

## **Move On Support And Options**

As a provider of short term accommodation we are always working to ensure you have the best possible move on when the time comes.

There are four types of move on from SafeSpace and a range of options available depending on which type of move on happens. You can discuss your options for move on at any time with a support worker.

### **Planned Move On.**

At SafeSpace we encourage all service users to have a planned move on. This happens when the needs on your support plan have been met, and you are ready to move into permanent accommodation, whether that is a private let, a social let, return to family, moving into other supported accommodation, or becoming 'looked after'. Support may involve assisting you with housing applications, assisting you with property viewings, explaining where you can get hold of furniture, explaining how to set up utilities accounts or liaising with any other agencies involved such as Children's Social Care or Stepping Stones.

### **Unplanned Move On**

An unplanned move on happens when you decide to move out suddenly. While we would always encourage service users to stay at SafeSpace until their support needs have been met, we understand that sometimes things happen quickly and you may choose to leave us. In this circumstance you are entitled to the same support as for a planned move on, and our support workers will still do what they can to support you with your move. With an unplanned move on there is generally less time available to support you prior to your move so we would encourage you to provide us with as much notice as possible.

### **Planned Move after you have been asked to leave**

If your support needs have become too high for you to be able to stay at SafeSpace, for instance if you have broken the rules of your tenancy, but are not an immediate threat to the safety of the project, the staff or the other service users, you will be given a seven day notice. This means that you have seven days to plan your move on. The support staff will work with you to ensure that you know what options are available to you and will provide you with the same support that you would get under a planned move on as far as is possible.

### **Unplanned move after you have been asked to leave**

If your support needs have become too high for you to be able to stay at SafeSpace and your behaviour does present an immediate threat to the safety of the project, staff or other service users you will be asked to leave immediately. In this circumstance you will still be assisted with your move on as much as possible to secure immediate accommodation wherever possible. Staff will liaise with any agencies who are working with you and if appropriate will explain the different options available to you.

### **Resettlement**

After you move out you will be offered ongoing support if you require it. This may be provided by the accommodation provider connected to your move on accommodation, or

through the SafeSpace Resettlement team or Calico Floating Support. The support offered usually involves a floating support worker keeping in contact with you, through regular phone calls and/or visits

The frequency and duration of this will be in response to your individual needs and an individual support plan will be agreed. This support is offered to ensure that you are managing your independence, are able to manage your home, and to listen to any problems you may be experiencing. We hope that this will help to sustain your tenancy and prevent homelessness recurring in the future.

If you choose not to accept the support offered but come across problems in the future, you can still phone SafeSpace to ask for assistance.