

2026

Housing Solutions Support Scheme Policy

Housing Solutions Support Scheme Policy Quality Record

Revision	Date	Description	Stage	Agreed
Reviewed	22/06/2026			

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1.0 Introduction

- 1.1 The purpose of the Housing Solutions Support Scheme (HSSS) is to meet the objectives of the Homeless Reduction Act 2017. The Act places duties on housing authorities to intervene earlier to prevent homelessness and to take reasonable steps to relieve homelessness.
- 1.2 The HSSS aim is to prevent or relieve homelessness by one-off grant payments on a case-to-case basis in line with budget constraints for, but not limited to the below:
- Funding a deposit for private rented properties
 - Funding rent in advance for private rented properties
 - Funding for rent arrears assistance to prevent homelessness or to secure alternative accommodation for all tenure types
 - Funding for rent shortfalls subject to financial assessment for a limited period or other financial assistance that will prevent homelessness
 - Funding to support move on from supported accommodation once agreed through the move on protocol
 - Mortgage arrears

2.0 Local Connection

- 2.1 To qualify for the HSSS, applicants must meet at least one or more of the following criteria:
- Have lived within the Borough for at least 6 out of the last 12 months, or 3 out of the last 5 years.
 - Have immediate family in the Borough with the family members concerned currently living in the Borough and have done for at least 5 years or more. This would normally be parents, adult children, brothers, or sisters provided there are sufficiently close links in the form of frequent contact, commitment, or dependence. Other family associations such as grandparents and adoptive parents would also be considered if sufficiently close links are evidenced.
 - Work permanently in the Borough.
 - Give to, or receive support from, a close family member who is resident in the Borough. Applicants will need to supply supporting evidence from a medical professional or social worker together with full details of the support that is being given/received.

3.0 Eligibility Criteria

To be able to qualify for the scheme applicants must meet the following criteria:

- 3.1 Must be in Housing need as defined by the Homelessness Reduction Act 2017 (threatened with homelessness in 56-day period), or the intervention of the funding will prevent eviction leading to homelessness.
- 3.2 Have a local connection - 6 out of the past 12 months or 3 out of the past 5 year's residency in the borough (see above local connection criteria).
- 3.3 To move on from supported accommodation once agreed through the move on protocol.
- 3.4 Property to rent/or to give assistance with must be in the Nuneaton and Bedworth Borough or out of the Borough if an exceptional circumstance is evidenced.
- 3.5 The Housing Solutions / Homelessness Prevention Team must establish the property is suitable for the applicant's circumstances, and that the applicant can maintain an independent tenancy, if necessary, with support. This will be determined by investigating previous housing history and any other evidence requested.
- 3.6 Where support needs are identified by the Housing Solutions / Homelessness Prevention Team referrals will be made to the relevant agencies and will form part of the clients 'Personal Housing Plan.'
- 3.7 Rent arrears will need to be considered by the Housing Solutions / Homelessness Prevention Team's and may disqualify an applicant. If the arrears are the fault of an applicant, this will be disclosed to any potential landlord.
- 3.8 Applicants currently occupying specialised supported accommodation in the Borough ready for moving on.
- 3.9 Applicant must be able to afford the property considering their income and expenditure, and a thorough check of their bank statements.
- 3.10 Proof of identity via passport, bank details, utility, or council tax bills.
- 3.11 Where an applicant does not meet the criteria outlined, they will not be considered for the Housing Solutions Support Scheme. In certain circumstances the Housing Solutions Manager reserves the right to modify the criteria at their discretion particularly where enforcing the criteria would result in unfairness to the applicant or other applicants generally.

4.0 Refusal Criteria

- 4.1 When deciding whether an applicant is eligible for assistance, the behaviour of not only the applicant but also that of the other members of their household will be considered. It may be decided that an applicant should be refused for the Housing Solutions Support Scheme on the grounds of their behaviour.
- 4.2 Behaviour that may be regarded by NBBC as unacceptable includes but not limited to:
- Physical assaults (such as domestic and racial violence), perpetrators of domestic violence causing damage or threats to kill, and anyone who has been violent to or threatened staff from NBBC.
 - Owing a housing related debt to a Council, Housing Association, or private landlord.
 - Current or former tenants who are, or have been, in serious breach of their tenancy conditions due to anti-social behaviour or are subject to a court order.
 - Anyone with a history of serious anti-social behaviour and/or criminal behaviour such as intimidation, drug dealing or discrimination/harassment (due to any of the protected characteristics in the equality section). Where an applicant has a history of anti-social behaviour or has breached their tenancy conditions or has a housing related debt, all relevant facts will be considered before a decision is made.
 - Anyone who has caused damage to a Council/Housing Association or private rented property. This includes the tenant, a member of tenant's household or visitors to the property.
 - Applicants who deliberately worsen their housing circumstances to improve their housing priority.
 - Their behaviour will be such that it either reflects the applicant's unsuitability to become a tenant or that a current tenancy is not being conducted in a satisfactory manner. The behaviour may include a breach of tenancy obligations and noise nuisance continuing for long periods of time.
 - In some circumstances applicants who have relevant unspent convictions for serious criminal offences which caused issues with their previous accommodation and neighbourhood, may be ineligible following thorough investigation.
- 4.3 Homeowners will not be eligible unless they have exceptional circumstances. This could be because of significant financial hardship or serious medical circumstances.

- 4.4 Applicant is deemed to be adequately housed.
- 4.5 Applicant can afford the deposit/and or rent in advance themselves following an in-depth financial assessment.
- 4.6 Insufficient proof of identity.
- 4.7 Applicant has had previous grant funding unless a valid change in circumstances.

5.0 Appeals

- 5.1 Any appeals should be made in writing to the Housing Solutions Manager. The refusal letter gives the applicant an opportunity to make a written appeal within 28 days of the date the letter is sent.

The appeal will be dealt with by an appropriate team leader or manager who was not involved in making the original decision.

6.0 Complaints Procedure

- 6.1 If there is dissatisfaction with any part of the process or the Council's actions, a formal complaint may be raised in any of the following ways.

- ☐ Via the Council's website www.nuneatonandbedworth.gov.uk
- ☐ By emailing Customer Services at customer.services@nuneatonandbedworth.gov.uk
- ☐ By letter to:
Customer Services
Nuneaton and Bedworth Borough Council
Town Hall
Coton Road
Nuneaton
CV11 5AA
- ☐ In person at the Town Hall.

Complaints should be resolved as soon as possible and within 10 days of the acknowledgement; for complex cases this may be extended for a further 10 working days.

If matters cannot be resolved within the maximum timescale of 20 working days, we will contact the complainant to let them know of the delay and advise when we will be able to respond by.

The Housing Ombudsman can also be contacted any at point to offer free, impartial

advice to tenants and leaseholders. Their contact details are as follows:

www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

The Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

7.0 Equality and Diversity

- 7.1 The Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation.

The Council will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

8.0 Review Date

- 8.1 This policy will be reviewed every three years or on the introduction to new legislation, regulation or good practice guidance. Delegated authority to change, amend and update this policy will be given to the Assistant Director for Housing Services in consultation with the Portfolio Holder.