

**Larne Crisis Accommodation**

 Fair Access and Exit Policy

As a crisis accommodation provider, it is anticipated that our service will be provided for the length of time required to secure a permanent tenancy. Where tenants move on due to a new Social Housing tenancy or Private accommodation tenancy full support will be provided to them to ensure as smooth a move as possible.

Where the level of need becomes so great that people cannot safely remain in their accommodation or where behaviour (such as anti-social behaviour) means that individuals are in breach of tenancy, a management meeting will take place where all key support agencies and services will be involved to ensure issues are addressed. Support will be provided to the individual/family to ensure they are able to understand the implications of their behaviour. Where possible support plans will identify additional support services that will enable the tenancy to be maintained. The capacity of any individual will be considered.

Where a tenancy is ended in such circumstances a review of lessons learned will be undertaken by the Support worker and Manager clearly identifying the steps taken, support provided and any service improvements that need to be made as a result.

An audit of access to and exits from the service will be undertaken every quarter to ensure fairness and transparency and promote service improvements.

Contact will be made with tenants after any move to a key support provider. Both stakeholders and service user feedback questionnaires allow continued monitoring and evaluation of service provided, which highlights strengths and areas for improvement.

A pre tenancy referral assessment document has been implemented by NIHE and is completed for new tenants prior to an offer of accommodation being made to ensure all areas of risk are documented and implemented on an ongoing basis. If the risk assessment indicates the service would meet the needs of the applicant, and risks are manageable, applicants will be granted immediate access to Crisis Accommodation.

Where an assessment indicates needs are too high to be met by the service, this will be communicated to the referral agency by the Support Worker undertaking the assessment. This will include a comprehensive reason confirming the level of need is too high and signposting the applicant to other services that may be more suitable.

Where levels of need or behaviour places the tenancy at risk, these will be addressed by an immediate review of the support plan and ongoing risk assessment. If the tenant refuses to engage, a review will take place in their absence and be approved by the service manager to ensure fairness and consistency. It is essential that any other support providers including family or carers, where this is appropriate, are given the opportunity to attend and be involved in the review.

Advice and support will be given immediately to any tenants who are at risk of having the service and accommodation withdrawn. The support plan will clearly record any advice and support given to the tenant and external services.

Following the loss of tenancy the service team will review any learning outcomes and service improvement opportunities.

Reviewed by: D Topping and D Huston 18/8/22