

SECTION 10 — MOVE-ON, ENDING SUPPORT & SERVICE EXIT

POLICY 90 — MOVE-ON & TRANSITION TO INDEPENDENT LIVING POLICY

90.1 Purpose

Homeward Futures LTD aims to support residents to develop the skills, confidence and stability required to move towards appropriate independent living.

Move-on planning should begin early and be tailored to each resident.

90.2 Principles

Move-on planning will be:

- Person-centred.
- Planned.
- Realistic.
- Strengths-based.
- Outcome-focused.
- Proportionate to individual needs.
- Designed to reduce the risk of homelessness.

90.3 Move-On Assessment

Planning should consider:

- Housing needs.
- Affordability.
- Income.
- Benefits.
- Employment or education.
- Cooking skills.
- Cleaning and household management.
- Budgeting.
- Ability to manage appointments.
- Community support.
- Health needs.

- Risk.
- Emotional readiness.
- Available support networks.

90.4 Housing Options

Where appropriate, residents may be supported to explore:

- Social housing.
- Private rented accommodation.
- Supported accommodation.
- Shared accommodation.
- Self-contained accommodation.
- Other appropriate housing options.

The suitability of accommodation should be considered individually.

90.5 Preparation

Residents may receive support with:

- Housing applications.
- Property viewings.
- Budgeting.
- Deposits.
- Understanding tenancy or licence arrangements.
- Setting up utilities.
- Council tax.
- Benefits.
- Furniture and household essentials.
- Moving arrangements.
- Community services.

90.6 Transition

Where possible, the move should be planned in advance.

A transition plan should identify:

- Proposed move date.
- Destination.
- Outstanding actions.
- Professionals involved.
- Support arrangements.
- Financial arrangements.
- Key contacts.
- Risks and safeguards.

90.7 Failed or Delayed Move-On

If a planned move cannot proceed, management will review:

- Housing options.
- Risk.
- Support needs.
- Financial circumstances.
- Availability of alternative accommodation.

The resident should be supported to avoid homelessness wherever reasonably possible.

POLICY 91 — PLANNED ENDING OF SUPPORT POLICY

91.1 Purpose

Where support is due to end as planned, Homeward Futures LTD will seek to ensure the ending is safe, structured and appropriately communicated.

91.2 Reasons for Planned Ending

Support may end because:

- The resident has successfully moved on.
- Agreed support outcomes have been achieved.
- The resident no longer requires the service.
- The agreed placement period has ended.
- Alternative support has been arranged.

91.3 Notice and Communication

Where appropriate, residents should receive reasonable notice of planned changes.

Information should be communicated clearly and sensitively.

91.4 Ending Support Plan

The ending support plan should identify:

- Reason for ending.
- Planned date.
- Resident's views.

- Accommodation arrangements.
- Outstanding support needs.
- Referrals.
- Signposting.
- Key contacts.
- Follow-up arrangements where appropriate.

91.5 Continuity

Where another service is taking over support, appropriate information should be shared lawfully to promote continuity.

91.6 Resident Preparation

Residents should be supported to understand:

- What will change.
- When support will end.
- Who they can contact afterwards.
- What services remain available.
- What to do if difficulties arise.

POLICY 92 — UNPLANNED ENDING / ABANDONMENT OF ACCOMMODATION POLICY

92.1 Purpose

Homeward Futures LTD recognises that residents may leave accommodation unexpectedly or stop engaging without notice.

The organisation will respond proportionately and consider safeguarding, housing and welfare implications.

92.2 Possible Indicators

Indicators may include:

- Resident has not been seen.
- Resident stops responding to contact.
- Personal belongings have been removed.
- Occupancy obligations are not being met.
- The resident states they have left.

- The resident has moved elsewhere without informing the service.

92.3 Initial Response

Staff should:

- Attempt appropriate contact.
- Review recent information and known risks.
- Consider whether there are safeguarding concerns.
- Notify management.
- Contact relevant professionals where appropriate.

92.4 Risk Assessment

The response should consider:

- Known vulnerabilities.
- Exploitation risks.
- Criminal exploitation.
- Risk of harm.
- Previous missing episodes.
- Known associates.
- Whether medication or essential belongings remain at the property.

92.5 Missing Resident Concerns

Where there is concern that a resident may be missing and at risk, staff should follow the Missing Resident Procedure and consider contacting the police and relevant professionals.

92.6 Abandonment of Accommodation

Where there is reasonable evidence that a resident has permanently left, management will:

- Establish the circumstances as far as reasonably possible.
- Contact relevant professionals where appropriate.
- Secure the accommodation.
- Manage belongings appropriately.
- Review financial or occupancy arrangements.
- Consider whether the resident remains at risk of homelessness.

92.7 Re-Engagement

Where appropriate, reasonable attempts should be made to establish whether the resident is safe and whether support is required.

The organisation should not automatically assume that non-engagement means the resident no longer requires support.

POLICY 93 — SAFEGUARDING AT SERVICE EXIT POLICY

93.1 Purpose

Safeguarding responsibilities remain important during the transition out of supported accommodation.

93.2 Exit Safeguarding Assessment

Before planned exit, management should consider:

- Current safeguarding concerns.
- Current risks.
- Exploitation risks.
- Housing stability.
- Support networks.
- Health needs.
- Financial vulnerability.
- Risk of homelessness.
- Whether relevant agencies are aware of outstanding concerns.

93.3 Outstanding Safeguarding Concerns

Where safeguarding concerns remain active, appropriate professionals should be informed before or at service exit where lawful and necessary.

Ending accommodation should not be used to avoid addressing safeguarding concerns.

93.4 Information Transfer

Relevant safeguarding information may be shared with the receiving service or professional where there is an appropriate lawful basis.

Information should be:

- Accurate.
- Relevant.
- Proportionate.
- Secure.

93.5 High-Risk Exit

Where a resident presents significant ongoing risk, management should consider whether additional transition arrangements are required.

These may include:

- Multi-agency meetings.
 - Enhanced handover.
 - Additional welfare contact.
 - Police liaison where appropriate.
 - Safeguarding referral.
 - Housing escalation.
-

POLICY 94 — RESIDENT DISENGAGEMENT POLICY

94.1 Purpose

Homeward Futures LTD recognises that residents may disengage from support for many reasons.

Disengagement should be understood and addressed rather than automatically treated as non-compliance.

94.2 Possible Reasons

Disengagement may be linked to:

- Stress.
- Lack of trust.
- Communication difficulties.
- Previous negative experiences.
- Mental or emotional wellbeing.
- Practical difficulties.
- Conflict.
- Fear.
- Exploitation.
- Changing circumstances.

94.3 Early Response

Staff should:

- Attempt appropriate contact.
- Use a supportive approach.

- Explore barriers.
- Offer flexible engagement where reasonably possible.
- Consider safeguarding.
- Review the support plan.

94.4 Persistent Disengagement

Where disengagement continues, management may:

- Review risk.
- Contact relevant professionals.
- Review support arrangements.
- Arrange a review meeting.
- Consider whether alternative approaches may improve engagement.

94.5 Safeguarding

Disengagement must not automatically be interpreted as a lifestyle choice.

Staff must consider whether disengagement could indicate:

- Exploitation.
- Abuse.
- Missing episodes.
- Deteriorating wellbeing.
- Criminal involvement.
- Homelessness risk.

94.6 Ending Support Due to Disengagement

Support should only be ended following disengagement where appropriate and after reasonable consideration of:

- Resident safety.
- Risk.
- Housing status.
- Contractual arrangements.
- Safeguarding.
- Alternative support.

PROCEDURE 95 — SERVICE EXIT & FINAL REVIEW PROCEDURE

95.1 Purpose

This procedure ensures that service exits are properly planned, documented and reviewed.

95.2 Final Review

Where appropriate, a final review should consider:

- Original goals.
- Progress achieved.
- Remaining needs.
- Resident views.
- Accommodation outcome.
- Education/employment progress.
- Financial position.
- Support network.
- Safeguarding.
- Future housing.
- Signposting.

95.3 Final Documentation

The resident's record should be updated to reflect:

- Date of exit.
- Reason for exit.
- Destination where appropriate and lawfully recorded.
- Outcomes achieved.
- Outstanding risks.
- Referrals.
- Signposting.
- Final actions.

95.4 Property Exit

Where applicable:

- Keys should be returned.
- Accommodation should be inspected.
- Belongings should be dealt with appropriately.
- Damage should be recorded.
- Financial arrangements should be reconciled.
- Relevant tenancy/licence procedures should be completed.

95.5 Handover

Where another service is involved, an appropriate handover should take place where lawful and necessary.

95.6 Resident Feedback

Residents should be given an opportunity to provide feedback about their experience.

Feedback should be used to improve the service.

POLICY 96 — AFTERCARE & SIGNPOSTING POLICY

96.1 Purpose

Homeward Futures LTD recognises that residents may continue to require information, services or community support after leaving the service.

96.2 Signposting

Where appropriate, residents may be signposted to:

- Housing services.
- Benefits advice.
- Employment services.
- Education and training.
- Healthcare.
- Mental health services.
- Drug and alcohol services.
- Financial advice.
- Community organisations.
- Legal advice.
- Domestic abuse services.
- Support networks.

96.3 Aftercare

Where appropriate and within the organisation's agreed service model, limited post-exit contact may be considered to support transition.

Any aftercare arrangement should be:

- Clearly defined.
- Appropriate.
- Proportionate.
- Recorded.
- Consistent with organisational capacity and contractual arrangements.

96.4 Emergency Support

Residents should understand that Homeward Futures LTD may not be an emergency service after exit.

Where urgent assistance is required, residents should be directed towards appropriate emergency or statutory services.

96.5 Maintaining Appropriate Boundaries

Aftercare must not create inappropriate dependency.

Staff should encourage residents to develop sustainable support networks and access mainstream services.

96.6 Ending Aftercare

Where aftercare is provided, the resident should be informed when it will end and what alternative support is available.

97. MOVE-ON, ENDING SUPPORT & SERVICE EXIT — RECORD KEEPING AND MONITORING

Homeward Futures LTD will maintain appropriate records relating to service exits, including:

- Move-on plans.
- Transition plans.
- Final reviews.
- Resident feedback.
- Safeguarding considerations.
- Handover arrangements.
- Referrals.
- Signposting.
- Accommodation destination where appropriate.
- Exit dates and reasons.
- Outstanding risks.
- Aftercare arrangements.

Management will monitor exit outcomes to identify:

- Successful move-on.
- Sustained accommodation.

- Repeat homelessness.
- Unplanned exits.
- Disengagement.
- Safeguarding concerns.
- Areas requiring service improvement.

98. POLICY REVIEW

This section will be reviewed:

- At least annually.
- Following significant safeguarding incidents.
- Following an unexpected or high-risk service exit.
- Following serious resident disengagement.
- Following significant changes to housing or commissioning arrangements.
- Following relevant changes in legislation or guidance.
- Where monitoring identifies a need for amendment.

The review will consider whether move-on and exit arrangements remain safe, person-centred, effective and appropriate.

Policy Owner: Homeward Futures LTD

Responsible Person: Management

Review Frequency: At least annually

Next Review Date: _____

Version: _____