

Appendix 2:

Management Allocations – case circumstances

Any management allocations will generally be based on assessed housing needs (e.g. bedroom requirements) unless there are exceptional circumstances.

The following list outlines examples of the types of circumstances when a Management Allocation may / would be appropriate:

Criteria	Description
Decants	<p>When someone has to move out of their home to enable major repairs to be carried out, including incidents of fire or flood damage.</p> <p>These could be within public sector or from private sector where area renewal activity is being undertaken or in cases of emergencies.</p>
Witness Protection Scheme	<p>Formal Witness Protection Scheme referrals.</p> <p>Other cases with clear written support from the Police /Crown Prosecution Service or other clear requests from police to assist with rehousing to protect the safety of a witness to a crime who is testifying / giving evidence.</p> <p>Referral being made by appropriate agency to either Homelessness or Choice Based Lettings Manager who will liaise with appropriate Estate/Community/RSL Manager to secure suitable letting.</p>
High risk offenders / MAPPP(Multi Agency Public Protection Panel) process	<p>Where re-housing will add value to multi-agency approach to managing the risk identified by the Housing / Probation risk management protocol and MAPPA processes.</p> <p>Managed via the Council Homeless and Choice Based lettings teams with appropriate liaison with Estate/Community/RSL Manager to secure suitable letting, with suitability assessment involving Probation, Police and other agencies as appropriate.</p>
Resettlement / Supported re-housing	<p>Assistance to a care provider or person in need of care where there is a high level of care needs, where a move to a more suitable location / property is a critical element to supporting an individual in the community where existing Home Care / Mental Health Network provision is insufficient to maintain, and to not do so will likely result in that individuals' health deteriorating - necessitating long term or frequent short term admission(s) to health / medical or other facility.</p> <p>Whilst such cases would normally be managed via a 'high/urgent' need banding, in 'exceptional' cases there needs to be a prescriptive approach to</p>

	<p>the securing of a property ie there is a clearly identifiable need for a specific type of property in a specific area / location.</p> <p>Requires appropriate assessment and referral from relevant social care team, liaison with appropriate Estate/Community/RSL Manager to secure suitable letting.</p>
Officer Appointments	Where as a condition of employment a partner landlord wishes to offer accommodation.
Retiring Wardens / Other Warden Moves	<p>Where an elderly services Community Support Officer (CSO) or Warden retires or indicates a wish to become non-resident and loses their right to occupy their current tied accommodation, management route can be applied by the individual partner landlord.</p> <p>Wherever possible properties will be allocated on a 'Like for Like' basis according to the type of property they are leaving, however this may not always be possible due to demand and supply in different areas.</p> <p>Managed by the relevant partner landlord.</p>
Management Transfers	<p>Partner landlords may wish to assist current tenants to transfer within or between partners' housing stock for a range of reasons including: under-occupancy, over-occupancy, anti-social behaviour or other reasons. Some examples are noted below:</p> <ul style="list-style-type: none"> • Single / couple in large family accommodation in high demand area; • Exceptional cases of Anti-Social Behaviour and Harassment, where an alternative property to either victim or perpetrator may diffuse an on-going situation. This to be done in clear view of alternative remedies and in line with broad principles of tackling ASB. • Relationship breakdown where partner leaving the tenancy – in instances of joint tenancies where there may be domestic abuse – a tenancy may be terminated and re-allocated or an alternate provided. • Where severe hardship is incurred through the unsuitability of current dwelling (i.e. severe overcrowding, inability to manage stairs to property etc.)
Incentive Schemes	Formerly Approved reward and incentive schemes that a partner landlord has established for transfers/moves within their own stock.
Community Care / High Need Care Programme Approach	<p>Urgent need mental health / learning disability cases in the event of homelessness / threat of homelessness or where current accommodation is severely detrimental to health and there is a very real risk of hospital or residential admission; the level of need of the individual is of a high level (enhanced CPA (Care Programme Approach) or equivalent)</p> <p>Where there is high level Social Services / Community Mental Health services involvement with an attached key worker ; there is a clear care programme and / or supporting information / referral not only clarifying level</p>

	<p>and nature of vulnerabilities and support, but additionally that a move to alternative accommodation is a critical element of the care plan and that the plan is sustainable. and there is a clearly identifiable need for a specific type of property in a specific area / location.</p> <p>Homeless, Choice Based Lettings or Supported Housing Manager will liaise with appropriate Estate/Community/RSL Manager to secure suitable letting.</p>
Other legal duties	Where a Court order requires Homes for Bolton or partner landlord to provide accommodation.
Clearance or substantial area renewal	To make a final offer where demolition or substantial refurbishment of properties in Bolton has been approved or a compulsory purchase order has been made requiring the customer and their household to move on a permanent basis.
Approved Corporate Objectives	<p>In order to meet or fulfill corporate objectives of the Council and its partner organisations, including:</p> <p>Corporate contracts such as:</p> <ul style="list-style-type: none"> • adult social care (eg former Supporting People contracts to provide supported accommodation or 'network' type supported accommodation) • accommodation assistance in support of asylum seeker and/or refugee support including arrangement in liaison with UK Border Agency / Home Office. <p>Corporate emergencies where accommodation is requested by Bolton Council as a result of a fire, flood or other major incident.</p> <p>Corporate parent where accommodation is required to enable Bolton Council to fulfill its Corporate parent duty.</p> <p>New corporate objectives where there is approval by Bolton Council's Executive Board or delegated decision powers.</p>
Other case examples	<ul style="list-style-type: none"> • Duty to accommodate priority need household where no suitable alternative accommodation available and urgency requires a timely response • Formal homelessness duty to accommodate exists but no alternative accommodation is available – this may be on a permanent or temporary basis. • Other circumstances where high or urgent needs may exist and the normal expressions of interest and allocations process will be unlikely to deliver a suitable offer within an appropriate timescale • Exceptional circumstances where it is appropriate to allocate a standing property currently provided on a different basis and where 'normal' CBL process unlikely to deliver a suitable offer within an appropriate timescale • Offers of accommodation as a temporary measure under the terms of a non-secure tenancy to fulfil legal obligations to accommodate.

	Any case would require appropriate justification, referral by relevant staff team and to an appropriate Estate/Community Manager and decision by appropriate manager within Council / Homes for Bolton / provider landlord.
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