

Hello and Welcome

To the Spring 2010 Clearing House bulletin. This is a 6 monthly update we send out to all partner agencies to inform of any changes to the service, and as a general reminder about the services we offer.

Support on site properties

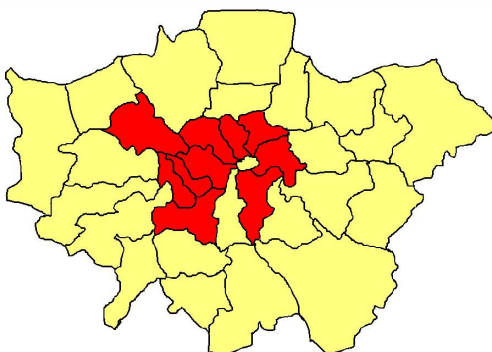
Clearing House has access to around 200 properties that have support on site, about 5% of our stock. Broadly, support on site properties usually have workers available from Monday to Friday 9-5 and provide more intensive support to clients with high needs.

If you feel that your client is ready to move on into their own accommodation, but you think that they will need more regular support than is offered by TST, then you can specify that your client is only put forward for support on site. Before requesting this on the referral form you must contact Clearing House to discuss and a highly detailed support needs assessment must be completed in order to back up the request. CH staff will assess on a case by case basis. You should only tick "support on site" on the referral form if your client requires this level of support as opposed to TST support and you can back up this request with relevant evidence.

Please note that anyone needing this level of support will probably be waiting at least 9-12 months for a nomination.

Due to the limited stock any referral requesting SOS must choose at least 4 of the following boroughs:

**Brent,
Camden
Hackney
H&F
Islington
K&C
Southwark
Tower Hamlets
Wandsworth
Westminster**



Clearing House induction sessions

We hold monthly induction sessions for referral agency workers who wish to know more about Clearing House, including the referrals process and what support a client can expect from Tenancy Sustainment Teams once they are rehoused.

This is an opportunity to ask any questions that you might have about our eligibility criteria, the workings of our database, or any other issues.

We will give a brief presentation which includes a general overview of the service, referral, nomination, and outcome processes, show you the workings of the online system, walk you through the referral form, and give tips on filling out a good quality referral.

If anyone is interested in attending this session, please email us: ch@broadwaylondon.org and we will book a place for you.

PSA 16 National indicators

The socially excluded adults Public Service Agreement (PSA 16) aims to ensure that the most socially excluded adults are offered the chance to get back on a path to a more successful life, by increasing the proportion of at-risk individuals in settled accommodation, and employment, education, or training.

The PSA focuses on four client groups who are particularly vulnerable to multiple forms of disadvantage: care leavers, offenders under probation supervision, adults in contact with secondary mental health services, and adults with moderate to severe learning disabilities.

We have added a section to our referral form which asks whether a client falls under any of the national indicators, this will have no effect on the client's eligibility we are simply collecting data on the effect of the PSA on our client group.

CLG Priority Client Groups

In an attempt to target entrenched rough sleepers the CLG/London Delivery Board has identified several groups of clients who will receive an enhanced offer from the Clearing House. These are the '**Rough Sleeping 205**', the '**CLG64 Returners**', and the '**Outer borough Famous Faces**'.

Each TST has a Specialist worker whose role will be to liaise with the referral worker and to support the client once they have been accommodated. The Clearing House has details of who this person is for each TST.

The TSTs cover pre-arranged zones within London and it will be necessary for the referral worker to have some idea of where the client wishes to move so that the correct TST team and worker can be identified.

The TST Specialist worker will be able to offer the following:

Involvement in action planning/case management meetings about the RS205 client at an early point prior to referral if possible and appropriate.

Good information about which RSI schemes within the client's chosen area might be suitable and how often vacancies come up.

Accompanying the client on a "show and tell" visit around the client's chosen area which could involve looking at existing RSI blocks or flats, lunch, looking around local amenities and generally getting to know an area.

Help with persuading a reluctant RSL in advance that a RS205 client is able to manage a tenancy (if this has the potential to be an issue).

Reassurances for the client that the initial two year fixed term tenancy is renewable and that the flat can potentially be considered a long term option.

These groups of clients only need choose one borough when joining the waiting list and they will be flagged within the Clearing House system as high priority for any vacancy within their chosen area. 'High priority' status means that the client will automatically sit at the top of the waiting list for their chosen borough(s) (behind any existing high priority clients).

To find out if your client is on one of these lists you can check their CHAIN record or contact the Clearing House.

Clearing House Review & Q3 Report

In summer/autumn 2008 some significant changes were made to the Clearing House system to ensure that it continued to be targeted at those who need it most. A report reviewing the effectiveness of these changes can be found here:

<http://broadway.jamkit.com/ClearingHouse/ClearingHouserreview>

Clearing house quarterly statistics for Quarter 3 2009/10 can be found here:

<http://broadway.jamkit.com/ClearingHouse/Reports>

TST Move on Scheme Information

<http://broadway.jamkit.com/ClearingHouse/TSTMovOnScheme>

Waiting list closing times

The Clearing House waiting list will now only be closing for the last 3 working days of each month.

Queries relating to the day to day running of the Clearing House

Julian Coates - Assessment Worker
Julian.coates@broadwaylondon.org or 0207 710 0590

Pete Agnelli - Clearing House Team Leader
Pete.agnelli@broadwaylondon.org or 0207 710 0623

Queries relating to the Clearing House management

Alastair Reeves - Clearing House Development Manager
Alastair.reeves@broadwaylondon.org or 0207 710 0572