

Appendix clarification addendum

1. Introduction

IMPORTANT: Current policies relate to the Clearing House service which operates referrals, assessments and allocations to rough sleepers initiative (RSI) properties. In 2019 it will begin also running this service for properties introduced under the Mayor's move-on programme. Until all documents have been reviewed, consulted on and re-drafted they may not reflect the new arrangements. To allow for this, the following should be observed.

Additions to any Clearing House documents are set out in this document below. Additional text is highlighted yellow.

2. Umbrella terms:

RSI partner(s)/ RSI partner agency/ RSI participating organisation – partners and stakeholders referred to as “RSI partners” (or any of the specified terms) within policy documents, should now be understood to also refer to partners and stakeholders of the Mayor's move on programme including housing providers, support providers and referring refuges.

RSI properties/ RSI accommodation - Properties referred to as “RSI properties” (or any of the specified terms) within the policy documents should now be understood to include properties introduced under the Mayor's move on programme. Properties introduced under the Mayor's move-on programme are intended for rough sleepers (approx. 80%) and victims of domestic abuse (approx. 20%).

RSI tenancy/ RSI tenancies – Tenancies referred to as “RSI tenancies” within policy documents should be understood to also include tenancies for properties introduced under the Mayor's move on programme.

RSI tenant(s) – Tenants referred to as “RSI tenants” within the policy documents should be understood to mean tenants of any property let by the Clearing House, meaning, RSI properties and move on programme properties.

Tenancy sustainment teams/ TST(s) – any reference to tenancy sustainment teams or “TST” within the policy documents should now be understood to also refers to support providers for those living in mayor's move-on programme properties too. Support arrangements under the move on programme could be any of the following:

For properties intended for rough sleepers:

- Tenancy Sustainment Team(s) (TST) or
- A specialist rough sleeping support provider contracted by GLA, delivered by, or in partnership with, move on programme housing provider for specified properties

For properties intended for victims of domestic abuse:

- A GLA funded pan-London domestic abuse support service or
- A specialist domestic abuse support provider contracted by GLA, delivered by, or in partnership with, move on programme housing provider for specified properties

3. Clarifications regarding Example Clearing House tenancy (appendix 3)

Clearing House are not be responsible for updating this template. It is provided as an example. If used, in part or whole, it should be verified by the housing provider's own legal team beforehand.

4. Additions/ clarifications to Clearing House Nominations policy (appendix 4)

Numbering below relates to the section numbering within the Clearing House document.

3.5.6

For move-on programme properties, if the property does not meet the criteria specified in schedule 4 of the Move-On Accommodation - Grant Agreement (not for profit RP).

5. Additions/ clarifications to Clearing House transfers policy and procedure (appendix 5)

Numbering below relates to the section numbering within the Clearing House document.

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Victims of domestic abuse housed in move-on programme properties ringfenced for this group, will be able to transfer to other domestic abuse properties only. Likewise, transfers from properties ringfenced for rough sleepers will only be considered for properties intended for this group.

6. Additions/ clarifications to Clearing House data protection policy (appendix 7)

Numbering below relates to the section numbering within the Clearing House document.

1. (paragraph one)

Clearing House collects and holds certain information on its clients and partners in order to successfully provide its service. The Clearing House service is used by homelessness organisations and refuges across London to submit applications for rough sleepers, former rough sleepers and victims of domestic abuse who they support in the provision of their own services.

6 b (final paragraph)

The overall reason for Clearing House to hold personal data on clients and their support workers is to enable to service to achieve its goals of assessing client' support and housing need and matching them appropriately to supported accommodation as part of the Rough Sleepers Initiative (RSI) and Mayor's move on programme.

6 c (paragraph one)

The Clearing House has a duty of care to its clients and partnership workers which requires us to collect sufficient personal data to ensure that appropriate decisions with regard to provision of services and support are made, and to ensure the safety and wellbeing of all involved in the RSI and Mayor's move on programme.

6 e (bullet point two)

Whilst a client is in receipt of **the** service it will be necessary for their records to be kept in order to ensure the on-going provision of that service

8 (paragraph one)

Data sharing is essential to the work of the Clearing House given our role as liaison between RSI partners and a conduit of client referrals between partners. Data sharing is essential to the way in which the **service** operates and the system that it relies on; without the sharing of personal data between Clearing House and our RSI partners the service objectives could not be achieved.

(paragraph four)

When a client is matched to a suitable accommodation Clearing House will share relevant personal data that is required in order for the **service** to function. This could include information such as a client's name, current address, financial information (i.e. income and debts), offending history, etc. As part of this process, workers' details such as name, phone number, email address, etc. will also be shared in order to facilitate joint working between RSI partners.

7. Additions/ clarifications to Clearing House complaints policy and procedure (appendix 8)

Numbering below relates to the section numbering within the Clearing House document.

1.2.

Complaints about services a client receives from other organisations involved in the Rough Sleeper Initiative (RSI) **and Mayor's move on programme** should be dealt with through the complaints and appeals arrangements of those organisations.

3.1 (bullet point two)

When a client has been refused a transfer by Clearing House.