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**Under One Roof**

**Essential Household Goods and Support Scheme for Lancashire**

**MEMORANDUM OF UNDERSTANDING**

**Dated 17th January 2022**

Is made between:

Selnet Ltd to underpin the relationships and agreement between organisations referring a service user into the Under One Roof project.

and

All approved referral partners listed.

**1. BACKGROUND**

Having delivered this service in different contracted formats since 2013, Selnet are thrilled to have secured this new scheme commissioned by Lancashire County Council that will launch on 17th January 2022. The scheme will deliver for a minimum term of three years with an option to extend for a further 2 years.

The new service has three strands of support for its service users:-

1. The Under One Roof team will now conduct the initial applications and assessments when a referral is made to the scheme.
2. Sourcing and delivering essential household items for successful applicants is a very well-established part of the service. This element will continue to be undertaken by a long term established partnership of Furniture Reuse Organisations (FRO) who are geographically positioned to deliver the essential items across the 12 Lancashire County Council districts.
3. Selnet will not only support suitable applicants with household appliances and furniture but will also offer a holistic package of advice, guidance and signposting which looks to improve the circumstances of an individual or family.

**2. SHARED PURPOSE**

We recognise that a referring partner may already have a relationship with the service users and that you will help us to support them at what may be a difficult time.

We expect that you will work with the project team to ensure that people referred meet the eligibility requirement set by the funder.

In addition, we ask that you help us to effectively support Lancashire residents by offering an accessible, fair, and impartial service that meets the aims and objectives of the project detailed below:

* Help service users maintain or establish a home by providing them with essential household items that meet their individual needs.
* Help service users to understand their wider needs and access additional sources of support.
* Help service users to feel more secure, be more resilient, and live more independently in their communities.
* Reduce household waste by increasing the use of second-hand household goods in Lancashire.
* Maximise resources to help as many people as possible; and
* Manage demand to ensure the Service is delivered across the entire year.

**3. THE RELATIONSHIP**

Partner will submit application to the scheme using the secure link, or application portal found on the project website: <https://selnet-underoneroof.org.uk/>

Before making an application on behalf of a service user you must ensure that they meet the following eligibility requirements:

* Be aged 16 years or over.
* Live within the administrative boundary of Lancashire County Council.
* Have no income or be on a low income, such as means tested benefits.
* Be in a priority group.
* Not have access to sufficient funds to meet their immediate needs or those of their dependants and
* Need access to essential household items to help maintain or establish a home.

We will ask you to provide a supporting statement to verify each service user is in crisis. That they have met the schemes eligibility requirements and will ask you to provide evidence of income/benefits they receive with the application.

**4. CONFIDENTIALITY UNDERTAKING**

This agreement does not give carte blanche licence for the wholesale sharing of information.

Selnet’s policy on data protection complies with UK law, including that required by the EU General Data Protection, Regulation (GDPR) [www.eugdpr.org](http://www.eugdpr.org). This law requires us to tell service users about their rights and our obligations regarding the processing and control of their personal data.

All applications to Under One Roof must only be made by the secure links provided.

Before making a referral in to the Under One Roof scheme, partners must ensure that they have followed current legislation and sort the relevant permissions from each service user referred into the scheme and informed them of how their data will be handled in terms of storing and sharing personal data.

On behalf of [insert organisation name]

I confirm that:

* I am an approved officer and able to sign this Memorandum of Understanding.
* that all staff who will be referring service users into Under One Roof have received a copy of the MoU and will adhere to the agreement between our two organisations

|  |  |
| --- | --- |
| Print Name |  |
| Position |  |
| Date |  |
| Signature |  |

On behalf of Under One Roof

|  |  |
| --- | --- |
| Print Name | Lisa Bolton |
| Position | Scheme Relationship Manager |
| Date |  |
| Signature |  |

Please sign and return to – [lisab@selnet-uk.com](mailto:lisab@selnet-uk.com)