

HINCKLEY HOMELESS GROUP

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Guidance for Issuing Warnings and Evictions

Within Lawrence House it is necessary to set appropriate boundaries. These rules / boundaries are set out in the Licence Agreement and House Rules.

Having clear rules and boundaries protects the individual, others around us and also the organisation.

It is extremely important that these rules apply to all our clients equally. Having and maintaining a set procedure to enforce these rules and boundaries ensures that this equality is put into practice.

At every stage in the procedure, warnings should be issued with the purpose of bringing about change and helping that client to achieve / modify their behaviour.

Warnings

The purpose of a warning is to reject inappropriate behaviour, not an individual. When issuing warnings, treat clients with respect and dignity and explain clearly why this process is happening. For example, if a resident is not getting up in a morning then warnings should be issued in the order listed in the Procedure for Issuing Warnings and Evictions.

Unfortunately, sometimes a young person can continue to breach the rules and they then have to face the consequences of their actions. Ultimately this can mean they are asked to leave Lawrence House and their licence is terminated.

Evictions

Notice of an eviction should normally **not be less than 28 days** but in certain situations, i.e. violence / aggression, this will need to be discussed with the Project Manager / Management Committee and a shorter notice period can be issued.

In certain situations i.e. **severe act of violence or any other act taking place that presents a high risk of danger to others and / or themselves**, it might be necessary for immediate eviction to take place.

If an eviction notice is to be issued then consultation with the Project Manager must take place. Consultation with other members of the staff team may take place if appropriate. The Project Manager will inform the appropriate members of the Management Committee. This consultation process might not be possible until after the event i.e. when an immediate eviction is taking place, but information must still be passed on as soon as it is appropriate.

N.B. Staff should give careful consideration to timing when notifying the Project Manager or Management Committee about an eviction i.e. is it desperate that they

need to know now. In the event that the Project Manager is on holiday or cannot be contacted, staff should contact the relevant Management Committee member. (Chair in the first instance, but if unobtainable contact another member of the committee).

Should a resident refuse to leave LH then their fob should be barred so that they cannot re-enter the property. Staff are reminded that our Licence is excluded from the Protection Against Eviction Act. If the resident remains after the eviction date then the charge changes to a "Use and Occupancy" rate; charged on a daily basis equivalent to the current rent. This should then be referred to the Project Manager and Management Committee to agree the next course of action.

Abandonment

Occasionally it becomes apparent that a client has not been seen at the hostel for a period of a week or more. In this situation room checks should be made to confirm if belongings have been removed. Even if a client has not taken their belongings, an abandonment notice should be issued. Place the notice in their room where it can be seen clearly. Abandonment date should be 7 days from issue of notice.

Appeals

Residents have the right to obtain independent advice and/or appeal against any warning or against their licence being terminated (through eviction or abandonment). All clients should be informed of this right and signposted to other appropriate services (such as Next Generation, the Homelessness Officer at Hinckley and Bosworth Borough Council, Citizens Advice Bureau etc).

This appeal must be done within 7 days of receiving the notification / warning / eviction notice. The appeal should be put in writing and, in the first instance, addressed to the Project Manager, followed by the Management Committee. Staff may offer the resident help with writing the appeal, but the content must be in the residents own words. Full details of this process are provided to all residents upon induction – refer to document "Residents' Rights, Complaints and Appeals Procedure".

For all of the above, ensure that all processes that have taken place are clearly recorded in the client's file and in the day book for other members of staff.

Guidance for Issuing Warnings and Evictions related documents

Procedure for Issuing Warnings and Evictions

Confidentiality Policy

Guidance for delivering Confidentiality

Lone Working Policy

Lone Worker Guidance Notes

Licence Agreement

Residents' Rights, Complaints & Appeals Procedure