



Monitoring

Six month review followed by annual or two yearly review based on recommendations of 6 month review

Next Review

July 2024

1. Introduction

From 01/07/2015, void and ready to let RSI properties which have had two previous failed nominations or one failed sensitive let nomination will be offered exclusively to clients from the No Second Night Out (NSNO) Pound Lane, a staging post commissioned to support individuals ready for independence living, with few tenancy related needs. Currently bedspaces with multiple failed nominations or protracted voids are usually advertised as sensitive lets, meaning that they are available to clients who may not be verified. In offering these voids to NSNO clients it will ensure that the properties are being used for the intended client group; verified rough sleepers.

The existing Clearing House Referral and waiting list P&P and Nomination P&P would apply to any client being put forward by the NSNO staging post, with the exceptions set out below in section 4(Criteria).

2. Aims

- 2.1. To provide supported move on accommodation for clients in the NSNO low needs staging post, in a timely manner; provision of approximately 10 offers per quarter.
- 2.2. To reduce the number of voids at RSI properties which require more than three nominations before a successful tenancy start, or which are advertised as sensitive lets.

3. Conditions which will trigger Clearing House to make the offer

- 3.1. The property is ready to let immediately and
 - 3.1.1. There have already been two failed nominations to the void
 - OR**
 - 3.1.2. There has been one failed sensitive let.

4. Criteria

- 4.1. Low needs staging post NSNO clients, referred to the Clearing House for the above offer will:
 - 4.1.1. choose all London boroughs. [in place of Referral and waiting list policy; section 3.3]
 - 4.1.2. be aware that the one offer policy applies, as set out in the Nomination P&P; section 3.3 - 3.7.
 - 4.1.3. not have pets [in place of Referral and waiting list policy; section 3.4].
 - 4.1.4. be assessed on a case by case basis where support needs may restrict offers of properties based on floor level or other support requirement.
 - 4.1.5. be assessed within 5 working days by TST staff (TBC) [in place of Nomination policy; section 3.3.2].

5. Conditions of offer

- 5.1. NSNO LNSP to maintain a priority list of clients to be referred to Clearing House on short notice, [who satisfy criteria set out in section 4.]

- 5.2. TST to undertake assessment within 5 working days.
- 5.3. TST and RSL targets will endeavour to conduct assessments within 1 week; possibly undertaking joint assessment.

6. Outcomes and measures

- 6.1. NSNO to maintain a priority list of applicants, ready to be nominated at any given time.
- 6.2. Following nomination, the TST to contact Referral Agency and Housing Providers within 1 working day.
- 6.3. TST and RSL assessment, to take place within 1 week of the nomination being made.
- 6.4. Remaining interviews and viewings to take place within 2 weeks of the nomination being made.
- 6.5. Tenancy sign-up to take place within 2 weeks of nomination.
- 6.6. Tenancy start dates to be within 4 weeks of nomination.
- 6.7. Number of voids requiring more than 3 nominations is reduced.
- 6.8. Average length of time between nomination request and tenancy start for RSI voids is reduced.
- 6.9. Number of positive moves from NSNO Pound Lane increased.

7. Disputes and appeals

- 7.1. Any client who has been rejected for a property has the right to appeal this decision, providing they are supported by the referring agency. The worker should make the appeal on behalf of the client. If a worker intends to appeal the outcome of the nomination, their intent to do so should be communicated as soon as possible and an emailed appeal sent within 2 working days to the relevant agency and cc'd to the Clearing House. Due to the quick nature of this offer, voids will only be held open for the first stage of the appeals process before the property is re-advertised. Pursuing the appeal further would need to be heard as part of the complaints process.
- 7.2. A client who refuses a nomination and is removed from the Clearing House waiting list has a right to appeal against the decision of the Clearing House, providing this is supported by the referring agency. The only ground for appeal is that in the view of the agency and the client the refusal of the nomination was reasonable and justifiable in line with the above procedure. The appeal should be in writing and made to the team leader of the Clearing House in line with the Complaints and Appeals procedure.

