

Resettlement

Monitoring

This policy is reviewed every two years or in line with service changes, whichever comes first.

Next review

By March 2023

1. Introduction

The focus of this policy is to provide a framework and guidance for the process of resettling a client into RSI accommodation after successful nomination. This document is intended to help ensure continuity in support for the client and is not intended to replace well established good practice in risk and needs assessment, support delivery, risk management and information sharing.

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 Tenancy Sustainment Team. 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.

2. Overview

This policy and procedure provides guidance for staff involved in resettling rough sleepers 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.

- The **Referral Agency** is the provider which identifies the rough sleeper as eligible for the Clearing House and refers the client. In most cases, the referral agency will be a hostel, an outreach team or supported housing.
- The **Tenancy Sustainment Team (TST)** is the team 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 find appropriate accommodation.
- The **Housing Providers** (or RSL) own the RSI properties which are specifically and exclusively ring-fenced for rough sleepers.

3. Aim

All agencies involved in RSI will deliver a client-centric approach to resettlement:

- To ensure all agencies understand their roles and responsibilities within the handover and transition of support from Referral Agency to TST.
- Ensure that appropriate level of support is in place (from RA and TST) for the client during the early stages of the tenancy.
- All agencies demonstrate reasonable flexibility in order to meet the needs of the client.
- Targets and timescales of each agency are understood by all other agencies.
- Good communication such as including all agencies in correspondence and information sharing and providing complete and clear information in a timely way.

4. Pre-tenancy

The nomination process begins when Clearing House matches a client to a property and sends the agencies involved notification emails. The process of resettlement within RSI begins before this with the referral agency, by:



Ensuring that the client has all of the relevant documentation required to start a tenancy and that the client has this at assessment and sign-up:

- Proof of income (e.g. letter from DWP, bank statements or wages slips)
- Proof of identity (e.g. passport, birth certificate, driving license)

Referral agency must ensure that the client is aware that they will be required to meet with TST for assessment for their service, an interview with the housing provider assessing suitability for their property followed by a viewing of the property.

And following nomination by supporting the client to attend all interviews, assessments and viewings throughout resettlement into RSI. There should be NO delays around this.

5. **Nomination**

- 5.1. The TST is responsible for contacting the other parties (Referral Agency and Housing Provider). If there is no contact from the TST within 2 working days of the date of the notification then the Referral Agency should contact the TST and Housing Provider to arrange a viewing. The TST remains the lead agency.
- 5.2. The TST and the Housing Provider should meet with the prospective tenant before the sign-up to conduct an assessment of the client's suitability for the property and for the level of support to be offered.
- 5.3. Where possible all meetings, interviews and viewings should be undertaken (or at least arranged) within 2 weeks of the nomination email.
- 5.4. All parties are responsible for acquiring the client information, contained in the referral, which is available on the online system. Links to this are provided in the nomination email.
- 5.5. 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.
- 5.6. If the time between nomination and sign-up is 8 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.
- 5.7. The Clearing House does not bear responsibility for the loss of rent incurred during the void time of a nomination process.

6. **Tenancy sign up**

- 6.1. 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.
- 6.2. The Housing Provider may request an interview. The Referral worker (or a representative from the Referral Agency) should accompany the client to the interview.
- 6.3. If a viewing is arranged for immediately after an interview then the TST worker is expected to be present to ensure that a viewing checklist is completed and tasks (such as utilities or benefits applications) are agreed between all parties to ensure a smooth tenancy start.
- 6.4. Clients should be given 24 hours to consider whether they want the property before signing any tenancy agreement. Once a tenancy agreement has been signed, the



tenant becomes liable for the rent for at least the duration of any notice period. It is therefore essential that they give careful consideration before signing up.

- 6.5. 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.
 - 6.6. Once the tenancy agreement is signed the Referral worker should ensure that all relevant information is handed over to TST.
 - 6.7. All parties are responsible for ensuring the correct tenancy (2 year fixed term AST¹). A sign up should be halted in the event the wrong tenancy is proposed.
 - 6.8. All parties (TST, Referral Agency and Housing Provider) are responsible for ensuring a move-in checklist is completed and agreed to.
- 7. Post-tenancy start**
- 7.1. 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.
 - 7.2. 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.
 - 7.3. The client should be made aware of the TST's relationship with the Housing Provider. The responsibility of each party should be explained, including the requirement to conduct regular tenancy reviews
 - 7.4. During the first two months of the tenancy, where possible, there should be contact between the Referral Agency and TST with feedback as to how the client is progressing
 - 7.5. 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.
 - 7.6. This meeting will be considered the final handover to TSTs from Referral Agencies unless there are exceptional circumstances.
- 8. General**
- 8.1. 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 misuse, coinciding with substance use at a particular scheme, then it would not be in the interests of the client or the scheme for the client to be housed there. In these instances it would not be a constructive use of time to interview the client.
 - 8.2. 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.

¹ Except Peabody where a six month starter tenancy will be issued. See Peabody six month tenancy review P&P



- 8.3. 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 as soon as possible.
 - 8.4. 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.
 - 8.5. If a housing provider wishes to reject a client without interview they should put the reasons in writing to the Referral Agency concerned.
 - 8.6. The Clearing House will act to try and resolve disputes between two Rough Sleepers Initiative (RSI) participating organisations. A Clearing House Manager will, if necessary act as an intermediary if issues or complaints cannot be resolved between partner organisations, to try and ensure the smooth running of all aspects of the Initiative. These will be considered under the dispute resolution procedure.
 - 8.7. The Clearing House will investigate reasons for repeat long-term voids to try to establish common causes and improve turnaround times.
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 8 weeks.
 - 9.3. An agreed support plan is in place within 4 weeks of moving to the RSI accommodation.
10. **Getting help**
- For help and advice about this policy or procedure please contact a member of the Clearing House Team by logging a case using the online system, calling 020 3856 6008 or emailing ch@mungos.org
11. **Related policies, references for more information**
- Nomination Policy & Procedure
 - Nomination Procedure Guidance
 - Referral Form Minimum Standards Guidance
 - Referral and Waiting List Policy & Procedure