

Non-engagement policy (where Residents do not engage with their support) – V3 September 2025**1 Overall**

- 1.1 Transom Trust have the policy and 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 [TT-Licence-Agreement](#))

- 2.1 Definitions used in, and purpose of, Licence Agreement – pages 1 to 2.
- 2.2 Responsibilities - Transom Trust and Residents – pages 2 to 5.
- 2.3 Resident rights – the right to have an independent advocate or advisor in their dealings with Transom Trust – page 5.
- 2.4 Schedule 2 – Resident Support (14 support methods) – page 7.
- 2.5 Schedule 3 – Licence charges – page 8.
- 2.6 Schedule 4 – Resident House Rules – pages 9 to 11.
- 2.7 Schedule 5 – Ending the License Agreement Policy & Procedure, including the 3-stage procedures (pages 12 to 13):
- Stage 1 – Written Warning;
 - Stage 2 – Final Written Warning;
 - Stage 3 – Notice to Quit.
- 2.8 Operations Manager or designated Trustee to process and 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 6 – Licence Charge/Rent Arrears Policy and Procedure – page 14.
- 2.10 Schedule 7 – Resident's Complaints Procedure – eg: due to a volunteer not providing adequate support – page 15.
- 2.11 Schedule 8 – Resident Appeals Procedure (page 15) – 2 stages:
- Stage 1 – heard by the Operations Manager or designated Trustee – ie: whoever did not issue the Warning/Notice letters;
 - Stage 2 – heard by two Trustees & the Stage 1 decision-maker.
- 2.12 Schedule 9 – Privacy Policy (including information sharing) – pages 16 to 17.

- 2.13 Schedule 10 - List of Meaningful Activities from which to select the one(s) the Resident must agree to undertake – [page 17](#).

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

- 3.1 Green Pastures provide templates for Warning/Notice letters in their separate Notice to Quit Template letters Guidance. Transom Trust adapt the Warning and Notice to Quit letters to meet the individual needs of each resident.

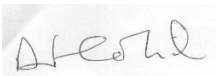
4 License Agreement Guidance, including termination (click on [License guidance \(including termination\)](#))

- 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 and 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 and partner organisations (eg probation; addiction and mental health).
- 4.4 Trustees need to satisfy themselves that all prevention actions need to be taken first before Warnings and Notice to Quit letters are issued to Residents.
- 4.5 Transom Trust need to review all Support Plans and update Pastoral Support Team on identifying, recording, reviewing and reporting support issuesbefore this Non-engagement policy is applied.
- 4.6 Page 4 – Notice to Quit and Serving Notices.
- 4.7 Page 7 – Resident gives up their license agreement (during or before Warning or Notice to Quit letters are issued).

Policy to be reviewed every 2 years.

Approved at Trustees meeting on: [17/09/2025](#)

Signature on behalf of Trustees:



Next review date: [17/09/2027](#)