

Sandwell Move-on Protocol

Moving-on from supported housing in Sandwell



Version History

Version	Issue/circulation date	Summary of Change
1 st draft	25/02/2009	Initial version

1st Issued 09th March 2009.

Contents

- 1 Introduction
- 2 Objectives of the Protocol
- 3 Management of the Protocol
- 4 Confidentiality and Data Protection
- 5 Disputes and Complaints
- 6 Staff Training
- 7 Monitoring Arrangements

1 Introduction

- 1.1 Sandwell Metropolitan Borough Council in partnership with Sandwell Supporting People Team, Sandwell Homes, Sandwell's supported housing partners, service users and stakeholders have undertaken a process of consultation and joint working (The MOPP Audit) that has resulted in the development and implementation of this protocol.
- 1.2 This protocol is intended to be read in conjunction with the Sandwell Move-on Process.
- 1.3 The Move-on Protocol and Process will link with a number of other strategies and processes including the Supporting People Strategy, Homelessness Strategy and the Single Referral Process to provide key pathways for access to housing from supported accommodation.

2 Objectives of the Protocol

- 2.1 The strategic objective of this protocol is to ensure that people who are ready to move-on from supported housing in Sandwell have clearly defined routes of access to appropriate settled accommodation across private, registered social landlord and local authority tenure types.
- 2.2 This protocol provides a framework for the sharing of personal information between agencies to enable them to meet both statutory obligations and the needs and expectations of service users and stakeholders involved with people moving-on from supported housing in Sandwell.
- 2.3 This protocol sets out the basis for agreement between all the signatory parties and organisations involved in the development, implementation and review of the Move-on Process in Sandwell.
- 2.4 This protocol establishes a formal commitment from all signatory parties and organisations to adopt, promote and positively engage in the Move-on Process for the benefit of all their service users.

3 Management of the Protocol

- 3.1 All signatory parties and organisations have a stake in the ownership of this protocol.
- 3.2 The lead person is responsible for the day-to-day management of the Move-on Process and for keeping the protocol and process documents up-to-date.
- 3.3 The lead person and the Move-on Steering Group will review this protocol annually.
- 3.4 Each organisation/agency will need to ensure they have a current up to date version of this protocol.

4 Confidentiality and Data Protection

- 4.1 All agencies that are party to this protocol will ensure that all staff are aware of, and comply with, their responsibilities and obligations with regard to: -
- 4.2 The confidentiality of personal information about people who are in contact with their agency, and
- 4.3 The commitment of the organisations/agency to only share information legally and within the terms of this protocol.
- 4.4 Information will be shared on a need-to-know basis only. Staff will be made aware that disclosure of personal information, which cannot be justified, whether inadvertent or intentional may be subject to disciplinary action.
- 4.5 All organisations/agencies involved with this protocol will need to develop a clear set of guidelines that are made available to all staff regarding the general requirements of the Data Protection Act and the specific obligations defined within this protocol.

5 Disputes and Complaints

- 5.1 All disputes or complaints relating to the processing of applications for move-on under this protocol/process must be

directed to the Move-on Process Lead Officer as detailed in Section 9 of the Move-on Process.

6 Staff Training

6.1 All organisations/agencies party to this protocol will ensure that employees who need to share personal information under this protocol are given appropriate training to enable them to share information legally and comply with any professional codes of practice and or local policies and procedures.

7 Monitoring Arrangements

7.1 All organisations/agencies party to this protocol will ensure that a senior officer will oversee the implementation of this protocol and monitor their adherence to it.

7.2 They will also be a source of advice and guidance to employees/key workers within their projects.

7.3 Each supported housing project will provide additional information on the numbers of service users that move-on from their scheme outside the Move-on Process or in an unplanned way.

7.4 A report will be published annually detailing the throughput and outcomes from the process.

Agreement

I have read, understand and agree to abide by the terms and conditions of the Move-on protocol and process.

Name	Role	Organisation	Signature	Date
Richard Causer	Manager, High Street Project	Black Country Housing Association		01/04/2009
Eleanor Box	Manager, Hobart Road.	Bromford Housing Group		01/04/2009
Nicola Nolan	Panel Member	Community Expert Panel		01/04/2009
Tina Watson	Deputy Manager, Chapter House	Fry Housing Trust		01/04/2009
Toni Ebanks	Manager Rolf House Foyer	Midland Heart		01/04/2009
Mandeep Kang	Acting Manager, P3, Sandwell	P3 Women's Project		01/04/2009
June Gardiner	On behalf of Leeford Smith	Phoenix House		01/04/2009
Sue Johnson	Community Care Housing Manager	Sandwell Homes		01/04/2009
Neville Rowe	Principle Policy Officer SMBC	Sandwell MBC		01/04/2009
Alison Leeson	Manager, Sandwell MIND	Sandwell MIND		01/04/2009
Mike Martin	Operations Manager	SHARP		01/04/2009
Laura Hazel	Supporting People Lead Officer	Sandwell Supporting People		01/04/2009
Roisin Toolan	On behalf of Caroline Berry	Trident Housing Association		01/04/2009
Bev Thomas	Accommodation Manager YMCA	West Bromwich YMCA		01/04/2009