



Move-on Policy (Bristol Homes for Ukraine)

Bristol City Council

People Directorate

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Policy Overview

The Move-on policy provides a framework, with tools and resources, where guests can be supported to find suitable alternative accommodation when their existing arrangements come to an end. The policy provides pathways into alternative accommodation, including; (i) Rematch with another host; (ii) Refugee Welcome Homes Lodger Agreement; (iii) Private Rented Sector Tenancy; and (iv) Bristol Homes for Ukraine Tenancy

This policy supports and informs the vision of the Bristol Refugee Resettlement Team, which is for Bristol to be a city where refugees are welcomed and included, feel safe and free from poverty, and have their rights and entitlements respected. To make Bristol a place where refugees can rebuild their lives in a positive manner and are given opportunities to develop and share their talents.

This policy describes our approach to minimising homelessness presentations for people with Homes for Ukraine Sponsor Visas, increasing the capacity in the private rented sector, and assisting those who need to move on to rented accommodation to obtain and sustain tenancies.

Drafted by: Policy & Practice Officer – Homes for Ukraine, Lettings Manager – Homes for Ukraine, Refugee Resettlement Team

Authorising Head of Service: Service Manager – Bristol Refugee Resettlement Team

This policy is for use by: BCC employees, partner organisations, service users and citizens.

Any other BCC teams or partners consulted on development of this policy: Legal Services, Private Housing, Data Protection, Equalities & Inclusion, Partner organisations.

Has an Equality Impact Assessment been completed for this policy?

Yes: An Overarching EqIA was completed and signed off that encompasses the entire Homes for Ukraine project. A subsequent EqIA Statement has been completed for this policy.

Date by which this policy must be reviewed: 6-12-2023

1. Introduction

As a [City of Sanctuary](#), Bristol is committed to welcoming and protecting those fleeing the conflict in Ukraine. The government requests that sponsors commit to hosting Ukrainian guests for a minimum of six months.

If host/guest arrangements cannot be maintained after six months and a suitable rematch cannot be arranged, the Bristol City Council Homes for Ukraine (HfU) team will help guests find rented accommodation. This includes an Assured Shorthold Tenancy in a self-contained property, a room in an HMO or shared house, or a lodger agreement (a room in a property with a resident landlord). There are two pathways to enter the Private Rented Sector: (i) identifying a property to rent at a reasonable open market rate, and (ii) being matched with a Homes for Ukraine supported tenancy.

There are more guests requiring move-on accommodations than there are properties available. This Move-on Policy outlines our approach to rematching and helping to enable and sustain tenancies.

For HfU Tenancies, priority is given to groups with children, those living close to an available tenancy, and those who need to relocate urgently. We will also give preference to those who have protected characteristics listed under the Equalities Act 2010, for example, when a property that uniquely accommodates the characteristic(s) becomes available.

2. Aims and objectives

The Move-on Policy has been developed to

- enable appropriate rematches and sustainable tenancies in safe and secure homes for Ukrainian refugees on the Homes for Ukraine scheme;
- encourage property owners to make accommodation available for Ukrainian refugees;
- ensure a fair and consistent approach is applied when offering accommodation to Ukrainian refugees.

This policy will change as we develop our offers and approaches to accommodation need.

3. Legal and regulatory requirements

- [Homes for Ukraine: guidance for councils](#)
- Public Sector Equality Duty, s149 [Equality Act 2010](#)
- [Working together to safeguard children - GOV.UK](#)
- [Care Act 2014](#);
- [Housing Act 2004](#)
- [Housing Act 1988](#)
- [Landlord and Tenant Act 1985](#)
- UK GDPR and [Data Protection Act 2018](#)

4. Policy

This is the overarching policy for the range of schemes in place to enable homes for Ukrainian refugees in Bristol when their existing host/guest arrangements come to an end.

Eligibility

All Ukrainian refugees with a Homes for Ukraine Sponsor Visa, who have lived in the Bristol City Council local authority area for at least 6 months, and, if from outside Bristol area, arrived in the UK not less than 9 months before moving to Bristol, and were formally reassigned on the Foundry Case Management System, are eligible to access services and benefits detailed in the Move-on policy. Exceptions may be considered on a case-by-case basis.

4.1 Rematching

a. Criteria

A rematch is a facilitated move for a guest group from one host accommodation to another.

The council will support rematching when the host/guest arrangement has been in place for at least 6 months, and/or the council determines the arrangement is not viable and/or unsafe for the guest(s) or host(s).

If the council finds that rematching is necessary for any of the reasons above, the Rematching Process will be followed – *see Appendix 1*.

Only those who received a visa through the Homes for Ukraine visa route are eligible for rematching.

Where the Ukrainian guest group include children who are already enrolled in school or college, the rematches should be as close as possible to the school or college.

Children should not be rematched separately from their parent(s).

When a guest group leaves the household, the original host will no longer receive the host payment. If a Ukrainian household splits with some members staying in the original host accommodation, the host payment will be made both to the original host and new host.

When assessing whether the arrangement is viable, all options that may prevent the need to rematch including, but not limited to, the following, should be considered – *see figure 1*.

Figure 1: Options to help sustain matched arrangements

The council will:

- ✓ Provide Ukrainian guests with information to help them feel welcome, connected, and safe.
- ✓ Carry out a Welfare Visit to ensure support is provided in key areas, such as welfare, finances, health, and social connections.
- ✓ Identify needs that require adjustments and support to make accommodation suitable and connected to vital services.
- ✓ Arrange assessments to ensure reasonable adjustments are made, and support put in place.
- ✓ Signpost to financial, welfare and community support.
- ✓ Utilise volunteer and buddying-up opportunities.
- ✓ Assess English language needs and help access appropriate learning options.
- ✓ Assess employment needs and aspirations and help access to appropriate support (via DWP; One Front Door; and Resettlement Employment Support and advice).
- ✓ Identify underlying causes of behaviours that put the arrangement at risk, and signpost to (or help provide) appropriate support.
- ✓ Signpost or refer to mental health and other medical support as needed.

b. Informal Rematching

After the initial Homes for Ukraine match, guests and hosts may choose to make their own arrangements and move to another host accommodation. These are known as informal rematches and may take place before arriving at the original host accommodation or after a period in the original host accommodation.

It is important the council is notified of any changes to arrangements as soon as possible to ensure potential safeguarding needs are understood and funding is correctly allocated.

Hosts, guests, and community organisations/groups are encouraged to adhere to Rematching criteria above if a host/guest arrangement is reported as needing to end.

c. Partner Organisations

The council welcomes organisations that can safely rematch guest groups whose host/guest arrangements have come to the end of the agreed period and/or is unviable.

Those organisations will enter into an agreement with the council to support the rematching process. The role of partner organisations within the rematching process is summarised in *Appendix 2*.

Prospective partners must complete the 'Partner Organisation Eligibility Criteria' form (available by request to HomesForUkraine@bristol.gov.uk). The partner organisation eligibility criteria are listed in figure 2.

Figure 2: Formal Rematching Criteria (Partner Organisations)

- Agreement to adhere to the council's Move-on Policy.
- Provide a designated point of contact for the council.
- Have connections with, and knowledge of, Bristol and potential users of the scheme.
- Commitment to and understanding of the criteria within the [Homes for Ukraine Scheme](#).
- Share with the council the details of hosts and guests with their consent.
- Listed on the [Information Commissioner's Officer's register of fee payers](#).
- Commitment to use encrypted e-mail when sharing sensitive personal data with the council.
- Commitment to the [safeguarding priorities of the Keeping Bristol Safe Partnership \(KBSP\)](#) and an understanding of principals around [Safeguarding Children](#) and [Adults](#).
- Commitment to work in partnership with any relevant Multi Agency Risk Assessment Conference (MARAC) or Multi Agency Public Protection Arrangements (MAPPA) when required to do so.
- Commitment to complete or arrange completion of both standard Disclosure and Barring Service (DBS) and Enhanced Disclosure and Barring Service (EDBS) checks.
- Guarantee that all staff and volunteers involved in the rematching process have completed [Bristol City Council online safeguarding courses](#).
- Understand and share our dedication to the objectives outlined in the council's [Equality and Inclusion Policy and Strategy](#).

d. Further Information

Informal rematching between guest(s) and potential host(s), facilitated by organisations and community hubs that have not signed up to this policy, is the responsibility of the parties involved until the council is satisfied the new arrangement is safe and viable for all parties.

In this scenario, the council will contact the guest(s) who have decided to leave their original host to establish their safety, and intentions regarding future accommodation.

If the council is satisfied the new arrangement is safe and viable the new host can apply for monthly 'Thank You' payments for the rest of the funded period for the guest.

The council's requirements for approving a safe and viable rematch arrangement are listed in Figure 3.

All data will be process and stored by partner organisation in accordance with the Data Processing Agreement entered into.

Figure 3: Requirements for a safe and viable rematch arrangement

- New hosts are registered on the [government website \(Record Your Interest\)](#) and listed on the Expression of Interest (EOI) list on the Foundry system; or give consent to be registered by the council.
- Disclosure and Barring Service (DBS) checks on every member of the host household aged 16+. The type of check, standard or enhanced, required is dependent on whether the guest household contains children.
- The Partner Organisation only carries out Standard DBS checks only. All cases requiring Enhanced DBS check must be referred to the council to carry out
- Completed welfare visit and accommodation check, addressing any concerns/issues addressed with support plan and other mitigations.

e. Policy exceptions

Policy exceptions can be made following agreement with Homes for Ukraine Lettings Manager.

4.2 Refugee Welcome Homes Lodger Agreements

a. Scope

Lodger agreements are arranged when a guest rents a room from a landlord who resides at the property. The landlord may own or rent the property. If the resident landlord rents the property, the owner's consent is required to sublet a room or rooms.

The Ukraine Lodging Scheme is administered by Refugee Welcome Homes. The HfU team may refer resident landlords and guests to Refugee Welcome Homes, and landlords and guests may also self-refer: [Refugee Welcome Homes - Ukrainian Lodging Scheme](#)

A lodger will usually be a single person, but couples will be considered. If there is an application to become a lodger which includes a child there should be a second bedroom for the child over 10, and the live-in landlord and any persons aged 16 and over living in the property should have an enhanced DBS check completed before an agreement can be entered into. A resident landlord (and members of their household aged 16 and over) who has had a DBS check due to being a host on the HfU scheme within 6 months, does not need another enhanced DBS check.

Refugee Welcome Homes will use its approved Licence Agreement to put a Lodger Agreement in place.

Refugee Welcome Homes will follow the process as detailed on its website: [Refugee Welcome Homes - Sign up for Landlords](#).

b. Support

Refugee Welcome Homes will provide training, support and information to the resident landlord to help enable a sustainable arrangement. Refugee Welcome Homes will support the Ukrainian guests in completing required paperwork and, if applicable, moving into their new homes, as well as signposting them to sources of ongoing assistance with education and skills. All other lodger support needs are referred to the allocated Senior Support Worker.

c. Accommodation Check

Refugee Welcome Homes will view the property and carry out an accommodation check to ensure it is suitable, there is access to cooking and washing facilities and heating; there is a smoke detector on each floor; there is a carbon monoxide detector; and the landlord has a Gas Safety certificate issued by a registered Gas Safe engineer.

Refugee Welcome Homes will advise whether there is a need for items for the room (such as furnishings).

Bristol Homes for Ukraine will pay for the Gas Safety Certificate (not including additional works required to be safe) and carbon monoxide detector for all landlords who have been a Homes for Ukraine host in Bristol.

c. Rent and other Payments

The lodger's rent will be set at an affordable level (linked to the Local Housing Allowance) and they may contribute to the household's bills as agreed, with Refugee Welcome Homes' advice.

When a lodger agreement is in place, Bristol Homes for Ukraine will pay the first month's rent in advance, provide the deposit, and make a Thank-you payment to the landlord¹. Refer to Figure 4.

Figure 4 – Lodger Agreement offer

- £500 thank you payment, when a lodger agreement starts
- the first month's rent paid in advance
- a deposit of one month's rent
- support for live-in landlord and lodger
- £250 for the lodger, for items to help make the room more comfortable

¹ See 'Subsequent Move-on to PRS Tenancy' section for details how receipt of these payments affect eligibility for financial support if/when lodger subsequently moves-on to a PRS tenancy.

To be eligible for the payments listed in Figure 4, the Homes for Ukraine Team must (i) have receipt of the information in Figure 5; and (ii) Refugee Welcome Homes has put the agreement in place.

Figure 5 – eligibility list

- Signed Lodger Agreement
- Property Details: This may be photos, and/or a live web link to property details
- Landlord Information form completed
- Lodger Information form completed

A host can transition onto a lodger agreement after the host/guest arrangement has been in place for at least 6 months. Refugee Welcome Homes will liaise with the allocated Senior Support Worker, who must be satisfied the guest would like to become lodger.

A Host who transitions onto the lodger scheme will be eligible for a £500 Thank-you payment if the host/guest arrangement has been in place for at least 9 months.

d. Subsequent Move-on to PRS Tenancy

d(i) Starter Pack Payment

Guests who become lodgers will be entitled to the Starter Pack Payment balance if they move-on to a tenancy in the Private Rented Sector (HMO or self-contained) while the Homes for Ukraine scheme is funded (and lodger has continued right to rent). For example, a lodger without children will receive the £750 balance if they move-on to a self-contained tenancy in the PRS; and a lodger with children (minimum 2 rooms) will receive the £1,500 balance if they move-on to a self-contained tenancy in the PRS.

d(ii) Deposit

Guests who become lodgers will be entitled to the balance of the deposit (the difference between the amount of the lodger agreement deposit and the deposit for a tenancy in the PRS) if they move-on to a tenancy in the Private Rented Sector (HMO or self-contained) while the Homes for Ukraine scheme is funded, and lodger has continued right to rent.

d(iii) Thank-you Payment

The appropriate Thank-you payment will be available for a landlord who enables an tenancy for a lodger who moves-on to a tenancy in the Private Rented Sector (HMO £500 or self-contained £1,000) while the Homes for Ukraine scheme is funded, and lodger has continued right to rent.

d(iv) First Month's Rent

Guests who become lodgers will be entitled to the first month's rent in advance payment if they move-on to a tenancy in the Private Rented Sector (HMO or self-contained) while the

Homes for Ukraine scheme is funded (and lodger has continued right to rent). The HfU team will recoup the amount equal to the first month's rent provision for the lodger agreement when the tenant has received payment of Universal Credit for their entitled housing allowance; or at an agreed time if the tenant is not claiming Universal Credit. The payment will only be recouped if the tenant had accepted the first month's rent in advance as a lodger.

e. Policy exceptions

Policy exceptions can be made following agreement with Homes for Ukraine Lettings Manager.

4.3 Private Rented Sector (PRS) Tenancy Scheme

a. Scope

Where a guest identifies a suitable property in the PRS, to help enable a tenancy, Bristol Homes for Ukraine will pay the first month's rent in advance, provide the deposit, pay the landlord a Thank-you payment, and provide the tenants with a Starter Pack payment – refer to Figure 6.

The Bristol Homes for Ukraine Move-on Guide helps guests navigate Bristol's private rented sector by providing information, advice, and links. The Move-on Guide is published on the Bristol Homes for Ukraine website [Homes for Ukraine scheme \(bristol.gov.uk\)](https://www.bristol.gov.uk/homes-for-ukraine-scheme), and is included in the Move-on Information pack all guests receive when in accommodation need.

Where a landlord or agent advises Bristol Homes for Ukraine that there is available rented accommodation for the PRS Tenancy Scheme, appropriate prospective tenants are identified and referred to the landlord. These groups are not allocated for rented accommodation on the PRS Tenancy scheme.

The group or individual is referred to a landlord are identified within the following criteria:

- (i) Affordability
- (ii) Suitability of accommodation (avoiding under occupancy and overcrowding)
- (iii) Age (single people under 35 should be prioritised for rooms with shared facilities, although not restricted to)
- (iv) Equalities check (for example if there is a known requirement for aids and adaptations)

The Homes for Ukraine Matching Model may be used, although not for prioritising allocations. All individuals/groups identified are referred to the landlord for their own checks and procedures.

Figure 6 – PRS Tenancy offer

Thank-you payment to the landlord

- £1,000 when a tenancy starts in self-contained accommodation
- £500 when a tenancy or licence agreement starts for a room with shared facilities (capped at 2 rooms in a property)

Rent and deposit

- the first month's rent paid in advance
- a deposit as specified in the tenancy or licence agreement

the above criteria are based on a reasonable market rent (assessed by published comparables of open market rents)

Starter Pack Payment to the tenant, for furniture and items to help make the house a home

- £1,000 for tenants in a self-contained property
- £2,000 for tenants with children in a self-contained property
- £500 for tenants in room with shared facilities where the landlord is not resident

b. Eligibility

All guests on the Homes for Ukraine scheme, who have been living in Bristol for a minimum of 6 months, with a ratified rematch if from out of area, are eligible to claim financial support and incentives listed in Figure 7 subject to the following;

To be eligible for the payments listed in Figure 6, the Homes for Ukraine Team must (i) have receipt of the information in Figure 7; (ii) be satisfied the Tenancy Agreement is fair, the rent is a reasonable market rent (based on published comparable for property type and wider locality), and the prospective tenants have declared they are aware of, and prepared for the commitment of entering into a tenancy, including payment of rent and responsibility for bills (if applicable); and (iii) be satisfied the property is appropriate for the tenants, not underoccupied or overcrowded. If the property is underoccupied the Lettings Manager has the discretion to support the tenancy with payments reflecting the property type (number of rooms) the tenant requires.

Figure 7

- Signed Tenancy Agreement (the tenancy start date may be in the future to enable time to apply for the grant payments)
- Property Details: This may be a brochure, photos, and/or a live web link to property details; and/or an Inventory with picture and details
- Landlord Information form completed
- Tenant information form completed

c. Grant Conditions

The grant is subject to the eligibility requirements being satisfied, confirmation that the home exists, tenants have moved in, heating, hot water, and cooking facilities are available, and the home is as described in the Property Details, as confirmed by a Senior Support Worker at the Move-in Visit. If the Senior Support Worker is not satisfied that all the above are confirmed, the Bristol Homes for Ukraine team will request that all transferred grant be returned from the landlord.

d. Move-in Visit

When tenants move in, they will be given initial assistance such as utilities, Universal Credit, schools, GPs, and orientation to a new area.

e. Tenancy Support

The allocated Senior Support Worker will assess support needs, make appropriate referrals, and agree a support plan for the tenant to help achieve independence with required.

f. Out of Area

The offer is available for tenancies outside of Bristol on a case-by-case basis. As there will be no Move-on visit, additional clarification of Property Details may be requested. If the tenancy is outside of the area, tenants will not receive the initial in-person support. Telephone support will be provided.

Colleagues in other local authorities will be notified of the proposed move, or if one has already taken place.

4.4 Bristol Homes for Ukraine Tenancy Scheme

a. Scope

The Homes for Ukraine Tenancy Scheme is available to any landlord with property available to let. Figure 8 outlines what the council offers landlords on this scheme. Landlords are required to set the rent at an affordable level reflecting the Local Housing Allowance (LHA).

Figure 8 – Homes for Ukraine Tenancy Scheme offer

- set up the tenancy
- advise about regulation for landlords and tenants
- be the point of contact for the tenants
- provide a security deposit
- £1,000 thank you payment
- 6 months' rent guarantee
- up to £2,000 for initial repairs and maintenance
- full rent paid in advance from the date the agreement is entered into
- the opportunity for additional payment after the agreed period, on a case-by-case basis
- £2,000 for tenants, furniture, and items to help make the house a home
- support setting up the tenancy and basic repairs during the initial period

b. Tenancy Matching

The HfU team will attempt to match guest(s) with a HfU Tenancy or other arrangement if finding accommodation with another host is neither appropriate nor possible within the time available.

When necessary, we will provide guests with temporary accommodation until suitable accommodation is located.

Families with children are given priority for self-contained flats and houses.

A child older than 8 should have their own room. If a parent wishes for their child over the age of 8 to share a one-bedroom property, it is recommended that a living area be assigned to the child for privacy and schoolwork, and the landlord and tenant agree to this arrangement.

Rooms in Houses of Multiple Occupation (HMOs) are given priority to single guests under the age of 35.

The Tenancy Matching Model helps the Homes for Ukraine team determine which household is offered a tenancy. Each household's particular circumstances are always considered, and officers have the option to override the model. All offers are reviewed by an internal review panel.

The Tenancy Matching Model uses the following criteria: (i) time remaining in current accommodation; (ii) suitability of accommodation; and (iii) distance between the current residence and the new property.

Prior to making an offer, personal circumstances and known protected characteristics are assessed using the Equalities Duty Check.

c. Equalities Duty Check

The Equality Duty Check completed prior to offering HfU Tenancies ensures officers check for known protected characteristics within guest households requiring housing and, if present, assess whether the newly available housing uniquely accommodates the characteristic(s). For example, a property with pre-installed aids and adaptations may be particularly suitable for a guest with a physical disability.

The Homes for Ukraine team inform landlords in cases where prospective tenants need access improvements. Landlords are made aware of occupational health recommendations to ensure that permission is granted for all aids and adaptations.

d. Homes for Ukraine Tenancy Matching Review Panel

The HfU Tenancy Matching Review Panel reviews proposed tenancies for safety, suitability, and sustainability. The panel is comprised of an officer and a manager from the Bristol Refugee Resettlement Team.

If a guest declines an offer of a HfU Tenancy, no further offers will be made unless there are exceptional circumstances. In these situations, rematching and PRS tenancy options are explored.

e. Move-in Visit

When tenants move in, they will be given initial assistance such as utilities, Universal Credit, schools, GPs, and orientation to a new area.

f. Tenancy Support

The allocated Senior Support Worker will assess support needs, make appropriate referrals, and agree a support plan for the tenant to help achieve independence where required.

g. Home Standard Check

Properties offered as Homes for Ukraine Tenancies are inspected prior to being made available.

The council seeks to ensure properties meet the Decent Homes Standard. All properties with a Homes for Ukraine tenancy should:

- 1) meet the current statutory minimum standard for housing
- 2) be in a reasonable state of repair
- 3) have reasonably modern facilities and services
- 4) provide a reasonable degree of thermal comfort

Future iterations of this policy will be updated in line with government reviews of private rented sector housing standards.

h. House in Multiple Occupation (HMO)

Where a property is to be exclusively used for multiple HfU Tenancies – an HMO – the households will comprise of female guests only. Mixed households will only be considered on a discretionary case-by-case basis.

Groups with children will only be considered on a case-by-case basis with advice from Children's Services.

HMO tenancies will only be offered in line with the [council's licencing schemes](#).

Equalities and Diversity statement

We will apply this policy fairly and consistently to all citizens engaged with, and service users of, the Homes for Ukraine scheme.

We will not directly or indirectly discriminate against any person or group of people. We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

The policy will be applied in a way that considers any known vulnerabilities of a person to whom it applies. This may include considering whether extra advice and assistance is needed, liaising with agencies involved with that person's care and/or support (where known), and referring that person to agencies and/or BCC departments that can support or assist that person.

Monitoring and evaluation

This policy will be reviewed and evaluated every quarter, in line with required reporting to government.

Related policies and information sources

- Bristol Homes for Ukraine Move-on Guide - When host/guest arrangements change: what happens next? [Bristol Homes for Ukraine Move On Guide](#)
- Bristol: A City of Sanctuary - [Welcoming Asylum Seekers and Refugees Strategy](#)
- Bristol City Council - [Equality and Inclusion Policy and Strategy](#)
- Bristol City Council – [Corporate Strategy](#)
- [Decent Homes Standard](#)
- [Bristol Homes for Ukraine Privacy Notice - Bristol City Council](#)

Glossary of terms

Guest(s)

Refers to an individual or household previously resident in Ukraine, prior to 1 January 2022, who has secured a visa under the Homes for Ukraine scheme, which enables them to be housed by a sponsor.

Host(s)

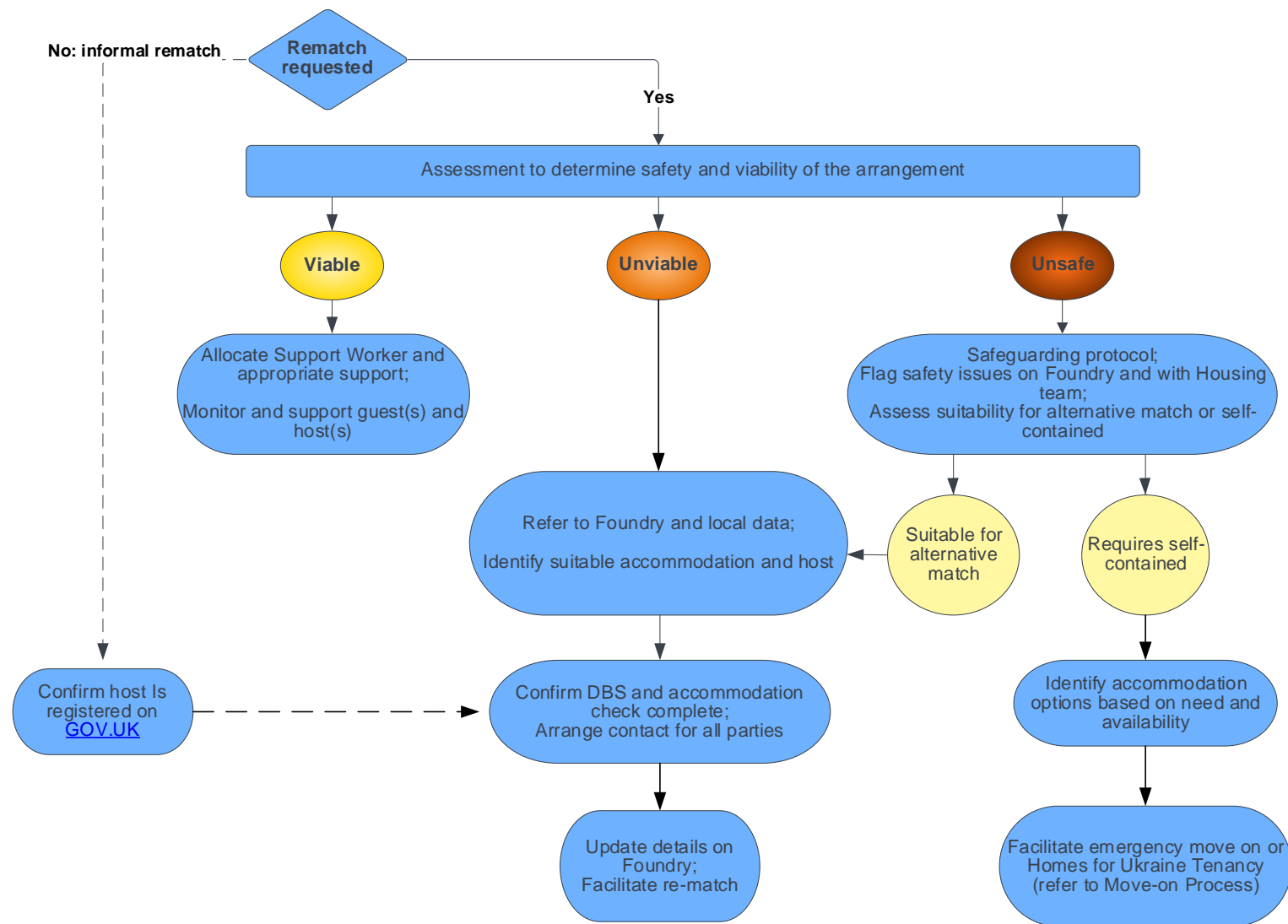
- Refers to an individual, group, or organisation who provides accommodation to people from Ukraine. A host does not need to be a sponsor.

Sponsor(s)

- Refers to an individual, group, or organisation that has successfully completed a visa application with a person from Ukraine under the Homes for Ukraine scheme and has been approved to accommodate them. A sponsor may not always be a host.



Appendix 1: Rematching Process



Appendix 2: Partner Organisation role