

STOCKPORT HOMES TEMPORARY ACCOMMODATION SUPPORT POLICY

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Policy approved by:	Si Welch
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
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Lead officer:	Anne-Marie Heil

1 INTRODUCTION

1.1 This Policy sets out the ways in which Stockport Homes Limited (SHG) Temporary Accommodation service provides support to customers.

1.2 SHG's Temporary Accommodation is a provision for customers who are experiencing homelessness and have been placed by the Housing Options Team for a period of time. As well as building and housing management functions, providing a service where the needs and vulnerabilities of customers are identified and supported is at the core of the Temporary Accommodation service. This service seeks to create a supportive environment that is forward looking and enables customers to achieve independent living.

2 STRATEGIC LINKS

2.1 This policy is linked to SHG' organisational mission, strategies and policies, and other relevant Council strategies including:

- Transforming Lives by inspiring customers to make positive changes, realise their full potential and lead a fulfilled life.
- SHG's Safeguarding Adults and Children at Risk
- Homelessness Strategy.

4 KEY FEATURES OF THE POLICY

4.1 Effective support within Temporary Accommodation is designed and delivered with the following aims:

- To support customers to engage with their housing options and ensure that move on from temporary accommodation is sustainable
- To enable customers to explore and work creatively towards their personal goals and aspirations
- To facilitate effective support where multiple partners and agencies are involved
- To enable customers to follow their License Agreement and maintain temporary accommodation

4.2 Temporary accommodation will be a clean and safe environment for customers to live in, providing basic amenities.

4.3 A clear understanding of the License Agreement and expectations within temporary accommodation is key to ensuring that customers are well supported towards independent living within temporary accommodation.

4.4 All customers will be given a Support Plan which has been created and agreed with a designated Project Worker. The support planning process takes a strengths based approach and considers the customer's support creatively and holistically.

- 4.5 Customer contact with support staff is available every day and with a designated Project Worker a minimum of once weekly.
- 4.6 Staff support will focus on enabling customers to live independently and help build resilience.
- 4.7 Support should be delivered in a flexible and creative way, in order to meet individual customer needs. E.g. using technology to aid support or support sessions taking place in different locations.
- 4.8 Physical visits into a TA flat or property do need to be completed at least once a week with or without the customer present to ensure the space is clean and safe.
- 4.9 Joint working between Project Workers, Housing Support and Lettings Services will be carried out to ensure smooth transition for customers moving on from Temporary Accommodation. Where necessary pre-tenancy support will be provided and follow the customer into their new tenancy.
- 4.10 Enforcement procedures (i.e. Breach, ABC, and Eviction Notice) will be used positively to best enable customers to not breach the details of their License Agreement and remain in Temporary Accommodation.
- 4.11 Clear and concise records are kept of all engagement or correspondence with customers and the day to day operations within the accommodation. All information is kept up to date on the case management system.
- 4.12 Project Workers will seek consent to share customer information with internal and external agencies in order to maximise the support offer, resources and opportunities.
- 4.13 TA staff have access to knowledge and skills training that meets the support needs presented, and this is regularly reviewed.
- 4.14 Confidentiality can be provided to all customers except in the instance of safeguarding concerns or for the detection and prevention of crime.

5 EQUALITY IMPACT ASSESSMENT (EIA)

- 5.1 As a result of the Equality Impact Assessment we will ensure we deal fairly with vulnerable customers who often have challenges due to disability, age and ethnicity which need dealing with sensitively.
- 5.2 All support is tailored to individual circumstance and need and respects the choices and beliefs of customers. Interpreters will be used where required to ensure full understanding.

6 OWNERSHIP, MONITORING & REVIEW

6.1 This Policy is owned by the Directorate of Neighbourhoods and Support but there is responsibility in each Directorate for the implementation of the policy.

6.2 The policy will be reviewed every 3 years and any enquiries relating to the policy can be directed to the Temporary Accommodation Manager and/or the Projects Officer.