

Non-engagement policy (where Residents do not engage with their support) – April 2021

1 Overall

- 1.1 Transom Trust have the policy & procedures in place to address the situation where a Resident does not engage with the support provided by Transom Trust (as set out in the terms of the License Agreement).
- 1.2 The relevant paras of the following Green Pastures guidance refer and need to be followed.

2 License Agreement (click on [License extracts](#))

- 2.1 Para 4 – Supported Accommodation.
- 2.2 Para 9.1 – Transom Trust responsibilities.
- 2.3 Para 10 – Resident responsibilities (Support).
- 2.4 Para 11.4 to 6 – Residents rights, the right to have an independent advocate or advisor in their dealings with Transom Trust.
- 2.5 Schedule 2 – Resident Support (21 support methods).
- 2.6 Schedule 4 – Resident House Rules (Support).
- 2.7 Schedule 6 – Ending the License Agreement Policy & Procedure, including the 3-stage procedures:
 - Stage 1 – Written Warning;
 - Stage 2 – Final Written Warning;
 - Stage 3 – Notice to Quit.
- 2.8 Housing Manager or Project Leader to process & issue Warning/Notice letters using Green pastures templates (see below). This is so the Transom staff member who is not used can hear the first stage of the Appeal process below.
- 2.9 Schedule 8 – Resident’s Complaints Procedure – eg: due to a volunteer not providing adequate support.
- 2.10 Schedule 9 – Resident Appeals Procedure – 2 stages:
 - Stage 1 – heard by the Housing Manager or Project Manager – ie: whoever did not issue the Warning/Notice letters;
 - Stage 2 – heard by two Trustees & the Stage 1 decision-maker.
- 2.11 Schedule 10 - List of Meaningful Activities from which to select the one(s) the Resident must agree to undertake.

3 Notice to Quit Template letters (click on [Warning and Notice to Quit Template letters](#))

3.1 Green Pastures provide templates for Warning/Notice letters in their separate Notice to Quit Template letters Guidance.

4 License Agreement Guidance, including termination (click on [License Agreement Guidance \(including termination\)](#))

4.1 Page 2 – How does a License agreement end – para 3, Termination.

4.2 Pages 2 & 3 – License Agreement template/relevant Licence Agreement Clause Number – see all paras & schedules listed under **License Agreement** above.

4.3 Page 3 – Non-notice remedies (ie: prevention actions), including:

- Increased frequency of support meetings;
- Single issue additional house meetings to address concerns;
- Support plan review;
- Referral to other agencies & partner organisations (eg probation; addiction & mental health).

4.4 Trustees need to satisfy themselves that all prevention actions need to be taken first before Warnings & Notice to Quit letters are issued to Residents.

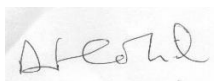
4.5 Transom Trust need to review all Support Plans & update Pastoral Support Team on identifying, recording, reviewing & reporting support issuesbefore this Non-engagement policy is applied.

4.6 Page 4 – Notice to Quit & Serving Notices.

4.7 Page 7 – Resident gives up their license agreement (during or before Warning or Notice to Quit letters are issued).

Approved at Trustees meeting on: 09/06/21

Signature (on behalf of Sue Worthing (Chair of Trustees)



Date: 09/06/21

Next review date: 09/06/23