

# RESIDENT 'MOVE-ON' POLICY

## Introduction

Ready 4 Home Housing Support CIC is committed to working with our residents to promote independence and support them in developing the skills needed to live more independently.

We are dedicated to providing additional resources while ensuring maximum choice and flexibility for our service users, based on the current challenges and barriers to them eventually obtaining long-term accommodation.

## Supporting Our Residents to 'Move On'

We aim to support residents living in our accommodation schemes to develop the skills necessary to move on to independent accommodation within the community.

We will achieve this through the provision of targeted support, which will include:

- Identifying the resident's long-term aspirations of their desired housing and living arrangements at the earliest opportunity. This should be documented at the assessment stage and reflected in their support plans.***
- In consultation with them, providing each resident with a realistic move-on plan, taking into account of their starting point & current life challenges and where they aim to be.***

- Offering an understanding of the local authority's Homelessness and Housing Strategy, and other relevant strategies, to ensure residents understand their individual rights.***
  - Beginning the 'move-on' process and relevant discussions at the start of the accommodation placement to maintain a constant focus on the need to move on.***
  - Ensuring 'move-on' becomes a consistent theme in agreement and reviewing of support plans and tenancy engagement sessions, working in partnership with the resident and other agencies involved in their support.***
  - Using information gathered at the assessment stage about a resident's housing history to identify any potential barriers to accessing move-on accommodation, and identifying and planning achievable support to remove these barriers in proactive consultation with the resident.***
- Identify and actively encourage our residents to participate in 'moving on' supportive initiatives with accommodation offers being delivered by external agencies and organisations.***
- Focusing support on equipping residents with the tenancy management skills to move on to independent or less supported accommodation from the outset, and supporting each client to maintain their tenancy until they are ready to move on in a planned way.***
  - Utilising our local knowledge and experience to access relevant housing providers, including local authority resources, housing associations, and private accommodation arrangements that might offer independent accommodation for 'move-on' ready residents.***
  - Exploring local housing options for individuals who are not from the Northwest area who wish to return to their desired residential area.***

## **Transitional Planning and Support with Residents**

Once a 'move-on' housing option has been identified that meets the needs and preferences of the resident, a transitional plan should be developed during support sessions to assist the resident in moving to their new accommodation.

This may include practical support, such as help in accessing community care grants, organising personal belongings and furniture removals, communicating with the local council's accommodation searching department, or providing short-term pastoral support in the new accommodation setting for the individual.

It may also be necessary to negotiate funding for short-term support during the transition with the resident's DWP job coach via Universal Credit and assist residents in understanding their financial obligations moving forward, such as changes to service charges or accessing other funding bodies.

When assisting residents in moving on, staff must ensure the following areas are addressed:

- The resident has had an opportunity to visit the intended property, particularly if it is a shared or supported project.***
- The property is secure and well-maintained, with any defects promptly addressed by the landlord.***
- Residents are fully informed about their rights and entitlements concerning their tenancy, given a valid tenancy or other occupancy agreement to sign, and made aware of their rights and responsibilities.***
- They have adequate furniture and personal effects, and may require help in claiming and spending grants or acquiring suitable furniture.***

***- Ensuring all key health and wellbeing contacts of the resident are in place after the transfer, such as GPs, dentists, community support services, etc.***

***- All benefit applications are promptly completed, and the DWP and Housing Benefit are informed of the person's change of address to prevent any disruption to their benefits.***

## **Conclusion**

Moving on is an essential part of long-term stability for our residents as part of the final stages of their tenancy engagement and journey with us.

It is not an easy fix and requires us to adopt a continuous understanding of the structures and challenges that impact the availability of housing across the UK.

In the Northwest, we face the additional challenge of a high proportion of homeless individuals and families living in other types of temporary accommodation, such as hotel establishments.

Despite this, Ready 4 Home Housing Support CIC remains committed to working with residents to prepare for moving on and will strive to find resources and opportunities to make this possible.