

The Good Practice Standards Guide for Supported Accommodation Providers in Nottingham



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Introduction

Nottingham City Council is aware of many organisations in the city that provide supported accommodation for citizens with varied support needs and backgrounds, and it is recognised that they fill a gap for citizens who have accommodation and support needs which may not be met by commissioned services.

The Council is committed to ensuring that citizens, who require accommodation including support, receive the highest possible standard of service to ease their transition to independence, as well as a responsibility to ensure that housing and support does not adversely impact on the City's neighbourhoods.

The Council is keen to ensure that all potentially vulnerable citizens are able to access supported accommodation in which providers are able to deliver support, and provide decent quality accommodation to a consistent standard, regardless of the organisation.

This Good Practice Standards Guide defines Nottingham City Council's principles and expectations of operational supported accommodation providers in the city. It is expected that all organisations delivering this type of accommodation, should be working together to meet the Good Practice standards.

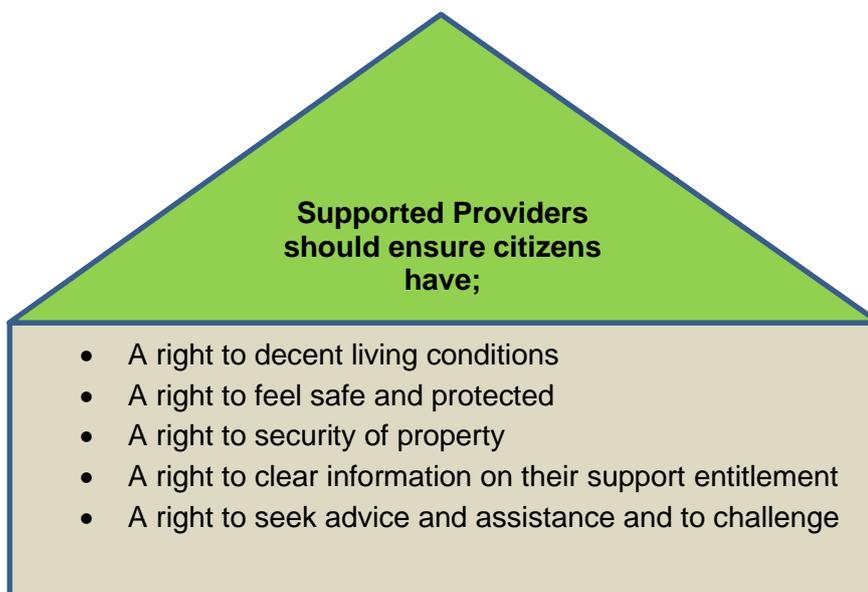


CORE VALUES

Core values can help define an outstanding supported accommodation provider and establish their organisation's core offer and ethos to citizens. These values can include but are not limited to:

- Committing to working in partnership with other support groups, voluntary sectors and government agencies as appropriate
- Ensuring that the organisation is clear what it offers to residents in terms of 'care, support or supervision'. This should be explained clearly to residents and referring agencies and be available in a simple, clear format
- Deliver the best quality support and promote the best quality experience and outcomes for the residents, be transparent about any failings and open to improvements
- Provide accommodation suitably located, well managed and maintained to work towards an improved quality of the neighbourhood
- Consider resident's needs and issues and ensure they match these appropriately to both the property, local environment and other residents
- Assist residents to complete benefit applications in a timely manner that facilitates smooth transition into the accommodation
- All supported residents should be given clear information about the requirement to engage with the support offered and these services be delivered with the relevant legislation and best practice applicable to the client group, by suitably qualified and/or experienced staff or volunteers
- Offer support services in an anti-discriminatory manner, including (but not limited to) taking into account gender, race, age, culture, religion, belief, language spoken, sexual orientation (LGBTI) or disability
- Promote and encourage the independence and wellbeing of the individual resident, taking account of his/her particular circumstances and chosen lifestyle
- Maintain the resident's right to privacy, dignity and confidentiality
- Ensure the health and safety of residents, staff and others, and the protection of vulnerable people from abuse
- Ensure residents have the right to participate in decisions about the service provided to them and be regularly consulted about whether it meets their needs
- Ensure to meet the citizen's needs, help them achieve their aspirations and enable them to make any necessary positive changes; through the provision of a good quality, informed, flexible, consistent and reliable Support Service
- These services should be delivered reliably and consistently

CITIZEN FOCUS



Many organisations cater for a wide range of individuals and provide more ‘generic’ support packages or housing management functions. However, if the organisation promotes itself as providing or ‘specialising’ in a certain client group, there must be the adequate experience and skills, from senior management to frontline staffing teams. Without this, the organisation risks damaging its own reputation and of course, the lives and experiences of the residents.

With this in mind, the organisation should have in place the following service standards/policies, which are recommended as good practice standards.

Referral & Assessment procedures	
Rules of receiving visitors	Behavioural contracts
Complaints policy and procedure	Anti-social behaviour policy
Health and Safety policy	Safeguarding & Vulnerable Adults policy
Substance misuse	Fire safety/emergency escape
Room allocation policies	Referral risk assessments
First Aid/accidents and injuries	Recording of past and present members of staff and volunteers disclosure and barring service (DBS) Certificates
Bespoke support plans for all residents	Living standards (e.g. communally)
Domestic Abuse & Sexual Violence	Equality & Diversity
Confidentiality & Data Handling	Lone Working

In addition to the above, the following compliance certificates should be in place:

- Gas safety
- Electrical safety
- Asbestos surveys
- Fire safety

All the above service standards/policies should be presented to a new tenant in a clear and easy to understand way forming part of the tenant induction.

Organisations should have or seek regular training on the following:

- First Aid (medical)
- Mental Health First Aid
- Safeguarding / managing risk
- Managing difficult situations / mediation
- Positive interviewing / risk assessment techniques
- Suicide Awareness
- Substance misuse and recovery awareness
- Blood-borne viruses (e.g. HIV; Hepatitis B and C)
- Notifiable Diseases (e.g. TB; measles, acute meningitis, COVID-19)

Provider and Tenant forums

Organisations should provide regular forums to encourage a two-way communication channel between the organisation and the tenant. This is an opportunity for both the housing provider and the tenant to raise any concerns and/or make suggestions about the service.

Information sharing

Providers must have and strictly adhere to appropriate confidentiality and data sharing policies and protocols. Information shared between services or agencies to facilitate the transition of a tenant to other support services should be shared or transferred in a secure and confidential manner.

Further information on data protection: [Data Protection Act 2018 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/data-protection-act-2018)

Language barriers

Tenants who have limited English or who experience verbal communication difficulties (e.g. BSL users) should be provided with appropriate mechanisms to enable their full participation in the support sessions. This might include support with appropriate language skills, community members, or translation services etc. If friends or family members do provide translation, consideration should be given to the appropriateness of this, particularly the need for confidentiality.

Substance misuse

It is extremely important to support tenants who could be recovering from an illness or addiction etc, to re-learn skills, develop emotional resilience and confidence and to achieve sustained independent living.

Clear and up to date policies and procedures regarding the misuse of alcohol and/or substance, must be available. The provider should have a clear process of how to identify those using illegal substances or mis-using alcohol and those who may be at risk of doing so.

Where misuse is identified, the provider should endeavour to engage and support the tenant, or refer to a treatment and engage with that support provider to help facilitate the

treatment for the tenant. Where this issue becomes a safeguarding concern, normal safeguarding policies and procedures apply.

REFERRALS

Nottingham City Council has an expectation that providers of supported accommodation operating in the city should be offering their accommodation and support to Nottingham citizens with a local connection to Nottingham City.

Nottingham City Council deems citizens to have a local connection where they have lived, worked or had another significant connection within the City boundary for at least six out of the last 12 months.

Where citizens have entered accommodation but it is established they have a connection to another local authority; opportunities should be explored to re-establish that connection where reasonable.

CAPACITY AND THROUGHPUT

The provider should work to enable citizens to regain independence and enter into a sustainable tenancy, or to access specialist supported accommodation services appropriate to their individual needs in the shortest time possible.

Short term supported accommodation should not be seen as a long-term housing solution and this ethos should be engendered amongst tenants.

SUPPORT

Nottingham City Council generally expects that the services provided should enable citizens to regain independence and enter into a sustainable tenancy, and that the accommodation provided, creates an environment that supports and aids the independence of individuals.

Support should be delivered by suitably qualified or experienced staff and be at a level which is sufficient to meet the needs of the tenant. If voluntary staff assist with the delivery of support, this should be carried out in conjunction with qualified or experienced staff.

Support and guidance for managing volunteers: [Involving volunteers | NCVO](#)

Individual support plans should be created and tailored to the specific areas of support and may require ongoing intensive support to regain independence. Providers should assist tenants to engage with a range of support agencies where appropriate to deal with these issues. It is important that staff have a good working knowledge of these relevant support agencies and are able to form reciprocal relationships with them; referring residents as and when needed.

Specific areas of support should include (but are not limited to):

Developing domestic / life skills	Developing social skills / behaviour management
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Managing finances and benefit claims	Emotional support, counselling and advice
Gaining access to other services	Sourcing permanent accommodation
Advice, advocacy, liaison and signposting	Establishing personal safety and security
Setting up and maintaining home or tenancy	Understanding and managing risk
Access to local community organisations	Establishing social contacts and activities
Supervision and monitoring of health and well being	Signposting to culturally specific health/ treatment services
Peer support and befriending	Relevant clientele orientated support mechanisms in place

Topics of discussions, and areas identified for support should be developed with agreement from the individual. Developed plans should take into consideration or complement any other social care plan/feedback pertinent to the individual. These should be reviewed regularly.

Other links regarding care and support:

[Personalised care and support planning tool TLAP \(thinklocalactpersonal.org.uk\)](https://thinklocalactpersonal.org.uk)

Further information about provision of support;

[Home - Skills for Care](#)

Strengths-based and Asset-based approaches:

[Strengths-based social work: practice framework and handbook - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Trauma Informed Care (TIC) - [Become a Trauma-informed service | Homeless Link](#)

Settling into the Accommodation

Residents should be given the opportunity to ask questions or address any concerns before they accept an offer of accommodation. They should be able to do this within a private space. This is particularly important when showing a prospective resident around a property. They may not feel comfortable asking questions or discussing concerns if there are other residents in the house at the time of the viewing, and you must ensure they are given time and space to do this afterwards.

As part of your offer to residents it is good practice to help the resident 'settle in' to the house and into the community and surrounding area.

Resettlement support

An organisation should be able to meet the tenant's needs, help them achieve their aspirations and enable them to make any necessary positive changes; through the provision of a good quality, informed, flexible, consistent and reliable support service.

Ongoing support may not be required at the move-on address. However where appropriate, the following may be required:

- Confirmation that the citizen has moved into the property
- Ensuring that the property is set up to aid living sustainably with or without support
- Property provides a safe, healthy and secure environment
- Utilities are in place
- Applying for Universal Credit and any other eligible benefits
- Budgeting plans are in place
- Support sourcing furniture and essential items
- Assisting with information regarding local GPs
- Compile a local info pack – transport, community and leisure information
- Handover to any new support service including a handover meeting involving the client, out-going support worker and the incoming support worker
- Production of an after support plan that addresses individual needs
- Ensuring that key community support is in place dependent on need

The above objectives are to encourage positive move-on outcomes for citizens that access supported accommodation in Nottingham.

Resettlement support is also crucial to ensuring that:

- The experience of citizens using supported accommodation is positive
- The reduction of the risk of citizens encountering additional barriers
- A high proportion of people exiting services progress on to more independent/settled living arrangements
- A greater likelihood that settled arrangements will be sustained and fewer people will require a need for supported accommodation
- There is a greater likelihood of citizens accessing employment or training opportunities in the city

THE GENERAL HOUSING STANDARDS

Registered Providers of Social Housing should adhere to the Decent Homes Standard:
<https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance>

Accommodation

The following standards are expected from an organisation:

- All privately rented/leased properties should provide a safe and healthy environment for any potential occupier or their visitors. The standard of assessment for properties is the Housing Health and Safety Rating System and as a Landlord or lessee, you must be familiar with this.
[Housing health and safety rating system \(HHSRS\): guidance for landlords and property-related professionals - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/housing-health-and-safety-rating-system)
- Where necessary the property is licensed under the Housing Act 2004.

There are three schemes operating within Nottingham City:

- Selective licensing applies to privately rented properties within the designated areas and occupied by one or two tenants or a family (including self-contained flats occupied by one or two tenants or a family)
- Additional licensing applies to HMO's shared by 3 or more unrelated people, sharing facilities such as kitchens and bathrooms and located within the designated area
- Mandatory licensing applies to all HMO's shared by 5 or more unrelated people, sharing facilities such as kitchens and bathrooms

Further details on each of the three schemes can be located on the Nottingham City Council website and applications can be completed online.

[Licensing for Landlords - Nottingham City Council](#)

Further information on applying Landlord accreditation, preparing for tenancies, etc. can be located via the link: [Private Rented Accommodation - Nottingham City Council](#)

Accommodation must have the relevant and up to date compliance & safety certificates such as gas & electrical safety, automatic fire detection, emergency escape, lighting test certificates and for new tenancies an Energy Performance Certificate.

There must be appropriate management arrangements in place to deal with both the persons occupying the premises and the property; this would include appropriate financial arrangements to deal with any items of disrepair.

The organisation must ensure that those accommodated are suitable to reside together i.e. not mixing families with vulnerable singles, and wherever possible, organisations should specialise in managing a particular specialised groups e.g. ex-offenders or those with mental health issues.

The organisation must continually risk assess the accommodation needs of residents on a monthly basis and to work to minimise the likelihood of lifestyle conflict. All pre-tenancy documents are provided to the tenant in advance and in order.

Room Sizes:

From October 2018, the government introduced a new minimum bedroom sizes for HMOs:

- Room used for sleeping by 1 adult: No smaller than 6.51m²

- Room used for sleeping by 2 adults: No smaller than 10.22m²

There are further requirements for kitchen size and bathroom facilities. As a general guide the minimal overall floor area for a kitchen should be:

- 5 persons or fewer - 6.5 m²
- 6 persons - 7.5 m²
- 7 persons - 8.5 m²
- 8 persons - 9.5 m²
- more than 8 persons - 10.5 m²

It is recommended that a bathroom containing a bath or shower should be provided on a ratio of at least one bath or shower for every five persons. It is recommended that toilet facilities are provided on a ratio of at least one WC for every five persons, where the WC is separate from the bathroom, and is accessible from a communal area without going through the bathroom.

There should be one WC for every four persons where the WC is located within the bathroom.

Planning Permission

In addition to the accommodation expectations above, it is the responsibility as a Landlord or provider to ensure that there is the relevant planning permissions for the buildings.

[Planning Applications - Nottingham City Council](#)

TENANCY OR LICENCE AGREEMENT

Tenancy or licence agreements are a contract between a Landlord or the managing agent and the tenant. Correct agreements set out the rights of both the tenant and landlord therefore negating any ambiguity of rights etc. It is important that when the organisation drafts its own agreements, that these are clear and in line with the relevant housing legislation.

It should include:

- the tenant's and landlord's name and the address of the property which is being let
- the date the tenancy began
- the duration of the tenancy, that is, whether it terminates on a certain date
- the amount and frequency of rent payable, payment date and when to be increased. The agreement could also state what the payments include e.g. council tax
- whether the landlord will provide any services e.g. laundry, maintenance of common parts or meals. It should be clear whether the tenant will be charged for these services and how much they will cost
- the length of notice which the tenant and landlord need to give if the tenancy is to be terminated. (Note that there are statutory rules about how much notice should be given and these will depend on the type of tenancy and why it is due to terminate)

Examples of tenancy / licence agreements can be found at:

<https://www.citizensadvice.org.uk/housing/renting-a-home/tenancy-agreements/>

http://england.shelter.org.uk/legal/security_of_tenure/basic_principles_security_of_tenure/the_tenancy_agreement

Evictions

It is extremely important that staff working within the accommodation are aware of the procedures and laws around evictions. The agreement should be explained clearly to a tenant before they sign it, and they should be made aware of the consequences of any breach of the agreement. Equally, it is good practice to ensure tenants are aware of their rights to challenge any decision around a breach of their agreement; both internally within the organisation and from external agencies.

ACCESS TO TENANTS UNIVERSAL CREDIT ACCOUNT

Providers should at no time request the 'password' for the tenant's Universal Credit account. The tenant should be responsible for their own account and not be required to provide access to the account as a condition of the tenancy or accessing accommodation. Guidance for providers to support tenants accessing their Universal Credit is via this link [Universal Credit and rented housing: guide for landlords - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/universal-credit-and-rented-housing-guide-for-landlords)

ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

Anti-social behaviour can manifest itself in a number of ways; some of the following can be deemed as ASB:

- Aggressive begging
- Music and speech from a stereo or television operated at excessive volume
- Shouting and raised voices for prolonged periods
- Vandalism, graffiti and fly-posting
- Dogs barking for prolonged periods
- Dealing or buying drugs on the street
- Street drinking
- Hate crime (religion/race/disability/transgender/sexual orientation/Misogyny)
- Violence, threats of violence or abuse either physically or emotionally towards anyone

It is the expectation that any organisation or Landlord managing supported accommodation acts reasonably and has consideration for neighbours and the local neighbourhood. Landlords or organisations managing supported accommodation should discuss with tenants their responsibility to act in a responsible manner and that any acts of ASB will not be tolerated.

Anti-social Behaviour advice for private sector Landlords:

[Tackling Anti-Social Behaviour in Licenced properties](#)

Staffing & Out of Hours of Service

Organisations should ensure tenants have a named worker that they can contact, and an out of hours number should be made available for emergencies (evenings and/or weekends).

Residents often reference the fact that staff turnover within some organisations seems high and they are not always able to build up a trusting and productive relationship with any one staff member. Whilst this cannot be avoided, it is best practice for tenants to have one allocated and named worker that they can contact and meet with privately, if required. It is important that organisations are able to connect with vulnerable residents after weekends and follow up promptly on any issues that may have arisen.

PARTNERSHIP WORKING

It is envisaged that organisations support the transition of all tenants during planned moves from the supported accommodation to other accommodation e.g. private rented accommodation, Social housing (Local Authority or Registered Provider), Residential Care or returning to a previous home, etc.

During transition periods into more permanent accommodation, services should work collaboratively and openly with any agency engaging with the tenant. This might include other support services, specialist and second stage supported accommodation services, e.g. health service providers, and Local Authority services. Pertinent information about the tenant's support needs (as appropriate with respect to confidentiality) should be shared to help ensure a positive and smooth transition to any new support or housing setting.

Effective partnerships must be maintained with any health, mental health, drug and alcohol cessation and support services as well as with all agencies of the criminal justice system. In keeping with this, these agencies and services should be allowed appropriate access with reasonable notice where possible, to the supported accommodation premises in order to carry out any duties in relation to tenants residing in the accommodation. This should include allowing such agencies/services access to appropriate private meeting spaces to allow the tenant's privacy and confidentiality.

It is requested that when organisations are established in the area, they should make connections with local groups within the community. It is essential that organisations make contact with their local Neighbourhood Management Team and Neighbourhood Policing team. If local groups are aware of the organisation then they are able to offer support to both organisation and any individual in the property if necessary.

The designated Police Beat Team for each area:

[Neighbourhoods | Nottinghamshire Police](#)

There is a dedicated NCC Community Cohesion team who can assist with any concerns or tensions in the community and discuss possibilities of working together.

[Community - Nottingham City Council](#)

Duty to refer

Within the Homelessness Reduction Act 2018, a new duty to refer by public authorities was introduced in October 2018. The duty requires public authorities' bodies to identify and refer a citizen who is homeless or may be threatened with homelessness, to a local housing authority.

Nottingham City Council will accept referrals from any agency or organisation that is working with a household whom may be homelessness or threatened with homelessness. Any referrals should be forwarded to Nottingham City Council's Housing Aid Department at the earliest possible opportunity, with the households consent.

[Homelessness Prevention and Advice - Nottingham City Council](#)

SAFEGUARDING & CHILD PROTECTION

It is essential that the tenant's support and the environment is safe, appropriately managed and responsive to their changing needs and circumstances. The provider should understand and be committed to their safeguarding requirements and responsibilities.

Nottingham City Council strongly recommends the provider take the opportunity to download and take into consideration the safeguarding procedures and guidance available on the website:

[Adult Social Care - Nottingham City Council](#)

In addition, providers should put the following in place:

- Staff and volunteers should attend the appropriate level of safeguarding training
- All safeguarding referrals must be logged and outcomes recorded
- The provider must establish internal safeguarding policy & procedures as appropriate to the size of the organisation
- The provider must have specific policies and procedures relating to domestic abuse and sexual violence. This should include the practice of direct enquiry with all potential tenants
- Nottingham City Council requires providers to co-operate with investigations of abuse including appropriate representation at City Council safeguarding case conferences and submit action plans in response to recommendations arising from safeguarding investigations as required
- Nottingham City Council requires providers to contribute to all major incidents which require multi-agency review

MANAGEMENT

Health & Safety

The service provider shall be responsible for risk assessments, hazard control and other health and safety matters affecting its staff in the delivery of services and tenants residing in supported accommodation. The service provider shall do all that is reasonably practicable to prevent personal injury and damage to property and to protect staff, tenants and others from hazards.

The provider must have appropriate policies in relation to the following:

- Fire safety/electric & gas safety/Asbestos surveys/
- Control of Substances Hazardous to Health Regulations (COSHH)
- Manual Handling
- First Aid / accidents and injuries/ emergency escape
- Substance misuse

The Regulatory Reform (Fire Safety) Order 2005

The Regulatory Reform (Fire Safety) Order 2005 places duties on the person having control of an HMO to have fire precautions in place, to make sure the property is safe and to carry out fire risk assessments. Fire Safety is particularly important and more information on the requirements via:

[Fire safety law and guidance documents for business - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Workforce

Support workers and volunteers engaging directly with tenants should be appropriately experienced and skilled. They should have the resilience to persist in the support of citizens who may present behavioural challenges and the ability to create appropriate boundaries and set expectations.

The service should be delivered by staff with local knowledge including (but not limited to) knowledge of access routes to settled accommodation, local agencies delivering support and housing services and health and social care services in the city.

The provider must hold a record confirming that all members of staff and volunteers have relevant Enhanced Disclosure and Barring Service (DBS) certificates, is in line with standard practice for those working with vulnerable adults. Enhanced DBS certificates must be vetted to ensure that no unacceptable risks are identified. All DBS documentation should be reviewed annually. Costs vary but checks are free for volunteers.

[Check someone's criminal record as an employer: Get a standard or enhanced DBS check for an employee - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Staff Recruitment

The service provider must ensure that staff recruitment is compliant with the Equalities Act 2010. <https://www.gov.uk/guidance/equality-act-2010-guidance>

Staff Training & Experience

The service provider shall ensure that every person employed or volunteering in and about the provision of the services is properly trained to carry out their role. Records of staff training should be kept accurate and up to date.

Staff require good interpersonal skills to enable them to interact with the tenants in safe, productive, and respectful ways. They must also be able to manage a caseload safely and effectively, and have a good awareness of professional boundaries, lone working, conflict management, and mediation.

In addition, organisations should never use volunteers to carry out the work of paid staff members and you must ensure any volunteers who interact with residents are as robustly 'vetted', and as well-managed, as paid staff members. Any volunteers must receive appropriate training, and any activities they carry out should be proportionate and ethical.

Example of training areas to be covered:

- Day to day operational tasks
- Safeguarding policies & implementation
- Substance misuse policies and implementation
- Drug over-dose awareness and response
- Suicide awareness
- Health and safety, risk assessment, legal framework
- Customer care, dealing with complaints according to policy and standards
- Disability awareness, Disability Discrimination Act, Equalities issues

Staff should be provided with opportunities to continually develop their skills and practice and have access to any relevant training and development needs.

GENERAL DATA PROTECTION REGULATIONS

Under the General Data Protection Regulations (GDPR), the data protection principles set out the main responsibilities for organisations.

Article 5 of the GDPR requires that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Article 5(2) requires that: “the controller shall be responsible for, and be able to demonstrate, compliance with the principles”.

Further information is available via: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Useful Links:

National Statement of Expectations for Supported Housing (England)

A useful guidance document published in October 2020. This sets out the Government’s vision for planning, commissioning and delivery of supported housing. It brings together standards and best practice for accommodation to ensure quality, oversight and value for money. The guidance is non-statutory but is a useful reference point for good ways of working and standards. The guidance particularly emphasises joined up working and collaboration between all partners involved in the delivery of supported housing. This Good Practice Standards Guide is included within their document as a Case Study.

<https://www.gov.uk/government/publications/supported-housing-national-statement-of-expectations/supported-housing-national-statement-of-expectations>

The Ideal Property Guide

A useful guidance document in relation to the responsibilities of an organisation managing a property.

<http://www.dashservices.org.uk/Media/Default/Docs/landlord%20library/Ideal%20Property-1.pdf>

Housing Health & Safety Rating System

The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. Please see link regarding duties as a Landlord.

[Landlord Safety Responsibilities - Nottingham City Council](#)

Alternatively, in the following landlord handbook:

http://www.anuk.org.uk/ANUK/media/ANUK_Resources/Handbook/anuk_handbook_2012_web.pdf

The Wellbeing Hub

The Wellbeing Hub provides free, confidential support and advice to people seeking support for mental health, drugs or alcohol use, housing and employment.

<https://www.nottinghamwellbeinghub.org/>

The Lion

Lion is an online service directory designed to help people find information about a whole range of organizations and services. The website is compatible with smart phones and tablets, so you can find information when you are on the move.

<https://www.asklion.co.uk/kb5/nottingham/directory/home.page>

Hate Crime Reporting

A hate crime is any incident where someone is targeted because of his or her identity. Hate crime can take any shape and isn't always illegal behaviour, but it is always motivated by prejudice

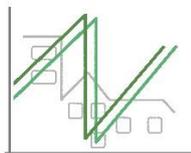
<https://www.nottinghamshire.police.uk/hatecrime>

Housing Aid

Housing Aid can be contacted via: housingaid@nottinghamcity.gov.uk or on 0115 8763300 / Fax: 0115 8761214

[About Housing Aid - Nottingham City Council](#)

Nottingham Nouse



Nottingham Nouse is an online platform for all partners and interested stakeholders to get involved in the local housing conversation in Nottingham. Facilitated by Nottingham City Council's Housing Strategy & Partnerships team, Nottingham Nouse has its own Twitter and Facebook pages for posts on local and national housing news, events and intelligence.

If you would like to join the network by signing up to the Council's Stay Connected service please select 'Nouse Housing Strategy' and 'Nottingham Nouse Weekly Twitter Roundup' see website via [Strategic Housing - Nottingham City Council](#)

Safeguarding Training

The Council currently offers two training courses – Signs of Safety awareness Workshops and Safeguarding Children and Young People from Child Sexual Exploitation training.

[Safeguarding Children Partnership - Nottingham City Council](#)

Safeguarding Adults

Nottingham City Safeguarding Adults Board (NCSAB) is the statutory forum for agreeing how services, agencies, organisations and the community work together to safeguard adults at risk of harm and abuse.

[Adult Safeguarding - Nottingham City Council](#)

Local Services

Nottinghamshire Mind [Welcome to Nottinghamshire Mind - for better mental health](#)

Nottingham Women's Aid

- [Nottinghamshire Women's Aid - Survive and Thrive \(nottswa.org\)](#)
- [Domestic Abuse & Violence Helpline, Support, Charity in Nottingham | Juno - Juno Women's Aid Nottingham & Nottinghamshire \(junowomensaid.org.uk\)](#)

Nottingham City Council

Useful email contacts:

- Housing Network - Any new enquiries relating to supported accommodation please email: Housing.network@nottinghamcity.gov.uk;
- Housing Benefits – Any Housing benefit related enquiries please contact: supported.accommodation@nottinghamcity.gov.uk
- Safer Housing – Any quality housing and property standards enquiries please contact: safer.housing@nottinghamcity.gov.uk
- Planning team – For any planning issues relating to existing or new properties please contact: planning@nottinghamcity.gov.uk

Nottingham City Council is not liable and or responsible for the contents of external links