



TST Clearing House Induction

Objectives

By the end of this session we will have covered:

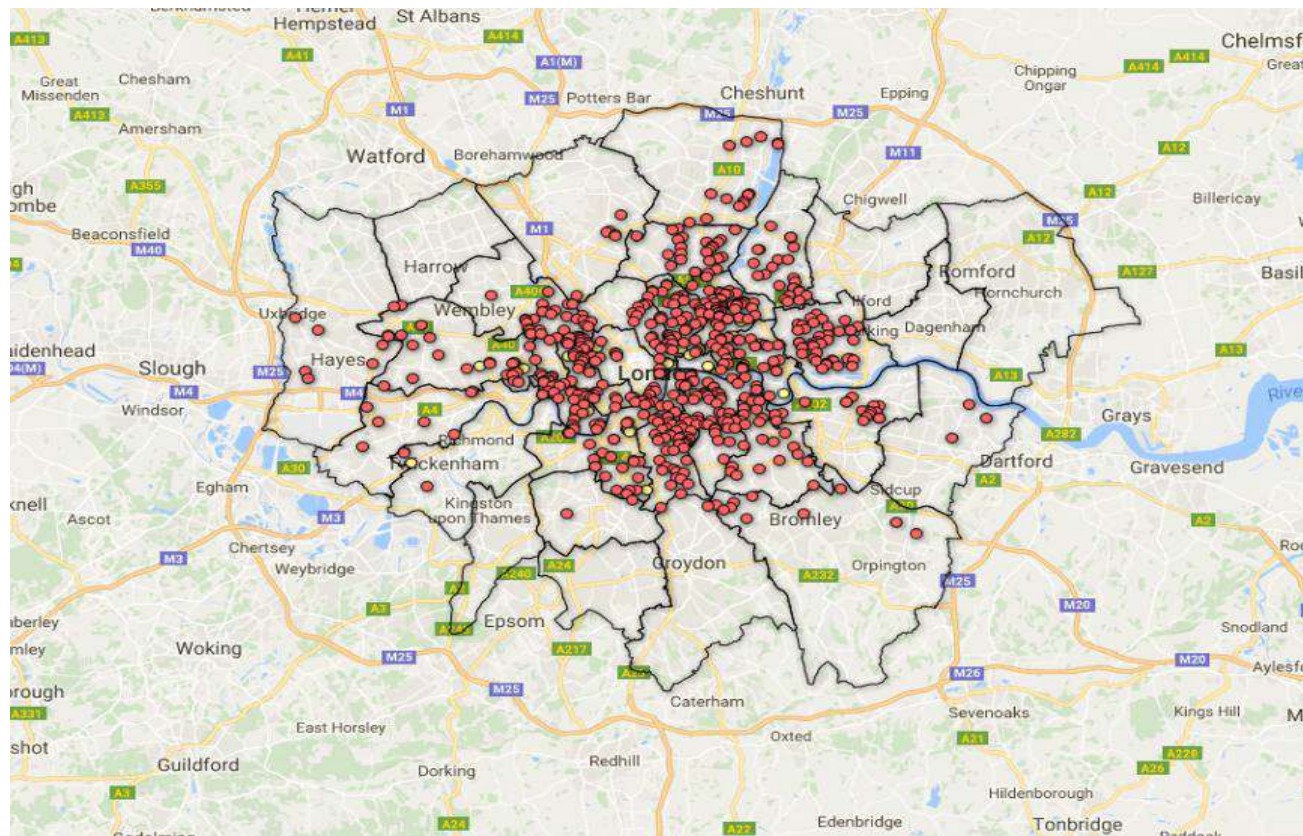
- How you can prepare your clients for moving into a Clearing House property.
- What support TST will provide to clients during their two year tenancy.



1. How many clients in TST?
2. What areas do we cover?



TST Client Map



TST Support

Everyone gets the support they need

- Variety of support needs catered for
- People are catered to as individuals with an emphasis on promoting independence and empowerment
- Home visits: everyone receives one at least once a month
- Drop-in: people who are fairly independent or live close to our offices are encouraged to come to drop-ins
- Duty: there is always someone on phone duty for emergencies
- Flexible around needs' levels: they do change!
- Move-on is a positive process
- ETE support from dedicated specialist workers

Questions?

Case Study & Exercise

Read Bobby's case study and discuss in your three groups. List your actions on flipchart paper.

What support can the referral agency give Bobby to prepare him for a Clearing House tenancy?



What support can the referral agency give Bobby?

- Identify any barriers/anxieties to attending appointments; initial accompaniment to appointments building up to going alone
- Identify any barriers to ETE and support Bobby to address them
- Develop a system with Bobby for remembering appointments himself, gradually reducing the number of reminders
- Support Bobby to undertake a budgeting course; instil strong boundaries around staff giving food vouchers
- Support Bobby to undertake a cooking course
- Support Bobby to be proactive about reporting repairs and learn how to report issues directly – building up from doing it with him, to him reporting them on his own
- Manage Bobby's expectations around the level of support TST provide – hence why he needs to learn these skills

What else can you do to prepare your clients?

- Look at why previous tenancies broke down
- Discuss with clients how they will handle changing services
- Explore and develop relationships and support networks
- Aspirations - where do they see themselves in 2 years' time?

-Questions?



Welcome session

- Process: what can your client expect from a Welcome Session?
- Main focus: what can they do already? Where do they need support?
- Purpose: to decide whether Clearing House accommodation is suitable
- Clearing House accept original referral and we then re-evaluate at point of nomination
- Outcome: if unable to accept into service we will make recommendations
 - e.g. what needs to change
- Majority of nominations are accepted

We want to make it a success and not set them up to fail

-Questions?



What's next?

- Action plan based on support plan
- Referral worker to apply for Local Support Payment/Scheme
- Transferring drug and alcohol and MH services
- Viewing and sign-up
- TST worker to do HB claim on sign-up
- TST will register with local GP

More intensive support in first few weeks

-Questions?



A TST Flat in North or South





Interventions: what we can do when things go wrong

- Hoarding: referral to social services or cleaning company
- Rent arrears: set up payment plan, accompany to court to advocate, legal representation
- Harassment: transfer via housing association or Clearing House, involvement of SNT
- ASB/tenancy hijacked: hostel referrals if not coping

Engagement is central to all of this

Case study: Chris's story



Thanks 😊

Feedback and Questions?

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