

TEMPORARY ACCOMMODATION EVICTION POLICY

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1 INTRODUCTION

1.1 Stockport Homes Limited's (SHG) 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. It is an environment where the needs and vulnerabilities of customers are supported with a view to achieving future independent living.

1.2 This policy sets out the ways in which SHG will seek to achieve this by working with customers, other teams and partner agencies in order to safely manage accommodation and behaviours within accommodation in line with Licence Agreement conditions.

1.3 The overall purpose of this policy is to

- Deliver excellent support services to all customers accessing temporary accommodation
- Work with customers to enable them to be safe and secure within temporary accommodation
- Work proactively with customers who breach their license agreement or payment agreements, in the interests customers and partners
- Ensure unacceptable behaviour is managed appropriately, using a variety of approaches, to reduce its occurrence and protect other customers and staff

1.4 A customer includes anyone who is holds a License in temporary accommodation and anyone in their household.

2 STRATEGIC LINKS

2.1 Stockport Homes does not work in isolation and this policy has been written to take into account other internal Policies, National Legislation and other Strategies. In particular:

- SHG Safeguarding Children and Adults at Risk Policy
- Equality Act 2010
- Race Relations Act 1976
- Homelessness Reduction Act 2018
- SHG's Hate Policy
- Equality and Diversity Strategy
- SHG's Homelessness Strategy

3 POLICY STATEMENT

3.1 Temporary Accommodation is managed on the basis of mutual respect and consideration between and among customers and staff. Project workers

will work towards positive goals set with customers and offer a variety of support options available.

3.2 Customers will sign up to license agreement whilst living in Temporary Accommodation which sets out conditions of residing within Temporary Accommodation and includes accepted behaviours from both the customer and SHG. If breached action will be taken as detailed in this policy.

3.3 Evidence of staff contact and discussion with customers are recorded in daily contacts and weekly one to one notes.

3.4 Where a customer is receiving additional support or involvement from other services, efforts will be made to work collaboratively to address the causes of a breach and find acceptable solutions.

3.5 Upon arrival at Temporary Accommodation all customers complete a risk assessment, health needs and offending behaviour assessment with a Project Worker. Customers are briefed on the support available to them within the Temporary Accommodation and additional support that can access elsewhere.

3.6 Eviction will only be seen as a last resort where other actions have been exhausted or the risk posed by a customer or their household exceeds acceptable levels.

3.7 Non-compliance with the license agreement can result in any of the following being issued:

- A Breach is issued due to any non-compliance with license agreement and is a proportionate and flexible response to reducing further non-compliance. Multiple breaches can be issued over time and it is at the discretion of the Scheme Manager to advise further action (e.g. acceptable behaviour contract, eviction notice) at any time as seen necessary to uphold the safe management of the accommodation and those within it. Part 2 of the breach notes further action taken and includes a range of supportive actions that can be pursued upon agreement with the customer
- An Acceptable Behaviour Contract (ABC) may be issued as result of a Breach. It is a supportive measure to assist a customer to understand and manage their behaviours in line with the license agreement. This measure will be used where deemed appropriate and especially where there are multiple or complex issues impacting on the customer's ability to comply with the license agreement
- An Eviction Notice may be issued as a result of a Breach or due to any non-payment of monies due (such as rent or service charges). An Eviction Notice can be issued for effect immediately, in 7 days, 14 days or 28 days or in line with customer payment schedules (benefit or salary payment dates) if non-payment related. As far as possible further positive

action will be identified and agreed upon which may avoid a Notice being enacted

3.8 The Housing Options Officer may be asked to advice on the following relating to the legal status of the household in regard to their Part 6 Homeless Application:

- Customers that are unintentionally homeless and in priority need; if eviction is due for a customer/household who is under the Relief Duty and subject to 188 Interim Accommodation duty, this duty will still stand and further accommodation must be sought until the decision is served
- Customers that have had a Decision given and 56 days has passed; if eviction is due when this customer/household has been issued their final decision, eviction can commence after the Final Duty occurs

4 EQUALITY IMPACT ASSESSMENT

4.1 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.

4.2 All efforts are made to ensure that needs are fully assessed and supported, positive action is taken to avoid eviction and therefore eviction is only enacted as a last resort. Vulnerability and safeguarding concerns are taken into consideration and discretion used to work proactively to find the best possible outcome for customers, Temporary Accommodation and other involved parties. Every case is dealt with on an individual basis taking into consideration Homelessness Strategy and relevant legislation such as the Housing Reduction Act

5 OWNERSHIP, MONITORING AND REVIEW

5.1 The Temporary Accommodation Eviction Policy is owned by the Directorate of Neighbourhoods and Support but there is responsibility in each Directorate for the implementation of the policy. The policy will be reviewed every three years and any enquiries relating to the policy can be directed to the Temporary Accommodation Manager and/or the Projects Officer.

5.2 Performance information relating to eviction is recorded and monitored internally.