

Off the street:

Preventing evictions and
abandonments in greater Norwich

PROTOCOL 2012



SIGNATORIES

The following organisations are signatories to this protocol:

Organisation	Signed by	Name and designation	Date

1. Introduction

Background and aims of this protocol

This protocol has been devised to support the work of the Greater Norwich Housing Partnership and Norfolk-wide housing strategies: Rough sleeper strategy 2010-13, Homelessness strategy 2011-14, Norfolk housing and support strategy for people who misuse substances 2011-13 and the overarching housing strategies of the three greater Norwich councils.

The protocol has been designed with the help of supported accommodation providers, Homeless Link, The Salvation Army and with the input of people who live or have stayed in supported accommodation in greater Norwich. Throughout this document there are resident perspectives that give a flavour of people's experiences of living in hostels in our area.

The aims of the protocol are to:

- support providers to prevent evictions and abandonment
- share good practice in preventing evictions and abandonment
- support people to modify behaviour
- prevent repeat homelessness
- enable common standards relating to eviction and abandonment.

This protocol has been created by incorporating good practice examples of supported accommodation protocols that have been developed including "Preventing evictions and abandonment from Lambeth's hostels – protocol."

1.1 Marginalised single homeless adults

This protocol supports the work being carried out by the Integrated Commissioning Team (formerly Norfolk Supporting People) to remodel temporary accommodation services for marginalised single homeless adults in Norfolk. Research carried out by the Integrated Commissioning Team has found that, 'Offenders and people with drug and alcohol problems still find it difficult to access short-term supported accommodation at the point of need¹, and remain relatively more likely than people with other primary needs to be evicted or abandon their supported accommodation.'

¹ Homelesslink has produced a guidance document on how services can reduce risk for people who are commonly refused eg those with history of arson:
www.homeless.org.uk/effective-action/barriers

In particular, this protocol will aim to help prevent eviction or abandonment for adults who face chronic exclusion. Research carried out by the Integrated Commissioning Team found that chronically excluded adults are likely to have the following support related needs:

- a history of exclusion/care/abuse/repeatedly failed by services
- often 'on the books' of multiple agencies
- poor health prospects (physical and mental)
- multiple needs that are not addressed holistically
- a history of offending and antisocial behaviour
- behaviour which results in significant costs to multiple agencies: prolific offending/multiple hospital admissions and A&E visits/rough sleeping/admissions related to liver damage
- chaotic lifestyles – characterised by behavioural, control issues and often some level of learning difficulties
- skills deficits and limited economic and employment prospects
- many of these individuals are often perceived to be difficult to engage with
- although needs are frequently multiple and complex, few single homeless people meet eligibility criteria for services which often have specific remits around drugs and alcohol or mental health, learning disability or housing
- they are often unable to access accommodation because their support needs are perceived to be too high to manage and meet.

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2. Eviction criteria

All providers should be clear on their eviction criteria. This, along with the protocol, needs to be communicated clearly with residents at the point of entering a scheme and whilst people are resident. Typically, eviction criteria can include the following behaviours:

- the client is unwilling to engage with support and all attempts to engage have been explored
- there is wilful and ongoing failure to pay rent and service charge
- the risk to staff, other clients or the building is unmanageable, including where violence has occurred and a threat of continued violence remains.

Behaviours which should not meet the criteria are, for example:

- issues which arise primarily as a result of support needs
- issues which are out of clients' control eg delays with housing benefit that are caused by process rather than the client
- breaking of house rules that do not impact on the risk of others eg smoking.

Resident perspective:

"Different rules for different people – not favouritism, but sometimes, someone might just need a bit more help before they get evicted."

"Sometimes feel we are told what to do; would like more personal responsibility."

"Residents are just asked to sign a licence agreement, doesn't make the rules effective, aren't always clear what it is you're signing."

Only by being clear on what they will evict people for can providers begin to work more creatively with other behaviour to find solutions. Residents need to understand why the rules are there in the first place. Through house meetings, residents should be able to have input into service delivery at the hostel and therefore be able to influence changes to the rules if they can be managed effectively.

2.1 Monitoring

This protocol will be reviewed after six months in operation. The success of this protocol will be measured by:

- agencies reporting increased joint working
- performance improvements on the level of evictions and abandonments
- resident feedback.

2.2 Referrals

Supported housing providers agree to work collaboratively with the Housing Options teams of the three greater Norwich councils and work responsibly and flexibly to ensure the best outcome for the service user.

2.3 Best practice

Providers can make reference to Homeless Link's web page for further guidance on preventing evictions and abandonments:
www.homeless.org.uk/evictions-project.

3. Step one: Identify the trigger

In this protocol we have identified three triggers:

1. **Interview stage:** It becomes evident at interview, for example, a resident discloses that they have abandoned and or been evicted before.
2. **Behaviour:** A resident's behaviour in the hostel puts themself or others at risk.
3. **Abandonment signs:** A resident displays one or more of the common abandonment warning signs.

Resident perspectives:

"There could be more information and advice regarding the evictions process prior to entry to hostel"

"Staff support residents in a personalised way"

"More understanding (is needed) about the person's situation and why they're there in the first place"

"Be more flexible with rules – certain things will suit different people"

3.1 Trigger one: Interview stage

Providers should minimise the risk of eviction and abandonment by recognising triggers at interview stage. These triggers should be used to put in place appropriate support to minimise the risks, rather than as a criteria for exclusion. Triggers can include:

- previous history of eviction and/or abandonment and what lead to this action
- previous history of entrenched rough sleeping
- a lack of experience of independent living
- reluctance to move in to a hostel.

With regard to the resident's ability to pay the rent and service charges, the interview should look at payment history at previous places of accommodation and identify risks for example:

- no entitlement to benefits

- suspended claims and previous overpayments
- other debts of the client (former landlord or council tax debt can prevent a resident moving on).

Residents should also be made aware of the following at interview stage, so they can make informed choices about moving in. Once they move in, information should be given again gradually, so residents are more likely to remember it without being overwhelmed. For example:

- terms of tenancy agreement
- house rules
- service charge payments
- sanctions and appeals process if the above are breached
- how to get involved during their stay
- how to make a complaint.

GOOD PRACTICE:

LOOKAHEAD HOUSING & CARE (ALDGATE HOSTEL)

Aldgate Hostel uses a noticeboard that is always on display and details individuals believed to be at heightened risk of eviction or abandonment. These cases are discussed daily at handover to ensure the whole team works proactively to support the resident and prevent eviction or abandonment

BISHOPBRIDGE HOUSE (ST MARTINS HOUSING TRUST)

Bishopbridge House uses Acceptable Behaviour Contracts (ABCs) to prevent immediate evictions. There is a warning system involving other agencies, for example, the police, local authority, in which the ABC is drawn up in conjunction with the resident.

3.2 Trigger two: Behaviour

Residents' behaviour can and will have a negative impact on their ability to stay in a hostel. This behaviour can include:

- antisocial behaviour
- non-engagement
- non-payment of rent and service charges.

Providers can minimise this risk by:

- responding to incidents as they happen
- acting upon an individual's behaviour or routine
- identifying and working with a client's external support agency
- using all incidents as opportunities to support a change in behaviour
- regularly reviewing whether the house rules are appropriate and necessary for the client group
- making sure residents are made aware of what behaviours are classed as antisocial
- making sure the policies and procedures for dealing with antisocial behaviour and drug and alcohol use are made very clear to residents and they are updated on a regular basis.

Providers can ensure their service is up to date with residents' circumstances by considering the following:

- staffing rotas that promote continuity
- skilled communication between staff and clients
- transparent joint-working with other agencies that involves the client.

Residents perspective:

"Staff are not necessarily up to speed with what has happened with someone..."

"Staff do intervene if someone's behaviour was causing people to be upset"

"Staff are open – residents can talk about difficulties"

"Different rules for different people – not favouritism, but sometimes, someone might just need a bit more help..."

3.3 Trigger three: Abandonment signs

It is important that in order to prevent abandonment and the potential for rough sleeping that residents at risk are identified early. Early warning signs can include:

- non-engagement with the support on offer
- non-engagement with outside support providers
- sustained periods spent outside the hostel
- periodic rough sleeping
- non-payment of rent and/or service charges
- expressing unhappiness with the environment
- no social networks
- a long history of entrenched rough sleeping and abandonments
- a risk of offending
- non-engagement with other residents in the hostel.

To prevent abandonment effectively, cases where residents have abandoned need to be routinely reviewed to assess whether there were any warning signs that staff should be aware of with others. Residents displaying sudden changes in routine or any of the warning signs should be flagged as 'at risk of abandonment' and intensive support work should be carried out. The provider may want to consider using a buddy system which might be more effective in identifying the root cause of behaviour.

Resident's perspectives:

"Some people just can't settle in a hostel environment – don't like rules and regulations."

"Possibly bullying from other residents."

"Might be scared, living in a hostel."

"Personal difficulties in getting on with other people."

"Service charge – paying for things you don't want/need or that could be found more cheaply e.g. having to pay for food instead of being self-catering."

"Service charge too expensive for people on benefits."

"Rules – having meals at certain set times is too constrained (and so residents resent paying the service charge)."

"Getting drawn into other residents' issues eg using drugs or alcohol because neighbours are using."

4. Step two: Discuss

Where any of the previously mentioned triggers are identified, action should not be taken (other than any necessary for immediate safety), without prior discussion with another member of staff. Doing this can prevent unnecessary severe sanctions being issued and enables the member of staff to consider the type of sanction (if required) that is appropriate. This ensures there is a consistent approach which should be written into all policies and procedures for dealing with these issues

The discussion should focus on finding the appropriate response based on the trigger (see discussion checklist, appendix A). There may be a combination of actions that are required. These actions are explained further in step three.

4.1 Trigger one: Interview stage

The discussion should take place with both the resident and other staff, to help ensure consistency of approach, and should cover:

- why is the resident at risk?
- what support can be offered to minimise the risk?
- could external agencies offer additional support?

4.2 Trigger two: Behaviour

The discussion should take place with both the resident and other staff, to help ensure consistency of approach, and should cover:

- what is the infringement?
- what rules is it breaking?
- does the behaviour meet the eviction criteria?
- what motivations does this resident respond to?
- what support can be offered to the resident to modify the behaviour?
- is there a continued threat?
- what is the risk of issuing a particular sanction, and what is the risk of not issuing it?
- what level of authorisation is needed to issue this sanction?
- can a combination of sanctions be used, or could an option be put to the resident?

- if a notice to quit is issued, what are the alternative accommodation options for this resident?
- if a notice to quit is issued, is a housing options appointment required for the resident?²

4.3 Trigger three: Abandonment signs

The discussion should take place with both the resident and other staff, to help ensure consistency of approach, and should cover:

- why is the resident at risk?
- what extra support can be offered?
- what should the role of the wider team be in working with this resident?
- does the behaviour warrant a sanction and, if so, how can this be issued without causing abandonment?

² Wherever possible the local housing options team should be notified when a notice to quit is issued. An appropriate letter (see appendix B) can be given to the resident at the advice appointment. In the case of Norwich based accommodation the Norwich Rough Sleeper Co-ordinator should be notified.

5. Step three: Act

The model of actions allows services to take a more personalised approach when dealing with difficult behaviours. It is important the process for reaching decisions is explained clearly to residents. Potential options are outlined below:

Type of action		When it is appropriate to use
1. Support only		Where the behaviour can be resolved through discussion or is primarily a support need.
2. Sideways move		Where a move to alternative accommodation would be most be appropriate for the resident.
3. Case review		Where multi-agency support is needed to help a resident maintain their current accommodation.
4. Sanction These need to be followed up by a 1:1 support session	4.1 Alternative sanction	Where the behaviour needs to change, but does not meet the eviction criteria, or where threat of eviction is the most effective motivation.
	4.2 Criminal sanction	Where the behaviour is a criminal activity.
	4.3 Warning	Where the behaviour meets the eviction criteria.
	4.4 Notice to quit	Where a serious incident occurs that meets the eviction criteria, or the sanctions process has been exhausted.

5.1 Support only

There are a number of situations where minor infringements can be dealt with appropriately through discussion with the residents. Providers should aim to empower residents to manage their own behaviour by understanding the consequences of their actions for themselves and others. Providers may also wish to seek support from other agencies to assist with this.

Support over sanctions should also be used for behaviour which is a support need. There may be behaviours that are the cause of residents being accommodated at a particular service, and as such need support rather than sanction to address them.

Providers must ensure that their admission criterion does not conflict with their sanctions procedure. They should regularly involve residents in reviewing house rules to ensure conflicts are minimised.

Research carried out for the Norfolk housing and support strategy for people who misuse substances 2011-13, found that, 'The housing support needs of people with substance misuse issues are not substantially different to other groups of people.....What does differ is the complexity of need. A person with a substance misuse issue is much more likely to require support in many areas of their lives.'

Example: drug use

Illegal drug use is a common area of difficulty for providers. Providers should have a clear policy and procedure in place around drug use that ensures they keep within the law whilst providing support to residents. This should include:

- Response to activities in section eight of the Misuse of Drugs Act 1971.
- Response to other drug use.
- Guidance on what to do if you find drugs.
- Guidance in the event of injury/overdose³.

³ The following website provides practical information and guidance on drugs and working with drug users within the law: www.kfx.org.uk

5.2 Sideways move

Where practical a sideways move, moving a resident facing eviction to another accommodation provider can help. There can be instances where a resident cannot settle in a particular area and this can lead to behavioural difficulties that lead to a Notice to Quit (NTQ) being issued.

Wherever possible, the move should include a discussion between the referring and prospective services to ensure that learning around why the resident is at risk from one service is used to reduce this risk from the second. This will not only increase the chance of a successful outcome for the resident, but also enable receiving services to feel more supported.

Where an NTQ has been issued, or is imminent, the provider should contact relevant agencies to help find alternative accommodation. In the first instance, send a copy of the NTQ to the local housing options team and the Norwich single homeless and rough sleeper co-ordinator. If practical, a sideways move case should be discussed at the weekly Norwich Accommodation Meeting or (where this is not practical) convene a case review meeting with the local authority representative.

5.3 Sanctions

In cases where sanctions are issued to a resident, providers must ensure they are made clear and are understood by the resident. Providers must ensure that policies and procedures have been followed. Providers should have a range of sanctions available to them⁴. On determining the appropriate sanction this should depend on what would work best for the resident.

5.4 Alternative sanctions

Providers should use alternative sanctions in response to behaviour that needs to change (for example, contravening house rules or licence conditions) but does not meet eviction criteria. Alternative sanctions should be used in cases where the threat of eviction is not the most effective motivation or incentive to change their behaviour.

Alternative sanctions can be used as an alternative to warnings with the resident choosing between. This can help the resident take responsibility; improve decision making skills, ownership of modifying their own behaviour, and consequences.

⁴ See appendix C for sample actions.

Possible alternative sanctions could include:

- behaviour and rent contracts or agreements
- bans from communal areas
- reminder letters to keep issues live in residents' minds
- banned from activities – this is good for other residents to see action is being taken
- rewards such as room moves
- not getting positive or negative attention
- reinforcing positive behaviour
- drinking contracts
- safe rooms
- key working
- respite arrangements
- transfers
- antisocial behaviour orders (ASBOs)
- temporary exclusions client involvement
- mediation.

5.5 Criminal sanctions

Providers must be clear on how to respond to criminal activity within their services, including when the police should be informed of incidents and boundaries.

Behaviours that warrant police involvement include:

- drug supply (and other activities under section 8 of the Misuse of Drugs Act 1971)
- assault
- racism
- criminal damage.

5.6 Warnings

Warnings, whether verbal or written, should be only used as sanctions for behaviour where, if carried out repeatedly, the resident would be evicted. If behaviour needs a consequence, but does not meet the eviction criteria, providers should consider an alternative sanction.

Warnings are not tools to manage risk, and should be viewed as a tool to assist the resident to change their behaviour. Warnings should be for as short a time as possible in order to facilitate that change in behaviour. All warnings should:

- be given in person
- outline what the warning is for
- show what steps the resident needs to take to modify their behaviour
- show what support the provider will give
- provide the consequences of not adhering to the warning
- ensure that the resident takes responsibility for their actions
- ask the resident to sign the warning, ensuring they take responsibility
- complete a 1:1 support session after the issue of the warning.

5.7 Warnings review

Where possible, all warnings should be reviewed regularly and are either amended, maintained or removed. This review should include considering how the resident has successfully amended their behaviour, any areas that have been less successful, and what is needed for the successes to continue (see appendix E: warnings review).

5.8 Notices to quit

NTQs should only be issued where the behaviour meets the eviction criteria and either is serious enough to warrant using this level of sanction immediately or where the sanctions process has been exhausted.

In most cases, NTQs should come with a 28-day notice period. Immediate evictions should only be used in extreme cases where there is significant and imminent risk of harm to others. In cases where residents are given immediate eviction the rough sleeper outreach service, local housing options team and/or Norwich single homeless and rough sleeper co-ordinator should be notified.

6. Step four: Review actions

It is important providers regularly review the sanctions and support they offer. This should be discussed by the whole team and residents, to determine the appropriateness of the sanctions and support given. This should also highlight any support or training needed by staff in order to effectively carry out their roles.

6.1 Appeals

All sanctions should be open to appeal by the resident, including alternative sanctions, verbal warnings and immediate notices to quit. The level of appeal required will vary depending on who gave the sanction and its seriousness. All appeals to sanctions should be made with reference to the provider's complaints handling procedure.

Residents should be made aware of what is involved in making an appeal, including timescales, and the ability to have an advocate to provide support.

6.2 In the event of an eviction or abandonment

Suspicion of abandonment

Where providers suspect that a resident may have abandoned they should carry out their abandonment procedure which could include:

- regularly checking the resident's room
- contacting support agencies, Police, or social networks
- contacting the Norwich Rough Sleeper Outreach Service (CAPS)
- contacting Norwich City Council's Single homeless rough sleeper co-ordinator
- contacting local health providers/hospital
- contacting day centre providers
- contacting the referring agency.

Providers should have an abandonment policy containing information on how long a resident may leave the hostel before they will be considered to have abandoned. This should be explained to the resident when they move in.

6.3 Eviction or abandonment

Before an eviction if possible or as soon as possible after an eviction or abandonment the provider should inform the following individuals or agencies (whichever is applicable):

- local housing options team
- Norwich single homeless and rough sleeper co-ordinator
- the referring agency
- Norwich Rough Sleeper Outreach Service (CAPS).

In cases of immediate eviction, the provider should work with the above agencies to source emergency accommodation.

Provider's perspective:

"There are some innovative practices within this protocol that will have a positive impact on the management of difficult behaviour across the supported housing sector."

"This document gives the provider many resources to draw upon and implement into practices."

"Supported housing providers have a duty to empower people to develop the skills to manage their behaviour as oppose to using sanctions rather than support."

Appendix A – Discussion checklist

BASIC INFORMATION

	Notes
What is the behaviour?	
Why is it unacceptable? <i>NB Not just about rule is being broken, but why that rule is important</i>	

FACTORS AFFECTING THE RESPONSE

	Notes
Can the behaviour be resolved through discussion only? <i>If yes, support only may be best option</i>	
Is the behaviour primarily a support need? <i>If yes, support only may be best option</i>	
What support can be offered?	
Would we evict for this behaviour if it was repeated? <i>If no, look at alternative sanctions</i>	
What other motivation could work for this client? <i>Eg move-on, activities</i>	
Is the behaviour a criminal activity? <i>If yes, criminal sanction may be best option</i>	
Is it the client's first infringement?	
Is there a continued threat?	
Can a combination of responses be used or an option put to the client?	

RISKS

What are the risks of issuing and not issuing a particular sanction (both to the individual and the service)?

	Risk to service	Risk to client
If sanction issued		
If sanction not issued		

CARRYING OUT THE RESPONSE

	Notes
What response do you recommend?	
What level of authorisation is needed to issue this particular response?	
If a notice to quit is issued, what are the alternative accommodation options for this client?	

Appendix B – Letter to local authority

Date:

Dear,

URGENT – Your tenancy is at risk – please read this letter carefully.

We have been notified by your current Landlord, *Landlord name*, that your tenancy is at risk because they have had cause to serve you with a second formal warning for breach of your licence conditions.

Your Landlord is required to share this information with us and other providers of single homeless services. The aim is to ensure you are fully informed of what could happen if you are evicted from this tenancy which, in turn, enables you to make informed decisions with regards to preventing any further risk of you becoming homeless.

What could happen next?

If you continue to breach your licence conditions and you receive an eviction notice you could have just 28 days to find somewhere else to live.

Your Landlord is required to inform us as soon as the eviction notice has been served. You will be invited to meet with a member of the Housing Options team at City Hall who will offer you advice with regards to your re-housing options.

Will the council have a duty to re-house me?

If you are threatened with homelessness the council is required, under Part 7 of the Housing Act 1996, to make enquiries in order to determine whether there is a duty to provide you with accommodation.

If the reason for your homelessness is as a result of you deliberately doing or failing to do something which otherwise would have meant you could continue to occupy your tenancy at *address* it is likely the council's decision will be that you are intentionally homeless and therefore, the council has no duty to provide you with accommodation.

If you are found to be intentionally homeless, any housing register application that you currently have registered with Norwich Home Options will be reassessed.

This could result in you being re-banded into the lowest band (bronze band). This would considerably worsen your chances of being re-housed through Choice-Based Lettings.

What will my housing options be if the council has no duty to re-house me?

If you are under the age of 18 and are homeless or at risk of becoming homeless, the Housing Options Service is required to refer you to Children's Services, which may have a duty to support you.

In all cases where you are found to be intentionally homeless, the council has a duty to provide you with advice and information about the prevention of homelessness. You can obtain advice about how to:

- Access private rented accommodation if you are aged under 35, claiming benefits or are on a low income as the law may restrict you to only renting a room in a shared house
- Find your own accommodation in the private rented sector, provided you have the funds available to pay any deposits and other charges required to access the accommodation
- Access the local Direct Access Hostel, Day Centres and Street Outreach Services where you can get support if you are sleeping on the streets.

I hope the information in this letter will help you appreciate just how important it is that you take steps to ensure you do not put yourself at risk of losing your tenancy and become street homeless.

If you would like to discuss anything about this letter in more detail, please do not hesitate to drop into the Housing Options Service at City Hall. Our drop-in service is open every weekday between 8.45am and 2.30pm. Alternatively, you can give us a ring on 0344 980 3333 Monday to Friday from 9am to 5pm or e-mail us at housingadvisers@norwich.gov.uk.

Yours sincerely

Appendix C – Sample actions

Trigger: something at interview identifies the resident may be at risk of eviction or abandonment.

Where a risk is identified, providers should develop a plan to reduce this risk. Actions could include:

- offering more intensive support in the first few weeks of a resident’s stay
- enabling support to continue from the referring agency for a transitional period
- discussing individual cases at review meetings
- tailoring services to the needs of specific individuals.

Trigger: residents display one or more of the common abandonment warning signs

Warning sign	Mitigating action
Not engaging with support on offer	<p>Informal interaction and relationship building at meal times/activities. Use opportunities such as room checks to engage.</p> <p>Whole team approach – resident may respond better to certain members of staff.</p> <p>Be persistent and link engagement with sanctions.</p> <p>Could a support/advice/health agency provide alternative help for the resident?</p>
Spending a lot of time outside of the hostel	<p>Engagement contracts where client agrees to spend a certain amount of time in hostel.</p> <p>Discuss where resident goes – is there opportunity for positive move-on?</p> <p>Discuss reasons for not being there – would a sideways move be more beneficial?</p>
Rising arrears	<p>Ensure all communication about arrears is done with support clearly identified</p> <p>Refer resident to debt advice agency</p>

Warning sign	Mitigating action
Unhappy with environment	Encourage complaints and make changes based on these where possible and feedback if changes are not possible why this is the case. Encourage participation of resident to change the environment at residents meetings and in more creative ways.
No social networks in area	Consider planned move to another area (refer to Reconnection policy) Enable participation in social events within the hostel. Link up to positive social networks outside the hostel via activities.
Entrenched rough sleeper	Adopt a personalised approach. Engagement contracts where resident agrees to spend certain amount of time in hostel. Refer to Norwich single homeless and rough sleeper co-ordinator for advice.
Never lived in similar environment	Produce materials (leaflets,DVD) for potential residents on what the service can offer. Walk round at interview stage wherever possible. At interview or booking in develop a coping strategy plan. Provide more intensive support in first few weeks. Develop a buddy system to help new residents to integrate.
At risk of offending	Engage in positive diversionary activity.

Appendix D – Potential decisions

Type of action		When it is appropriate to use.
1. Support only		Where the behaviour can be resolved through discussion or is primarily a support need.
2. Sideways move		Where a move to alternative accommodation would be most be appropriate for the resident.
3. Case review		Where multi-agency support is needed to help a resident maintain their current accommodation.
4. Sanction These need to be followed up by a 1:1 support session	4.1 Alternative sanction	Where the behaviour needs to change, but does not meet the eviction criteria, or where threat of eviction is the most effective motivation.
	4.2 Criminal sanction	Where the behaviour is a criminal activity.
	4.3 Warning	Where the behaviour meets the eviction criteria.
	4.4 Notice to quit	Where a serious incident occurs that meets the eviction criteria, or the sanctions process has been exhausted.

Appendix E – Warning information

WARNING INFORMATION

Date	
Name of client	
Level of warning	
Warning issued for	

AGREEMENT

I agree to do the following to change my behaviour:	
1.	
2.	
3.	
4.	Attend a warning review on the date agreed below
My key worker agrees to do the following to support me:	
1.	
2.	
3.	
4.	

NEXT STEPS

Consequences of not adhering to terms	
Length of warning	
Review date (28 days maximum from issue)	

SIGNATURES

Client	
Key-worker	

APPEAL

Does client wish to appeal this warning?	
Outcome of appeal	