



# Resettlement Policy

## MONITORING

This policy is reviewed annually

## NEXT REVIEW

October 2009

### 1. Purpose of the policy

There are several stakeholders involved in housing a client in an RSI property. This policy has been designed to provide guidance to Referral Agencies, Housing Providers and Tenancy Sustainment Teams (TSTs) around the process of resettling a new tenant into RSI accommodation. It is intended to provide guidance to ensure a continuity of support to a client moving in to an RSI property. It is not intended as a replacement to existing good practice in risk assessment and information sharing.

### 2. Policy statement

This policy provides guidance to ensure the smooth transfer of support provision from Referral Agencies (e.g. street and hostel based services who take on pre-tenancy work) to TSTs. It sets out the process for achieving continuity of support and clarifies areas of responsibility. All parties are expected to co-operate to do things as quickly as practicable and to act in an open and honest manner with one another.

### 3. Applicability

The procedure is intended for Referral Agencies, TSTs, Housing Providers and the Clearing House.

### 4. Definitions

**Pre-Tenancy Provider (PTP)** – This is the provider which identifies the rough sleeper as eligible for the Clearing House and refers the client. Where clients are rehoused directly from the street the lead agency for pre-tenancy provision is likely to be the CAT (contact & assessment team). There are also funded PTPs across the sector based in regional teams or within hostels that are responsible for pre-tenancy support. These are also referred to as Referral Agencies.

**Tenancy Sustainment Teams (TST)** – These are the teams which will provide support to the client for the duration of their tenancy. The TST will provide support to the client and help them to identify and work towards goals for the duration of their tenancy. When they are ready to move on the TST will assist them to do this.

**Housing Providers** – these are the landlords of RSI properties. They may be an RSL or the landlord of Private Sector Leased (PSL) property.

### 5. Getting Help

For help and advice about this policy or procedure please contact a member of the Clearing House Team on 020 7089 9514 or at [ch@broadwaylondon.org](mailto:ch@broadwaylondon.org)

### 6. Related policies/ References for more information

- Dispute resolution procedure
- Move in Action Plan
- TST service standards





# Resettlement Procedure

## 1 Overview

- 1.1 This policy and procedure provides guidance for staff involved in resettling RSI clients into RSI accommodation. It sets out good practice guidance and expectations about inter-agency responsibilities before, during and after a client's resettlement to RSI property, to ensure a continuity of support to that client.

## 2 Aim

- 2.1 To ensure all agencies understand their roles and responsibilities within the handover and resettlement process.
- 2.2 To ensure that the client continues to receive an appropriate level of support from both the Pre-tenancy worker and the TST worker until the client is thoroughly resettled.

## 3 Areas of responsibility

- 3.1 All Clearing House Staff, Referral workers, TST workers and Housing Providers are responsible for the implementation of this procedure.

## Procedure

### 4 Pre-tenancy

- 4.1 It is important that Referral Agencies are open, honest and thorough when completing details of clients' support needs on the Clearing House application form. Referral Agencies should act responsibly in referring clients who have been properly assessed and have a good chance of sustaining a tenancy with the support available to them.
- 4.2 It is important that Housing Providers put relevant and up to date information about the property when completing the Void Notification form (on the online system).
- 4.3 If there are clients with particular support needs or issues whom the Housing Provider cannot accept at a particular time for a particular property, they must explain the reasons for this when completing the Void Notification form. It is important that the Clearing House is made aware of the specific reasons.
- 4.4 The Clearing House will carefully consider which client to nominate to a particular void based on the information we hold on the client and on the void property.
- 4.5 The Clearing House will notify the Referral Agency, the Housing Provider and TST of a nomination
- 4.6 The Referral Agency is responsible for contacting the other parties (TST and Housing Provider). If there is no contact from the Referral Agency within 5 working days of the date of the notification letter then the TST should contact the Referral Agency and Housing Provider to arrange a viewing. The Referral Agency remains the lead agency until the tenancy agreement is signed
- 4.7 All parties are responsible for acquiring the client information which is available to them on the online system.



- 4.8 The Referral Agency must supply any additional information (which is not provided on the online referral form) required by the TSTs. This may include updated risk assessment documentation.
- 4.9 If the time between nomination and sign-up is 6 weeks (or longer) then the client has the right to turn down the property and will be returned to their position on the waiting list.
- 4.10 The Clearing House does not bear responsibility for the loss of rent incurred during the void time of a nomination process.

## 5 Tenancy sign up

- 5.1 It is expected that, where time allows, TST staff will meet with or otherwise make contact with a potential tenant being accommodated within their patch prior to the housing provider interview so as to introduce themselves and the service and begin the resettlement process.
- 5.2 The Housing Provider may request an interview. The Referral worker (or a representative from the Referral Agency) should accompany the client to the interview.
- 5.3 If a viewing is arranged for immediately after an interview then the TST worker is expected to be present to ensure that the viewing checklist is complete.
- 5.4 Interview, viewing and sign-up on 3 separate days is onerous for all concerned. Where possible the Housing Provider (and other parties) should aim to combine some of these whilst remaining flexible
- 5.5 Once the tenancy agreement is signed the Referral worker should ensure that all relevant information is handed over to TST.
- 5.6 The TST becomes the lead agency at point the tenancy is signed and should indicate who the lead contact will be.
- 5.7 All parties (TST, PTP and Housing Provider) are responsible for ensuring the move-in form is completed and agreed to.

## 6 Post tenancy

- 6.1 The TST should ensure an action plan is agreed between the client, Referral Agency and themselves and that the standard **moving-in check list** is completed and then sent on to the Housing Provider.
- 6.2 The TST should arrange at the sign up the date for the two month handover meeting
- 6.3 Every tenant will have an agreed support plan (informed by a formal needs and risk assessment as set out in the **TST Service Standards** document) in place within 4 weeks of entering the service. The tenant should receive a copy of the support plan and where appropriate the support plan should be signed by the tenant.
- 6.4 The client should be made aware of the TST's relationship with the Housing Provider. The responsibility of each party should be explained.
- 6.5 During the first two months of the tenancy there should be contact between the Referral Agency and TST with feedback as to how the client is progressing
- 6.6 Two months after tenancy start date the TST is responsible for organising a review meeting. This meeting should be arranged at the tenancy sign up. The TST is responsible for contacting the client, the Referral Agency and other agencies (if involved in the support of the client) and inviting them to attend. It is vital that the client is involved in planning the way forward. This meeting will be considered the final handover to TSTs from Referral Agencies unless there are exceptional circumstances.

## 7 General

- 7.1 After nomination it may become apparent that the scheme is not appropriate for the client. For example, if the client had serious issues around substance abuse, coinciding with substance abuse issues at a particular scheme, then it would not be in the interests of the client or the scheme for the client to be housed at the scheme. In these instances it would not be a constructive use of time to interview the client
- 7.2 Unless the Clearing House has clearly nominated someone who does not match the criteria specified by the housing provider on the lettings form, then the Housing provider should always be willing to interview the nominee.
- 7.3 In exceptional circumstances, where a housing provider has serious reservations about a client, and has doubts about whether the client should be interviewed, the housing provider should discuss this with the client's Referral Agency.
- 7.4 If the Referral Agency still wishes an interview to take place after the circumstances have been made clear, then the housing provider should interview the client.
- 7.5 If a housing provider wishes to reject a client without interview they should put the reasons in writing to the Referral Agency concerned
- 7.6 The Clearing House will act to try and resolve disputes between two Rough Sleepers Initiative (RSI) participating organisations. A Clearing House Manager will investigate complaint(s) made by one organisation against another and act as an intermediary, to try and ensure the smooth running of all aspects of the Initiative. These will be considered under the **dispute resolution procedure**.
- 7.7 The Clearing House will investigate reasons for repeat long-term voids to try to establish common causes and improve turn around times.

## **8 References**

- 8.1 Moving in check-list
- 8.2 TST Service Standards
- 8.3 Dispute resolution procedure

## **9 Performance indicators**

- 9.1 Following nomination, the Referral Agency to contact TSTs and Housing providers within 5 days
- 9.2 The time between nomination and sign up should not exceed 6 weeks
- 9.3 An agreed support plan is in place within 4 weeks of moving to the RSI accommodation