



Fair Exit and Support Intervention – Policy Overview

Purpose

YMCA Black Country Group aims to prevent residents leaving accommodation without suitable alternatives and to ensure that all exits are fair, planned and supportive wherever possible. Our goal is to help residents move on positively to greater independence or more appropriate accommodation.

Our Approach – Person Centred, Co-Produced, Strengths Based and Trauma Informed

All staff must work in a trauma-informed way, recognising that past experiences may affect behaviour. Staff should:

- Focus on “What does this person need?” rather than “What is wrong?”
- Promote safety, trust and collaboration
- Support residents to make choices about their wellbeing
- Look beyond behaviours to understand underlying needs

Before a Resident Moves In

Staff must identify potential risks early. This includes completing a Risk Assessment and Support Needs Assessment, looking to identify possible risk factors. Early identification of risks and needs helps staff put support in place to prevent eviction or emergency move-on.

Types of Move-On

There are three types of move-on.

- **Positive Move-On** – The desired outcome, where residents progress to their own tenancy, Y-Living, housing association or local authority housing, private rented accommodation, the next stage of supported housing or returning safely to family.
- **Planned Move-On** - Used when accommodation is no longer suitable for the resident's needs. This usually involves 28 days' written notice and ongoing support to find alternative accommodation
- **Emergency Move-On** - Only used in serious or high-risk situations such as immediate safety risks to staff or residents, Police or statutory agency involvement, support needs beyond what the service can safely manage. An emergency move-on may occur without notice.

Preventing Planned or Emergency Move-On

Our priority is supporting residents to maintain their accommodation. To avoid Emergency Move-On, staff may use the following interventions:

- **Warning System** - Written warnings explaining what behaviour is unacceptable, and what needs to change
- **Conduct Agreements** - A structured agreement that identifies the issue, sets clear expectations and SMART goals, outlines responsibilities for both staff and resident
- **Intervention Panels** - A meeting involving the resident, YMCA staff and external professionals. This panel will discuss concerns, identify additional support and agree actions to prevent eviction.

When Planned or Emergency Move-On Becomes Necessary

If interventions fail and risks remain staff must:

- Provide written notice (if the issues do not warrant Emergency Move-On)
- Support residents to find alternative accommodation
- Make referrals to appropriate services
- Explain the right to appeal

Support should continue throughout the notice period.



An Emergency Move-On will only be activated where the situation becomes critical and requires statutory agency involvement or it presents an immediate and unmanageable safety risk to other residents, staff or the building.

Safeguarding Expectations

For under 18s, staff must:

- Inform Children's Services
- Submit a MARF referral
- Arrange a multi-agency discussion if housing is at risk

Y-Living Tenancies

Y-Living residents usually hold Assured Shorthold Tenancies (ASTs).

Tenancies may be ended if:

- Rent is not paid
- There is anti-social behaviour
- Tenancy conditions are breached
- Notice is served under the Housing Act 1988

Key Message for Staff

Our role is to:

- ✓ Prevent eviction wherever possible
- ✓ Identify risks early
- ✓ Provide support and interventions
- ✓ Work with partner agencies
- ✓ Ensure all exits are fair, planned and respectful