

Policy Title	Tenancy Support Policy
Policy Lead	Gareth Ellis, Safer Neighbourhoods Manager
Policy Owner	Andrew Brown, Director of Housing & Specialist Living
Policy Aim	The policy aims to detail how the tenancy support team will take over the tenancy management of tenancies that are deemed 'at risk' from the Neighbourhoods Team for a period of time.
Summary of Key Points	<ul style="list-style-type: none"> • The Tenancy Support Team will establish links to external providers, charities and other groups to help the customer who is at risk of losing their tenancy. • Tenancy support may be given to: <ul style="list-style-type: none"> ○ Customers identified at the start of their tenancy who require help and support to get their tenancies off to a good start. ○ Existing customers who require help to maintain their tenancy due to long standing issues or a change in circumstance. • The policy applies to all general needs tenancies. An exception may be given to tenants living in sheltered accommodation. • The Tenancy Support Team will take over the management of tenancies for up to three months. • Referrals to the Tenancy Support Team can also be made by the Income and Financial Inclusion Teams.

Tenancy Support Policy

1. Aim

- 1.1 The aim of the Tenancy Support service is for the team to take over the tenancy management of tenancies that are deemed as 'at risk' from the Neighbourhoods Team for a period. This will be a service for customers who require additional support and a more intense tenancy management service. The Tenancy Support Team will establish links to external service providers, charities, and other groups to help customers who are at risk of losing their tenancy and to encourage resilience and independence to enable customers to manage and sustain their tenancies with us.
- Customers identified at the start of their tenancy (or within the first 6 weeks of starting their tenancy) who require extra help and support to get their tenancies off to a great start.
 - Existing customers who require extra help and support to maintain their tenancy either due to long standing issues or who may have experienced a change in circumstance (such as loss of job, bereavement, relationship breakdown, etc) which puts their tenancy at risk.
- 1.2 The purpose of providing tenancy support is to support customers to live independent lives, comply with the conditions of their tenancy agreement and sustain their tenancy with Onward.

2. Scope

- 2.1 This policy relates to Onward general needs Tenancies.
- 2.2 In exceptional, complex circumstances the service may support Tenants living in Onward sheltered accommodation. This will be in agreement with the Older Persons Manager and the Safer Neighbourhood Manager.
- 2.3 This policy will not apply to those living in Onward supported accommodation or leasehold or shared ownership properties.

3. Policy detail

- 3.1 The Tenancy Support service focus is to identify 'at risk' Tenancies. The Neighbourhood Teams will make reasonable attempts to get the Tenancy off to a good start. However, if more intensive work is required to reduce the risk of a failed Tenancy a referral will be sent to the Tenancy Support Team.
- 3.2 The service will take over the management of 'at risk' Tenancies for a period of up to 3 months. In some instances, this may go over 3 months due to the level of engagement or capacity of support providers.
- 3.3 Referrals will also be accepted from Onward Income and Financial Inclusion Teams using the same referral method as the Neighbourhood Team.
- 3.4 A guidance procedure has been produced which outlines in detail how a case is managed from beginning to end.
- 3.5 Success will be measured using the Tenancy Termination data for all Tenancies but with a specific focus on those Tenancies ended within the first 12 -18 months. The service will also report on how many Tenancies are handed back as 'sustained' as well as

capturing the costs of avoided enforcement action i.e., Gas Injunction or Tenancy enforcement action.

- 3.6 All non-engagement will be recorded and documented on the Case Management system and the tenancy handed back to the neighbourhood's team to decide the next course of action. The Tenancy Support offer will remain open should the customer decide to engage with the team.
- 3.7 The service will deliver preventative work via 'Tenancy Modules' providing information and education to Tenants on how best to ensure their Tenancy remains sustained.

4. Training

- 4.1 We will provide training to all relevant colleagues. We will ensure that colleagues are confident in their ability to identify and refer Tenants into the service and investigate incidents and reports of ASB by providing appropriate training, and we will also ensure that all relevant colleagues are aware of this policy and procedure.

5. Responsibility and monitoring

- 5.1 The Safer Neighbourhood Manager will be responsible for ensuring the policy is complied with.
- 5.2 The Tenancy Support Team Leader will provide day to day management of the service to ensure the service is delivered in line with this policy.
- 5.3 Regular performance reports will be provided by the Safer Neighbourhood Manager to Onward Senior Leadership Team.

6. Data Protection and Information Sharing

- 6.1 Onward treats all information received in confidence, consistent with our legal responsibilities as a Data Controller to comply with the General Data Protection Regulation (GDPR) and ensure compliance with Onward's Data Protection Policy & Standards.
- 6.2 In certain circumstances Onward may be required to share personal data with other statutory agencies. Where practical, consent from the Data Subject will be obtained prior to the information being shared, however there will be instances where Onward have a statutory duty to share information without the individuals consent e.g. if there is any reason to suspect children are at risk or for the prevention and detection of crime.
- 6.3 An assessment will be made in each case to decide which information is necessary to be shared, referring to the Data Protection Specialist for further guidance as required.

Linked documents:	Tenancy Support Guidance
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Date implemented:	January 2023
Policy Lead:	Gareth Ellis, Safer Neighbourhoods Manager
Approved by:	Executive Team
Approved on:	24 January 2023

Next review date:	January 2026
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Reference number:	TENSUP01
Version:	1
Document replaces:	New policy