

**HINCKLEY HOMELESS GROUP**

**LAWRENCE HOUSE SUPPORTED ACCOMMODATION**

**Resident Management Policy**

**Resident Management Statement**

The Management Committee declares that the aims of its Resident Management Policy are to promote good practice, fairness and equality in the work of the project with our residents and to achieve, where reasonable practical, a successful outcome to any resident's stay at, and eventual move on from, Lawrence House.

The Management Committee of Hinckley Homeless Group will achieve this by the following measures:

1. Provide such information, instruction, training and supervision as may be necessary to the staff team working in all premises under its control.
2. Encourage the active interest and participation of all employees and residents in resident management matters.
3. Actively monitor and regularly review all resident management issues.

The organisation and means by which this Policy shall be fulfilled are set out in the following section.

# HINCKLEY HOMELESS GROUP

## Resident Management Policy

### Arrangements for delivering the Resident Management Policy

Resident management covers all aspects of a resident's stay in the Group's premises from the initial referral, interview and risk assessment through to moving on.

Various other policies and procedures fall under this policy, referred to in the related documents section at the end of this document.

### Resident management responsibility.

The responsibility for the development, review, monitoring and approval of the Resident Management Policy rests with the Management Committee.

Specifically, the Management Committee is responsible for:

- Ensuring that the Resident Management Policy is implemented and complied with at any facility under the charge of Hinckley Homeless Group.
- Ensuring that resident management information is reviewed at each Management Committee meeting and that any issues are resolved as appropriate.
- Ensuring that changes arising from any issues are incorporated in the Resident Management Policy and associated procedures.
- Checking that the Project Manager is implementing the Resident Management Policy and reporting back any concerns to the Management Committee.
- Advising the Project Manager in relation to resident management issues brought to their attention and referring these to the Management Committee where appropriate.
- Ensuring that all complaints against the service are investigated and dealt with appropriately and within time scales specified in the Complaints Procedure.

- Ensuring that all appeals by residents against decisions concerning issuing of warnings or eviction notices are investigated and dealt with appropriately and within time scales specified in the Appeals Procedure.
- Ensuring that the Resident Management Policy is subject to full review on a regular basis, not to exceed a period of 3 years.
- Approving any amendments to the Resident Management Policy.

The responsibility for implementation of the Resident Management Policy devolves to the Project Manager.

Specifically, the Project Manager is responsible for:

- Ensuring that all employees understand, and where appropriate are supervised and appraised in respect of, their responsibilities for resident management.
- Ensuring that all residents understand and are aware of the actions and responsibilities they have under the Resident Management Policy.
- Identifying and correcting any bad practice or situations that may occur concerning resident management.
- Ensuring that resident management issues are on the agenda of staff and resident meetings or briefing sessions and that adequate information is displayed in the office and residential areas regarding resident management.
- Ensuring that resident management training needs are regularly reviewed, identified and implemented.
- Ensuring that records are maintained of any complaints, evictions, warnings, appeals or breaches of the Resident Management Policy.
- Reporting of any of the above issues to the Management Committee on a regular basis, and complying with any time limits specified in any of the procedures relating to complaints, appeals, evictions, warning notices etc. relevant to the Resident Management Policy.
- Implementing a rent arrears procedure and clarifying acceptable limits with staff and residents.
- Implementing and maintaining of resident risk assessments and move on planning.

- Ensuring that records are maintained of staff contact with residents in respect to residents' welfare, development and move on.
- Seeking expert advice on resident management issues wherever necessary.

The employees and residents are responsible for complying with the Resident Management Policy, specifically to:

- Complying with all premises rules, procedures and reasonable instructions relating to resident management.
- Complying with statutory obligations and with the requirements of all relevant codes of practice.

Project Workers have the following resident management responsibilities:

- In the absence of the Project Manager, the Project Worker shall take responsibility for the day to day resident management responsibilities of the Project Manager and record and report resident management issues at the earliest practical opportunity and certainly before going off shift.
- Maintain accurate and appropriate records and logs in relevant reporting media.

## **HINCKLEY HOMELESS GROUP**

### **Resident Management Policy related documents.**

Move On Planning Policy

Guidance notes for delivering the Personal Development Plan

Licence Agreement

Procedure and Guidance for Issuing Warnings & Evictions

Risk Assessment Process

Confidentiality Procedures

Residents' Rights, Complaints & Appeals Procedure