

APPENDIX 2

PREVENTING EVICTIONS FROM SUPPORTED ACCOMMODATION PROTOCOL

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1. Introduction

1.1 Context

In Newcastle, and through our Active Inclusion Newcastle partnership approach, we seek to make the prevention of homelessness everyone's business, by identifying and preventing the risk of homelessness at the earliest opportunity.

In 2017/18, this partnership approach helped to achieve:

- 4,876 potential cases of homelessness prevented;
- No use of bed and breakfast accommodation since 2006; and
- Your Homes Newcastle evictions down 69% since 2008, to 61 cases in 2017/18

However, in 2017/18 there have been 184 evictions from commissioned accommodation (Crisis Accommodation, Supported Accommodation, Supported Accommodation for Young People, and Supported Accommodation for people with mental health problems), and in the same period, the Street Outreach team found 84 people who said their primary reason for rough sleeping was being evicted from accommodation, or that they had abandoned their accommodation. These evictions and abandonments are almost exclusively from supported accommodation as opposed to independent tenancies. We also know that exclusion from accommodation services is a contributory factor in people who are sleeping rough.

Rough sleeping is the most acute form of homelessness. Living on the streets is dangerous and isolating; people who sleep rough are more likely to be victims of crime and violence and sleeping rough shortens life span by 30 years. The longer someone sleeps rough, the more likely it is they will develop additional needs and the more help they need to rebuild their lives and move on from homelessness.

However, rough sleeping is not inevitable. We believe that we can prevent people from sleeping rough in the first place and where we fail to prevent crisis from occurring, we can help people by providing a better alternative to a life on the streets.

Preventing evictions is a priority area of focus; that a major cause of rough sleeping in Newcastle is eviction from the accommodation commissioned to resolve homelessness remains a concern and we need a greater understanding of why this is.

Street Zero is the citywide partnership that seeks to establish a place-based leadership approach to ending rough sleeping in Newcastle by 2022 by "doing what's right for Newcastle". By maximising the collective value of investment (across the general public, the private sector and the community and voluntary sector) we will seek to truly understand the causes of rough sleeping and work collectively to offer integrated solutions to end rough sleeping. This may include alternative accommodation options, including Housing First or rapid rehousing, but will almost certainly support our ambitions for the transformation of the current hostel provision to smaller buildings that are psychologically informed environments and dispersed throughout the city. Support within these accommodation settings will offer more trauma informed and therapeutic interventions to support people to build the foundations for a stable **LIFE**: somewhere to live, an income, financial inclusion and employment opportunities.

Through Street Zero and through the more formal contracting arrangements, as partners across the City, we must develop a system of preventative collaboration; where services that support vulnerable residents in Newcastle work together to make the prevention of homelessness the norm and crisis the exception.

Within the context of “doing what’s right for Newcastle”, recent legislative changes have impacted on our homelessness prevention activity, including the accommodation that is commissioned to respond to people who are threatened with, or are at risk of homelessness.

The Homelessness Reduction Act 2017 came into force on 3 April 2018, extending the duties of Local Authorities to ‘take reasonable steps’ to prevent and relieve the homelessness of all eligible applicants who are homeless. This includes single residents who would not have previously qualified for statutory support from the Housing Advice Centre (HAC).

The new duties under the Act mean that we need to ensure that the accommodation services we commission are aligned to and support the duty to relieve or prevent homelessness, and our responses include:

- increasing our access to accommodation by ensuring placements are only for people who we have a duty to accommodate, including where HAC may use a power to provide accommodation;
- building additional capacity into our homelessness prevention system by commissioning emergency beds for providers to keep as empty as possible; and
- reviewing the eviction process to implement a risk-based approach to reduce people rough sleeping due to an eviction from supported accommodation.

For the purposes of this protocol, the term ‘supported accommodation’ refers to accommodation commissioned as Crisis Response and homelessness prevention services, which includes Housing First.

1.2 Why we are revising this Protocol

The Preventing Evictions from Supported Housing in Newcastle protocol (PEP) was last reviewed in 2015 in consultation with accommodation providers following the then newly commissioned Crisis Response homelessness prevention system.

In 2014/15 there were 296 evictions from supported accommodation and the number of evictions has continued to fall each year to 184 in 2017/18, however we believe that there is room to improve operational processes and develop our learning to ensure that appropriate responses are offered to prevent evictions and the potential harmful outcome of someone rough sleeping.

Data for 2017/18 as recorded on the Newcastle Gateway system for evictions is detailed below:

Number of clients evicted from services	184
Disruptive behaviour	47
Violence to residents	45

Other	29
Rent arrears	24
Violence to staff	20
Drug abuse	15
Theft	3
Alcohol abuse	2

Whilst we know that this data does not take into consideration the many success stories of people who move on from supported accommodation to greater independence, nor recognise the challenging situations that staff in accommodation services have to respond to, it is clearly evident that disruptive behaviour and violence are the most common reasons for evictions. Additionally, with high numbers of 'other' being recorded as a reason and without a clear definition of 'disruptive behaviour' there is opportunity to better understand what the causation factors are, and therefore what mitigating action or intervention could be put in place to prevent the eviction.

1.3 Aims

The overarching aim of this protocol is to reduce the number of people leaving supported accommodation without alternative accommodation being made available to them to mitigate the risk of rough sleeping.

This will be achieved by taking an outcome focussed adaptive management approach that is flexible and responsive to learning, and which:

- develops a collaborative approach to preventing the eviction wherever possible, including open and transparent information sharing;
- promotes multi-agency working by identifying partners who can support sustainment of accommodation;
- is clear on what preventative action has been taken where someone is at risk of eviction;
- is accountable for decision making and recognises the rights of residents to appeal the eviction;
- ensures that immediate evictions are a last resort and only used when supported by Police action; and
- tests and learns from practice so that we can identify unmet need and opportunities to improve our responses for people with multiple and complex needs.

This Protocol applies to supported accommodation services (commissioned crisis accommodation and supported accommodation) offering licence agreements where the residents are not protected by the Housing Act 1988 s.21. Immediate evictions are not legal where the tenant is resident under an agreement such as an Assured Shorthold Tenancy (legal advice should be sought if you are unclear what the rights of ASTs are).

1.4 Principles

Through this protocol we are seeking innovative ways of identifying risk of, and responding to, crisis. By working together, strengthening our evidence base with robust data will enable us to better understand people's experiences of homelessness, including their journeys into and out of the homelessness 'system', so that we may jointly develop appropriate and humane responses.

This Protocol isn't intended to be a detailed manual that outlines how providers should respond to every situation instead it seeks to build on providers' good work by focusing on the following principles:

- **Rights** – the most vulnerable people living in hostels have the least legally enforceable rights to protect them to keep a home. This absence of rights is generally related to the perceived need for summary evictions to respond to risks of violence in communal settings, which is a rational response to potentially unmanageable situations. However, not every eviction from supported accommodation is due to high risk situations; clients are also evicted for other breaches of their licence agreement. This Protocol seeks to ensure that supported accommodation providers in Newcastle give all clients the right to be given notice of their accommodation provider's intention to evict and the opportunity to remedy this or appeal it, unless the eviction is due to the high risk of violence.
- Closely associated with rights are **responsibilities**. It is important that residents are aware of their responsibilities and supported to understand and meet these, through clearly described and consistently applied "House Rules" and standards of acceptable behaviour as set out in their Occupancy Agreement.
- **Meeting individuals' needs** – many people with multiple and complex needs experience repeat evictions, or exclusions from services that relate to their substance misuse, mental health, social needs or physical health needs. We want to develop a systemic approach that places incidents, like eviction, in the context of longer term individually focussed support planning that 'follows' the client, aligning with the actions identified in their Inclusion Plan. As a part of this the threat of eviction can be an opportunity to identify the barriers to inclusion and to help people secure support that may help to overcome or mitigate these barriers.
- **Accountability** – our commissioned supported accommodation providers and their staff have a role to play in contributing to our system of homelessness prevention, therefore providing written evidence of why the eviction must take place and working together with HAC and Commissioning to identify alternative, or secure current accommodation.
- **Monitoring and review** – jointly monitoring and reviewing this Protocol, as well as the evictions that have been prevented and the evictions that do take place, will help to identify good practice and to develop a consistent and consensual approach to preventing the loss of accommodation through eviction. This will help us to better understand why people are evicted and the effectiveness of our responses to reduce evictions. This approach has worked well in reducing evictions from Your Homes Newcastle (YHN) where the 'Sustaining Tenancies Protocol' has seen a 69% reduction in evictions from the 27,000 tenancies from 197 in 2007/8 to just 61 in 2017/18. Because the numbers are low we can now review every eviction to ensure that everything possible was done to prevent the eviction.

1.5 The stages

This Protocol has been broken down into three separate stages:

- **Stage One:** action to be taken before a client moves in to identify support needs, existing support networks and to take steps to minimise any risks that could lead to eviction, that is underpinned by a robust assessment process;
- **Stage Two:** action to be taken during the time when the client is accommodated to deal with any problems which arise through regular engagement and support planning;
- **Stage Three:** action to be taken where there is a threat of eviction and loss of accommodation is likely and a planned approach is required to prevent homelessness.

1.6 Additional information

In addition to this Protocol, a range of resources and tools are available to providers and their staff to enable them to implement the guidance, develop their skills through training and understand the impact of the protocol through the [Newcastle Quarterly Homelessness Review](#). Further information can also be found in Appendix 1.

The number of evictions and mitigating action will also be monitored through the Homelessness Prevention Forum and under the Council's Contract Management process.

2. Eviction Protocol Procedures

2.1 Stage One: action to be taken before a client moves in to identify their support needs, existing support networks and to take steps to minimise any risks that could lead to eviction

2.1.1 During the interview, or initial assessment in accommodation, the provider will further investigate any issues that may put the client at greater risk of eviction. A client may be more at risk of eviction for the following reasons:

- previous eviction or abandonment;
- drug and / or alcohol problems;
- problematic relationships with other residents;
- behavioural problems;
- history of violence.
- history of or current non-engagement;
- history of rough sleeping or previous homelessness;
- history of non-payment of rent; or
- budgeting difficulties;

2.1.2 Access into supported housing is via the Newcastle Gateway (or its successor). All admits must be approved by HAC to ensure that the provision of commissioned accommodation is to either prevent or relieve homelessness in Newcastle (see [here](#) for more information on the Gateway system).

Everyone referred via Newcastle Gateway must have an **up to date and accurate** Gateway assessment completed prior to admission. This Gateway assessment should identify known support needs and risks, including those which might make the client more vulnerable to eviction. At this point consideration should be given to how the client can be supported to sustain their placement and to identify involved support agencies that may assist with this. To help providers to identify clients at risk of eviction and take preventative steps, the Gateway assessment should include details of the following:

- reason for referral to housing, i.e. the reason for the immediate housing need;
- previous supported accommodation or housing history;
- benefits in place and/or applications for benefits;
- support needs and services involved and information on engagement with support and/or previous accommodation services;
- contact details for the referrer and any other services or support that the client is accessing, or other relevant professionals;
- relationships with other clients in supported housing whose influence or presence might affect a client's ability to sustain their accommodation; and
- an up to date risk assessment.

Whilst it is good practice to identify vulnerability at the start of a placement, it may not always be possible to identify at the initial assessment. However, by recording the information available with as much accuracy and detail as possible on the Gateway, the opportunity to identify appropriate interventions to minimise the risk of eviction is increased and the record can be updated as information becomes available. If it becomes apparent that significant information was not included in the initial Gateway assessment, please raise specific cases with the Active Inclusion Newcastle Unit (AINU) and these will be dealt with as 'exceptions' and followed up directly with the referral agent.

2.1.3 Following admission, the provider should update the Gateway assessment with any additional information that has been disclosed or is now know (including, but not limited to risk, need, contact details for the client's appointed support / key worker etc..).

Where the client has an Inclusion Plan, it is also critical that the provider's support planning is aligned with the Inclusion Plan actions that the client has agreed with HAC, which may include specific housing related actions that the client will be expected to complete. The provider should also ensure that other support services involved with the client are consulted in the support planning process and kept up to date with how the client is managing; this joint planning should identify any risks and agree mitigating actions.

2.2 Stage Two: action to be taken when the client is accommodated to deal with any problems which arise

2.2.1 The simple rights-based principle behind this Protocol is that if a client is at risk of being evicted, they should be given a written notice of why they are being threatened with eviction and of the support available to resolve the problem. As with general needs housing, we anticipate that in most cases the notice of eviction will provide the focus to resolve the problem and not result in an actual eviction.

All supported accommodation providers will have policies and procedures for supporting clients and through the application of these and support plan review sessions, recognise the signs and triggers that could lead to an eviction. Appendix 3 gives examples of potential problems that commonly arise in supported accommodation and some suggestions as to how they can be dealt with. Where efforts to engage the client fail, providers may use warnings to encourage clients to address the issues which might result in eviction.

2.2.2 Providers should also have a preventing evictions policy which explains what action will be taken in response to unacceptable behaviour that contravenes occupancy conditions; this may be a simple system, or a checklist with verbal or written steps so that clients can easily understand the consequences of continued breaches. An example of this could be an Acceptable Behaviour Contract ((ABC) see Appendix 2), designed to encourage a client to modify their behaviour to prevent eviction.

2.2.3 At each stage of this process, where warnings have been given to the client, such as an ABC, Gateway must be updated to record the action that has been taken and any associated timescales. This must be entered as an “**Event**” on the placement record.

2.2.4 The provider’s internal policies and procedures will be monitored through the Service Quality Framework (SQF) inspection. The Commissioning and Procurement Officer will check that policies and procedures are fit for purpose and that they have been followed where an eviction has taken place; where internal policies have not been followed, reviews will be carried out to consider improvements to practice.

2.3 Stage Three: action to be taken where there is a threat of eviction and loss of accommodation is likely

2.3.1 Where a client has breached the terms of their occupancy and continues to demonstrate unacceptable behaviour, as part of their preventing evictions policy, the support worker must ensure they have sought approval internally within their senior management structure to issue a notice of eviction (or a Notice to Quit - NTQ). This ensures that all potential and alternative options have been exhausted. At this point, assessment and referral to alternative support services or Safeguarding arrangements should be considered for residents where the current accommodation provider is unable to resolve reoccurring problems.

2.3.2 It is expected that no eviction will occur unless all support options have been exhausted and building on our partnership approach to make the prevention of homelessness everyone’s business, we want to ensure that no-one is left without an offer of accommodation. If it therefore becomes clear that the support provided during the notice period or during the client’s support planning process, hasn’t resolved the issues the **Risk of Eviction Form** (REF - Appendix 4) must be completed on the Gateway. This must then be followed with a telephone call to the Lead Practitioner (Housing Services) at HAC, who will review the REF and agree a course of action with the client’s current accommodation provider.

The REF will also enable more consistent monitoring through a common risk identifier, which describes across a number of key areas why someone is either not able to access

supported accommodation or has not been able to sustain their placement. It also provides a mechanism to effectively record spot purchase arrangements.

2.3.3 The supported accommodation provider will work with the Lead Practitioner (Housing Services) and Commissioning to consider what actions can be carried out to prevent the eviction, which may include (see Appendix 5 for further information):

- spot purchasing of additional support;
- finding an alternative placement;
- providing or securing financial inclusion advice to address rent arrears or exploring recovery / write off options;
- exploring accelerated pathways into drug and alcohol support services; or
- setting and reviewing exclusion periods for individual clients.

2.3.4 For under 18's, the YHN Young People's Service should be advised of the risk of eviction and a Project Worker from the team will co-ordinate submitting an Early Help Plan and arrange to meet with Officers from HAC, and other agencies also involved with the young person, which may include Children's Social Care.

2.3.5 If the REF process has been unsuccessful in preventing the eviction, on the review date / expiry date of the notice to evict, the provider should update the client's Gateway record to indicate the outcome including, where eviction has taken place, details of placement end date and move on destination. Note that clients with no ongoing accommodation arranged should be recorded as having no forwarding address; referring a client to HAC is not considered to be arranging suitable accommodation.

2.3.6 The only situations in which eviction without notice should be carried out are those where violence or risk of violence is severe enough to warrant police assistance and where the client is not housed under an agreement such as an assured shorthold tenancy. In these circumstances, providers should update the Gateway with details of the placement end date, end reason and move on destination and immediately inform the Lead Practitioner (Housing Services). As soon as possible after the client has left the accommodation location, the provider must complete or update the existing REF on Gateway, noting that the eviction has already taken place. Additionally, the provider must also upload onto the placement record the letter(s) issued to the client advising them of the reason for the eviction and the right to appeal. This should be uploaded with the name convention: Eviction Notice initials date. This is essential to enable HAC to communicate effectively with the client once they represent to HAC.

2.3.7 When a client is evicted, they must be advised what they can do to be given another placement at that service and whether there is an exclusion period before they can be re-supported. All exclusions should be time-limited and details of the reason for the exclusion and the timescale must be entered onto Gateway as an event, when recording that the placement is ending. Any rent arrears must also be recorded. All exclusions will be reviewed by Commissioning on a regular basis as part of the contract management process.

2.3.8 The REF will be critical in developing our understanding of why some placements are not successful and do not achieve positive outcomes, therefore where it is not possible to

prevent an eviction, providers should also review individual cases to identify opportunities to change their organisational practice to prevent future evictions.

3. Monitoring Arrangements

3.1 Monitoring and review arrangements

3.1.1 The effectiveness of the Protocol will be monitored by the Lead Practitioner – Housing Services, the Active Inclusion Unit (AIU) and Commissioning using data from the Gateway, REFs submitted and exception reporting from the Lead Practitioner. The AIU will review all evictions with the Lead Practitioner and Commissioning, who will raise any specific concerns with providers following this.

3.1.2 The Council's Commissioning and Procurement Team will produce a quarterly performance report for each contract, to include the following indicators:

- number of evictions on a service level basis;
- reason for the eviction;
- destination outcome; and
- the number of NTQ issued and of which how many resulted in an eviction, how many remained, and how many left for another reason.

Within this report, the Contract Manager will be actioned to report back with more granular information relating to the eviction for further discussion at the Quarterly Contract Meeting.

The Contract Meeting will also provide an opportunity to review the REF's submitted in the quarter and consider what, if any, alternative approaches could have been used to have prevented the eviction.

3.1.3 Data from the Gateway, case studies and provider performance returns provide the opportunity to review and understand the causes of evictions. Stakeholders and their support workers / front-line staff may use a reflective practice approach, discussing what has led to the eviction to help understand what works and doesn't work.

3.1.4 The Homelessness Prevention Forum and Quarterly Briefing will also include aggregated citywide data of the number of evictions from supported accommodation and what action has been taken.

3.1.5 Issues with this Protocol should be raised directly with Commissioning, AIU. This protocol will be reviewed annually, and will be informed by learning and of our testing of what works and what does not work.

Appendix 1: Active Inclusion Newcastle Unit Resources

Below are the links for Active Inclusion information sites:

- [Newcastle Services Directory](#) – link to information about the accommodation, support and advice services available in Newcastle.
- [NCC website on housing advice and homelessness](#) – link to ‘information for professionals’ page where you can find details of support available from the Housing Advice Centre, protocols, presentations from previous Homelessness Prevention Forums, quarterly homelessness briefings, and find information on quarterly training.
- [NCC website on financial inclusion, debt, benefits and supported employment](#) – link to ‘information for professionals’ page where you can find self-help information, referral forms and consultancy lines for the Council’s debt, welfare rights and supported employment services. You can also sign up to receive the bi-monthly benefit bulletin and find information on quarterly training and e-learning on benefits and budgeting.

The following leaflets and reference guides are available in print-friendly format online here:

- Trigger point conversations on [debt](#), [benefits](#), [financial inclusion](#), [housing and homelessness](#)
- [Budgeting information sheet](#) - [Are you worried about money?](#)
- [Borrow wisely](#)
- [Replacement social fund](#)

Homeless Link’s ‘Reducing Evictions and Abandonments Toolkit’ can be found online here: <http://www.homeless.org.uk/our-work/resources/reducing-evictions-and-abandonmentstoolkit>.

If you wish to seek further advice on the issuing of a notice you can contact the Housing Advice Centre directly on 0191 277 1711 or housingadvicecentre@newcastle.gov.uk

Alternatively, clients may wish to seek advice from Shelter and they can be contacted on 0344 515 1601 or at shelternortheast@shelter.org.uk

Appendix 2: Sample Acceptable Behaviour Contract

Acceptable Behaviour Contract	
Client Name and address	
This Contract is made on the (<i>date</i>) and will continue until (<i>date</i>)	
This Contract has been set up in accordance with the licence / tenancy agreement offered by (<i>Service name</i>).	
I (<i>client name</i>) agree to: <i>Insert clauses here</i> <i>Insert clauses here</i>	
We aim to support you to keep your accommodation here. If you have any problems sticking to this contract, please talk about them with your Keyworker/ Support Worker/ Asset Coach.	
We will help you to stick to this contract by: <i>Insert details here</i> <i>Insert details here</i>	
I have been made aware that if I fail to keep to this Contract, it could mean that I will be given a further warning. This could lead to my landlord taking action to evict me from the property.	
Declaration - I confirm that I understand the meaning of this Contract and that the consequences of breaking it have been explained to me.	
Signed: _____	
Signed on behalf of service: _____	
Date: _____	
Length of contract: _____	
Date of review: _____	
Detail of warning removed: _____	

Appendix 3: warning signs and possible actions

Warning signs	Possible action to alleviate problems and prevent eviction or abandonment
Not engaging with support on offer	<ul style="list-style-type: none"> • Informal contact or building relationships at meal times or during other activities • Use opportunities such as room checks for engagement • Whole team approach – client may respond better to certain members of staff than to others • Be persistent and link engagement with sanctions
Spending a lot of time outside the supported housing	<ul style="list-style-type: none"> • Engagement contracts where client agrees to spend certain amount of time in the supported housing • Discuss where client goes – is there opportunity for positive move on? • Discuss reasons for not being here – is it lack of support needs or environment? Could the client make an appropriate sideways move?
Mounting arrears	<ul style="list-style-type: none"> • Ensure all communication about arrears is done in a way that clearly identifies support offered, and all contact is recorded • Ensure that opportunities to maximise income have been explored and that all HB entitlement is fully utilised (including DHPs). • Explore opportunities for direct payments through the DWP • Review support needs around drug & alcohol misuse and seek to address if there has been an increase
Unhappy with environment	<ul style="list-style-type: none"> • Encourage complaints, and plan changes based on these where possible • Encourage participation through residents' meetings • Consider possible move on and ensure that the client is linked into the YHN Pathways workers
No social networks in area	<ul style="list-style-type: none"> • Help the client to get involved in social events within the supported housing or elsewhere • Link the client to positive social networks and activities outside the supported housing • Consider a planned move to another area
Never lived in similar environment	<ul style="list-style-type: none"> • Produce materials (leaflets, DVD) for clients on what the service can offer and distribute through referrers and directly • Walk round with them 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 clients integrate
At risk of offending	<ul style="list-style-type: none"> • Engage in positive diversionary activity • Work closely with Probation or the Community Rehabilitation Service

Appendix 4: Risk of Eviction Form

	Date:	Service:	Completed by:
	Client's Gateway ID:	Email:	Tel:

1	What is the current accommodation status? Is the client at risk of eviction (and if so when will the notice period end?), or have they been evicted?		
2	Why is the client being evicted? What are the presenting needs of the client, and or risks that have led to this situation?	Risk	Details
		Financial (rent/PSC arrears)	
		Unmanageable risk	
		Support needs too high for current service	
		Client is not engaging/ not using their bed	
		Unmanageable behaviour	
		Offending	
	Other		
3	Have the Police been involved? If so, when, who and what action was taken.		

		Risk	Potential Intervention	Provider Intervention
4	What preventative support has been offered?	Financial (rent/PSC arrears)	Debt and budgeting advice offered as part of support plan	
			Ensure the correct benefits are in place	
			Direct payment arrangement in place	
			Financial assistance to clear or reduce arrears	
			Increase or facilitate client engagement with D&A support to reduce use and therefore spend on substances	
		Abandoning bed	Understanding why they choose to sleep elsewhere and what could encourage them to use their bed.	
			Alternative room within the current location	
			Changes to physical environment	
			Identifying a current un-met support need and providing/ referring to appropriate support	
			Alternative accommodation offered	
		Not engaging	Alternative approaches to engagement explored and offered	
			Identify positive engagement with other services and learn from their approach	
			Link non-engagement to eviction	

		Behaviour	Support around increased substance misuse (if appropriate if behaviour change is related to this)	
			Assess risk from or to other residents that is changing the client's behaviour and implement risk mitigating action	
			Support to encourage social engagement within the service	
			Support to engage in activities and positive social networks outside of the service	
		Offending	Support to encourage social engagement within the service	
			Support to engage in activities and positive social networks outside of the service	
			Assess risk from or to other residents and implement risk mitigating action	
			Develop close working relationships with Police, Probation, CRC to understand impact on client	
		Other (Provider to complete)		
		5	Why has the support been unable to prevent the eviction?	

6	Who has approved the eviction (within your organisation)?	
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NCC Response (to be completed no later than the next working day after receipt/ notification)

Date:

Completed by (name and job title):

1	Provider contact for the purposes of this eviction	
2	Has the eviction been prevented? If not, where has the client gone	
3	If eviction has been prevented, what intervention has been offered/ used to achieve this outcome?	

Appendix 5: Additional support options following notice of eviction

4.1. Finding alternative accommodation

In the majority of cases, alternative accommodation should be identified before the client has to leave their current placement. Sideways moves may help where the client is in conflict with another resident or a staff member or it is thought they require more supervision (for example into a service that offers 24 hour cover). If a move is agreed to be the best way forward the provider must also update the client's Gateway assessment with the action taken, ensuring that the appropriate move-on information is updated with the contact details of the support/key worker from the service that the client is leaving.

4.2. Spot Purchasing

If the standard package of support delivered by the provider is not considered sufficient and without additional support the client would be evicted, it may be possible to fund additional support for a short period. Refer to the Call Off Agreement Spot Purchase Support for Homeless People for further information about this process

4.3. Rent or service charge arrears

It may be possible to secure financial support around arrears if the cause is short term unsustainable benefit related cash flow problems. This will normally be in the form of under-writing risk. Training on budgeting, debt, and benefit issues is available to all supported housing providers from the AINU.

4.4. Accelerated pathways to specialist support services

This Protocol should also be used to identify where there are gaps or difficulties in accessing suitable support e.g. drug or alcohol treatment. Speeding up access into other specialist support services helps to ensure that a client receives support within an agreed timescale and that there is flexibility in encouraging access e.g. through outreach. Where an eviction is likely because specialist support services cannot be accessed this should be raised with the Lead Practitioner (Housing Services) who will highlight individual cases with relevant Commissioners to facilitate urgent and immediate access into other services.