

Appendix 3 – SARTH Single Access Route to Housing

Complex Housing Needs & Case Studies

In addition to some case studies this section outlines additional work to ensure that the policy meets the complex needs of household's and additional consideration is given to:

Move-On Panel

We have established a Move on Panel to ensure that Band 1 can be applied to a person who is ready to leave supported housing and take up a tenancy. The panel will ensure that the person is ready and the banding award is appropriate and this will support turnover within supported housing to free up spaces.

Case Study

A young care leaver aged 18 was housed in a 1 bedroom flat in July 2019. He had been placed with various foster carers whilst growing up. He had been a victim of abuse which led to his behaviour going out of control and led to him being in the care system.

He was allocated a home after it was confirmed that he was ready for a tenancy of his own and awarded band 1. The tenant received his leaving care grant which enabled him to buy carpets and furniture supported by his Barnardo's key worker. The property is well looked after and he has successfully completed an introductory tenancy period

He has engaged with his follow up support visits the tenants relationship with his family is now back on track and he receives support from his family and also Barnardo's who continue to support him.

Specialist Housing Group

There are an increasing number of applicants with complex needs or their family make up is such that there is no current or very limited suitable property types available. The Specialist Housing Group meet monthly to ensure that these households can be dealt with appropriately such as being matched to already adapted properties or with potential for adaptation to suit the family. In addition new homes can be built or purchased to meet specific needs if there is no current stock available.

There are currently 50 households being considered by the Specialist Housing Group of which 32 are in band 1.

Case Study

Registration Date: 07/03/2018, initially Band 2. Band 1 following referral to Specialist Housing Group.

Mrs A. aged 73 suffers with COPD and was practically housebound in a private tenancy. She uses crutches whilst indoors and a wheelchair when going out.

On the rare occasion of her going out of the flat, her son, aged 49 who lived with her permanently would have to carry her down the stairs. When moving to the address, she was relatively well and as time has gone on, her health has declined and the property became unsuitable.

Mrs A & son required a 2 bedroom ground floor property with level access shower / wet room.

The case had been discussed regularly at the Specialist Housing Group since March 2018. A 2 bedroom ground floor flat over 55's flat became available which had recently had some adaptation work carried out. Due to the nature of the adaptations, the property was taken to the Specialist Housing Group and Mrs A was identified as the best applicant for the property.

The property benefitted from a full wet room, a ramp to the rear giving level access through newly installed French doors into the living area.

Since accepting the tenancy, the son has said the move went well, his mum loves the flat and it has changed her life for the better by giving her the independence to be able to go out and begin to enjoy life again.

Case Studies - Band 1

- 1) Person and her adult son moved from a 5 bed home in Rhyl into a 2 bedroom new build apartment in Rhyl. The tenant was struggling to meet the shortfall in rent due to under occupation having had adult children grown up and vacate her original home. Upkeep of her very large home was also proving difficult.*

Band 1 was awarded due to under occupation to enable the family to move to a more suitable home and free up a much needed 5 bedroom family home. The family were supported by a Clwyd Alyn Tenancy Support Officer.

- 2) An adult couple moved from a 3 bedroom house to move to a 2 bed flat. The couple were also on the specialist housing list and in much need of ground floor accommodation.*

The ground floor new build apartments are level access so more suitable for the couple and 3 bedroom family home made available for letting.

Case Studies - BAND 2

- 1) *A couple with their young child were living in a private rented sector 2 bedroom first floor flat in Rhyl.*

They were struggling with their child and the stairs and also lack of garden storage space for a pram. They applied for housing on 3/06/2014 and were allocated a 2 bedroom house through band 2 Housing Need in February 2019.

- 2) *A family applied on 21/06/2018 initially due to struggling with rent in their private rented property and also the condition of the property and Housing Enforcement were involved.*

The family became homeless after being given a Section 21 notice in January 2019 and picked up by Homeless Prevention Team and placed in Temporary Accommodation along with their 6 year old son.

They were allocated a home through band 2 and have settled in their new home.