

## POLICIES AND PROCEDURES

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| <b>Policy Name:</b>                            | Housing Policy  |
| <b>Policy Ref:</b>                             | H901  |
| <b>Type of Policy:</b>                         | Housing   |
| <b>Owner of document:</b>                      | COO   |
| <b>Date approved by CEO:</b>                   | Date: 18.03.2025  |
| <b>Date approved by Committee:</b>             | Date: 23.03.2025  |
| <b>Date approved by Board</b>                  | Date: Not applicable, included for information  |
| <b>Privacy Impact Assessment</b>               | Date:   |
| <b>Equality Impact Assessment</b>              | Date:   |
| <b>Circulation (highlight as appropriate):</b> | Signature by all staff on People HR, Website, Core Docs, Staff Email, Trustee Portal. |
| <b>Review cycle:</b>                           | Every two years   |
| <b>Next review date:</b>                       | Term: Spring 2027   |

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## Housing Policy

### Policy statement

Orpheus offers supported housing for young people with disabilities. We are a non-registered social landlord offering “exempt” accommodation.

This policy sets out the way Orpheus will comply with will comply with the requirements of our regulator for care (the Care Quality Commission), the Charity Commission and relevant housing, benefits, health and safety and equality legislation.”<sup>1</sup>

While the standards set out in the government’s [\*Supported Housing; National Statement of Expectations \(20 October 2020\)\*](#) are not statutory or regulatory requirements, we endeavour to meet these standards as suggested good practice. We also commit to meeting the voluntary Reach Standards for Supported Living, the Decent Home Standard and The Real Tenancy Test 2020.

We are not registered with the Regulator of Social Housing (only registered providers are subject to regulation) and considered “exempt” for Housing Benefit purposes. However, the regulations may be used as a point of reference for external bodies and we should therefore strive to meet these regulations where appropriate.

This policy should be read in conjunction with the Business Continuity Policy, Anti-Social Behaviour Policy, Risk Assessment Policy, Safeguarding Adults Policy, Complaints Policy, Missing Service User Policy, Safeguarding Children Policy, Infection Control Policy and Health & Safety Policy.

### Scope

The scope of this policy is the provision of supported housing for tenants of the Orpheus Centre.

### Definitions and explanation of terms

For the purposes of this policy, the following terms are defined:

- Accommodation: tenants’ flats and communal areas

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<sup>1</sup> Including, but not limited to: the Supported Housing (Regulatory Oversight) Act 2023, The Landlord and Tenant Act 1985, Welfare Reform and Work Act 2016, Housing Benefit and Council Tax Benefit (Consequential Provisions) Regulations 2006, Housing Health and Safety Rating System (England) Regulations 2005, Homes (Fitness for Human Habitation) Act 2018, Equality Act 2010, Housing and Regeneration Act 2008, The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Housing Act 2004, the Charity Commission and other relevant regulations for example health & safety legislation (COSHH 2002, Health and Safety at Work Act 1974 and associated regulations and the Regulatory Reform (Fire Safety) Order 2005, The Smoke and Carbon Monoxide Alarm (England) Regulations 2015, (Furniture and Furnishings (Fire) (Safety) Regulations 1988), The Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Lifting Operations and Lifting Equipment Regulations 1998), the Disability Discrimination Act 1995, Energy Performance of Buildings (England and Wales) Regulations 2012 and the Department for Work & Pensions’ Council Tax and Housing Benefit Manual.

- Domiciliary care: care delivered to people living in single household accommodation that is owned or occupied by the person receiving care, and that occupation is entirely independent of the care arrangements (which remain at all times a visiting arrangement).
- Eviction: the recovery of occupied accommodation owned or managed by Orpheus.
- Personal Care: The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 defines 'personal care' as: (a) Physical assistance given to a person in connection with:
  - Eating or drinking (including the administration of parenteral nutrition)
  - Toileting (including in relation to the process of menstruation)
  - Washing or bathing
  - Dressing
  - Oral care, or
  - The care of skin, hair and nails;

or (b) The prompting, together with supervision, of a person, in relation to the performance of any of the activities listed in paragraph (a), where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision. This prompting does not include, for example, support that is not personal care, for example checking on person's emotional wellbeing. <sup>2</sup>

- Social Worker: We have used this term to mean the person or people from a tenant's local authority responsible for coordinating their care. Not all tenants will have a named social worker. In this case "social worker" will refer to the social work team at their Local Authority.
- Supported housing: Accommodation provided alongside support, supervision or care to help people, including disabled adults, to live as independently as possible in the community.
- Supported living: By supported living we mean we provide personal care to our tenants as part of the support that they need to live in their own homes. The personal care is provided under separate contractual arrangements to those for the tenant's housing.
- Tandridge: Refers to Tandridge District Council, the local government body responsible for paying Housing Benefit to our tenants.

## **Roles and responsibilities**

### Chief Executive Officer

The CEO shall have overall responsibility for ensuring that adequate resources are made available to implement this policy and carry out any necessary remedial action or amendments to this policy.

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<sup>2</sup> We have both tenants requiring personal care as defined here and tenants that require more general housing support such as support with cleaning, cooking and shopping, or supervising the person to take medicine (as opposed to 'administering') that has been prescribed by their doctor.

### Senior Managers/Departmental Managers

Senior Managers/Departmental Managers shall ensure that the policy is implemented within their department. This will include:

- COO – ensuring rents provide value for money for the tenant and Tandridge while also fairly representing the cost of providing accommodation that is safe, of good quality and meets tenants' needs.
- Head of Facilities - Ensuring our housing meets all building-related and environmental statutory requirements, including those on fire, access and health and safety.
- Head of Care – Ensuring our domiciliary care meets the requirements of the CQC and that unregulated aspects of the care we provide meets best practice.

### Employees Responsibilities

All employees shall ensure that:

- We respect our tenants' rights as renters of a privately rented property.
- We immediately raise any concerns about health and safety in our housing accommodation.
- We immediately raise any concerns about safeguarding of our tenants.

### **Aims of Policy**

The Orpheus Centre aims to provide a safe, stable and supportive place to live for our tenants in order to build their independence by preparing them for housing beyond Orpheus.

We aim to deliver good quality accommodation which is value for money, meets our tenants' needs and allows them to thrive at Orpheus and elsewhere.

In addition we aim to contribute to the environmental, social and economic well-being of our local area.

### **Principles**

Our accommodation is for young disabled people enrolled on a learning programme at the Orpheus Centre. Learning to live independently is an important stage in preparing for adulthood for a young disabled person. Our supported housing is designed to provide a first step on this journey. Orpheus Housing is a transitional placement where the focus is on gaining the skills to facilitate the tenant's choice of a permanent home. The aim for our tenants is to support them to move into sustainable settled accommodation outside of Orpheus within three years.

### Safety and Suitability

Orpheus housing must be accessible, appropriate, safe, energy-efficient and hazard-free. We aim to meet and exceed standards set out in the [Decent Home Standard](#). We will also work with care

commissioners in Local Authorities to ensure our accommodation complies with any accommodation standards set out by them.

### Accessibility

Accommodation is built to high accessibility standards taking into account the age of our buildings and the fact that some were not purpose built. Appropriate additional adaptations are installed as identified via the risk assessment/housing assessment process including functioning alarm points (e.g. aid call system) which are tested and maintained regularly; grab rails in bathrooms, showers and toilets and anti-scalding controls.

### Facilities and services

Our accommodation has reasonably modern facilities and services in line with the English House Condition Survey (EHCS) including:

- a reasonably modern kitchen (20 years old or less);
- a kitchen with adequate space and layout;
- a reasonably modern bathroom (30 years old or less);
- an appropriately located bathroom and WC;
- adequate insulation against external noise (where external noise is a problem); and
- adequate size and layout of common areas.<sup>34</sup>

We provide clear signage where needed, such as to communal areas (e.g. gym).

### State of repair

We keep the structure and exterior of the property in a reasonable state of repair and keep the installations which provide water, gas, electricity, sanitation, heating and hot water, in proper working order.

In practice this means renewing key building components when they become old and need replacing or major repair. Key building components are those which, if in poor condition, could have an immediate impact on the integrity of the building and cause further deterioration in other components. A full list is available in Appendix 2, along with guidance on when these might be considered “old”.

Buildings are well maintained, with all amenities in good working order. This includes:

- lifts
- appliances

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<sup>3</sup> A home lacking two or fewer of the above is still classed as decent, therefore it is not necessary to modernise kitchens and bathrooms if a home meets the remaining criteria

<sup>4</sup> A dwelling would not fail this criterion, where it is impossible to make the required improvements to components for physical or planning reasons.

- windows
- doors and locks
- lighting

A planned programme is in place to minimise preventable deterioration of the buildings, accommodation, grounds, equipment and furnishings, and all such are well maintained and in good working order. This includes a preventative maintenance and repair programme and schedule with regular inspections to check building and equipment conditions and to ensure repairs and servicing takes place. We prioritise environmental sustainability objectives in specifying and designing works and components in maintenance programmes where possible, in line with our net zero ambitions and Environmental Policy.

The Estates team inspects tenant flats before a new tenant moves in, and at least annually during a tenancy.

We aim to complete emergency repairs /maintenance within two days and non-emergency repairs/maintenance within two weeks. We will not make changes to accommodation against a tenant's wishes and seek to undertake work when the accommodation is void where possible.

#### Safety

We manage identified risks in line with our Risk Assessment Policy:

- We have policies and procedures in place for risks including fire, asbestos, Legionella, electrical safety and emergency planning.
- Trip hazards are managed - all stairways and halls are lit adequately, with handrails and non-slip flooring where needed.
- There are closed containers for disposal of sharp objects.
- We have well-established protocols for management of outbreaks of transmissible illness in line with our Infection Control Policy and Risk Assessment.
- Grounds are maintained in all seasons, with timely removal of ice and snow.
- Windows are fitted with plastic or safety glass (even where not required by building codes).
- We provide an Electrical Installation Condition Report (EICR), ensuring remedial works or further investigative works are carried out to remedy any 'C1', 'C2' or 'FI' classifications.
- We ensure that furniture and furnishings comply with the regulations and are fire safe<sup>5</sup>
- We fit smoke and carbon monoxide alarms where appropriate. Planned and practiced fire evacuation procedures are in place.

Our accommodation is free from serious hazards, as assessed by the Housing Health and Safety Rating System annual audit<sup>6</sup> The existence of such hazards is a trigger for remedial action unless practical steps cannot be taken without disproportionate expense or disruption. We consider the

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<sup>5</sup> This applies to communal areas. Tenants may furnish their own flats and we would only raise a concern if a risk was identified.

<sup>6</sup> When carrying out work to remove hazards, we always consider remedial action to ensure that the hazard does not recur within at least 5 years.

circumstances very carefully in the interests of our tenants before concluding that a hazard cannot be dealt with effectively, and in such cases will ensure that the tenants are fully aware of the position and manage the risk accordingly.

Protections are in place to protect tenants from anti-social behaviour from other tenants (see Appendix Four), as well as from abuse by staff or visitors. We ensure staff are safe and suitable to be in contact with and work with vulnerable client groups as per our Safeguarding Adults Policy. We take account of the safety needs of children where they are permitted to enter as per our Child Protection Policy.

Staff and tenants are encouraged to report any near misses, incidents and accidents to the Head of Estates using the Atlas portal. Maintenance issues can be reported using the red book in Porte Cochere.

#### Privacy

Currently all flats are single occupancy. Our accommodation provides tenants with privacy and dignity, including private space for dressing, showers and toileting.

#### Thermal comfort

Our accommodation provides a reasonable degree of thermal comfort with both effective insulation<sup>7</sup> and efficient heating<sup>8</sup>. Room temperatures are adjustable with appropriate heating/cooling systems. Given the vulnerability of our tenants, heating systems are centrally controlled rather than individually controlled by tenants.

We are working towards a minimum target of Band C of the Energy Performance Certificate for all accommodation in line with our net zero carbon plans.<sup>9</sup> EPC certificates are renewed every 10 years.

#### Community

Staff and tenants are considerate of neighbours – external areas are kept clean and safe, and measures are in place to prevent and manage any anti-social behaviour.<sup>10</sup>

Accommodation is located near to amenities and transport, supporting social inclusion. Tenants are empowered and supported to engage with neighbours and the local community if they choose to,

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<sup>7</sup> Cavity wall insulation (if there are cavity walls that can be insulated effectively) or at least 50mm loft insulation (if there is loft space)

<sup>8</sup> Where new heating systems are being installed or existing system replaced, we will take the opportunity to increase the energy efficiency of the accommodation if possible. This would be achieved through installing energy efficient boilers with a SEDBUK A-C rating. Where this is not possible, cavity walls will be insulated where feasible.

<sup>9</sup> Although the government has recently dropped the legal obligation for this to happen.

<sup>10</sup> See Appendix Five, Tenant Rules

for example in attending social activities with their peers and with travel training, including use of public transport.

We engage the local community where possible, and safe to do so, inviting them to events onsite, or by allowing access to facilities as appropriate. For example, we run regular events open to the public on site.

### Rent-setting

Rent is payable for the cost of providing, managing, maintaining and improving tenants' homes. The money we raise through rent collection goes back into providing services and maintaining our tenant accommodation. As a charity and a social housing provider we are not permitted to make a profit on rental. If we make a surplus on our activities, it will be reinvested in line with our purposes. Rent will include:

- Repairs, maintenance and buildings insurance
- Improving homes to make sure they reach government standards
- Office and staff costs
- Management costs, i.e. dealing with tenant issues and collecting rent

Our combined service model (education, domiciliary care and supported housing) increases the Orpheus Centre's cost effectiveness by sharing staff across all services.

All forms of social housing requires rents to be set "below the market rate and accommodation made available to people whose needs may not be adequately serviced by the commercial market."

As a social housing provider, our rents should fall below market level. The Rent Standard states that affordable rents can be set at up to 80 % of the market rent (inclusive of service charges). However, since we provide supported living, it is recognised this kind of accommodation is more expensive to provide than normal housing due to space and accessibility requirements, greater wear and tear and additional design features and fittings for people with complex needs. While we endeavour to keep our rent at the affordable level defined by the 2020 Rent Standard<sup>11</sup>, we will set rents at a higher rate where it can be demonstrated this is necessary to meet our tenants' needs.

Rent levels will be reviewed and agreed by the Board annually as part of our budget setting process.

### Housing Benefit

The care and accommodation parts of our service are covered by separate agreements. Both care and accommodation can be paid for privately where people have the means to do so. Where they do not, tenants can claim Housing Benefit to cover their accommodation. In practice this applies to almost all of our tenants and we will support tenants to do this in line with their needs.

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<sup>11</sup> Set by the Regulator of Social Housing. The 2023 Rent Standard does not apply to any type of supported housing, the setting of rent for supported housing must continue to comply in full with all the requirements and expectations set out in the 2020 Rent Standard



In the interest of tenants, Orpheus will work together with Tandridge to establish what costs are reasonable for rent and eligible service charges in each case. Orpheus will maintain regular communication with Tandridge during the claim assessment process in order to deliver the best outcome for the tenant.

Orpheus must ensure we are able to provide clear information on how charges have been set, including evidence and methodology for costs, respond to any queries promptly (within one week) and cooperate fully with Tandridge to avoid delaying claims.<sup>12</sup>

Where Tandridge is looking at whether or not a tenant lives in 'exempt accommodation' it will require evidence of any care, support or supervision being provided by Orpheus. This could include the tenant's support plan. We may also be required to provide proof of funding for support costs.<sup>13</sup>

Due to the vulnerable nature of our tenants, we seek consent from all tenants to discuss their claim directly with Tandridge and be copied into relevant correspondence. Tandridge may, therefore, request information directly from us, or via a tenant's parent or advocate acting on behalf of the tenant. We must balance this with preparing the tenant for life after Orpheus, offering support on a case-by-case basis where required, rather than taking over and "doing it for them". It is important that the tenant has real control over their finances, with or without support and that we do not retain post addressed to the tenant's home.

Students are assessed on an individual basis about how much support they require in dealing with benefits, and who will provide this support as part of their initial housing assessment. All tenants are provided with signposting for Housing Benefit claims and at a minimum we will provide a "sample" Housing Benefit form approved by Tandridge that will act as a guide in completion of Housing Benefit applications.

As a non-Registered Social Landlord (RSL), our tenants will be making an 'exempt accommodation' Housing Benefit claim. This may be referred to the appropriate Rent Officer, who will provide a Rent Officer Determination (ROD) of the maximum level of mainstream rent that would be appropriate for the accommodation provided.<sup>14</sup> Tandridge must take account of the ROD as well as rent levels of suitable alternative accommodation when looking to place any restriction on the rent they will meet.<sup>15</sup>

It is important that Orpheus ensures rents provide value for money for our tenants and Tandridge while also fairly representing the cost of providing accommodation that is safe, of good quality and

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<sup>12</sup> Local councils have powers under the Housing Benefit Regulations 2006 (Regulation 86) to require information in relation to a Housing Benefit claim from benefit claimants. The Housing Benefit Office has the right to ask for a detailed breakdown and further evidence of the service being provided via job descriptions, and even to evidence the costs – if this is reasonable.

<sup>13</sup> The information they request can be very detailed including invoices, staff structures, job descriptions, hours worked and salaries.

<sup>14</sup> Individual Housing Benefit claims for the same academic year may be allocated to different Rent Officers who may make different determinations.

meets tenants' needs. We will endeavour to engage with Tandridge to demonstrate the safety, quality and value of our housing service, for example facilitating visits and inspections.

Costs for rent and service charges (whether considered eligible/ineligible for Housing Benefit purposes) should be transparent and reasonable. We will provide a rent breakdown to Tandridge which sets out all the charges included in the rent and service charges when a new claim or rent increase is submitted.

To be an eligible service charge, payment of it must be a condition on which the right to occupy the property depends.<sup>16</sup> Even if a charge is eligible, a Housing Benefit Office can reduce the amount of an eligible service charge they are willing to pay for. They can do this where:

- They believe the cost is excessive having regard to the cost of comparable services.
- They believe that, although the cost itself reflects the service being provided, the service is excessive - i.e. not required to the extent it is being provided.

Charges that are often listed as a service charge but would more likely fall to be counted as rent include items such as: voids provision, management charge and health and safety issues.

#### Ineligible service charges

Ineligible service charges (those which are not covered by Housing Benefit eg TV license) are invoiced monthly to tenants by the Finance Team. These are also subject to approval by Tandridge's Rent Officer for recipients of Housing Benefit. The Landlord and Tenant Act 1985 requires that service charges are no higher than the actual cost of delivering the services.

When deducting ineligible charges, if the charge amount is specified, Tandridge will deduct the whole amount of the charge. However, if Tandridge considers the amount to be unreasonably low for the service provided, they will use their own valuation of the cost of providing the service when making the deduction.

Generally the cost of providing care, support or supervision is not eligible to be met by Housing Benefit. Therefore any care, support or supervision that is not funded via social care commissioning (eg the cost of supporting students with housing benefit claims, transition costs etc) must be included in the ineligible service charge in the rent (and therefore paid for by the tenant themselves) or paid for by other sources of funding such as voluntary income.

#### Referrals

Referrals can be made one year in advance of a placement being required. Referrals can be made by the person themselves. The Student Recruitment Officer will send out an information pack about Orpheus on request and will lead the application process up until Enrolment Day.

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<sup>16</sup> A list of eligible and ineligible service charges may be found here:

[https://england.shelter.org.uk/professional\\_resources/legal/benefits/housing\\_benefit/service\\_charges\\_covered\\_by\\_housing\\_benefit](https://england.shelter.org.uk/professional_resources/legal/benefits/housing_benefit/service_charges_covered_by_housing_benefit)

Referrals involve two-way communication between referring organisations and Orpheus on individual needs and suitability. The prospective tenant must be involved in the referral process and their input will be sought in order to address their objectives. Organisations making referrals into supported housing at Orpheus should carry out a housing needs assessment for prospective tenants and ensure their suitability before making the referral. Referring organisations should involve Orpheus at an early stage. Orpheus must ensure effective communication and information between external parties, which may include the referring organisation and any existing housing or care providers on the individual's needs to confirm the suitability of the referral.

Whilst we wish to work with as many young adults as possible who meet the selection criteria, we are unable to work with individuals who present a high level of risk to themselves or others that we cannot effectively mitigate. We are also unable to work with individuals who require a level of support that could not be met living at Orpheus.

In particular we do not have the specialist skills to work with people who:

- are drug or alcohol dependent
- would require restraint to keep them safe
- would find the open nature of our site challenging.

Every potential tenant is viewed as an individual. In making the decision to offer a placement or not, discrimination of any kind is not tolerated.

#### Requirements prior to application

Each prospective tenant should have a first-hand experience of our accommodation before beginning the application and assessment process, through an initial visit. This visit can be made with parents and/or advocates if required. These are scheduled throughout the year. Potential tenants may arrange the initial visit by prior arrangement with the Student Recruitment Team. (In the event that a Local Authority has named Orpheus as the placement of choice, known as a "consultation", before an initial visit has taken place, it may be necessary to hold the initial visit after the application form has been completed.)

The visit will include:

1. A guided tour of the Orpheus Centre.
2. An opportunity to meet and talk to key staff members.
3. An opportunity to see an example of the accommodation.
4. An opportunity for the prospective tenants to discuss their needs and aspirations with staff members.
5. An opportunity to discuss the types of records we keep on tenants and explanation of the confidentiality policy.

Subsequent settling in visits, once an application has been accepted, are at the discretion of the care team, according to the needs of the prospective tenant and availability of the accommodation. If major upgrading works are taking place, it may not be possible to view the accommodation for health and safety reasons. (Major works are planned to be carried out in the "void" between tenants to avoid disrupting current tenants.)

### Application

Prospective tenants may apply by completing the self-assessment application form (see Appendix 1). A quick view guide to the Housing Pathway for new students may be found at Appendix 3, and a quick view guide to the application process at Appendix 4.

### Assessment

Following application, every applicant will receive an assessment of their housing and housing support needs by the care team. The assessment is designed so that both tenant and staff team can feel confident from the outset that we are able to fully meet the needs of each tenant.

Orpheus has an assessment process for two reasons:

1. To understand and be clear that we can meet the housing needs of individuals.
2. To understand tenants' future plans beyond Orpheus so we can support them in developing the skills to thrive beyond their time with us.

We will collect information that supports each of these objectives during the assessment process.

Needs assessments assess an individual's suitability for housing at Orpheus based on their vulnerabilities and risk and the appropriate 'mix' of tenants on our site. Orpheus will only agree to provide housing to a tenant if an assessment clearly demonstrates that we can adequately meet the housing needs of that person. Any additional needs will be addressed at the time and staff members will explain or demonstrate how these will be met.

### **How Needs are Assessed**

A desktop assessment of all applications will occur. If it appears at that stage, we can meet a tenant's needs we will progress to a full in person assessment.

Prior to assessment we must be in receipt of a completed self-assessment form. The self-assessment form asks for the following information related to housing:

- Current housing situation.
- Vulnerabilities and risk including the appropriate 'mix' of tenants.
- Housing history relevant to any risk assessment (e.g. no prior experience of independent living, or a previous breakdown in housing arrangements)
- Future housing aspirations (eg, to live independently, to live with a partner etc)
- Housing support (eg support with Housing Benefit, level of support required and delivered by who?)
- Specialist equipment needs and provision
- Transport access information – eg motability vehicle, parking space required, blue badge
- Carer/family involvement and other significant relationship contact

### **Assessment process:**

We expect the prospective tenants to be fully involved in the assessment process and will support the individual to ensure that their thoughts, ideas and feelings are written into the final report. Evidence must be collected of how people have chosen where they live, especially from people who do not use words to communicate<sup>17</sup>. Please refer to the Mental Capacity Policy.

The Student Recruitment Officer will arrange for a time to meet. This process will include:

- A trained member of the team will introduce themselves to prospective tenant.
- They will go through the self-assessment form, asking any additional questions.
- They will take notes and complete a summary report and recommendations.
- Once assessments are completed a report is uploaded to Databridge.
- The assessment panel then meets to decide whether Orpheus is suitable for the prospective tenant
- If Orpheus is not suitable for the applicant, we will write to inform them of our decision.
- If Orpheus is suitable for the applicant, we will send them an offer letter.
- Upon confirmation that any required care is in place we will allocate housing.

In the event that Orpheus is unable to offer a tenancy this will also be put in writing with clear reasons and a detailed explanation and further recommendations whenever possible. At times, a student may attend as a day student, but may progress to a tenancy given opportunities to develop their skills over time.

The organisation does not accept any individual for housing if their assessed housing and housing support needs cannot be met.

Accommodation will only be allocated once support has been agreed. Often this takes the form of a funding agreement by their local authority with care and support provided by Orpheus. However, if we can meet their housing needs but not their care needs, the prospective tenant is free to arrange their personal support in other ways for example by paying for a private nurse. Shared accommodation in the instance of a prospective tenant requiring 24-hour care not delivered by Orpheus would be risk assessed on an individual basis and would be dependent on the availability of suitable accommodation.

#### Accommodation allocation and waiting list

Accommodation is allocated fairly and objectively, having regard to any legislative requirements and regulations. Once an assessment has been completed and an offer has been made, housing is allocated in order of care provision being confirmed until we run out of places. Prospective tenants will then be allocated a place on our waiting list in order of care provision agreed.

We follow these priorities in allocating our properties:

- 1) Prospective tenants who are wheelchair users will always be allocated ground floor accessible accommodation; our ground floor accessible accommodation is always prioritised for ease of access and fire safety.

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<sup>17</sup> this may be required by CQC

2) Prospective tenants requiring specialist equipment will be prioritised for accommodation which meets their requirements, for example: ceiling hoists, Closomat toilets, wet rooms and accessible kitchens.

3) Prospective tenants have an opportunity to express their preference for the location and type of housing they want to live in. Wherever possible personal preferences will be taken into account when allocating accommodation.

#### Length of tenancy

In order to provide this opportunity to as many of our cohort as possible, accommodation may only be available for one to two years regardless of the length of tenants' study programme. We offer assured Short Hold Tenancy Agreements for durations of one year only.<sup>18</sup> Tenants may apply for a further year; however priority will be given to applicants who have not had the opportunity to develop their independence skills through supported living. Placements are transitional and tenants will be supported to plan for a transition onwards during their time at Orpheus.

#### Starting a tenancy

Prospective tenants are provided with an information pack including information on all rents and service charges, including notice periods for increases, and procedures for complaints and redress and dispute resolution. The pack includes:

- Rules (see Appendix 4)
- Equipment List
- Signposting for benefits
- Diary dates
- Information on internet providers
- Complaints Policy
- Electrical Installation Condition Report
- A copy of the [How to rent: the checklist for renting in England guide](#)

The care team will work with the prospective new tenants to offer support and guidance with developing a package of housing support. This will ensure that appropriate support is in place before the tenant moves in.

We believe that it could be disruptive to existing tenants to have people admitted in an emergency and provision of required support at short notice could compromise the care required by other vulnerable tenants, and therefore we only work with young adults on the basis of planned admissions. We do not reserve any of our accommodation for emergency admissions.

In order for tenants to benefit from our package of care there is an expectation that we can show progress and development. Therefore all tenants will have a level of need to develop their independence skills. Therefore tenants will all require some support and it is important that this is assessed by an appropriate support provider, agreed and put into place prior to moving into our accommodation.

The tenant's arrival time will be planned in advance. A member of the care team will greet the new tenant on arrival.

New tenants are shown around and orientated on first arrival, including providing details of emergency procedures and signing of paperwork.

The tenant's accommodation will be clean and prepared in advance. If major upgrade work has taken place during the "void" between tenants, this may not be until shortly before a tenant has moved in. A prospective tenant must not be shown the accommodation until it has been cleaned and prepared.

As we do not provide WiFi/broadband to tenant accommodation (other than communal areas), tenants who require an internet connection for medical devices such as epilepsy bands to work, must arrange privately for a 4g router to be installed and activated prior to their move in date. On no account must the tenant arrange for a wired internet system to be installed as this would compromise the safety of our organisational IT system.

All works, including 4g router installation, must be coordinated by the Estates Team.

Prior to moving in the following forms must be completed by the tenant:

- Flat Key/Fob Replacement Agreement
- Tenancy Agreement (the tenant will receive a signed copy)
- Council Tax exemption
- Data forms and Emergency Contacts
- Consent forms
- Housing Benefit application and associated documents if applicable

It is absolutely imperative that a tenant does not move in without these documents in place and is aware of this need. These should be completed on or before enrollment day and it is the responsibility of the Housing & Estates Administrator to ensure all forms are completed. If these forms are not completed before moving in day, the tenant will not be allowed to move in until the forms are completed. This policy is strictly enforced.

## Inventory

Tenants should be provided with a clean safe environment that contains appropriate equipment necessary to facilitate independent living, wherever reasonable and practical.

The Housing & Estates Administrator will work with the tenant to complete the inventory document addressing each room individually and listing all items provided by Orpheus.

Orpheus provides unfurnished accommodation, but does provide white goods: oven, fridge and blinds. Some properties have ceiling track hoists installed. Soft furnishings, beds etc must be provided by the tenant, which enables them to decorate their flat with a level of personalisation. It is important that the accommodation looks like the tenant's home and reflects their personality, rather than a place of work. For this reason, there should be no unnecessary organisational paperwork or equipment in accommodation except where required for safety or to meet the tenants' accessibility needs.

All portable electrical equipment is subject to an annual inspection by the Estates Team, excluding tenants' personal items. On failure of a PAT test the item must no longer be used and must be removed from the property. All tenants' personal electrical equipment should be in good condition and may be PAT tested if a visual inspection or risk assessment requires it.

Tenants may require equipment to ensure that their needs are fully met; this might include shower chairs, profiling beds, air mattresses, slings etc. In this instance the care team will support a prospective new tenant to identify their individual requirements prior to someone moving into our accommodation. We only acquire such equipment through referral to and assessment by LA occupational therapy / bed / wheelchair services who will provide contracts for the equipment.

An agreement will be sought from the funding body to provide essential equipment or adaptations. Where possible this will be prior to tenants moving in. If tenant needs change and our housing is no longer suitable and the tenant is unable to secure funding to make further adaptations or purchase necessary equipment, we may have to reassess Orpheus's suitability to meet their housing needs.

## Hoists

Orpheus will provide fixed and mobile hoists where this has been assessed as necessary by the care team or specialist professionals such as occupational therapists. All hoists comply with the Lifting Operations and Lifting Equipment Regulations 1998.

**On no account should any member of staff use a hoist to move a tenant until they have been trained in Moving and Handling and the use of the particular piece of equipment and had their practice supervised by an experienced and competent member of staff.**

## Housing Support

Orpheus is registered with the CQC to provide personal care and support to tenants on a domiciliary basis. Each tenant is entitled to flexible, consistent, and high-quality housing support that adapts to their needs. Care can be continuous or periodic, tailored to individual needs.



Tenants live independently in their own homes at Orpheus, with care designed to promote their autonomy. Personal care can be privately funded or financed through local authorities via care management or personal budgets.

**Key Points:**

- Separation of Services: Accommodation and personal care are managed separately, as required by our CQC registration. Tenants have a choice in their personal care provider.
- Tenant Rights:
  - Tenants can stop personal care without affecting their tenancy.<sup>19</sup>
  - They can arrange alternative care providers.
  - They have the right to restrict access to their home.<sup>20</sup>
  - They have free choice over daily personal care.
- Coordination: Care and estates teams must coordinate, sharing information as needed. Decisions on occupancy, rent, or terminations are made by the central team, not the care team.
- Access and Privacy: Orpheus staff do not access tenants' homes without permission, except for essential safety work or emergencies. Staff must respect tenants' rights and control over their home.
- Support Flexibility: Care is provided as per the tenant's schedule, with a "key" worker assigned to focus on their needs and goals. Tenants can change their support provider if desired.
- Key Worker Responsibilities:
  - Provide emotional support and practical advice.
  - Address housing support needs and ensure progress.
  - Coordinate services and advocate as needed.
  - Assist with tenancy, personal support, and occupational activities.

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<sup>19</sup> In practice, if it was unsafe for them to refuse care, this may become a safeguarding issue and, in any case, would be subject to a risk assessment.

<sup>20</sup> Tenants must allow us, or anyone with our permission in writing, to enter the Property at reasonable times of the day to inspect its condition and state of repair, carry out any necessary repairs and gas inspections, and during the last month of the Term, show the Property to interested tenants as long as we have given tenants at least 24 hours' notice in writing beforehand (except in an emergency).

- Our Housing & Estates Administrator will assist with Housing Benefit applications and maintain communication with Tandridge Council.

### Tenant Voice

Tenants have the right to have a say in how housing at Orpheus is managed and to have their comments, ideas and complaints listened to and respected. We actively seek tenant feedback on the housing and housing services, through a range of methods such as informal chats, meetings, surveys and suggestion boxes.

We publicise our complaints policy and process in leaflets, posters, newsletters, online and as part of regular correspondence with tenants.

In line with our organisational strategy we seek to amplify tenants' voice and involvement.

Tenants have their own tenants association which meets on a regular basis (at least once a term). Tenants will be supported to ensure that they can feel fully involved and make a positive contribution.

All written material for tenants is in plain English and staff are able to help explain if needed. We will provide additional support to tenants whose first language is not English, who are non-verbal or who have limited understanding.

Tenants will:

- Be provided with comprehensive, accessible, understandable and up to date information in appropriate formats, about housing policies, procedures, activities and services
- Be given opportunities to participate in activities that enable them to influence key housing issues
- Receive feedback about the outcome of their involvement and participation.

Tenants will be supported to be fully involved in all aspects of their housing including signing of their Tenancy Agreements and making benefits applications such as Housing Benefit.

If a tenant wishes to make a complaint, they should initially do so to their key worker. If the complaint cannot be resolved quickly and informally the staff member who has received the complaint should pass it to the COO in writing, who will then follow our organisational Complaints Policy. If they wish to make a complaint about their key worker, they can speak directly with the Head of Care.

Individual complaints about social housing providers should be made to the [Housing Ombudsman Service](#).

While we may retain spare keys in order to access accommodation in certain circumstances, such as to conduct repairs or an inspection<sup>21</sup>, it is important that we do not visit student accommodation

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<sup>21</sup> For example, where works are required to maintain the structural integrity of the dwelling or to prevent other components within the dwelling from deteriorating, or where a category 1 hazard must receive early attention.

excessively unless necessary so that the tenant experiences 'quiet enjoyment' of their home and clearly enjoys their personal space. If support staff need to hold keys, a written agreement must be in place.

Tenants must answer their own phone, door and open post (with support if necessary). Orpheus should not retain post addressed to the tenants' home.

Language used and decisions taken, for example, in policies, or about onsite events, should reflect that accommodation provided is our tenants' private home.

Tenants are encouraged to contribute to the Orpheus community, through initiatives suggested by the student Housing Forum.

House rules, which respect tenants' rights and independence, are in place and clearly displayed (see Appendix 5). The rules are developed with input from tenants where possible.

### Pets

Tenants may not keep pets without prior written permission from the Head of Care. Consent will not be given if it is felt that pets would cause a nuisance to neighbours or present other risks.

Requests for keeping a pet must be made to the Head of Facilities who will then complete a risk assessment. The risk assessment will inform the Head of Facilities' decision and risk mitigations may form the basis of an agreement with the tenant.

### **Official Service Dogs**

Where a tenant has a specific need or disability which might be assisted by an officially trained service dog then this will be considered and risk assessed as above. Examples of service dogs which might be considered include:

- Guide dogs
- Seizure response dogs
- Dogs for the disabled/mobility dogs
- Hearing dogs

Tenants should be aware that staff members with confirmed allergies may not be able to offer support to tenants should they have an official service dog or pet.

### **Tenancy Agreements**

Tenants at Orpheus are given the most secure form of tenancy compatible with the purpose of the housing and their needs and circumstances. Tenants have the same choice and control over their home as non-disabled tenants would.

We use assured short hold tenancies at Orpheus. Assured short-hold tenancies must be for a term of at least six months and there is no maximum term. Tenancies at Orpheus are year-round including over summer months.

Currently, fixed term tenancies are for six months. After this time has elapsed the tenancy is on a month by month rolling basis, with one month notice in writing required by tenants if they choose to leave.

Taking on a tenancy agreement means entering a legal contract. To do this a prospective tenant must have mental capacity to make relevant decisions. Where they do not do so only a person with legal authority can sign an agreement on their behalf (someone with legal power of attorney for financial and property-related decisions (LPA) or a court deputy with relevant powers, for example). Any decision made on their behalf must be made in their best interests, and in a way that meets the requirements of the Mental Capacity Act 2005 (MCA).

All tenants are helped by the Housing & Estates Administrator to understand their rights and responsibilities under the tenancy.

Tenants have 'exclusive possession' of their flat. Exclusive possession means that they can decide who can enter their accommodation, and when they can enter. Tenants must not have restricted access to any part of their home, including communal spaces, other than co-tenants' private space, unless there is a temporary health and safety or safeguarding risk.

Records are kept for each resident, relating to housing fees, their deposit, rent arrears, any accommodation issues, and notes on any proposed eviction or transfer. The Housing & Estates Administrator assists tenants with managing rental payments and rent arrears where needed.

There are clear procedures which set out the circumstances when the person can be moved on, e.g. if their care needs change.

### **Tenancy Procedures**

1. Potential Tenants must be offered a housing place at Orpheus plus care need and its funding agreed by tenant, local authority funder and Orpheus Care Team before a tenancy is offered.
2. Potential tenants' Social Workers will always be notified prior to them signing a tenancy agreement with Orpheus. Social workers must agree that individual service users have capacity to sign a tenancy agreement or identify who has legal authority to sign on the tenant's behalf.
3. Potential tenants must be made fully aware, in writing and through means appropriate to their individual needs, of their responsibilities for rent, council tax, TV licence, insurance for their personal possessions and any other bills they may be responsible for including arranging for their own 4G router (wired broadband is not permitted).

4. Orpheus tenancy agreements can only be signed by those role holders with a bank mandate (currently, CEO, COO, DofF&O, Chairman, designated trustees).

5. The signed and witnessed tenancy agreement is scanned and the tenant keeps a copy with a digital copy also kept by Orpheus.

#### Summer holidays

While the local authority may not agree personal care support over the summer holiday, tenants may access their accommodation with support from family or private support.

#### End of tenancy

At the end of the tenancy, Orpheus will serve a Notice to Quit to tenants who are ending their tenancies at least two months in advance of their moving out date (under section 21 of the Housing Act 1996). This guarantees Orpheus possession in the Courts should the tenant not leave at the end of the notice period as the grounds for possession are mandatory.

Moving out dates will be agreed well in advance by SMT and by end of April of each year at the latest, taking into account major upgrade works to be carried out on accommodation and communal areas, staff training needs and individual tenant transition arrangements.

The key aim of transition is to meet the needs of tenants and to ensure their safety, care and support during the process. Every tenant who moves on from Orpheus Housing should do so as part of a planned person-centred transition process. Wherever possible, we will work to ensure that transition is planned well in advance so that proper continuity of support can be secured and to ensure tenants have maximum independence, autonomy and control over their lives. If we have a tenant who wishes to move out before the end of the academic term, we will support them to do so.

We will also provide support through and beyond the process so that the move to a new home or environment can be made as easy and safely as possible.

We believe that planned transition can be described as an agreement between:

- the tenant
- Orpheus
- the tenant's care team
- those involved in the future placement; and
- family/advocate as appropriate.

A successful transition considers and addresses the rights and responsibilities of all those concerned in the transition process, but above all the rights and preferences of the young person making the transition. The young person must have genuine choice about where they are going to live.

In order to ensure a smooth transition it is essential that there is a timely referral to the future placement and care providers and the availability of ongoing support services. This should happen at the latest by 31 March of the tenant's final year at Orpheus.

When transition is planned, Orpheus will follow the procedure outlined in the Transition Policy.

### **Leaving at Short Notice**

In the event of a tenant leaving at short notice Orpheus will do the following:

1. Respect the tenant's right to make their own decision.
2. Do all that is possible to advise and encourage the tenant to remain in Orpheus Housing whilst their transition is planned with their social worker and family/advocate
3. In the event that the tenant remains resolute in their intention to leave, we will complete a risk assessment. If staff members believe that a tenant gives cause for concern their safety and wellbeing, then we will follow our usual safeguarding process.

### **Eviction**

Eviction is seen as an act of absolute last resort, taken only when any other action would be inappropriate or all efforts to tackle breaches of the tenancy agreement have been exhausted.

Eviction may be considered in the following circumstances:

- Where the court has granted an order for possession on one or more grounds as set out in the tenancy agreement and schedule 2 to the Housing Act 1988 (as amended) and Orpheus is entitled to possession absolutely or the tenant is in breach of the terms of a suspended possession order.
- At the end of assured shorthold tenancies if the tenant does not voluntarily leave.

One of the key aims of our housing is to support tenants to maintain their tenancies. Orpheus Housing will make every effort to ensure that tenants facing eviction have somewhere to stay following eviction.

### **Eviction Procedure Summary**

1. Any team may raise serious, ongoing or escalating housing management problems with the COO.
2. The COO will seek views from all relevant workers linked to the tenant's support.
3. The COO will bring the report to SMT. If SMT are in agreement the report will be sent to the Chair of Housing & Estates Committee who has the delegated responsibility to approve evictions.
4. The COO will send a letter to the tenant explaining that Orpheus intends to seek permission to serve a Notice Requiring Possession. The letter will explain the consequences of that notice, the legal advice that should be sought, the appeals process and a meeting date with the COO.

The appeals process to be followed is in Appendix Seven. Please see Appendix Eight for a detailed eviction process.

### **Unexpected Tenant Absence**

In the event that tenants are absent from the project without having informed staff members or who do not return to the project at the end of an agreed period of absence, then staff members will follow the Missing Service User Policy.

## **External Reporting**

HSE reportable incidents – refer to Health & Safety Policy.

## **Training**

Staff working as part of our supported housing service demonstrate an understanding of supported housing services and receive comprehensive training appropriate to their role. Staff are supported to acquire appropriate qualifications, where relevant.

Core competencies relating to safeguarding, equalities and health and safety are particularly important and training programmes include regular refreshers on key issues and opportunities for learning and development.

## **Glossary**

**Exempt accommodation** receives special treatment to enable Housing Benefit to meet the additional costs of providing supported housing. This is because this kind of accommodation is more expensive to provide than normal housing due to space and accessibility requirements, greater wear and tear and additional design features and fittings for people with complex needs. To qualify for exempt status, providers must show that they have not-for-profit status and that they are providing care, support, or supervision.

**Social housing** is housing to rent at below market level rents, or to buy through schemes such as shared ownership, that is made available to those whose needs are not served by the commercial housing market.

## Appendix 1

### Self Assessment Form

# ASSESSMENT INTERVIEW FORM

## *Prospective tenant name – Day /Supported Housing Application*

**Housing Application : Yes**

**Day Application : No**

(If Day Assessment is ticked Sections Personal Support / Lifeskills / Leisure and Money will be hidden)

|   |                            |
|---|----------------------------|
| <b>Names of Expected Attendees:</b>   | <b>Names of Assessors:</b> |
| <b>Date of Assessment:</b>  |                            |
| <b>Notes</b>  |                            |
|   |                            |
| <b>LEARNING &amp; CARE SUPPORT NEEDS IDENTIFIED</b>                           |                            |
| <b>Current School / College:</b>  |                            |
| <b>Local Authority/Case worker (if known):</b>                                |                            |
| <b>Age at 1<sup>st</sup> September of year starting:</b>                      |                            |
| <b>CARE ASSESSMENT</b>  |                            |
| <b>Care - Pre-Assessment Notes made from paperwork</b>                        |                            |
| <b>Pre-Assessment Notes made from paperwork</b>                               |                            |
|   |                            |
| <b>Diagnosis:</b>   |                            |
| <b>Queries which will need to be investigated further at Full Assessment:</b> |                            |
| <b>Key learning support considerations</b>                                    |                            |



|   |  |  |
|---|--|--|
| <b>Therapy and equipment requirements</b>   |  |  |
| <b>Concerns which would impact upon possibly offering a placement:</b>                      |  |  |
| <b>About Me</b>   |  |  |
| Your Height:  |  |  |
| Your Weight:  |  |  |
| Eye Colour  |  |  |
| Hair Colour   |  |  |
| Any Distinguishing marks  |  |  |
| My likes  |  |  |
| My dislikes   |  |  |
| Things you might like to know about me:   |  |  |
| <b>People who are important to me</b>   |  |  |
| My Family   |  |  |
| My Friends  |  |  |
| Do you need support to keep in contact with your friends?                                   |  |  |
| Romantic Relationships?   |  |  |
| Have you got a boyfriend or girlfriend?   |  |  |
| Do you need support with romantic relationships?  |  |  |
| Do you have any pets?   |  |  |
| <b>Health and Medical Needs</b>   |  |  |
| Impairment and Disability (See Disability tab) Note: Will print on Final Support Plan (271) |  |  |
| Current health needs  |  |  |
| Any Allergies, Medical, Diet or Other?  |  |  |
| Medical History Past and Current?   |  |  |
| <b>Do you have seizures? If so, give as much details as possible.</b>                       |  |  |

| <b>Medication</b>  |        |              |          |
|--|--------|--------------|----------|
| <i>How do you store your medication?</i>                       |        |              |          |
| <i>How do you like to be supported when taking medication?</i> |        |              |          |
| <i>Do you suffer side effects from your medication?</i>        |        |              |          |
| <i>Any other information regarding your medication</i>         |        |              |          |
| <b>Pull in to assessment from Student Medication Tab</b>       |        |              |          |
| Name of Medication   | Dosage | Time/s Taken | To treat |
|  |        |              |          |
|  |        |              |          |
|  |        |              |          |

| <b>Moving and Handling</b>  |  |
|---|--|
| <i>Do you need support with moving and handling?</i>  |  |
| <i>List any specialist equipment you need? – (Please note this must be provided by you the student)</i> |  |
| <i>Do you use a wheelchair?</i>   |  |
| <i>Manual/Electric</i>  |  |
| <i>Provider contact details</i>   |  |
| <i>Describe how you move from chair to chair or chair to toilet.</i>                                    |  |
| <i>Describe how you move from floor to chair.</i>   |  |
| <i>Describe how you move from bed to a chair.</i>   |  |

|  |  |
|--|--|
|  |  |
| <b><i>Do you need support to go to the toilet?</i></b>   |  |
| <b><i>Describe how you like to be supported at meal times.</i></b>                                 |  |
| <b><i>Do you need support during the night? (moving and handling)</i></b>                          |  |
| <b><i>Are you able to get undressed and in to bed at night? (moving and handling)</i></b>          |  |
| <b><i>Describe any other support you need at bed time? (e.g. meds) – (moving and handling)</i></b> |  |
|  |  |

| <b>Diet, Drink and Nutritional Information</b>  |  |
|---|--|
| <b><i>Do you use and special equipment to support you with eating and drinking?</i></b> |  |
| <b><i>Do you require support to eat your food?</i></b>                                  |  |
| <b><i>Do you require support to drink a drink?</i></b>                                  |  |
| <b><i>Do you require support to make a hot or cold drink?</i></b>                       |  |
| <b><i>Is there a risk of you choking on your food?</i></b>                              |  |
| <b><i>Are you allergic to any food?</i></b>   |  |
| <b><i>Do you have difficulties with any specific foods? (e.g. textures)</i></b>         |  |
| <b><i>What are your favourite foods?</i></b>  |  |
| <b><i>What do you not like to eat?</i></b>  |  |
| <b><i>Do you need support with portion control?</i></b>                                 |  |

|   |  |
|---|--|
| <i>Do you need support to pay for meals?</i>                              |  |
| <i>Do you require prompts to make sure you are drinking enough water?</i> |  |
| <i>Any other dietary requirements?</i>                                    |  |

| <b>Day Support (Day Only)</b>   |  |
|---|--|
| <i>Do you require support to wash after eating?</i>                     |  |
| <i>Do you need support to attend lunchtime activities?</i>              |  |
| <i>Describe how you like to be supported when accessing the toilet?</i> |  |

| <b>Daily Routine and Personal Support Needs (Housing Only)</b> |  |
|--|--|
| <b>Personal Support</b>  |  |
| <b>Morning support</b>   |  |
| <i>What time do you wake up?</i>                               |  |
| <i>What support do you need in the morning?</i>                |  |
| <i>Describe how you brush your teeth.</i>                      |  |
| <i>Describe how you like to be supported when showering or</i> |  |

|  |    |
|--|----|
| <b><i>bathing.</i></b>   |    |
| <b>Break support</b>   |    |
| <b>Lunch support</b>   |    |
| <b>Dinner support</b>  |    |
| <b><i>What time do you like to eat your dinner?</i></b>                        |    |
| <b><i>Describe how you like to be supported at meal times.</i></b>             |    |
| <b>Evening support</b>   |    |
| <b><i>Are you able to get undressed and in to bed at night?</i></b>            |    |
| <b><i>Describe any other support you need at bed time. (e.g. meds)</i></b>     |    |
| <b><i>What time do you go to bed?</i></b>                                      |    |
| <b>Night support</b>   |    |
| <b><i>Do you require any support during the night?</i></b>                     |    |
| <b><i>Do you have a history of sleep walking</i></b>                           | No |
| <b>Toileting support</b>   |    |
| <b><i>Describe how you like to be supported when accessing the toilet.</i></b> |    |
| <b>Personal grooming</b>   |    |

|                                  |  |
|----------------------------------|--|
| <b>Lifeskills (Housing Only)</b> |  |
| <b>Shopping</b>                  |  |

|  |    |
|--|----|
| <b>What support do you need to menu plan?</b>  |    |
| <b>What support do you need to write a shopping list?</b>                            |    |
| <b>What support do you need in the supermarket?</b>                                  |    |
| <b>What support do you need with Budgeting</b>                                       |    |
| <b>What support do you need with Unpacking</b>                                       |    |
| <b>What support do you need with storage of items</b>                                |    |
| <b>Cooking</b>   |    |
| <b>What support do you need to make hot and cold food?</b>                           |    |
| <b>What support do you need to make a cold or hot drink?</b>                         |    |
| <b>What support do you need to store food safely?</b>                                |    |
| <b>I need support with,</b>  |    |
| <b>Checking use by dates</b>   | No |
| <b>Using knives</b>  | No |
| <b>Using oven or hob</b>   | No |
| <b>Using microwave</b>   | No |
| <b>Healthy eating choices</b>  | No |
|  |    |
| <b>Housekeeping</b>  |    |
| <b>What support do you need to wash the dishes?</b>                                  |    |
| <b>What support do you need to clean your flat (lounge/bedroom/kitchen bathroom)</b> |    |
| <b>What support do you need to do your laundry and hanging up clothes?</b>           |    |
| <b>What support do you need emptying bins</b>  |    |
| <b>Money (Housing Only)</b>  |    |
| <b>Do you have your own bank</b>   |    |

|  |  |
|--|--|
| <i>account?</i>  |  |
| <i>Does anyone other than you look after your money?</i>                     |  |
| <i>What support do you need to pay bills?</i>                                |  |
| <i>What support do you need to pay for food in a supermarket or similar?</i> |  |
| <i>What support do you need, to keep your card and cash safe on site?</i>    |  |
| <i>Do you understand the value of money?</i>                                 |  |

### **My Wellbeing and Emotional Support**

|  |  |
|--|--|
| <i>History of my Well-being needs</i>  |  |
| <i>My current Well-being Health support needs</i>  |  |
| <i>Have you ever run away from your house or out of school? (If yes please give details)</i> |  |
| <i>Have you ever taken anything that did not belong to you?</i>                              |  |
| <i>Do you need support with Social media and internet safety?</i>                            |  |
| <i>Is there anything else you can think of that we should know to ensure that you safe?</i>  |  |

### **Leisure (Housing Only)**

|  |  |
|--|--|
| <i>What leisure activities do you enjoy?</i> |  |
| <i>What support do you need to:</i>          |  |
| <i>Book Activities</i>                       |  |
| <i>Attend Activities</i>                     |  |
| <i>Do you have your own vehicle?</i>         |  |

|   |    |
|---|----|
| <b>Housing Support Requirements</b>   |    |
| <b>Flat Reasonable Adjustments</b>  |    |
| <i>Kitchen: Any adaptations needed, such as lowered worktops etc.</i>       |    |
| <i>Main Living Space: Any adaptations needed:</i>                           |    |
| <i>Wet-room: Any adaptations needed eg grab rails</i>                       |    |
| <i>Fitted shower chair?</i>   |    |
| <i>Closomat toilet needed?</i>  |    |
| <b>Tenant Considerations</b>  |    |
| <i>If someone knocked on your door, how would you answer?</i>               |    |
| <i>How would you deal with a noisy neighbour?</i>                           |    |
| <i>How would you deal with being asked to stop being noisy?</i>             |    |
| <i>Isolation/Sociability: Would you ask for support if you felt lonely?</i> |    |
| <b>Prompts for Practical Considerations</b>                                 |    |
| <i>Housing Benefit process explained</i>                                    | No |
| <i>Tenancy agreement explained</i>  | No |
| <i>Rental top up explained: £'s per week on top of HB</i>                   | No |
| <i>Travel and support explained</i>   | No |
| <i>Annual TV Licence £'s</i>  | No |
| <i>Household contents Insurance discussed:</i>                              | No |
| Decision Making Notes   |    |



|  |    |
|--|----|
| <b><i>Suitable for:</i></b>  |    |
| <b><i>Flat With Closomat Required not all flats are fitted with these)</i></b> | No |

| <b>Costs</b>                     |  |
|----------------------------------|--|
| <b><i>Costing Preference</i></b> |  |
| <b><i>Additional Costs</i></b>   |  |
| <b><i>Information</i></b>        |  |

| <b>Aspirations</b>  |  |
|---|--|
| <b><i>Have you ever stayed away from home before?</i></b>             |  |
| <b><i>Why do you think that you are ready to live at Orpheus?</i></b> |  |

| Communication and Interaction   |                  |
|---|------------------|
| Assessment Question   | Assessment Notes |
| What support do you need to help you communicate and share your ideas with others in the classroom?                           |                  |
| How do you prefer to be given information or instructions? <i>(Share student visual 1)</i>                                    |                  |
| Comments – Information / Instructions   |                  |
| If visual support helps you, what type of visuals do you prefer? <i>(Share student visual 2)</i>                              |                  |
| Comments – Visuals  |                  |
| Do you use any equipment, computer apps, or resources to help you communicate with others?                                    |                  |
| <b>SPEECH &amp; LANGUAGE THERAPY</b><br>Do currently receive speech and language therapy?                                     |                  |
| Would you require speech and language therapy at your next college?<br><i>(Can only cost if stated in the EHCP as a need)</i> |                  |
| If yes how often do you see the Speech and Language Therapist?  |                  |
| What support do you need from the Speech and Language Therapist?  |                  |

| Cognition & Learning   |                              |  |
|--|------------------------------|--|
| Assessment Question  | Assessment Notes             |  |
| What is your favourite subjects at school / college?   |                              |  |
| What Performing / Creative Arts Major are you wanting to study if you come to Orpheus? <i>(Share student visual 3)</i> | 1 <sup>st</sup> , preference |  |
|  | 2 <sup>nd</sup> , preference |  |
|  | 3 <sup>rd</sup> , preference |  |
|  | 4 <sup>th</sup> , preference |  |
| Would COIN / Apollo be more appropriate to start in?   |                              |  |
| What skills do you need to develop to achieve your goals?  |                              |  |
| How often do you need support in the classroom?<br><i>(Share student visual 4)</i>                                     |                              |  |
| What help do you need to stay focussed and learn?  |                              |  |

|  |  |
|--|--|
| <i>What do you think you need most help with in the classroom?</i>                               |  |
| <i>What qualifications / level are you working towards in Maths?</i>                             |  |
| <i>What qualifications / level are you working towards in English?</i>                           |  |
| <i>Have you completed any Arts Award Qualifications?</i>   |  |
| <i>Do you use any equipment, computer apps, or resources to help you learn in the classroom?</i> |  |

| <b>Social, Emotional and Mental Health</b>  |                         |
|---|-------------------------|
| <b>Assessment Question</b>  | <b>Assessment Notes</b> |
| <i>What support do you need to help you manage your behaviour or emotions?</i>  |                         |
| <i>What kind of things would upset you?</i>   |                         |
| <i>What would you do if you felt worried or anxious?</i>  |                         |
| <i>What would you do if you felt angry or cross about something or someone?</i>   |                         |
| <i>What strategies do you use to help you feel calm?</i>  |                         |
| <i>Do you know about the zones of regulation?</i>   |                         |
| <i>Do you need any of the following additional help to cope and feel good?<br/>(dependent on local authority funding)</i> |                         |
| <i>What support do you need to have good friendships and relationships with others?</i>                                   |                         |

| <b>Sensory and Physical</b> |                         |
|-----------------------------|-------------------------|
| <b>Assessment Question</b>  | <b>Assessment Notes</b> |

|  |  |
|--|--|
| <b><i>Do you have any equipment you use to help you get around school / home?</i></b>  |  |
| <b><i>PHYSIOTHERAPY</i></b>  |  |
| <b><i>Do currently receive physiotherapy?</i></b>  |  |
| <b><i>Would you require physiotherapy at your next college?<br/>(Can only cost if stated in the EHCP as a need)</i></b>        |  |
| <b><i>If yes how often do you see the physiotherapist?</i></b>   |  |
| <b><i>What does the Physiotherapist help you with?</i></b>   |  |
| <b><i>OCCUPATIONAL THERAPY</i></b>   |  |
| <b><i>Do currently receive occupational therapy?</i></b>   |  |
| <b><i>Would you require occupational therapy at your next college?<br/>(Can only cost if stated in the EHCP as a need)</i></b> |  |
| <b><i>If yes how often do you see the occupational therapist?</i></b>  |  |
| <b><i>What does the occupational therapist help you with?</i></b>  |  |
| <b><i>Are there any loud noises that upset you?</i></b>  |  |
| <b><i>If yes, what helps you when you hear those noises?</i></b>   |  |
| Any Additional Information   |  |

| <b>Is an External Observation and Assessment Required?</b>                           |    |
|--|----|
| Is an external visit to current placement required in order to make a full decision? | No |
| State why external visit required  |    |
| Areas to be investigated / queried on external visit                                 |    |

|   |  |
|---|--|
| Questions to be asked of staff during visit           |  |
| <b>External Observation and Assessment</b>            |  |
| Staff member conducting visit                         |  |
| Date and Time of Visit                                |  |
| Organisation / placement visited                      |  |
| Name and role of any staff spoken to during the visit |  |
| Any concerns during the visit                         |  |
| Additional observation notes                          |  |
| Recommendations                                       |  |

| DECISION COMMENTS FOLLOWING PRE-ASSESSMENT   |  |
|--|--|
| Education Pre assessment Outcome/Decision  |  |
| Care/Housing Pre assessment Outcome Decisions  |  |
| If the applicant is not going to be offered a full assessment or place at Orpheus, please state clear detailed reasons |  |
| Decline Reason Main Category   |  |

| <b>Following a full assessment</b>  |  |
|---|--|
| <b>Feedback from lesson / assessment observation</b> Rate on the basis of:<br><b>0 – No      1 – Maybe      2 – Yes      3 – Potentially outstanding contribution</b>   |  |
| 1. Does the applicant show the capacity to be able to move into the wider community more in control of their future and make informed decisions?  |  |
| 2. Will the applicant be able to demonstrate effectively the aims and objectives of the Orpheus centre by taking part in performing and visual arts?  |  |
| 3. Has the applicant the creative ability to contribute to the process of performance?  |  |
| 4. Has the applicant the capacity to learn, progress and benefit from education including functional skills English and maths, housekeeping, financial management, life skills, social skills and arts related subjects |  |
| <b>Assessment questions to be considered by Assessor</b>  |  |
| Can we look after the applicant safely?   |  |
| Would there be any risks to the safety and / or progress of other students if the applicant came to Orpheus?  |  |
| Will the applicant be funded by education?  |  |
| Can we meet the needs as outlined in the applicants EHCP?   |  |
| Will the applicant have an appropriate peer group at Orpheus?   |  |

|   |  |              |
|---|--|--------------|
| Is the applicant to be offered a place at Orpheus?  |  |              |
| <b>Following a full assessment</b><br><i>If the applicant is not going to be offered a place at Orpheus, please state clear detailed reasons below</i>  |  |              |
| <b>If the applicant is to be offered a place, please detail learning support levels additional equipment and therapy needed below</b><br><b>Learning Support Ratio:</b><br><br><b>Therapy Requirements:</b><br><i>(If not weekly state total number of hours per year and include minimum of 2 hours indirect support for annual review report write up, resources making, staff training and additional admin. Explain how annual hours are to be broken down, i.e. 8 hours per year, half termly 1-hour reviews with additional 2 hours indirect support for annual review prep, and admin)</i><br><br><b>Equipment Requirements: (including servicing costs)</b><br><i>(including servicing costs)</i> |  |              |
| <b>Pre- Assessment completed by</b>   |  |              |
| <b>Learning Assessor Print Name:</b>  |  | <b>Date:</b> |
| <b>Care Assessor Print Name:</b>  |  | <b>Date:</b> |
| <b>Full Assessment completed by</b>   |  |              |
| <b>Learning Assessor Print Name:</b>  |  | <b>Date:</b> |
| <b>Care Assessor Print Name:</b>  |  | <b>Date:</b> |

self-assessment form

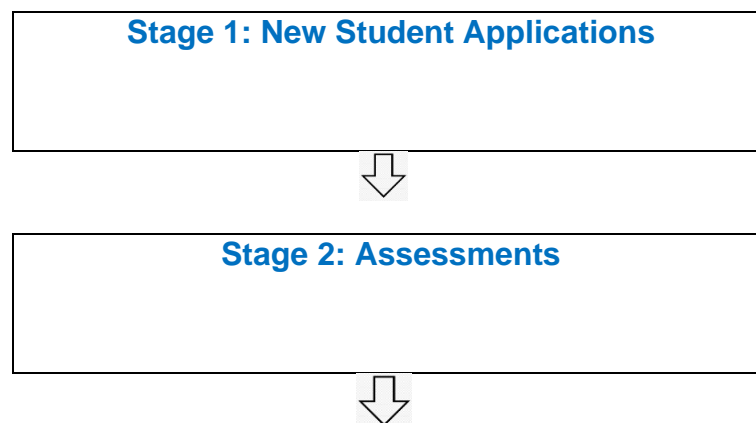
## Appendix 2

| <b>Table 1: Component lifetimes used in the disrepair criterion</b> |                                 |   |   |
|---|---------------------------------|---|---|
| <b>Building components<br/>(key components marked*)</b>             | <b>Houses and<br/>bungalows</b> | <b>All flats in blocks of<br/>below 6 storeys</b> | <b>All flats in blocks of<br/>6 or more storeys</b> |
| Wall structure*   | 80                              | 80  | 80  |
| Lintels*  | 60                              | 60  | 60  |
| Brickwork (spalling)*   | 30                              | 30  | 30  |
| Wall finish*  | 60                              | 60  | 30  |
| Roof structure*   | 50                              | 30  | 30  |
| Roof finish*  | 50                              | 30  | 30  |
| Chimney*  | 50                              | 50  | N/A   |
| Windows*  | 40                              | 30  | 30  |
| External doors*   | 40                              | 30  | 30  |
| Kitchen <sup>19</sup>   | 30                              | 30  | 30  |
| Bathrooms   | 40                              | 40  | 40  |
| Heating central heating gas boiler*                                 | 15                              | 15  | 15  |
| Heating central heating<br>distribution system                      | 40                              | 40  | 40  |
| Heating other*  | 30                              | 30  | 30  |
| Electrical systems*   | 30                              | 30  | 30  |

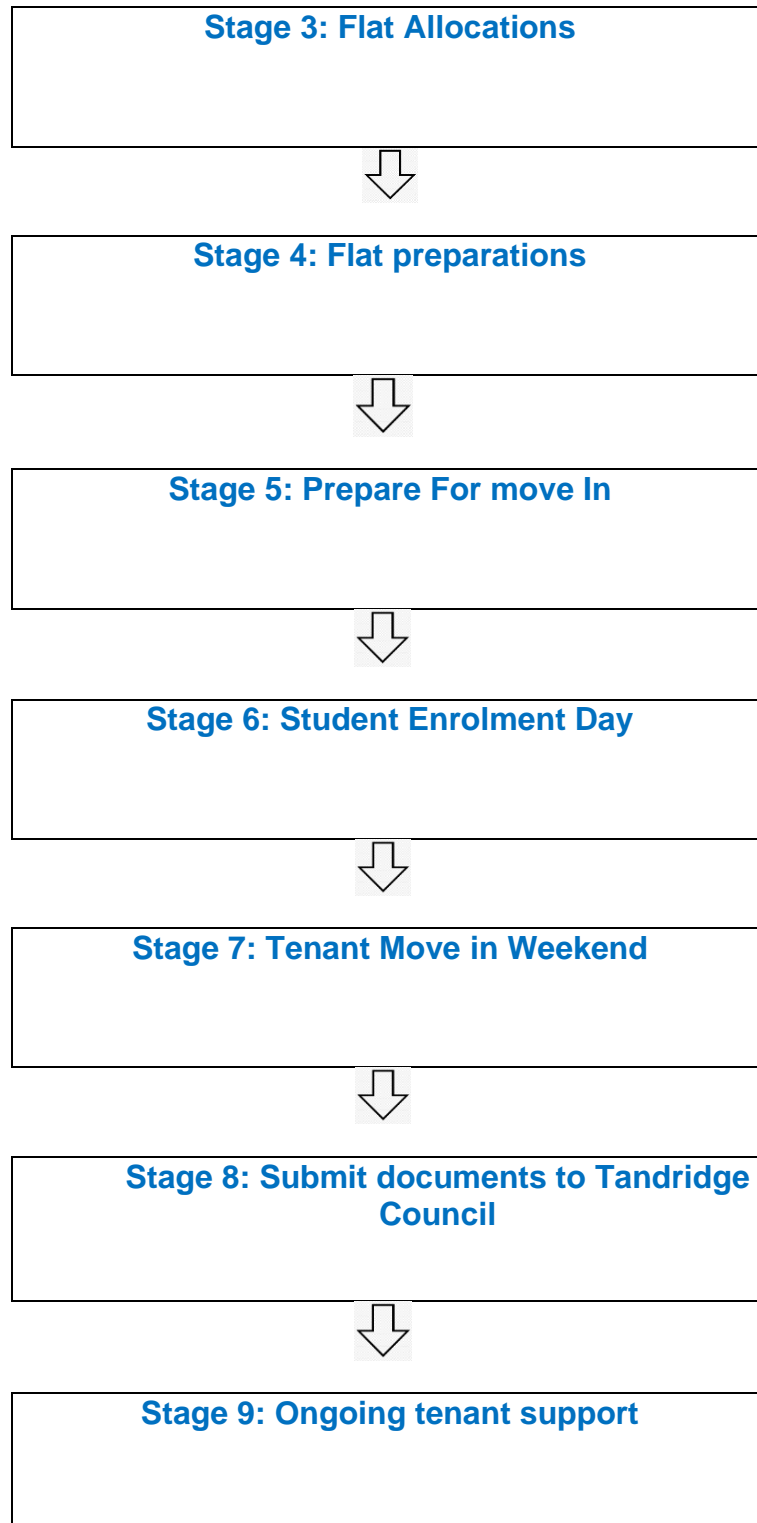
## Appendix Three

### Housing Pathway for New Students - Quick View Guide

(Updated December 2021)







## Appendix Four

### Housing Application Pathway 2024



## Appendix Five

### Orpheus Tenant Rules and Regulations

The Orpheus Centre is a great place to live and study, and we want all of our tenants to have an enjoyable and safe time during their time with us.

This means that we ask all of our tenants to conduct themselves in an appropriate manner at all times and to follow the Orpheus rules at all times for everyone's health and safety.

Please remember to always ask for help if you need it and to keep us informed of any issues and we will try our best to help you.

#### **Keeping yourself safe**

During your time as an Orpheus tenant, we want you to **keep yourself and your belongings safe.**

- Before moving in we recommend that all tenants have their own household contents insurance which ensures that if something were to happen, that you will be able to get your possessions replaced. Check that your home insurance will provide enough cover.
- Keep a record of anything valuable you intend to bring with you. We recommend that you take photos of these valuables so it's easier to claim on your insurance.
- UV marker pens can be used to put your name, house number and postcode onto items so that they can be identified and traced back to you if recovered.
- Please keep your personal items safe at all times
- For everyone's health and safety Orpheus tenants are not allowed conventional hot water bottles on site because of the risk of scalding and burning.
- Cherry stone pillows or similar products, designed to be heated in the microwave can be used instead.
- Please do not use any products that contain bleach as it interferes with our cess pit system.
- Make sure you know what to do in an emergency.
- Ask staff for support to help you use the aid call (buzzer) system
- Please make sure you know what the fire alarm sounds like and you know what to do.
- Make sure you know what to do and where to go if the fire alarm does sound.
- Please ask staff if you are unsure.
- Always ensure that your flat is secure at all times even if you're just popping next door for a few minutes.
- Always keep your room clean, tidy and safe at all times.

- Always double check all doors and windows are locked before leaving your flat. Please turn off lights when not in use and switch off all your lights and electrical equipment when leaving your flat.
- Always wear your Orpheus College ID badge and always have your key or fob with you.
- Do not lend your key or fob to other tenants.
- Please ensure that staff know if you are going to be staying away.
- Shoes must be worn at all times while walking around the site.
- Always be appropriately dressed and never wear pyjamas, dressing gowns or slippers anywhere outside of your flat.
- While at home in your flat always check who is knocking on your door before you open it.
- Never open your flat door to someone you don't know.
- You must always be appropriately dressed before opening your door to anyone.
- Always keep yourself safe online.
- Be careful who you meet online as they might not be what they seem.

### **Keeping others safe**

We ask our tenants to be considerate and courteous at all times. Orpheus has a zero-tolerance policy to any behaviour considered anti-social or abusive.

We will not tolerate

- Anyone being violent towards another person (including making threats to hurt)
- Any indecent, threatening, intimidating or offensive behaviour or language (including that of a sexualised nature).
- Any behaviour that could be considered as bullying or harassment
- Anyone making abusive comments (including those that relate to sex, religion, sexuality, and race), whether in person or online.
- Always be considerate and respect your neighbours
- Your tenancy agreement states that "you must not do anything on or at the Property that causes or is likely to cause a nuisance or annoyance to anyone else living in the property or anyone who owns or lives in nearby premises
- Please keep the noise down and do not disturb others
- Do not use illegal substances
- Do not drink alcohol to the point that you cannot follow these rules
- You must not bring any weapons or anything that looks like a weapon on site
- You are not allowed to carry a knife onsite.
- You must not keep a pet without prior written permission. Consent will not be given if it is felt that pets would cause a nuisance to neighbours'.
- Treat all college property with respect

### **Keeping Orpheus safe**

- Please always act responsibly and show respect for Orpheus property
- Your tenancy agreement states that “You must keep the inside of the Property, and our fixtures and fittings, in good condition, undamaged (other than by fair wear and tear), and clean and tidy.”
- Significant damage to Orpheus property or property of other tenants, staff or visitors will not be tolerated
- Please report anything unsafe to a member of staff
- Please report any accidents or near misses to a member of staff
- Your tenancy agreement states that “You must not smoke inside the Property or in any shared areas.”
- If you wish to smoke or vape, please do so only in the designated area.
- After 11 pm please keep noise to a minimum.
- Your tenancy agreement states that you” must not keep any dangerous or flammable goods (those that easily catch fire), materials or substances in or on the Property, apart from those needed for general household use (such as matches).”

### **Rules around your guests**

- Visitors are welcome anytime outside of the learning day
- Overnight guests can sleep in your room
- We recommend purchasing a sofa bed for guests to sleep on
- Please make sure your visitors stick to the rules as you are responsible for them
- You must accompany your visitors at all times.
- Your tenancy agreement states that “you are responsible for the behaviour of everyone who visits the Property.”
- You must tell the support team when you are having visitors and they can support you with planning for them.
- Visitors must sign in and out at reception.

### **Consequences**

If you are not able to meet these expectations, we will follow our tenancy process to give you warnings and the chance to improve.

Initially any member of staff can issue you with a verbal warning.

If your behaviour does not improve, your key worker will support you to write an acceptable behaviour agreement which you must sign and stick to.

This agreement will be reviewed weekly by the Supported Housing Officer to check that you are sticking to the agreement. Failure to do so could start our 21-day notice to quit procedure and you will be asked to leave Orpheus.

In some cases when there has been a serious incident, we may go straight to this stage.

## Appendix Six

### **Appeal Process**

1. The COO will make it clear to the tenant that appeals may only be made on the grounds that Orpheus has not followed its own procedures or has made its decision on the basis of inadequate or inaccurate information.
2. Appeals must be made in writing to the CEO in the first instance and the tenant may use the help of a representative.
3. Appeals to the CEO must be submitted within a specified time period, normally ten working days from the letter confirming that permission for the eviction is being sought.
4. If the CEO decides there are insufficient grounds for appeal, they must inform the tenant in writing as soon as is practically possible.
5. If the CEO decides that there are sufficient grounds for an appeal the CEO will arrange to send the appeal along with any other relevant information to the Chair of the Housing & Estates Committee.
6. The Chair of the Housing & Estates Committee will decide whether an appeal hearing needs to be convened or whether there is sufficient information in the written submissions upon which to base a decision.
7. If an appeal panel is to be convened the Head of Care will attend the meeting and put the case for eviction. The tenant, if present, will then be given the opportunity to give reasons why the eviction should not go ahead. The appeal hearing will take place within 10 working days of the Chair of the Housing & Estates receiving details of the appeal.
8. The appeal panel will be made up of the Chair of Housing & Estates and one other trustee.
9. If there are no grounds for appeal or the appeal is not upheld, the transitions team should take steps to discuss housing sources with the tenant.
10. Appeals made after the Notice Requiring Possession will not be considered.
11. If no appeal has been made, and permission has been received from the Chair of the Housing and Estates committee, a Notice Requiring Possession will be prepared.

## Appendix Eight

## Eviction Procedure

### **Serving notice**

1. The Notice Requiring Possession will be served two full calendar months prior to seeking possession.
2. The notice period may not expire before the end of the first six months of tenancy. A two-month Notice Requiring Possession may therefore be served after a tenant has occupied their current tenancy not less than four months.
3. The Notice Requiring Possession will be served personally on the tenant by the COO unless: -
  - a) The tenant does not answer the door in which case the notice will be put through the letterbox in self-contained properties, or under the door at shared properties OR
  - b) A risk assessment of the tenant demonstrates that it is not safe for personal service in which case the Notice Requiring Possession will be posted to the tenant recorded delivery OR
  - c) Where it is known or suspected that the tenant no longer lives at the property in which case service will be to the property by hand where possible and to any other address known to be frequented by the tenant including that of the next of kin.
4. Wherever possible, service will be witnessed by another member of staff this will usually be a LSCA Support Lead.
5. The implications of the Notice Requiring Possession will be explained to the tenant again in person or by covering letter.
6. A relinquishment of tenancy form should accompany the Notice Requiring Possession inviting the tenant to give up their tenancy and return their keys before a Court Order is sought.
7. The server of the Notice Requiring Possession will, as soon as possible after service, swear a Statement of Truth (Affidavit) at a County Court or with a solicitor /commissioner of oaths.

### **Application for Possession**

1. After the notice has expired, the COO will file an Application for Possession form in duplicate at the appropriate area County Court under s21 of the Housing Act 1988 together with the appropriate fee.
2. The application is made in the form of a statement of truth (Affidavit) sworn at a County Court or with a solicitor/commissioner of oaths.
3. The court will inform the tenant (defendant) that they have 14 days to respond to the application.
4. Notification of service will be sent to the COO by the court to confirm that the tenant has been informed of the application and invited to respond.

5. The tenant may object to the application on procedural grounds in which case a hearing will be listed and both parties informed of this date.
6. If a hearing is listed, the COO will instruct solicitors to represent Orpheus at the hearing.
7. A Court Order may be made without a hearing and the tenant will often be given a period of time to vacate the property before a bailiffs warrant may be sought.
8. The order will be for possession only, not arrears, although the Court should be made aware of costs. An order for recovering arrears should be sought separately using a Default Summons.
9. After the hearing the COO will send a letter will be sent to the Chair of Housing & Estates seeking final approval for eviction. This letter will set out all reasons for the eviction and all steps taken to avoid it. The trustee representative will respond to the request for approval promptly and in any event within 2 weeks.
10. If approved as above, the tenant will be invited once again to relinquish their tenancy and return their keys to Orpheus. The COO will send a letter to the tenant advising them: -
  - a. That permission has been sought to evict them.
  - b. Of their right to appeal against eviction and the correct means of doing so.
  - c. Of appropriate sources of legal advice should they wish to seek it.
  - d. Of ways to seek alternative housing.
11. If the tenant does not relinquish the tenancy, an Application for a Warrant for Possession (bailiff's warrant) will be made to the Bailiffs office of the court with the appropriate fee.
12. The Head of Care and COO following a detailed risk assessment in accordance with the eviction procedure will meet bailiffs at the property.

### **Suspended Orders**

- A court order suspended on any terms can be enforced at any time up to six years after it has been granted. Enforcement after that time requires leave of the court by application.
- If the tenant defaults on the terms of the suspended order the tenant becomes an unintended occupier and must be referred to as such until the order is enforced.
- At the discretion of the Head of Care up to a maximum of four defaults may be made on the order before it is enforced.
- For orders made on the basis of rent arrears, any payments made into the account after the order is made must not be referred to as rent – the legal term is 'mesne profits'. Any receipt issue for payments must be made in accordance with the terms of the order.

### **Absolute Orders**

- An order for possession may be made without terms to suspend it. Such orders will state when possession may be taken, e.g. "forthwith", after 14 days or 28 days etc.
- Normally, only payment in full will be accepted by Orpheus where an absolute possession order has been granted for rent arrears.



- Absolute orders should be sought only in exceptional circumstances (such as where abandonment is likely but not certain or where there are serious threats or incidents of violence to others, for example) and will be enforced as soon as possible thereafter under the terms of the order.
- The COO will seek the agreement of the Head of Care that eviction is necessary prior to seeking the order.
- Orders under Section 21 Housing Act 1988 for possession of Assured Short Hold Tenancies behave in the same way as Absolute orders and this procedure will be followed for such orders.

### **Obtaining Safe Possession**

This procedure outlines the means of obtaining safe possession of a tenant's home. This procedure does not apply to licenses to occupy.

Once a court has granted possession, this procedure should be followed to ensure vacant possession of the property is obtained safely.

After obtaining a warrant for possession and prior to taking possession of the property, a detailed risk assessment should be undertaken.

If as a result of this risk assessment it is necessary for the police to attend the property at the time of the eviction, the beat officer and bailiff's office at the county court should be notified. The bailiff's return will ask if there is a need for a police presence at the eviction.

The Head of Care, COO and one other staff member allocated by the Head of Care should attend the eviction.

The Estates Manager must ensure that they fit a complete set of new locks immediately upon eviction and if the risk assessment requires it ensure arrangements are made to fit other security devices to prevent re-entry by illegal occupants.

The COO should complete the bailiff's confirmation of attendance and call the bailiffs office on the day prior to eviction to confirm attendance again.

The date and time given on the bailiff's return is precise and the staff members should ensure they are on time at the property.

Once vacant possession is secured the bailiff will ask for the COO's signature on the warrant.

If the property is self-contained and the name of the new tenant is already known, a protected intended occupier notice should be completed and affixed to the door of the flat.

### **Disposal of former Tenants belongings:**

When tenants are notified of an impending eviction, they will be advised to remove all of their possessions from the property. Any goods left behind after eviction remains the property of the tenant. They do not become the property of Orpheus.

In law Orpheus becomes an involuntary 'bailee' of these goods, and it cannot simply dispose of them. The law does not provide clear guidelines. However Orpheus is covered by the general provisions of the Torts (Interference with Goods) Act 1977, this requires reasonable efforts to be made to trace the tenant but, if these fail, the possessions may be sold.

In all circumstances at an eviction Orpheus will ensure that three staff members are present and they:

- Ask the tenant or the tenant's representative if they want the items stored or disposed of – if so, they must sign a letter to that effect. Storage will be for a maximum of four weeks and the former tenant will be charged a reasonable amount for this service.
- Take a detailed written inventory of tenants' goods in the property.
- Take photographs of goods in the property to establish condition of items.

If the tenant is not present at the eviction, reasonable efforts will be made to contact the former tenant to establish what they want to happen to their belongings.

Orpheus will comply with any order made by the Court relating to the disposal of a former tenants belongings.

## Resources

Exempt Accommodation and Housing Benefit Housing Systems Briefing No1/202

[www.housingsystems.co.uk](http://www.housingsystems.co.uk)

<https://assets.publishing.service.gov.uk/media/5a7968b740f0b63d72fc5926/138355.pdf>

<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>

Housing With Care, CQC, 2015

The Real Tenancy Test - tenancy rights in supported living, NDTi Housing and Social Inclusion Project, 2010

Value for Money Standard, 2018, Regulator of Social Housing

Tenant Involvement and Empowerment Standard Homes & Community Agency, 2017

Tenancy Standard, Homes and Communities Agency, 2012

Neighbourhood and Community Standard, Homes & Community Agency 2012

GOVERNANCE AND FINANCIAL VIABILITY STANDARD CODE OF PRACTICE, Homes & Communities Agency 2015

Housing Health & Safety Rating System, Dept for Communities & Local Govt 2006

Home Standard, Homes & Communities, 2012

[https://assets.publishing.service.gov.uk/media/5e5f9abae90e077e3c38a305/Setting\\_rents\\_for\\_social\\_housing\\_Addendum\\_to\\_Sector\\_Risk\\_Profile\\_2019.pdf](https://assets.publishing.service.gov.uk/media/5e5f9abae90e077e3c38a305/Setting_rents_for_social_housing_Addendum_to_Sector_Risk_Profile_2019.pdf)

[CBP-9668.pdf \(parliament.uk\)](#)

[https://england.shelter.org.uk/professional\\_resources/legal/housing\\_options/allocation\\_of\\_social\\_housing/private\\_registered\\_providers\\_of\\_social\\_housing\\_prpsh\\_tenancies](https://england.shelter.org.uk/professional_resources/legal/housing_options/allocation_of_social_housing/private_registered_providers_of_social_housing_prpsh_tenancies)

[https://england.shelter.org.uk/professional\\_resources/legal/housing\\_options/allocation\\_of\\_social\\_housing/regulation\\_of\\_social\\_housing\\_providers#title-1](https://england.shelter.org.uk/professional_resources/legal/housing_options/allocation_of_social_housing/regulation_of_social_housing_providers#title-1)

<https://assets.publishing.service.gov.uk/media/5a7c216240f0b61a825d6a38/rrep714.pdf>

<https://www.crisis.org.uk/media/246160/crisis-policy-briefing-exempt-accommodation.pdf>

file:///sc-orp-

fs01/RedirectedFolders/MoiraClifton/Downloads/Essential%20Guide%20to%20the%20Social%20Housing%20Regulation%20Act.pdf

#### Policy update review:

| Date: | Updated by: | Section updated: | Update: |
|-------|-------------|------------------|---------|
|       |             |                  |         |
|       |             |                  |         |
|       |             |                  |         |
|       |             |                  |         |