TEMPORARY ACCOMMODATION POLICY
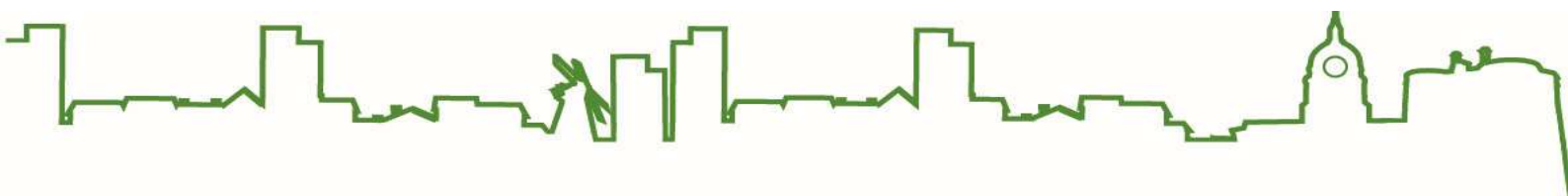
Contents

Version

1.0	First edition in this format	10 January 2025
1.0	Approval by NCH RP Board	13 February 2025
1.1	Minor amends to Section 3	14 August 2025
	Review in 12 months	

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Nottingham City Homes Registered Provider

Nottingham City Homes Registered Provider Limited (Registration number 4862) is a provider of affordable social housing and temporary accommodation in the City of Nottingham. NCH RP is a member of the Nottingham City Homes Group with Nottingham City Homes Limited and Nottingham City Homes Enterprise Limited.

NCH RP is focused on delivering a quality housing service to its existing tenants and supported housing for citizens with care, support and supervision needs in housing crisis and from Women's Aid refuges. All permanent homes for social and affordable rent are allocated from the NCC common Housing Register. All temporary accommodation is let via nomination from the NCC Housing Solutions team.

Whilst NCH RP was originally constituted to build new social housing in Nottingham, that has not been possible in recent years. Responding to this changed environment, NCH RP has directed resources to the expanding need to assist homeless families and citizens presenting to the Council in housing crisis. NCH RP has significantly extended its provision of supported temporary accommodation provision and services, supporting residents at the point of crisis, sheltering and helping them to find a permanent home and break the cycle of homelessness.

1.0 Policy Purpose

1.1   This policy details how Nottingham City Homes Registered Provider (NCH RP) delivers supported temporary accommodation to local citizens and families who present to Nottingham City Council (NCC) in housing crisis and are nominated to NCH RP under the Council's temporary accommodation services framework contract.

1.2   The policy explains how citizens and families are allocated temporary accommodation, how their support needs are assessed and met and how they are supported to secure a permanent home.

1.3   This Policy does not cover the allocation and letting of NCH RP permanent social and affordable housing. This is documented in the NCH RP Allocations Policy.
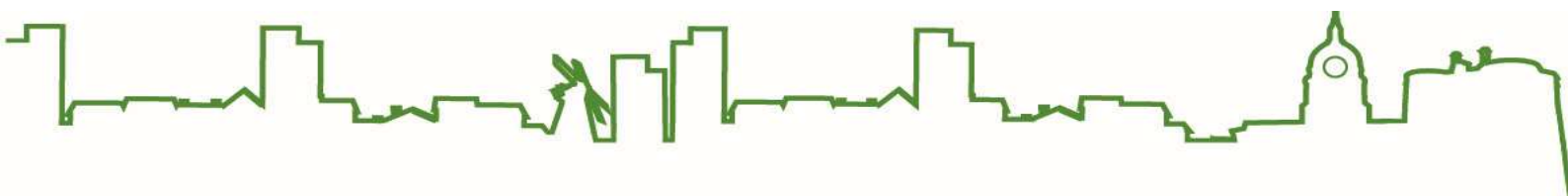
2.0 Temporary Accommodation

2.1 NCH RP contracts with Nottingham City Council (NCC) to deliver 400 units of self-contained temporary accommodation for families through their Temporary Accommodation Services framework contract.

2.2 NCH RP secures properties under lease and licence agreements with Nottingham City Council, Nottingham City Homes Group, property owners and agents for use as temporary accommodation.

2.3 All NCH RP temporary accommodation is allocated via 100% nominations from the Nottingham City Council Housing Solutions team who have accepted a Housing Act 1996 Section 188 or Section 193 duty.

2.4 All NCH RP temporary accommodation is delivered in a Supported Housing model. Charges levied to licensees include a charge for care, support and supervision to meet their support needs and are eligible for Housing Benefit.

2.5 All properties are self-contained, fully furnished and will meet a decent level of decoration and cleanliness.

2.6 NCH RP will only accept nominations if there is (a) a support need and (b) an affordability assessment has been undertaken and passed.

2.7 NCH RP makes every effort to provide accommodation that is suitable for the family nominated, but as this is temporary accommodation it may mean that it has fewer bedrooms and/ or less space than a permanent letting.

2.8 All NCH RP temporary accommodation is situated within the Nottingham City boundary, so meeting the Council's locality obligations under the Homelessness (Suitability of Accommodation) Order 2012.

2.9 In conjunction with the Council's Housing Solutions team, NCH RP will consider the sensory or physical disability needs of the nominated family when allocating available temporary accommodation. Where feasible, consideration will also be given the locality of the provision in relation to employment, schools and personal support networks, but no guarantee can be given.

2.10 No pets will be allowed in temporary accommodation except assistance dogs for the disabled. Help will be given to residents to relocate their pets.
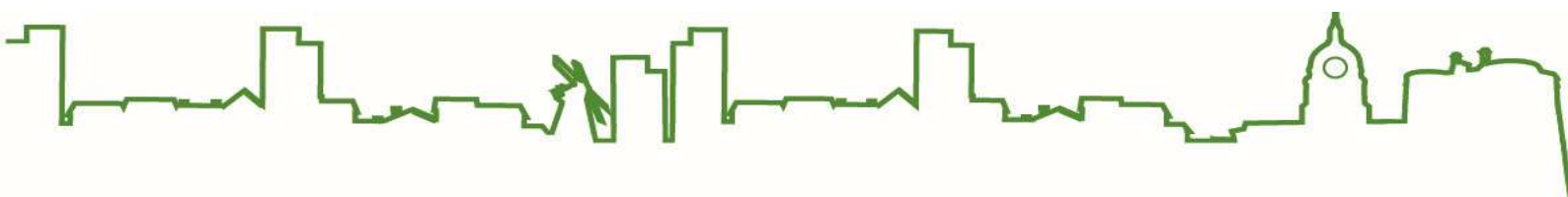
2.11 The accommodation will satisfy any public sector equality duty owed under Equality Act 2010 and any safeguarding or welfare duty owed under the Children Act 2004.

3.0 Nominations and Allocations

3.1 NCH RP provides interim and longer-term temporary accommodation to families and women or couples expecting a child with support needs. It does not provide temporary accommodation to single citizens or persons assessed to not have support needs.

3.2 All nominated families will have a Personal Housing Plan completed by the NCC Housing Solutions team. No nominations shall be accepted by NCH RP without a Personal Housing Plan.

3.3 Prior to acceptance of the nomination for temporary accommodation, NCH RP will assess the level of support needs of the family using the NCC Referral form and the NCH RP Support Needs Assessment (Appendix 1).

3.4 If support needs are identified, an Affordability Assessment (Appendix 2) will be undertaken to ensure the accommodation offered is affordable and NCH RP will receive the accommodation charges.

3.5 The furnished, supported housing model will be fully explained to the incoming resident so they can assess whether it meets their needs.

3.6 NCH RP will not accept a nomination where the accommodation is unsuitable including, but not limited to, where there are insufficient beds for the family (NCH RP will not allow bed sharing other than couples) or where NCH RP considers there to be a safety or fire risk.

3.7 Residents are issued with a Daily Excluded Licence (S.188 Interim Duty) or Daily Protected Licence (S. 193 Main Duty accepted) for their accommodation.

4.0 Supported Housing Model

4.1 The Support Needs Assessment will drive the level of support service delivered to the occupying licensees to provide the appropriate level of support to settle families into the accommodation and locality, including, but not limited to;

a) assisting with welfare benefits and Housing Benefit

b) assisting with debt and budgeting advice and signposting
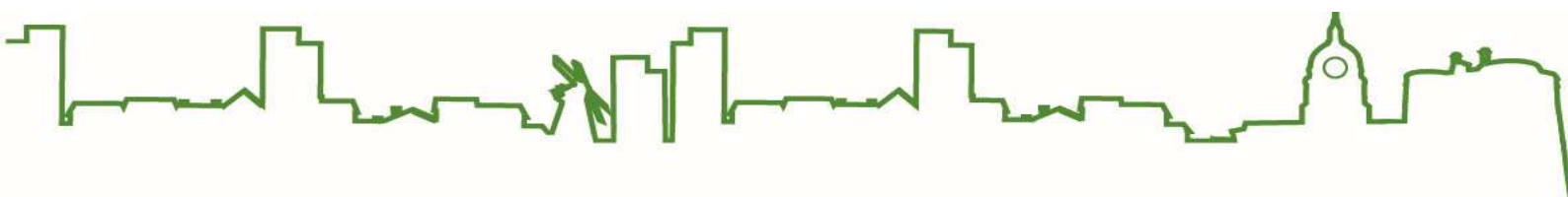
c) registering at schools, GP and dentist surgeries

d) assisting with language barriers

e) referrals and signposting for safeguarding, mental health services, substance misuse or adaptations

f) assisting with foodbank, clothing and bus pass applications

g) empowering licensees and families to regain and maintain independence

h) assisting with employment support and training opportunities

i) securing a new permanent, sustainable home to break the cycle of homelessness

4.2   Each family is assigned a dedicated Temporary Accommodation Officer (TAO) as their key contact and provider of support and assistance. Each TAO will support around 15 families at any one time, delivering an average of two and a half hours of personal and housing related support per week, but this will vary according to need.

4.3   Temporary Accommodation Officers are responsible for ensuring families' support needs are met, to be in regular contact and attend the property at least every fourth week. Those with higher support needs will have more regular visits. Where support needs are lower, more telephone contact will be undertaken, but still with a minimum of one visit every fourth week.

4.4   Temporary Accommodation Officers will undertake monthly checks on the property to ensure that the license obligations are being met, the property is in decent condition and to assist with the reporting of repairs or damp and mould.

4.5   Temporary Accommodation Officers will ensure any repairs, damp and mould actions or furniture reprovision are completed or refer to their Senior Temporary Accommodation Officer for escalation.

4.6   Housing Benefit entitlement and any shortfall due from licensees is monitored closely to ensure arrears are not presenting or are managed closely.

4.7   We will work closely with partners in Nottingham City Council; Nottingham Private Rented Assistance Scheme (NPRAS) and Housing Solutions, together with Framework and the wider City partnership in the delivery of support. We will seek to develop new contacts and partners that are beneficial to residents.

4.8   Where a licensee fails to adhere to the conditions of their license agreement NCH RP will work with the family to get back on track. Where this ultimately
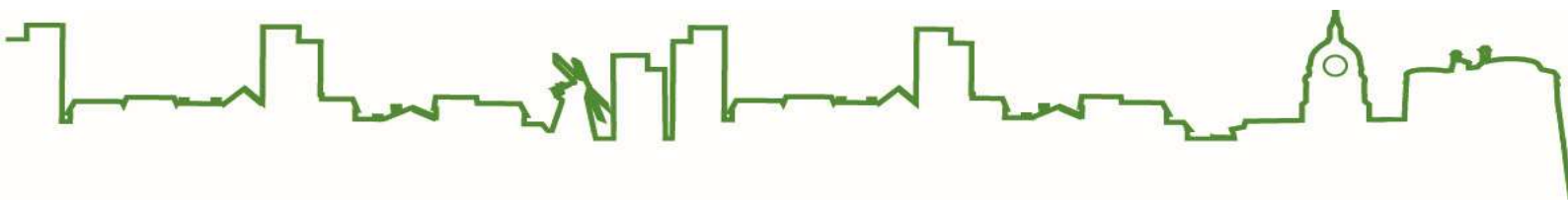
fails, or the Council has discharged their duty under the Housing Act 1996, NCH RP will take action to remove the licensee and their family from the property.

5.0 Refuge Move-On Accommodation

5.1   NCH RP owns and operates 8 move-on homes in partnership with local Women's Aid Refuges for families that have experienced domestic violence and sexual abuse. They are intended to be interim accommodation after refuge placement and before a permanent home.

5.2   These homes are let as temporary accommodation to nominations from the partner refuge only, not through the Council's Housing Solutions and homelessness route.

5.3   NCH RP contracts with the partner refuge to deliver care, support, supervision and move on assistance to residents for, and on behalf of, NCH RP.

6.0 Resettlement

6.1   NCH RP will continue to support residents and families for a short period of time when they have been allocated a permanent home to ensure a successful transition and to break the cycle of repeat homelessness.

7.0 Resident Views

7.1   NCH RP seeks the views of residents about the accommodation and services they receive through surveys carried out as they leave temporary accommodation. This information is used to help guide and shape future service provision.

7.2   Further opportunities to seek resident views on their accommodation and services are being explored to improve provision.

8.0 Safeguarding

8.1   Every child, young person or adult has the right not to be abused or neglected. Everyone acting contractually on behalf of Nottingham City Homes (NCH) has the responsibility to act.

8.2   The NCH Group has a Safeguarding Policy and Procedure. [LINK]
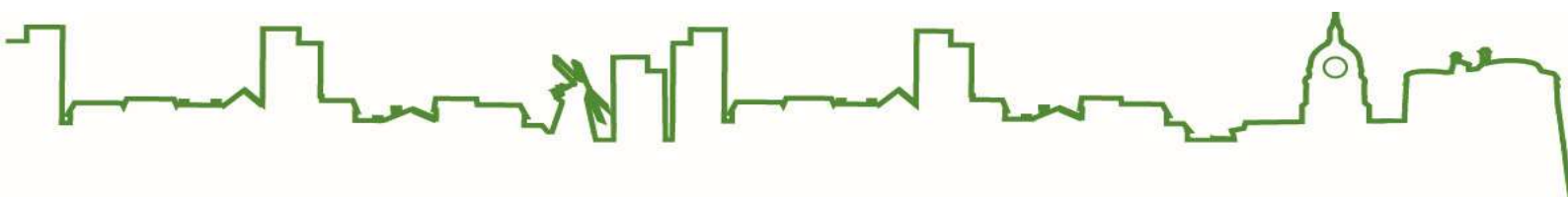
9.0 Monitoring and Reporting

9.1   NCH RP will contract manage staff delivering services for and on its behalf under the NCC/ NCH Service Contract and other contractual arrangements.

9.2   NCH RP will report to NCC on the delivery of the outcomes sought in the Temporary Accommodation Services framework contract.

9.3   Identified barriers to finding a permanent home will be explored with partners to find better solutions.

9.4   NCH RP will measure delivery against a range of Key Performance Indicators to ensure effective, value for money services are provided;

   a) Overall temporary accommodation property numbers

   b) Compliance with the NCC Temporary Accommodation Services framework contract outcomes

   c) Percentage of residents with a Personal Housing Plan and Support Needs Assessment

   d) Number of contacts made with residents, including the frequency and appropriateness of support given

   e) Number and percentage of property inspections completed (monthly)

   f) Void numbers and turnaround time

   g) Rent collection rates and arrears

   h) Length of time spent in temporary accommodation

   i) Number of residents that have moved on and to where

   j) Complaints, Comments and Compliments

   k) Survey feedback.

End.
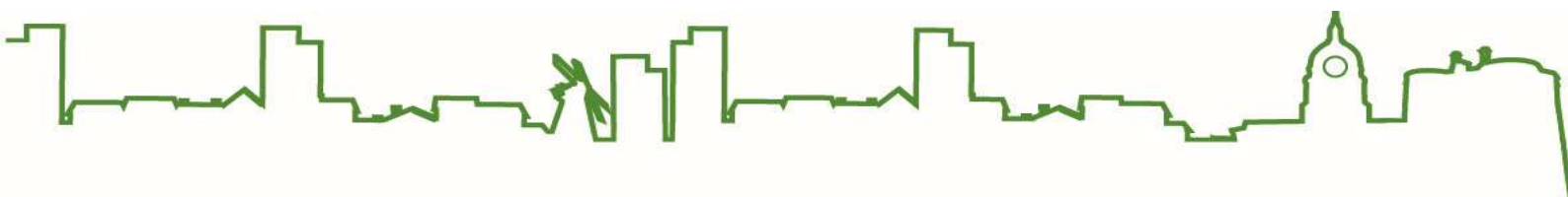
Appendix 1

Support Needs Assessment

Property Address_	Date

All Household members:

Name= _   D.O.B_

Name _____   D.O.B_ _____

Name _____   D.O.B_____

Name _____   D.O.B_____

Name _____   D.O.B_____

Name _____   D.O.B _____

Name _____   D.O.B_____

Name _____   D.O.B _____

Note: please cover all family members in your assessment

TAO: Please ensure that NEC is updated & saved to serengeti

Area of support	Findings	Action by whom and when (*Include signposting/referrals made*)
Secure Housing ▪ Homelink *(help to apply and bid)* ▪ Private rent ▪ Personal Housing Plan ▪ Abiding by license conditions ▪ Reporting repairs *SCORE:*		
Financial Stability ▪ Rent/HB/Ineligible charges ▪ Setting up utility accounts ▪ Benefits, *(including UC, Child benefits, disability, council tax support etc)* ▪ Employment and education-all 16+ ▪ Right to work ▪ Debts (*Referral to debt advice or CAB*) ▪ Budgeting skills ▪ Paying bills ▪ Food/clothing *SCORE:*		

Area of support	Findings	Action by whom and when (*Include signposting/referrals made*)
Getting a Good Education ▪ School attendance ▪ Special educational needs ▪ Bus pass required ▪ Adult literacy ▪ ESOL ▪ Communication needs *SCORE:*		
Good Early Years Development ▪ 0-5 ▪ Nursery, play groups ▪ Immunisations ▪ Doctor, Dentist *SCORE:*		
Improved Mental and Physical Health ▪ Health needs (*mental, physical, dental, neurodiversity, sensory, GP, medication)* needs met by suitable services *SCORE:*		
Promoting Recovery and Reducing Harm from Substance Use ▪ Engaging with support ▪ Impact on family ▪ Safety *SCORE:*	N/A	

Area of support	Finding	Action by whom and when (*Include signposting/referrals made*)
Safe from Domestic Abuse ▪ Free from abuse ▪ Support services ▪ Areas of risk (for housing application) *SCORE:*		
Crime Prevention and Tackling Crime ▪ Crime involvement or anti-social behaviour or associating with those involved ▪ Victim of crime ▪ Previous cuckooing ▪ Probation involvement ▪ Youth Justice involvement *SCORE:*		
Children Safe from Abuse and Exploitation ▪ Understand risks, internet, CSE, grooming, radicalisation etc ▪ Accessing appropriate support? *SCORE:*		
Move on support ▪ Help to obtain furnishings ▪ Setting up utilities in the new home ▪ Change of address (*UC, HB, utilities, CT)* *SCORE:*		

TAO	Sign: _____ Print: _____	Date	Resident	Sign: _____ Print: _____	Date:

OVERALL SCORE	*DATE*

Appendix 2: Support Needs Scoring Tool

1. Secure Housing

LOW 8-10	- Live Homelink application - Looking for private rented accommodation - Main duty accepted - Abiding by the license conditions - Rent is in payment - Paying ineligible charges
MEDIUM 5-7	- Needs a homelink application (*pending/not live*) - Refusing to look for private rented accommodation - Not paying ineligible charges - Arrears on account (*ineligible shortfall or payment plan in place and paying*)
HIGH 1-4	- Arrears on rent account (*no payment plan in place and making no payments*) - Intentional or minded to issued - Not abiding by the license conditions (*warnings issued or due)* - No child benefit in place - Needs a homelink application to be submitted

2. Financial Stability

LOW 8-10	- Adults are in employment - Rent is in payment - Rent account is up to date - Residents are paying their household bills - Residents are budgeting well with food etc
MEDIUM 5-7	- Not paying ineligible charges - Shortfall to pay on rent - Utility accounts are not set up (*gas/elec/water/Council tax*) - Benefits not in place or not being claimed (*carers allowance etc*)
HIGH 1-4	- Rent arrears and no payment plan in place 16+ in the household but not in education or employment - No child benefit in place - Debts (*including former tenancy arrears and static rent arrears*) - Food bank referrals are being made

3. Getting a good education

LOW **8-10**	▪ Good school attendance (95% and above) ▪ Bus pass in place ▪ Lives under 2 miles away from school ▪ No language barrier ▪ No literacy issues ▪ No special educational needs (parent or child)
MEDIUM **5-7**	▪ School applied for ▪ Some school attendance issues ▪ Special education needs being met ▪ Some communication needs in household (*literacy and language*)
HIGH **1-4**	▪ No school place ▪ Not attending school ▪ Special education needs not met (*additional bedroom entitlement – application*) ▪ Bus pass required ▪ ESOL/Adult literacy needs/interpreter required ▪ Communication needs

4. Good early years development

LOW **8-10**	▪ Healthy start vouchers in place (if entitled) ▪ Doctor in place ▪ Dentist in place ▪ Immunisations up to date ▪ Nursery in place and or attending playgroups (*if appropriate)*
MEDIUM **5-7**	▪ Health visitor in place ▪ Nursery applied for ▪ Nursery and or playgroup information given
HIGH **1-4**	▪ No doctor in place ▪ No dentist in place ▪ Immunisations needed ▪ No healthy start vouchers in place (*if eligible*) ▪ Help needed with accessing nursery and or playgroups

5. Improved mental and physical health

<u>LOW</u> **<u>8-10</u>**	▪ Health needs are being met (*mental, physical, dental, neurodiversity, sensory, GP, medication*) ▪ Engaging with services
<u>MEDIUM</u> **<u>5-7</u>**	▪ Resident is aware of their needs ▪ Referrals for services are in place
<u>HIGH</u> **<u>1-4</u>**	▪ Children not meeting development and wellbeing milestones ▪ Unmet physical and or mental health needs ▪ Needs not fully met

6. Promoting recovery and reducing harm from substance use

<u>LOW</u> **<u>8-10</u>**	▪ You and your children are equipped with coping mechanisms to be able to manage drug recovery ▪ Substance and alcohol is no longer impacting or ever has impacted the family
<u>MEDIUM</u> **<u>5-7</u>**	▪ Engaging with support services/on a recovery programme ▪ You recognise the impact on you and your family
<u>HIGH</u> **<u>1-4</u>**	▪ No engagement with services ▪ You don't recognise the impact on you and your family ▪ You and your children are struggling with the impact of drugs and alcohol misuse ▪ You family is in crisis

7. Improved Family relationships

LOW **8-10**	▪ No young carers ▪ Low levels of conflict within the household ▪ Children's behaviour is manageable ▪ Support network in place
MEDIUM **5-7**	▪ The family are spending time engaging with positive activities ▪ The family are using tools and strategies to help improve family relationships ▪ Element of support in place ▪ Young carer in the family but they are being supported
HIGH **1-4**	▪ No support network in place ▪ Parental conflict occurring often or not resolved (NOT DV) ▪ Children have inappropriate caring responsibilities ▪ Adults do not recognise the impact of their behaviour on the children

8. Safe from Domestic abuse

LOW **8-10**	▪ free from domestic abuse ▪ You are receiving support as a family for historical abuse ▪ You will contact Police should further incidents occur
MEDIUM **5-7**	▪ You accept that you need support ▪ You accept that your home should be a safe place ▪ You are accessing support
HIGH **1-4**	▪ You and your children are continually experiencing domestic abuse and do not feel safe ▪ You have no safety plan in place ▪ You don't know how to seek help ▪ The Perpetrator doesn't understand the crime and doesn't understand the impact on the wider family ▪ The perpetrator is not engaging with support services

9. Crime prevention and tackling crime

LOW **8-10**	▪ You and your children are not involved in crime or ASB ▪ You or your children are not interacting with those involved in crime ▪ You or your children are not at risk of interacting with those involved in crime
MEDIUM **5-7**	▪ You and your children are engaging well with youth justice service/police/probation ▪ You are actively engaging with support services such as volunteering sector/police/support groups/family/friends ▪ Previous victim of cuckooing
HIGH **1-4**	▪ At risk in current accommodation or locality ▪ Your children are regularly missing from home due to truancy/knife crime/county lines/involved in gang culture/using drugs ▪ You have not been able to divert your children from the above activities and have not sought help ▪ Victim of crime/hate crime/modern slavery ▪ Adults in the household are engaging in ASB/crime/drugs

10. Children safe from abuse and exploitation

LOW **8-10**	▪ You always know where your children are ▪ Children are not at risk of harm ▪ You have strategies in place to support your children to help them understand the risks within the community ▪ There are restrictions in place with your children's internet activity
MEDIUM **5-7**	▪ Working together with services to help reduce the risk of CSE/grooming/exploitation ▪ You and your children are accessing therapeutic or specialist support ▪ You have no limitations on internet activity
HIGH **1-4**	▪ Your children are at significant risk of harm ▪ Your children are on a child protection or child in need plan ▪ Your children are identified as being at risk of sexual or criminal exploitation and or radicalisation

11. <u>Move on support</u>

<u>**LOW**</u> **8-10**	▪ You have furniture in place for your move ▪ You have a support network ▪ You have got the monies for rent in advance ▪ You can set up your utilities without difficulty ▪ Your current rent account is up to date ▪ Your temporary accommodation is in good condition
<u>**MEDIUM**</u> **5-7**	▪ You have essential furniture such as mattresses, but not all such as bed frames and white goods ▪ You need support to set up utilities
<u>**HIGH**</u> **1-4**	▪ You have no furniture ▪ You have no funds for furniture ▪ You have furniture in storage but have no funds for a removal van ▪ You have debts with your storage company ▪ You have no support network ▪ You have no funds for crediting utility meters ▪ You need support to set up utilities ▪ Your current rent account has arrears ▪ Your current temporary accommodation is not in good condition ▪ You are liable to incur recharges for from damages to your temporary accommodation

<u>**Overall scoring**</u>

Mostly low	**Low risk**	**Assess cautiously. Score higher rather than lower and re-visit later as required**
Mostly medium or mix of low, medium	**Medium risk**	
If anything scores high	**High risk**	

Section	Assessment	Section	Assessment
Secure Housing		Financial Stability	
Good education		Early years development	
Health		Substance abuse harm	
Family relationships		DVSA	
Crime prevention		Child abuse/ exploitation	
Move-On Support			

Appendix 3: TEMPORARY ACCOMMODATION SUPPORT PLAN

Nottingham City Homes
Registered Provider

Temporary Accommodation Officer	
Family	
Date of plan	

Category	What are we worried about? *(Risks / Needs)*	What will we do to reduce concerns and improve things? *(Agreed actions)*	Who will do this?	By when?	Update *(Include date)*	Outcome/completed actions
Rent/Housing Benefit (inc payment plans)						
Benefits (inc UC, child benefits, disability etc)						
Private rent						
Homelink						
Employability and education (right to work, seeking employment)						

Category	What are we worried about? *(Risks / Needs)*	What will we do to reduce concerns and improve things? *(Agreed actions)*	Who will do this?	By when?	Update *(Include date)*	Outcome/completed actions
Other support (health, correspondence etc)						

TAO	Sign………………………………. Print……………………………	Date	Resident	Sign…………………………… Print……………………………	Date