

**Selection and Allocation Policy**

Bradford Homeless Partnership

Accommodation and Resettlement support for homeless adults and families across the

Bradford District.

Contact details are listed at the end of this document

**Introduction**

Bradford Homeless Partnership (BHP) is part of Horton Housing Association (HHA), a not for profit organisation that aims to provide accommodation for people in need of housing support who find it difficult to access mainstream services. This policy complements Horton Housing Association’s Selection and Allocation Policy, and can be read in conjunction with the BHP Service Description and other relevant policies, particularly the Equality and Diversity Policy. All can be found on the web site: [http://www.hortonhousing.co.uk/](http://www.hortonhousing.co.uk/%20%20)

**Brief Description of Bradford Homeless Partnership**

Bradford Homeless Partnership provides temporary and emergency accommodation and resettlement support across the Bradford District. The service is provided on behalf of Bradford Council in relation to fulfilling its statutory homelessness obligations. The service is short term, usually for 3-6 months for temporary accommodation or 3-4 weeks for resettlement support. Emergency accommodation would be provided out of hours on a daily basis until the next working day, when clients are able to present at Housing Options for assessment. The service comprises three strands:

* **BHP Accommodation:** Short-term temporary and emergency accommodation for homeless adults and families. The hub of the service is hostel accommodation that comprises self-contained single and family sized units with 24/7 on-site support.

The service also provides a number of clustered and dispersed single and family properties across Bradford. They have a lower level of on-site staffing but support is available 24/7.

All accommodation is fully furnished.

* **BHP Resettlement Support:** Where clients require support to move on from BHP’s accommodation, a resettlement service can be provided to ensure that they settle positively into their new homes.
* **BHP Bradford Cyrenians:** HHA works in partnership with Bradford Cyrenians, which provides a 15-bed hostel and 16 units of dispersed accommodation. The hostel is staffed 24/7. There is a lower level of on-site staffing in the dispersed properties but support can be accessed 24/7. Enquiries about this element of the service should be made directly to Bradford Cyrenians (contact details below).

Homeless adults and families can access BHP’s accommodation if Bradford Council has assessed them as statutorily homeless and in priority need. This is explained in detail under the ‘’Eligibility Criteria’’ section below.

Clients will be expected to move on within a reasonable timescale:

* When the Council has fulfilled its duty to them (e.g. by offering them suitable settled accommodation or helping them to return home); or
* If at any point, the Council looks into their circumstances and decides that it no longer has a duty to house them.

**Our Aims and Objectives**

Our aims are to:

* Provide high quality temporary and emergency accommodation and support to vulnerable people who are homeless and in priority need and/or who are threatened with homelessness.
* Support and encourage clients to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

Our objectives are to:

* Provide high quality, safe and secure emergency accommodation and housing related support in a caring environment.
* Support clients to complete a ‘Housing Needs Assessment’ in order to establish priority need and homelessness duty.[[1]](#footnote-1)
* Engage positively with clients who are in times of crisis and need access to emergency accommodation services.
* Ensure that immediate needs are met, for example, by helping clients to gain access to benefits, food, clothing and health care.
* Assess and complete agreed plans tailored to the individual’s needs and circumstances and support them in achieving their goals.
* Encourage clients to participate in training and activities that will enable them to become ‘Tenancy Ready’.
* Enable clients to maintain their tenancies and/or successfully move on into homes of their own.
* Ensure that the service is sensitive to cultural and diversity needs, identifying personal choice and empowering clients to shape their own lives.
* Identify and liaise with any additional source of support that may be required and make referrals or assist the client with accessing other relevant support

**Services Provided**

BHP offers support with:

* Finding suitable long term accommodation
* Setting up and maintaining a home
* Being aware of the responsibilities within the tenancy agreement
* Developing domestic skills
* Securing Housing Benefit and maximising welfare benefits income
* Budgeting, setting up accounts and paying bills.
* Reducing rent arrears and debts.
* Improving personal safety and security
* Linking with family and children’s support and education services
* Maintaining engagement in drug, alcohol and mental ill health treatment and support.
* Linking in to education, training, volunteering, employment, leisure and/or other diversionary activities.
* Accessing specialist support or healthcare
* Coping during stressful times to try and prevent loss of accommodation
* Becoming more widely involved in community activities, establishing and maintaining support networks where appropriate.

BHP promotes achievement of ‘Tenancy Ready’ standards to help clients develop the necessary skills to manage and maintain their accommodation.

**Eligibility Criteria**

***Accommodation***

**To be eligible for the emergency or temporary accommodation service, the applicant will need to complete an assessment with Housing Options and demonstrate that they are**[**'statutorily homeless'**](http://www.crisis.org.uk/pages/statutory-homelessness.html) and **‘in priority need’**.

This **means that the applicant must be:**

* **Homeless; or**
* **Under threat of homelessness; or**
* **Unable to stay where they live**

**And meet at least one of the following:**

* Pregnant woman
* Dependent child or children normally living with the applicant
* Homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster
* Aged 16 or 17
* Aged 18 – 20 and were in local authority care when aged 16 or 17
* ‘Vulnerable’ as a result of:
  + having been in care; or
  + leaving the armed forces; or
  + leaving prison; or
  + fleeing domestic violence or the threat of domestic violence; or
  + having to leave their home because of violence or harassment; or
  + old age (60+), mental health problems, learning or physical disability or other special reason

**And be able to demonstrate that they:**

* Are eligible for public funds;
* Have a connection to the local area; and
* Are not ‘intentionally homeless’

**Once a client is in BHP’s temporary accommodation and becoming ready to move on, staff will identify their resettlement needs as part of their move-on planning.**

Applicants for BHP’s accommodation must be able to provide proof of income and ID

# Referral Procedure

During general working hours, applications for BHP must be made directly to Bradford Council’s Housing Options Service, also known as the ‘Civica’ single access point.

Referrals should be made directly by the applicant or on their behalf by a representative by:

* Presenting in person at the Housing Options Service.
* Contacting Housing Options by telephone to arrange an appointment or request a referral form
* Where necessary and under special circumstances, assessments can be carried out at an alternative venue by arrangement

Referrals outside normal working hours can be made directly by telephone to BHP and an assessment for emergency accommodation will be conducted over the telephone. The team will call the applicant back to complete the assessment and will then confirm if there is a duty to provide temporary accommodation.

To determine eligibility Housing Options staff will conduct an individual assessment with applicants. The assessment is generally completed at Housing Options offices at Britannia House or Keighley Town Hall (address and contact details below).

The applicant may wish to have another person present at the assessment, such as another professional, a family member or carer. All applicants will be assessed by Housing Options in relation to the criteria stated above.

Alternative arrangements may be requested by telephone if, for example, the applicant has a disability that prevents them from being able to attend.

If you require more information or wish to contact The Bradford Homeless Partnership or Housing Options, the details are listed at the end of this document.

# Outcome of Assessment

Housing Options staff will inform the applicant of the outcome of their assessment. If the application is successful, Housing Options will match the applicant to temporary or emergency accommodation. If an applicant’s homelessness status remains under investigation, emergency or temporary accommodation may be offered until such a time as a full decision can be made.

Outside normal working hours, after undertaking a telephone assessment for emergency accommodation, BHP staff will then confirm if there is a duty to provide temporary accommodation. Any other queries relating to applications for non-emergency housing will need to be referred back to Housing Options during normal opening hours.

***Acceptance***

If Housing Options decides that the applicant is in priority need and there is a duty to provide temporary accommodation, this will be confirmed in writing by Housing Options along with details of the property. A support worker will meet them there to complete an induction and they will need to sign a licence agreement. BHP will then formally welcome the applicant into the service by letter.

For emergency accommodation outside normal working hours, BHP will arrange a taxi to take the applicant to the appropriate accommodation. Arrangements will be made for the applicant to attend Housing Options the next working day.

The allocated Support Worker will arrange to meet with the applicant to provide additional service information, carry out a more in-depth Needs and Risk Assessment and begin to draw up a Support and Risk Management Plan.

Where clients have been offered resettlement support when moving on from BHP’s accommodation, this will be confirmed in writing.

***Reasons for Rejection***

An application may be rejected if Housing Options decides that the applicant is not statutorily homeless in priority need, or is intentionally homeless, based on the eligibility criteria detailed above. Bradford Council reserves the right to end its obligation at any time should it be identified that the applicant is not in priority need.

Due to the nature of the service, it will be explained that failure to accept the emergency or temporary accommodation offered, could result in the duty to provide housing being withdrawn.

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**Appeals**

If an applicant is unhappy with a decision made during the referral relating to the accommodation or allocation process, they have the right to appeal to Housing Options. This should be made directly using the contact information below. If the appeal relates to BHP, please refer to the Appeals Procedure on our website.

**Equality and Diversity*.***

HHA aims to provide equal, fair access and provision of services to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

* Age
* Disability
* Gender reassignment
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion and belief
* Sex
* Sexual orientation

We are committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.

We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

A client’s right to be treated with respect and in confidence will be upheld by all members of our staff team.

**Monitoring**

The selection and allocation process will be monitored to identify potential areas of discrimination, assess changing patterns of need and to inform future strategies.

Further information about BHP can be found in the Service Description, which is available from the scheme or from HHA’s website.

Horton Housing Website: <http://www.hortonhousing.co.uk>

**Contact Details – Housing Options**

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| **Housing Options Gateway** | |
| Telephone Number : | 01274 435 999 (all referrals) |
| Address: | Housing Options Service Britannia House  Hall Ings  Bradford BD1 1HX  (use the entrance on the corner of Bridge Street and Broadway)  Or: Keighley Town Hall  Bow Street  Keighley BD21 3PB |
| Opening Times | Monday to Thursday: 8.30am to 5pm Friday: 8.30am to 4.30pm |
| Email: | housingoptions@bradford.gov.uk |

**Contact Details – Bradford Homeless Partnership**

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| **Name of Service:** | **Type of Service:** | **Telephone Number :** | **Email:** |
| Bradford Homeless Partnership | Temporary and Emergency Accommodation | Horton Housing  01274 381990  or  01274 381999 | homeless.partnership@hortonhousing.co.uk |
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**Contact Details – Bradford Cyrenians**

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| **Name of Service:** | **Type of Service:** | **Telephone Number :** | **Email:** |
| Bradford Homeless Partnership | Temporary and Emergency Accommodation | Bradford Cyrenians  01274 481039 | reception@bradfordcyrenians.org.uk |

1. <http://england.shelter.org.uk/get_advice/homelessness/homelessness_-_an_introduction/legal_definition_of_homelessness> [Accessed 22.05.17] [↑](#footnote-ref-1)