

Thank you for attending and contributing to our first review of the accessible housing pilot.

Initial feedback from Housing OTs is positive. Applicants value the support and proactive approach to finding suitable housing. Contact with housing applicants is also a good opportunity for staff to inform housing applicants about future changes to social housing tenancies and rents. All of the housing applicants with 700+ health and independence points will be contacted by the end of August. This will include visits to those who need them (less than 1 in 5) with the rest being reviewed by telephone.

Housing OT to:

- Update IBS records each contact.
- Update the spreadsheet during the pilot for ease of evaluation.
- Only consider applicant area preferences where there is a need (rather than a preference) for this (e.g. DV, carer responsibilities).
- Refer the applicant to SIT at the earliest opportunity, i.e. before they are offered a property so that they can receive assistance to prepare for the move.

We agreed that **the financial assistance to pay for removals, packing and handyperson services should not be offered in the first instance**. This should ***only*** be offered if a household refuses a property because they cannot afford to pay for removals, etc. This will allow us to see whether the increased advice and support is most effective to facilitate moves or whether the financial assistance is also required. We may not have the budget to pay for removals in future so this allows us to see how dependent we would be on the financial assistance. We will review this again next month.

Where a direct offer is made, the officer should:

- Send a direct offer letter after the viewing has been scheduled.
- Where a voicemail is left for the applicant state that they need to call back within a set time period (e.g. 2 hours) so that you aren't waiting for a call back indefinitely.
- Discharge housing duty after one offer if the household is registered as homeless.
- Suspend an applicant from the pilot after 3 direct offers: they can continue to bid on CBL.

When an applicant has accepted a property, notice on their existing tenancy and an application for dual Housing Benefit should be made immediately. Applicants moving from a TMO property to another TMO property will not be eligible for dual HB unless the property they are moving into requires adaptations for the applicant to move in.

I will arrange a follow up meeting for a month's time. If you have any queries or comments in the meantime please do let me know.

Thanks
Claire