning benefits, housing, budgeting and debt advice and employment support services.

Through this protocol we are seeking to create a collaborative partnership to help supported accommodation providers overcome the obstacles their residents face. We believe that this protocol will build on the work already being done within organisations. Our aspiration is to develop our understanding of how we can collectively support clients to move to independence and help them to overcome barriers to sustaining that independence.

Helping clients to move on from supported accommodation is the right thing to do and is integral to Newcastle’s response to preventing homelessness. This protocol isn’t intended to be a detailed manual that outlines how providers should respond to every situation; instead it seeks to build on providers’ good work by:

- Supporting clients to achieve and maintain their independence, which means supporting them to overcome interconnected issues which act as barriers to moving on, such as debt, addictions or mental health problems, and which could prevent them from living independently successfully.
- Recognising that staying too long within supported accommodation brings long term dependence and limits the momentum towards independence.
- Identifying those clients who are living in supported accommodation who will require ongoing longer term supported accommodation and who can’t live independently.

1.3 Principles

Building on our good partnership work we aim to create the conditions for collaboration by:

- Making it everyone’s business to help prevent homelessness
- Working in partnership to help supported accommodation clients to overcome their personal barriers and the demands of welfare reform to move to independence
- Supporting these clients to achieve their optimum level of independence
- Building trust between the support accommodation and independent housing sectors
- Reviewing this protocol, with clients, supported accommodation providers and the Homelessness Prevention Forum, to identify both what works and the barriers to move on, and developing responses to build resilience within clients, services and our system

1.4 Aims

This protocol aims to:

- Increase the number of clients moving on from supported accommodation to independence
- Prevent multiple and repeated periods for clients living in supported accommodation
- Promote common processes for assessing and responding to accommodation and support needs
- Identify barriers to positive move on and improve our responses to clients living in supported accommodation to help them achieve their optimum level of independence

2. Stages of the Supported Accommodation Move-on Protocol

This protocol has been broken down into the following stages:

- Stage one: Initial assessment and support planning
- Stage two: Moving on
- Stage three: Sustaining move on

2.1 Stage one: Initial assessment and support planning

Access to accommodation in the supported accommodation sector in Newcastle is via the [Newcastle Gateway](#). Every client should have an up to date and accurate Gateway assessment completed prior to admission to supported accommodation. This Gateway assessment should identify their known support needs and risks, which should help providers to begin to identify the issues to be addressed before looking to resettle the supported accommodation client in the community in an independent tenancy.

At this early stage consideration should already be given to how they can be supported to independence and to identifying the support agencies involved that can assist with this. To help providers to identify clients' needs the Gateway assessment should include details of the following:

- The reason for referral to supported accommodation, i.e. the reason for the immediate housing need
- The previous supported accommodation or housing history
- The benefits that are in place and / or applications for benefits
- The support needs and services involved, plus information on engagement with support services and / or previous accommodation services
- Contact details for the referrer and any other services or support that the client is accessing, or other relevant professionals that are involved

An important part of preparation for a move to independence is having clear and realistic information at an early stage. The internal progress reviews of clients will seek to highlight any obstacles to move on, whether these are practical or based on client or worker concerns. Providers should then develop flexible options that are responsive to the needs and aspirations of each client, rather than setting a fixed term or pathway.

The support plan reflects the level of housing support offered and the needs of the client and is used to work with the client to help them develop the skills required to achieve and maintain independent living, it helps the client to

- **Assess:** what the most appropriate level of independence is and how to achieve it
- **Support:** Identify what kind of support might be required, to ensure an independent tenancy succeeds
- **Move:** at the earliest appropriate time from supported accommodation

The Government's welfare reform programme (see [here](#)) means that support planning will have to help clients to cope with a changed system in which Government intends to reduce welfare dependency and to make work always pay. This will mean supporting clients to access services digitally, to budget, to comply with greater conditionality, ensure they are on the correct benefits and helping them towards work. This work forms a significant part of the support received in supported accommodation and it should also be part of the resettlement process following move on to ensure that sustainment is achieved.

The Active Inclusion Newcastle (AIN) Unit will support staff with this by ensuring that providers have up to date resources (see [here](#)) and are aware of the support available for them and their clients so that they can access appropriate advice at the right time to prevent crisis. Support is also available to help staff to identify 'triggers' which could indicate potential need for specialist advice for benefits, housing, budgeting, debt and employment issues.

To support the aims of the protocol and to help monitor its effectiveness in identifying barriers to positive move on and improving our responses to clients we will use the Newcastle Gateway to record a client's progress at a number of points.

Firstly as part of providers' ongoing assessment of a client's readiness to move to independent living through their support planning process the provider will also update the clients Gateway placement on a monthly basis to record the stage at which the client is at as per the groupings below. This information should be added to the 'provider move on form' on the 'placement forms' tab on the client's Gateway record.

An initial assessment should be done within one week of someone first moving in, followed by the completion of a more detailed assessment within the first month. This assessment should identify whether:

- Client is ready to move to independence and maintain a tenancy with or without ongoing support. This could be indicated by a number of factors and could include, amongst other things, qualifying for Tyne and Wear Homes, a clear rent account, engagement with support to address identified support needs and an understanding of their rights and responsibilities of being a tenant. ("Green")
- Client requires further support and intervention within supported accommodation before being ready to move on, this may mean assisting client to engage with drug or alcohol services, stabilise their mental or physical health issues and engage with providers to work towards being able to live independently outside of supported accommodation or with a much reduced level of support. ("Amber")

- Client is likely to require ongoing intensive support in long term supported accommodation. We envisage this to be a small number of people for whom living without any formal support is unlikely. This will help us to identify those clients who are living in supported accommodation who will require ongoing longer term support possibly outside of homelessness supported accommodation (“Red”)

By doing this Gateway will be used to monitor a client’s progress from supported accommodation to independence, at all points seeking to identifying barriers to positive move on and learn from those to improve our responses to clients living in supported accommodation to help them achieve their optimum level of independence. At other points in the protocol providers will be asked to update information on the client’s progress to ensure a continuum of information.

2.2 Stage two: Moving on

2.2.1 Clients assessed as “Green”

For those clients assessed as “Green” and ready to move to independence there are two main options, social housing or private rented.

i) Social housing

Your Homes Newcastle (YHN) is the largest provider of social housing in the city and is part of [Tyne and Wear Homes](#), a lettings partnership between Newcastle City Council, YHN and housing associations in the city. This scheme allows people to search and apply for social housing across Tyne and Wear but clients must register with Tyne and Wear Homes in order to bid for a property.

As a social housing scheme Tyne and Wear Homes can find an applicant “non-qualifying” for the scheme on the basis of “unacceptable behaviour”, in that they, or a member of their household, has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of the Council or of a registered social landlord (Housing Association). This has previously been referred to as being “ineligible” for social housing but for Tyne and Wear Homes this term just relates to those people unable to join the scheme due to their immigration status. For those people for whom their “unacceptable behaviour” is a bar to acceptance the term non-qualifying is now used.

Many of the clients who will be looking to make the move from supported accommodation to a social housing tenancy will have held previous tenancies which may not have ended in a positive fashion and may have accrued rent arrears, demonstrated challenging behaviour whilst a tenant or have a criminal record. In such cases it may be that they will initially be found non-qualifying for the Tyne and Wear Scheme. However that should not, regardless of the background of the client be presumed, and an application should always be made.

If a client is found non-qualifying it gives an indication to both the client and support workers as to which areas will need to be addressed and what action the client could take to change such a decision (e.g. providing evidence of change in behaviour, or make regular payments off the rent arrears). By obtaining this information, providers can help their client to begin to take steps to address their behaviour and to possibly become accepted in the future.

Any applicant to Tyne and Wear Homes can ask for a review of the non-qualifying decision. However, because the primary aim of support should be for clients to achieve their optimum level of independence, a supporting letter from an agency working with the applicant which shows why they believe they should be considered as qualifying may be helpful, as this will contribute to reaching a consensus between the client, support provider and prospective landlord.

For all clients living in supported accommodation where the provider has doubts about their Tyne and Wear Homes application they should submit it via the YHN Pathways Supported Accommodation Team (see appendix 1 for their checklist and contact details). A Pathways Advice and Support Worker will check the application, ensure the correct proofs of support are included and carry out the pre-tenancy risk assessment that all applicants to Tyne and Wear Homes must have.

The point of application to Tyne and Wear Homes is another stage at which providers will need to update the Gateway record of the client. Once the application has been made providers will need to record the date the application was submitted on the clients placement record and when a decision is reached further updating to show whether the client is qualifying or non-qualifying for Tyne and Wear Homes. By collecting this information in a systematic manner through the Gateway we can build an accurate picture of the numbers of clients for whom qualifying for the scheme is a barrier to their successful move on.

ii) Private rented

Whilst the preference would be that clients move to a tenancy in social housing due to the extra security and support available for a potentially vulnerable tenant it is accepted that for some clients a private rented tenancy may be their preferred option. Often this is a choice made by clients who prefer not to apply through Tyne and Wear Homes, have been found non-qualifying for social housing or who want to live in a specific area that has a low social housing stock.

Providers should work with the client to assess the affordability of this option and the suitability of such a move, whilst taking into account some of the disadvantages of a private sector tenancy. These include that a tenant would be issued with an assured shorthold tenancy which could be for as little as six months which, provided they give the correct length and form of notice, means that landlords can evict tenants after the initial fixed term even if the tenant has kept to the terms of their tenancy agreement.

The cost of private rented is often more expensive than social housing and many clients seeking accommodation in the private rented sector are likely to have a low income or may be wholly dependent on benefits so need to find a home they can realistically afford. Some tenants decide to top up the benefit available towards housing costs to get the accommodation they want, but it is important that doing so is genuinely affordable for them in the longer term. For clients who are working or seeking to work it is important to choose accommodation that will still be affordable on a working wage. Providers will need to help a client assess what they will be able to afford, depending on their personal circumstances and not support a client to take on a financial obligation they will be unable to sustain.

Currently the amount of housing benefit that can be paid for a private rented home is determined by the Local Housing Allowance (LHA). This is the maximum amount of money that can be paid for a particular household in a particular area. The LHA

payable to a client will depend upon their age and household size as well as the area they intend to live. The current LHA rent levels can be viewed on the [Local Housing Allowance](#) Direct website.

Tenants under 35 living in the PRS can normally only claim LHA for housing costs at a level equivalent to that of a room in a shared house or flat (called the 'Shared Accommodation Rate'). However clients aged 25-34 who have spent at least three months in a homeless hostel are exempt from this measure.

If the client leaves supported accommodation and moves to a private rented tenancy providers will need to update the client's Gateway record when the client is discharged to say why private rented was chosen and to confirm that the Interventions List held by Newcastle City Council's Private Rented Service was checked. The purpose of the list is to identify those landlords and agents operating in the private rented sector where serious concerns have been raised over either the physical standards of their properties or the general management standards of that landlord or agent. No property or landlord on that list should be used to accommodate a client leaving supported accommodation without there being a very good reason for it and that this reason is recorded on the Gateway

The list is updated quarterly and shared with partners at the quarterly Private Rented Sector meeting but information can also be accessed outside of this meeting by contacting privaterentedservice@newcastle.gov.uk and asking if a landlord, agent or property can be checked against the list.

2.2.2 Clients assessed as "Amber" or "Red"

For those clients assessed as "Amber" by providers a move to an independent tenancy, even with support may not be the optimum move for them and providers will look to consider other forms of supported accommodation in what can often be a positive move for the client. This is especially the case where a move from crisis accommodation to a more dispersed provision where a lower level of support is on offer and may form part of a successful transition for the client on a journey to full independence. The completion of an updated Gateway needs assessment will allow providers to refer clients on to a more appropriate form of supported accommodation however all such moves should be considered in the context that the ultimate aim for the client should be a move to independence outside of supported accommodation and that multiple moves within provision can hinder this.

For clients assessed as "Red" further information will be sought from providers in order to assess the best future outcome for these clients. The monthly move on panel (at 2.2.4, below) will help to facilitate this discussion between providers and Commissioning.

2.2.4 Move on panel meeting

A monthly move on panel meeting is held at the Housing Advice Centre, chaired by Newcastle City Council's Lead Practitioner (Complex Needs) and attended by the YHN Pathways Advice and Support Workers. A representative from all supported accommodation provision will also attend the meetings to discuss individual clients' move on needs.

The meeting will

- Identify individual cases requiring a coordinated approach,
- Review the immediate action taken so far to find them accommodation and why this has not been successful
- Identify the most appropriate next steps to ensure that the most appropriate accommodation is found and is sustainable
- Provide an opportunity for providers to seek additional assistance with obtaining suitable move on accommodation for clients when they have identified obstacles to move on.
- Facilitate access to appropriate floating support services
- Provide regular reports on outcomes, progress and obstacles/barriers to accessing independent accommodation to Commissioning and for inclusion in quarterly Homelessness Review briefings
- Reach consensus on those individuals for whom long term support will be required outside of homelessness supported accommodation.

A monitoring framework will ensure that common barriers to move on raised by providers at the meeting are aggregated and where a solution is not available at an operational level or is indicative of a problematic systemic issue, these issues will be fed back to Commissioning at monthly liaison meetings held with Active Inclusion Newcastle and will form part of the exception reporting process which is explained in more detail at 3.4 below.

In monitoring the on-going provider assessments of clients' readiness for moving on, particular consideration will be given to clients assessed via Gateway as:

- "Green" for more than 2 consecutive assessments
- "Red" – where the client is assessed as likely to require ongoing intensive support in long term supported accommodation.
-

Discussion of "Red" clients at the meeting will be collated and will allow for an honest discussion to be held between providers and Commissioning as to the best outcome for those clients. For example it may be there is potential for them to live independently with a more intensive form of support, possibly in the Housing First model.

Whilst the primary focus of the meeting will be those clients assessed as "Green" and who haven't moved on and agreeing the assessment of the "Red" clients, the meeting will retain an oversight of those clients assessed as "Amber" as we know that staying too long within supported accommodation brings long term dependence and limits the momentum towards independence. Particular focus will be paid in those instances where the updates to the client record show repeated assessments of "Amber" and where appropriate will seek to link providers to alternatives forms of support for clients to help them move to "Green" and successfully move on.

The AIN Unit will circulate a list of those clients who are to be discussed to a representative of each service in advance of each meeting to ensure that the most up to date information is available for discussion at the meeting.

2.3 Stage three: Sustaining move on

2.3.1 Floating Support

There is a risk of a move to independence breaking down in the initial stages following resettlement from supported accommodation which can in turn lead to a readmission to homelessness accommodation.

Support during and after resettlement, which takes into account practical, emotional and social needs, can reduce this risk. If continuous support is not required, there should be a plan so that the client knows how to request support if their situation changes. With access to preventative support, crisis and repeat homelessness can be avoided.

As part of the move on plan for each client providers should consider whether ongoing resettlement support is available from themselves or whether a referral needs to be made for specialist floating support. Access to this provision in Newcastle is made through the Gateway and an updated needs assessment for a client will show which floating support services are suitable for a client.

For more information on any of the floating support available in the city or for help in referring to services you can contact the Active Inclusion Unit who manage the Gateway at gateway@newcastle.gov.uk or 0191 277 1707

2.3.2 Supporting Independence Scheme (SIS)

Many clients leaving supported accommodation for an independent tenancy will be making the move to unfurnished provision and a move without essential household items risks the tenancy failing in the early stages

The [Supporting Independence Scheme](#) (SIS) is the replacement for the Community Care Grant scheme and is available to help to provide clients with essential household items if they are on a low income and need to:

- Resettle in the community following a stay in an institution, or
- Set up home in the community, as part of a planned resettlement programme, following an unsettled way of life

As part of the assessment of a client's readiness to move, providers should consider whether an application to the SIS is appropriate and, if so, submit an application in time to assist the planned move of a client into suitable accommodation.

2.3.3 Discretionary Housing Payment (DHP) process

The DHP process in Newcastle has aligned DHP decisions with advice and support services in order to better help residents and organisations respond to the challenges of welfare reform. As this is a limited discretionary fund residents are conditionally awarded DHP and failure to meet these conditions could affect further requests for help. These conditions are set to inform the client how important maximising income and reducing expenditure can be to maintain their home.

The client, or their support network, applies to the council for help and the DHP team will make a decision based on the information provided by the client. Regardless of whether they refuse or award assistance the DHP team notify YHN, for their tenants, and Active Inclusion Unit, for RSL and Private Tenants, of the decision and support

is coordinated based on the conditions set and support needs identified in the application referrals are made to support service to help the residents to meet the conditions by:

- Looking for somewhere more affordable to live
- Seeking employment to increase income to pay rent
- Addressing unmanageable debt to increase income to pay rent
- Addressing other issues, such as removing a furniture pack

The Newcastle Gateway is used to record responses to the standardised definitions of conditions and expected responses, this will include name of support worker, dates and outcomes of actions. Collecting this information will enable the better targeting of systematic support provided to help people to respond to the demands of welfare reform by, where possible, supporting them to increase their income and reduce their expenditure and then assessing the matching of their circumstances to their ability to meet their housing costs to prevent homelessness.

3. Monitoring arrangements and feedback

3.1 Monitoring

The Active Inclusion Newcastle Unit (AIU) will coordinate the monitoring and reporting for the monthly move on panel meeting to include quantitative and qualitative data to improve our understanding of what works and the barriers to securing and sustaining independence.

This will inform a systemic approach to improving move on to greater independence and service transformation that will help us to learn and improve our learning framework and partnership approach.

The monthly report will provide quantitative data on the number of clients:

- Registered on Tyne and Wear Homes under the protocol
- Qualifying and non-qualifying on Tyne and Wear Homes
- Ready to move to independence with or without ongoing support (Green)
- Requiring further support and / or intervention (Amber)
- Likely to require ongoing intensive support in long term accommodation (Red)

This monthly summary will be incorporated in the reporting process between AIN and Commissioning.

AINU will also produce a quarterly report which will look at trend data from across the whole sector, which can include:

- Length of stay in supported accommodation
- Clients in per readiness for move on category (Red / Amber / Green)
- Number of clients moving on to independence – by destination. Where private rented is the destination we will report on whether the Interventions list was checked by the provider.
- Clients referred through Gateway to Pathways ASWs
- Number of welfare priorities awarded
- Applications to SIS on behalf of clients moving from supported accommodation

Data from the Gateway, case studies and provider performance returns provide the opportunity to review and understand the barriers to independence and effective move on.

Issues with this protocol can be raised at the Contract Manager's Commissioning meeting and at the Newcastle Homelessness Prevention Forum. For more information on this contact activeinclusion@newcastle.gov.uk

3.2 Quarterly review cycle

Every quarter partners will review our quantitative and qualitative information, as described in section 3.1 of this protocol. This will help us to learn together and:

- Improve understanding of the data collected;
- Identify emerging trends;
- Learn from good practice through case studies and share information about initiatives which have not worked as anticipated;
- Identify opportunities for collaboration and gaps in current service provision;
- Raise exception cases, where secondary support intervention has either been unsuccessful or missed.
- Identify barriers to independence and move on in a systemic and planned way.

The qualitative and quantitative data will feed into Newcastle's quarterly [Homelessness Prevention Briefings](#) which are reported back to the Councils Portfolio Holder for Public Health and Housing.

3.3 Active Inclusion Newcastle support offer

The Active Inclusion Unit will monitor levels of engagement from partners with our offer of support, and this information will be reported on a quarterly basis to provide opportunities to target support with particular teams or organisations. Quantitative data on engagement with the debt, money advice, benefits, housing and employment support elements of the AIN offer will be published to demonstrate:

- Service level referral information
- Consultancy advice provided to professionals
- Exceptions reported at service level

The AIN Unit support offer and contact details are provided in appendix 1. If an organisation is unsure how to access further information, advice and support, contact the AIN Unit.

3.4 Exception reporting

Exception reporting is one of the principles that underpins the Active Inclusion Newcastle (AIN) approach. In practical terms it means routinely using case-based practice to identify when and why services and support have failed to prevent homelessness or destitution, and using feedback loops so that those cases not only improve practice but contribute to wider learning to prevent further instances and to improve the system to prevent homelessness and promote financial inclusion.

We classify exceptions as follows:

- When a protocol or procedure hasn't been followed
- When an opportunity to prevent crisis or intervene earlier has been missed
- When there is a structural issue meaning that there is no 'solution' for an individual

In such cases, organisations are asked to record the following information:

- Date
- Reason for recording exception
- Action taken
- Outcome

Partners are encouraged to share details of cases at the monthly move on meetings and the AIU will be responsible for ensuring that these cases are fed back to the relevant parties. Alternatively any examples can be sent to activeinclusion@newcastle.gov.uk

Information collected will help to provide a transparent and shared evidence for future systems and policy development to improve the opportunities for clients to move on from supported accommodation

The qualitative and quantitative data collected will be published quarterly as part of [Homelessness Prevention briefing documents on the Councils website](#). Data will also contribute to the development of services by providing information on the barriers faced by those moving on from supported housing and of the effectiveness of our partnership responses.

3.5 Review of the Supported Accommodation Move-on Protocol

This protocol was updated in September 2016 and will be reviewed in September 2017.

For more information about this protocol, contact Sarah Blakey by email at sarah.blakey@newcastle.gov.uk or phone 0191 277 1733.

Appendix 1: Active Inclusion Newcastle resources

The following online resources are available to support organisations to access benefits, housing, budgeting, debt and employment information, advice and support to help residents to move on to independence from supported housing.

- The [Newcastle Support Directory](#) lists the organisations in Newcastle who provide housing, debt and money management, benefit and employment information, advice and support.
- [Trigger point conversations](#) help staff and volunteers to have conversations with clients about money, housing and employment issues. Trigger point conversations have been developed for benefits, debt and money management, financial inclusion, housing and homelessness prevention, and employment support.
- [Spectrums of advice](#) help staff and volunteers to better understand the different levels of information and advice provision available in Newcastle. Spectrums of advice have been developed for benefits, money management (budgeting and debt), illegal money lending, and housing and homelessness. A spectrum of advice has been drafted for employment support and is subject to agreement from the Newcastle Employment Support Compact.
- [Consultancy lines and email contacts for professionals](#) provide opportunities to speak to specialists about benefits, housing, budgeting, debt and employment support issues.
- [Referral forms for benefit and debt advice](#)
- [Benefit bulletins](#) help staff and volunteers to keep up to date with important benefit changes and news.
- [Free face to face and e-learning training](#) for staff and volunteers.
- Quarterly [Financial Inclusion](#) and [Homelessness Prevention](#) briefing documents which highlight trends and provide information about work taking place.

If an organisation is unsure how to access further information, advice and support, contact the AIN Unit by email at activeinclusion@newcastle.gov.uk or phone 0191 277 1707.

Appendix 2: Checklist for submitting an application to Tyne and Wear Homes via YHN Pathways Team

Name	
Reference	

- Make referral to YHN Pathways Team on the Gateway
- Complete [online application](#) including:
 - ✓ Five year housing history
 - ✓ Details on any convictions
 - ✓ Contact details for keyworker
 - ✓ Current mobile phone number for applicant

Documents required:

- Department for Work and Pensions proof of income letter (which includes the current address and is dated within the last three months prior to the application, or two months of wage slips)
- Licence agreement / tenancy agreement
- Photo ID (if the applicant does not have official photo ID, contact the Pathways team for advice using the contact details given below)
- Reference from landlord / keyworker (must be on headed paper and signed)
- Second reference from anyone who has known the client in a professional capacity e.g. social worker, probation officer, CPN (must be on headed paper and signed)
- Signed Safer Estates consent form, if appropriate (a Safer Estates check is required if the applicant has convictions or cannot provide a complete five year housing history)

All documents copied and emailed to YHN Pathways Team on / /

Please only email when the complete set of documents are ready to:

pathways.rehousing@yhn.org.uk

You can contact the Pathways Team at: 0191 277 1141

The Pathways Team will contact you to arrange an appointment to see the applicant and complete the pre tenancy assessment.

Certain applicants, such as European Economic Area (EEA) nationals, those with children and pregnant women, may need to provide additional documents. The Pathways Team will advise if this is necessary.