

Appendix 1:

High / Urgent Need banding - indicative list of example circumstances which may be considered in assessing banding.

Appendix 1 provides a list of example circumstances where consideration may be given to providing an application with a higher level of banding in order to meet a high/urgent level of housing need.

The assessments which may result in a 'High / Urgent Need' banding will consider not only current accommodation arrangements and the vulnerability of a household but also the impact of current circumstances on the household, alternative options and assistance to alleviate any difficulties as well as the positive impact of securing more suitable accommodation through the Homes for Bolton scheme.

Such a priority award may be in relation to one specific need or in relation to a number of needs which are cumulatively assessed. These assessments may be reviewed at any time during the period of the award taking into account for example; any relevant change in circumstances; unreasonable refusal of suitable offers of accommodation; or provision of other interventions or assistance which may alleviate or reduce the level of need.

The Housing Act 1996, as amended, requires the allocations scheme to secure that reasonable preference is given to certain categories of people and circumstances.

The Housing Act 1996 at section 167(2) requires that the allocations system secure a "reasonable preference" for people in five groups:-

- People who are homeless (within the meaning of Part VII (7) of the Housing Act 1996, as amended by the Homelessness Act 2002)
- People who are owed a duty by any local housing authority under section 190(2), 193(2), or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- People who need to move on medical or welfare grounds (including grounds relating to a disability); and
- People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)

The local authority may also give "additional preference" to particular descriptions of people within the reasonable preference categories (i.e. those already identified as having urgent housing needs). The authority may take into account a wide range of factors when considering whether to give an "additional preference" or whether to give a lesser priority.

The scheme may also contain provision for determining priorities in allocating housing accommodation, and factors which the scheme may allow to be taken into account include: financial resources available; any behaviour of a person or member of the household and local connection.

This Allocations Policy has been designed to ensure that:

- applications received by the Council will be considered according to their individual circumstances; and
- applicants who fall within the reasonable preference categories will be awarded the due reasonable preference through an appropriate mechanism.

This appendix lists indicative circumstances which may be taken into consideration when determining whether to award additional preference (a “high / urgent need”) banding within the Homes for Bolton allocation scheme or to apply another appropriate mechanism to enable such a preference to be achieved. The list also highlights examples of circumstances which would not normally result in provision of any additional priority or banding or where other assistance to provide a suitable preference within the scheme may be considered.

This appendix does not provide a definitive list of headline circumstances. Each case must be considered on the merits of the individual circumstances of that case. This document does not provide specific detail of those circumstances which may result in the awarding of High/Urgent Need, and should only be read as guidance only on the type and nature of circumstances that may be taken into account.

In general a High/Urgent need banding will include in most cases consideration of:

- Current accommodation and/or circumstances, detriment to health, welfare or risk (to the applicant household or others); and
- How a move to alternative accommodation is a critical element of substantially mitigating any such detriment or risk; and
- In cases where care or support is a critical element of maintaining someone in the community without such serious detriment or risk, this can only be fulfilled within an alternative accommodation setting that is available through the allocation scheme and that the outcomes of any care/support plan are considered to be sustainable and/or have a reasonable chance of success.

This document should be read in conjunction with the Allocation Policy document as a whole as well as relevant legislation, good practice and case law.

Whilst this document provides some details in relation to a number of very specific circumstances, it is noted that there may be a whole range of individual circumstances where there is a statutory duty to secure the availability of suitable accommodation, for example due to a full homelessness duty under part VII Housing Act 1996 (as amended by the 2002 Homelessness Act) and/or where there is power to assist the wider aims and objectives of the scheme by the securing an offer via a priority award within the allocation scheme and this would also be appropriate. This policy detail does note a range of circumstances that will fall within these statutory definitions, however not all such circumstances can necessarily be detailed here in.

Customers provided with a High/Urgent Need banding are required to express interest in advertised available properties except where they are unable to do so through disability. If customers in the High / Urgent Need category fail to actively engage in the Homes for Bolton scheme they will lose their priority award.

As noted within the body of the Allocations policy document, in some instances where a reasonable and/or additional preference may apply, this may be reflected either with an appropriate banding or inclusion within another mechanism that affords this preference for an allocation within the scheme or both in parallel as may be determined on the merits of each individual case. Mechanisms other than banding may include for example: inclusion within the Disability Housing register and/or consideration for a management allocation and/or through the application of property criteria which may afford a reasonable preference within the scheme.

Any individual case will be subject to usual scheme criteria and considerations including issues of eligibility and suitability.

Headline Need	Description of circumstances which may be taken into account
Clearance	<p>Customer is occupying a property or living in an area that has been approved for:</p> <ul style="list-style-type: none"> • A Compulsory Purchase Order • A Registered Social Landlord Board approval to demolish or remodel a scheme <ul style="list-style-type: none"> • 3.10.1 Clearance • Where a customer's property is scheduled for demolition or purchase under a Council Executive decision, Bolton Council will award affected customers High Needs Priority within the scheme and encourage customers to make expressions of interest in properties advertised through the choice based lettings scheme. Customers may also be considered for a direct offer of accommodation. • The decision on when to award the High Needs Priority can be taken by the landlord undertaking clearance on the Council's behalf, or council's regeneration team. Customers in different phases of a clearance scheme may be awarded their priority at different times, depending on when their property is scheduled for clearance. This will allow customers moving from clearance areas to be rehoused in the order in which their property is due to be demolished. Priority will be awarded to owner occupiers once an agreement to purchase has been received by Bolton Council. Priority will be awarded to private tenants once an agreement to purchase the property from the owner of the property has been approved by Bolton Council. Except where an owner occupier sells the property and then rents it back pending demolition, customers who take up a tenancy of that property after the owner has agreed to sell will not usually be eligible for an award of High /Urgent Needs Priority, but will be considered as any other applicant • 3.10.2 Ring fencing • Landlords can ring fence areas with the approval of the Community Housing Services to give preference to customers moving from a designated clearance area. The preference will apply to lettings of properties within the ring fenced area advertised through the choice based lettings scheme or let by direct offer. All ring fenced properties will be clearly advertised as such in the Find a Home scheme. • 3.10.3 Bedroom requirements • Customers moving from clearance areas will generally be made an offer of a property based on their assessed housing needs

	(e.g. bedroom requirements) unless there are exceptional circumstances. In ring fenced areas, offers may be made outside the normal assessed bedroom requirements.
Insanitary / unsatisfactory housing conditions	Customer is occupying a property that has been identified as having such disrepair or other reasons for being uninhabitable and posing an immediate and severe hazard / threat to life or damage to health for which satisfactory alternative remedies are not available e.g. property served with a closing order and is referred from Housing Public Health Unit or Legal Services
Overcrowding	Customer is occupying a property that is overcrowded within the meaning of the Housing Act 1985 are entitled to 'reasonable preference'. In the following circumstances, customers may be awarded additional preference: <ul style="list-style-type: none"> • Numbers within the applicant household exceed those permitted by the Act for their current property • Situation has existed for at least 6 months • The overcrowding has not been contrived or brought about through an eviction due to rent arrears or anti-social behaviour
Homeless under 16/17 year old	Generally, 16/17 year olds can be registered on Housing for Bolton housing register and express interest in properties. Any 16/17 year olds presenting as homeless (whether care leavers or non-care leavers) will be assisted through the Children Services /Housing protocol for managing homeless 16/17 year old presentations. Assistance may or may not be offered through the allocation process depending upon the individual circumstances including provision of any alternate assistance and whether or not the applicant meets the Council's own qualification criteria as to their suitability to be a tenant. Appropriate priority may be awarded to enable the securing of an allocation dependant on individual circumstances. Any offer of accommodation through Homes for Bolton would usually result in a tenancy being granted though held on trust by a responsible adult aged over 18 or an agency within the procedures for 'equitable tenancies'.
Care leavers	<ul style="list-style-type: none"> • Formal referral arrangements with Leaving Care Team for Care Leavers up to 21 years of age where: • continued support / involvement being actively provided by Leaving Care Team; • additional support is being actively engaged by the young person; • accommodation is required in order to prevent homelessness or enable move-on from being in care; • the young [person is suitable to be a tenant; and

	<ul style="list-style-type: none"> • Pathway plans made available by LCT
<p>Staying Contact Cases</p>	<ul style="list-style-type: none"> • Irrespective of threat or actual homelessness, applicants requesting assistance for accommodation to allow for staying contact arrangements will not have those children taken into account where their circumstances indicate that it is reasonable and necessary for those children to stay with the adult applicant. • Should the applicant become homeless and requires temporary accommodation for themselves and the child(ren) with whom they have staying contact, they may be considered within the scope of the relevant homelessness legislation. • An exception may be where explicit support / referral from Social Service in urgent need child concern / protection case where that element of staying contact critical to the overall plan. (see Child Concern / Protection Cases)
<p>Child Concern / Protection Cases</p>	<ul style="list-style-type: none"> • Homeless at home with particularly urgent welfare needs / vulnerabilities (levels 2/3 or higher as defined within the Child Concern model) • Child Safeguarding / Protection involvement on-going and/or return of children from interim foster care and recommendation of case conference where accommodation is a key element of protection / provision of services • Lower need cases i.e. level 2 (or level 1 / 2 with a clear and high likelihood of deterioration), will not necessarily have or require any direct Children Services involvement however there may be: <ul style="list-style-type: none"> - involvement of other agencies or further referral to involve other agencies may be required (written support); - where there is homelessness or a clear threat of homelessness ; - where parallel assessment of circumstances under 'homelessness criteria' and the 'Assessment Framework' establishes clear and enduring concerns as to high likelihood of further deterioration of the family circumstances and a high probability of increasing vulnerability and child concerns; - where accommodation is identified as a key element in reducing these concerns. • ALL cases to require consideration as to the contribution of re-housing to substantially or otherwise significantly ameliorating / mitigating additional vulnerabilities identified. <p>Consideration may be given to the provision of a more limited high need assistance or management allocation in circumstances of for example of intentionally homeless households accommodated in temporary accommodation where concerns as to the securing of alternative accommodation . Nature of any such case circumstances taken into account may include: reason for any intentionality decision; previous tenancy history / behaviour; level and nature of engagement by the household with services; any other relevant issues. Any such assistance will be discretionary on behalf of the authority and normal</p>

	<p>requirements as to suitability will not be binding as such assistance will not be as discharge of any main statutory homelessness duty.</p>
<p>Approved Foster Carers /Adoptive Parents</p>	<ul style="list-style-type: none"> • Circumstances where someone is approved as a foster carer or for adopting, and the applicant's current accommodation is such that the relevant authorities are not in a position to approve and progress such a placement / adoption due to the inadequate nature of that applicant's current accommodation and a move to a suitable property will enable such a placement / adoption to take place. • Under Welfare Reform changes to Housing Benefit regulations may affect the assistance available to households (of working age) to enable them to pay their rent. As such the needs of foster children will need to be taken into account when considering size requirements, the calculation of Housing Benefit and those foster carers reliant upon Housing Benefit. Foster children should be taken into consideration for housing benefit purposes, however foster arrangements are often fluid (See Allocations Policy: Property & size criteria). • In considering such cases (for priority, offers and allocations) there will be a need to consider issues of: affordability; other financial assistance that may be available in cases reliant upon Housing Benefit; and the longevity of any proposed arrangements. • Referral by Children's Services (eg Family Placement or other team as appropriate) confirming the high likelihood of foster placement or adoption when suitable accommodation is in place and confirmation that current accommodation would prevent such a placement or bring a current arrangement to an end. • Where there is no suitably detailed and explicit support and/or approval of Children's Services, high/urgent need assistance will not be provided.
<p>An enhanced / higher level of Care Programme Approach</p>	<ul style="list-style-type: none"> • Urgent / high need mental health / learning disability cases in the event of homelessness / threat of homelessness Those assessed and accepted for an enhanced / higher level of Care Programme Approach (CPA) by the appropriate Community Mental Health / Assertive Outreach or Early Intervention Team with involvement of an attached care co-ordinator / key worker <p>- This level of vulnerability (with its implied assessed level of social functioning / independent living skill capability) will usually indicate that the applicant is entitled to an award of additional preference.</p> <p>Regard may still be had however as to whether the applicant meets the Council's own qualification criteria, i.e. it may still be possible that the applicant does not qualify on account of his/her</p>

	<p>behaviour.</p> <p>Regard to be had of the circumstances at the time of the relevant act or omission (e.g. whether or not the applicant was suffering from an episode at that time, was considered to have capacity and responsible for their own actions or omission).</p> <ul style="list-style-type: none"> • Lower need mental health cases in the event of homelessness / threat of homelessness - Whilst there may be issues of vulnerability and concern as to abilities to cope, a lower level of CPA and non-CPA cases will usually not establish a right to an award of additional preference or priority need (including in the event of actual homelessness) in isolation. Cases where interventions are primarily in relation to medication rather than social functioning / independent living skill capability, consideration will need to be given to wider issues in order to establish vulnerability. • Other urgent/high need mental health / learning disability cases where assistance may be sought to secure a move to more suitable accommodation Those assessed and accepted for an enhanced / higher level of Care Programme Approach (CPA) by the appropriate Community Mental Health / Assertive Outreach or Early Intervention Team with involvement of an attached care co-ordinator / key worker may be referred for with priority assistance however any additional supporting information must demonstrate that a move to alternative accommodation is a required element of the care plan in order to maintain someone in the community and that the plan is sustainable. <ul style="list-style-type: none"> • Other lower need mental health / learning disability cases – Preference Need route unless as follows: Other cases accepted and being provided with a supported accommodation and a floating support service may be able to seek assistance via the established move-on processes (See Move On / Floating Support Criteria. <p>There will also need to be flexibility to allocating management lettings for ‘exceptional’ cases where the individual is high need as defined above, but there needs to be a prescriptive approach to the securing of a property.</p>
<p>Urgent Physical Health and Disability needs</p>	<ul style="list-style-type: none"> • Urgent Physical Health/Disability Needs • Applicant, or member of their household, is unsafe or unable to remain in their present accommodation because of a significant and sudden deterioration of an established illness or disability, or a recently acquired degenerative illness or substantial disability, where the person is : <ol style="list-style-type: none"> a) In hospital and unable to return home; OR

	<p>b) At home but with no access to essential facilities i.e. bedroom, bathroom; OR</p> <p>c) single or part of a homeless household with a priority need where there is actual homelessness; AND</p> <p>the medical need is sufficiently severe to establish a priority need under the terms of the relevant homelessness legislation.</p> <ul style="list-style-type: none"> • Referral from a 'specialist' agency e.g. Social Worker, Occupational Therapist Disability Officer or other relevant professional agency will be beneficial and should demonstrate that the present accommodation remains unsafe irrespective of what additional support/assistance can be provided. NB: Supporting evidence from a general practitioner will be considered, but alone may not suffice. • Applicants with substantial and significant disability needs who require specifically adapted property following assessment by Disability Officer or Occupational Therapist to be included on the Disability Housing Register. • Other physical health or mobility problems not requiring adapted property to follow the preference need re-housing route with support and advocacy for elderly and other vulnerable groups from the Homes for Bolton Housing Options CBL, Housing Advice or Homeless teams, or Supported Housing team as appropriate. Preference being given in the lettings criteria applied to BCH provider landlord sheltered accommodation to customers meeting the definition of elderly ill or disabled.
<p>Hospital discharge cases</p>	<p>Hospital Discharge Cases (not covered by previous definitions).</p> <ul style="list-style-type: none"> • High need cases - Where a planned move-on is being undertaken or the need for direct re-housing from hospital exists, as part of an enhanced care programme approach or other high level community care need, and where a return to any current accommodation, if available, is considered likely to lead to deterioration in mental or medical health and potential loss of accommodation. <p>May be assisted through interim / temporary / supported accommodation as part of planned hospital discharge arrangements or via a High/Urgent Need priority if direct re-housing is required. This guidance to be used alongside local protocols for Hospital Discharge arrangements.</p> <ul style="list-style-type: none"> • Lower need cases Preference Need band as appropriate with support and advocacy for elderly and other vulnerable groups from Housing Options Services as appropriate.

<p>Care Providers and Recipients</p>	<p>Preference Need route for all cases (including elderly / 60+ persons) except high care / support need cases as below:</p> <p>Management or high/urgent need route for care providers or person in need of care where there is a high level of care needs (practical / emotional / financial)</p> <ul style="list-style-type: none"> • 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. • Absence of a priority move will likely result in that individuals health deteriorating – necessitating long term or frequent short term admission(s) to health / medical or other facility. • The applicant must be either the person in need of care or the main care provider. • Current accommodation must be beyond reasonable travelling distance to either provide or receive support. • The recipient must be resident in the Bolton Borough. • Requires the provision of relevant supporting information / evidence detailing the level and extent of the care provided or required.
<p>Armed forces discharges</p>	<p>Armed Forces and Former Armed Forces personnel may require assistance with re-housing during the period of transition from leaving the forces or at some future date. The make-up of households and circumstances will be varied.</p> <p>Prior to discharge from the forces applicants will need to provide:</p> <ul style="list-style-type: none"> • relevant armed forces discharge documentation detailing final date of discharge, length of service and details of all household members AND • documentation confirming the requirement to leave any forces accommodation from the Ministry Of Defence Housing Directorate or other appropriate agency. (as noted above) <p>Once received their applications will then be considered for a Urgent/High Need priority award:</p> <ul style="list-style-type: none"> • Households including dependent children to be considered to be in priority need. • Households containing single personnel or childless couples may also be considered to be in priority need should they have served for a period of not less than six years at the date of discharge, irrespective of assessment of 'vulnerability'. • Other personnel being discharged from the forces with less than six years' service should also be assessed as to their vulnerability (as noted below). <p>Bolton Council will accept the date specified on the 'Certification of Cessation Of Right to Occupy' as the final date for which they are required to vacate , and will NOT require the MOD to pursue and secure possession via County Court eviction processes before</p>

	<p>offering assistance.</p> <p>Should any such prioritised applicant fail to secure a suitable offer during this transition period they can also request assistance with alternative temporary accommodation whilst they pursue their housing application.</p> <ul style="list-style-type: none"> • Provision of assistance for those without intervening settled accommodation following discharge from the forces who are living in insecure accommodation arrangements, or those who are homeless or threatened with homelessness. <p>Those leaving the armed forces, whether applying in advance or post discharge, may also be considered for priority depending upon their individual circumstances.</p> <p>Those without suitable accommodation or having secured accommodation on a temporary basis only (for example in lodging arrangements), can be considered via the Part VII 'homelessness' assessment (or against any other relevant housing need that may exist):</p> <ul style="list-style-type: none"> • Families with dependent children will be viewed as being in priority need ; and • single people and childless couples will be assessed as to their vulnerability, notably: those with lengthy service and/or active service and/or any indications of post-traumatic stress related issues and/or injury be considered vulnerable and prioritised for assistance. This vulnerability may be as a result of recent service or service some considerable period before application. • Assessment of 'vulnerability' <p>Applications from former members of the armed forces will need to be considered carefully to assess whether the applicant is vulnerable as a result of having served in the armed forces.</p> <p>If there is a need for particular type of accommodation, for example disabled access or other adaptations, case should be referred through to the Customer Support Team for consideration for the Disability Housing Register.</p> <p>Bereaved spouses or civil partners of those serving in the regular forces may also fall within the scope of this policy.</p> <p>More detailed explanatory is provided within the body of the Allocations Policy.</p>
<p>Mortgage arrears / repossession cases</p>	<ul style="list-style-type: none"> • Where either there is a court order granting possession or a suspended possession order where there is a continuing failure to meet conditions of that order due to income difficulties • Unlikely to be resolved / high likelihood of further application for full possession as evidenced by recent correspondence. • Requiring referral from Home Ownership who can confirm advice

	<p>and recommendation as to imminent nature of threat of homelessness.</p> <ul style="list-style-type: none"> • Also in cases where repossession action is imminent with high likelihood of success and a sale of the property has been confirmed so as to avoid repossession (not withstanding any considerations in relation to intentionality) • High needs subject to households also being established as a priority or vulnerable household as per Homelessness Act definitions or other local criteria and are deemed to be unintentionally.
<p>Private rented possession</p>	<p>Private rented cases where there is granting of possession from the County Court Possession Order (not just 'where there would be no defence' to possession action).</p> <p>It is noted that a number of landlords don't pursue actual possession even when possession may be mandatory / fast-track – renegotiation or unrealistic rental expectations.</p> <p>High needs subject to households also being established as a priority or vulnerable household as per Homelessness Act definitions or other local criteria and are deemed to be unintentionally.</p>
<p>Move-on and Floating Support.</p>	<p>Move-on from homeless accommodation projects, supported housing projects, and rehousing as part of a floating support scheme funded by local authority adult/social care support funding mechanisms.</p> <ul style="list-style-type: none"> • Purpose of the scheme • Success of placement / level of engagement of applicant with support process and any other conditions • Time / length of stay / extent and level of support needs • Readiness for move-on • Individual circumstances of the client / household including level and nature of vulnerability • Consideration of wider availability of housing options • Adequate move-on support available • To provide move-on from such projects to prevent 'silting-up' <p>Referral to high / urgent need assessor depending upon project involved (homeless, temporary, or supported housing accommodation)</p> <p><u>NOTES</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Statutory homeless/ main duty cases in temporary accommodation <input type="checkbox"/> Those in receipt of a floating support service may be referred to access high / urgent priority where an appropriate assessment under the floating support programme and any allied assessment establishes that the client is eligible for a floating support service AND that:

- rehousing is considered a critical issue in stabilising or resolving the clients support issues / needs AND critical to the client remaining in the community, or alternatively that rehousing is part of the process of promoting increased independence; AND

- any such re-housing assistance is appropriate to avoid deterioration and maintain the individual / household in the community and this is compatible with the support provided; AND

- any matters in relation to eligibility and access to housing are addressed eg any behavioural issues or addressing current or former tenancy rent matters

Assistance via a high / urgent need may be provided to residents of temporary and/or supported accommodation. Key issues which are considered in any such assessment includes:

□ Freeing- up accommodation e.g. Referral for priority from individual schemes within any criteria laid down (including range of supported accommodation funded in part by the Council including young persons, homeless, mental health, refuge and other supported accommodation)

• Additional preference in the form of 'Priority for move on' where the project (in conjunction with other relevant agencies) take a clear view that the purposes of the placement have been fulfilled, including:

- an action/support plan to develop independent living skills or other relevant skills or to address other specific needs) is being implemented successfully, with the key elements demonstrated to have been addressed; AND

- Time / length of stay on the project is consistent with the complexity of the action/support plan implemented and with the overall purposes of the project; AND

- The client is ready for move-on, has been assessed as capable of independent living with a specified level of move-on support that will give rise to a reasonable likelihood of success; AND

- clients considered to have particular vulnerabilities and/or needs for which alternate non-social housing options may be unsuitable; AND

- any matters in relation to eligibility and access to housing are addressed eg any behavioural issues or addressing current or former tenancy rent matters

• **Additional preference in the form of 'Priority for move-on'** may not be used or awarded if that person :

- has not utilised the project for the purposes , aims and/or objectives intended; AND/OR

	<p>- has not been successful with their development of relevant skills as per action / support plan (reasons for this may include non co-operation or unsuitability); AND/OR</p> <p>- is otherwise being required to leave or vacate the project, or has already left or been removed from the project; AND/OR</p> <p>- if the client merely wishes to move-on , cannot demonstrate a 'successful' period of 'skill' development whilst on placement, and there is no clear confirmation of preparedness as assessed by that project (and/or other relevant agencies); AND/OR</p> <p>- have not adequately addressed any matters in relation to eligibility and access to housing are addressed eg any behavioural issues or addressing current or former tenancy rent matters</p> <p>People / households applying prematurely for move-on when not identified as 'ready' by internal project assessment (including view of other agencies) will not receive an high / urgent priority although they will be free to apply as any other applicant.</p>
<p>Other homeless</p>	<p>Subject to meeting the Council's qualifying criteria, all homeless applicants are entitled to 'reasonable preference'. Some applicants who are homeless and vulnerable may also be awarded additional preference. This assistance will depend upon individual case circumstances, applicant vulnerabilities and the availability of suitable options.</p> <p>Close liaison with relevant associated agencies currently or previously working with the applicant will be necessary and where possible assistance provided with interim temporary or supported accommodation. As such there are likely to be relatively few who fall within this category. However circumstances may arise where interim options are limited or unavailable and the case may still be appropriate for the provision of assistance via a high / urgent priority award or as a preference need applicant.</p>
<p>Domestic abuse / violence</p>	<p>Cases of presentations for reasons of domestic abuse / violence will be considered by the appropriate high need assessor. Most cases will be dealt with via the homelessness route with appropriate assessment / assistance with place of safety as part of formal homelessness assistance.</p> <p>Circumstances in which high / urgent priority award will be considered:</p> <ul style="list-style-type: none"> • Where a move will contribute to reducing / removing risk of violence, this will vary case to case, and be dependent upon the individual circumstances and their relationship with the perpetrator. • Generally all such cases should go through this urgent need route unless, a move to a location is requested which after consideration would leave a similar level of risk and could not be considered as a positive move in reducing any such risk.

Particular issues of relevance to assessment of cases:

- It is not necessary to show an actual history of violence indeed “The fact that violence has not yet occurred does not on its own suggest that it is not likely to occur”, however, clearly presentations where there is evidence / history / previous reports (other agency involvement) will be clearer. Where reports of threat / violence / domestic incidents have been made, further enquiries with the agencies should be undertaken. Consideration to be taken of level / nature / seriousness / frequency / likelihood of re-occurrence.
- Where no reports have been made to other agencies , this is to be encouraged (eg. estate office/housing provider , Police Domestic Abuse Unit , Fort Alice / Women’s Aid , and/or IDVAs (Independent Domestic Violence Advocate))
- Where there is support / recommendation to move from a domestic violence / victim support agency
- Other compounding health / welfare issues
- Those requiring temporary homeless accommodation go through as per temporary / move-on route
- An individual or household that is or has been subject to domestic violence (threat) and/or abuse who has repeatedly fled violence/abuse from accommodation on a number of occasions, particularly consideration needs to be given to the likely effectiveness re-housing will have at reducing or removing that risk. If that person has continually maintained contact or a relationship with their (ex) partner/ perpetrator, or there is a high likelihood of the perpetrator tracing and pursuing the victim(s) to a new address, re-housing may not necessarily be viewed as a solution. Exploring options will be particularly important. Options of alarms, injunctions etc may need some consideration. In some circumstances these options may be appropriate and people wishing to explore this option should be directed for appropriate advice. However, court injunctions against a perpetrator will not necessarily be effective (the fact that injunctions have been sought are clearly evidence of a problem, however if injunctions have not been sought this does not in any way mean there is no threat).
- Appropriate advice should be sought and given. Presentations to be assessed against CAADA risk assessment threshold guidelines with appropriate referral through MARAC (Multi-Agency Risk Assessment Committee).
- Issues of ‘suitability to be a tenant’, any behavioural concerns and/or former tenancy histories on behalf of the applicant as well as any loss of interim / temporary accommodation due to own behaviour may also affect options and appropriateness of a ‘high/urgent’ need priority.

<p>Other violence / harassment</p>	<p>Presentations of other violence / harassment from outside the home – from associated or / non associated persons and any assessment for high / urgent need to consider the following:</p> <ul style="list-style-type: none"> • Harassment of social housing tenant - where possible, reasonable and practicable, should first be directed to the provider landlord organisations Anti-Social-Behaviour policies and/or other procedures. A written recommendation of the provider landlord should be sought except where this is not possible, reasonable or practicable. • Consideration to be taken of level / nature / seriousness / frequency / likelihood of re-occurrence; • Detail contained within supporting information / written request / recommendation from police / victim support / doctors / health visitors/ social services etc; • Other compounding health / welfare / child concern issues; • Provider landlords to consider ‘management route’ or transfer solutions as appropriate before referral for reasons of homelessness; • Can/may involve consideration of moving a perpetrator as appropriate. • Issues of ‘suitability to be a tenant’, any behavioural concerns and/or former tenancy histories on behalf of the applicant may affect options and appropriateness of a ‘high/urgent’ need priority, including any issues in relation to ‘intentionality’ and homelessness. • Does not include other possible threat where Police (or other appropriate criminal justice agency) are not formally expressing any great level of concern or where it is viewed that there has been significant contribution to any identified difficulties directly by the presenting household themselves / their being a level of culpability • .Other lower level harassment cases not supported as above can apply for re-housing through the preference need route.
<p>Witness protection</p>	<ul style="list-style-type: none"> • Formal Witness Protection referrals • Other cases with clear written support from the Police /Crown Prosecution Service (CPS) 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 • Victim Support links: may consider other ‘stand-alone’ Victim Support Group type advocacy as per a normal homelessness assessment processes within the scope of the relevant homelessness legislation; considering nature, level, seriousness, frequency of any threat. •
<p>Prison leavers</p>	<ul style="list-style-type: none"> • Generally ‘non-priority’ with ‘advice and assistance’ provided via Housing Options and Advice services and access via the preference need route. If other vulnerabilities exist, pick up through other route.

	<ul style="list-style-type: none"> • There is a need however to consider in more detail the specific type of advice and assistance to be provided to prison leavers, help to be given to ease their access to the system and look at issues of prison / pre-release liaison etc. • MAPPA Cases and those linked to offender management protocols/arrangements will require particular consideration (see high risk offenders). <ul style="list-style-type: none"> • Additional consideration for prison leavers may also be required in relation to issues of vulnerability in individual cases, including: <ul style="list-style-type: none"> • Existence of a 'care' background • Isolation, lacking social and family networks • Periods spent in a prison hospital. This may be an indicator of health problems. • Periods in custody interspersed with periods in unstable or temporary forms of accommodation, or homelessness may suggest an inability to cope. <p>The length of the period in custody may be irrelevant. Applicants could be vulnerable as a result of a short sentence, or several short sentences. For adults serving sentences of less than one year probation service supervision on release is not generally available.</p> <p>Offenders under the certain release schemes or programmes may be eligible for priority to secure accommodation within the scope of any particular protocol arrangements that may exist. Usually however these will only apply in situations where:</p> <ul style="list-style-type: none"> • are actively committed and engaging with the support required, offered and provided; and • the areas of choice and type of property are appropriate; and • former tenancy issues are being satisfactorily addressed (arrears, ASB); and • the client is committed to being integrated into a non-offending lifestyle; and • the client is vulnerable and in need of support from and appropriate housing related support provider
<p>High risk offenders</p>	<p>High risk offender cases covered under the MAPPA (Multi Agency Public Protection Arrangements – including MAPPP level 1 and LRMM level2) process and Housing/ Probation information sharing protocol (RMX) may be considered for assistance with housing via normal/preference or high/urgent need routes as well as for refusal or consideration as 'unsuitable' depending upon the circumstances and merits of each individual case.</p> <ul style="list-style-type: none"> • High risk offender internal policy / procedure / MAPPA. • Where re-housing will add value to multi-agency approach to managing that risk • Housing / Probation protocol • Reference to other possible practice / policy May be other

	<p>'priority' and / or 'exclusion' issues</p> <ul style="list-style-type: none"> • Issues of priority depend upon individual circumstances as assessed through the normal routes AND the RMX /LRMM/ MAPPP information is to ensure that any offers are appropriate (or least inappropriate) and also to assist the avoidance of offers that may be inappropriate (in that they may raise / heighten 'risk' concerns). <p>Additional priority to be awarded only on a case by case basis where:</p> <ul style="list-style-type: none"> • specific urgent need request; • re-housing will add value to the management of risk; • there is clear and appropriate supporting information; • any consideration for an offer is accompanied by an appropriate assessment of suitability involving appropriate agencies as necessary in each case • All individuals not picked up for urgent priority or management route re-housing can still apply for re-housing as any other applicant , and may be awarded priority under other criteria dependent upon their individual circumstances (subject to and issues of applicant suitability / eligibility – policy detail) and subject to assessment as to suitability of any subsequent / potential offers of accommodation. <ul style="list-style-type: none"> • MAPPA – Multi Agency Public Protection Arrangements • MAPPP - Multi Agency Public Protection Panel • LRMM – Local Risk Management Meetings • RMX - Risk Management information sharing processes