

Service Level Agreement
Between the States of Jersey Housing Department
And
Jersey Care Leavers Association

This agreement is between the above two parties with regard to their respective roles within supporting young persons in the community

1. Aims and Objectives of the States of Jersey Housing Department

The States of Jersey Housing Department's Assisted Living Team was set up to assist vulnerable members of the community who, although fully qualified under the Housing Law to rent accommodation in the Island, would not normally meet the criteria of the Housing Departments general Allocations Policy for States rental accommodation.

The aim of the Assisted Living Team is to offer the most vulnerable members of our community affordable, appropriate and safe accommodation whilst being supported by one or more statutory or voluntary agency.

The main objective is to provide sufficient support, through an additional agency, in all aspects of an individual's life, enabling them the best chance of living independently.

2. Responsibilities of the Housing Department

- (a) All applications received at the Housing Department will be registered on the internal computer system, with acknowledgement letters being sent to the referred clients within 7 days of receipt;
- (b) All referred clients who are not in receipt of their full housing qualifications will be contacted, with the referring agency advised of the situation, within 7 days of receipt. The application will then be cancelled;
- (c) A record of the support plan will be detailed on the Housing computer based application so that all information is available to the Allocations Team at the Housing Department;
- (d) If the service user has a disability or has mobility problems, an Occupational Therapists report will be requested by the Housing Department to ensure that the most appropriate accommodation is offered to the client. If they are already working with another statutory or voluntary organisation that belongs to the already formed Supported Housing Group the application will only be accepted from the alternative organisation already working with the client and not the Jersey Care Leavers Association;

- (e) A Housing Officer will ensure that the Jersey Care Leavers Association is provided with an Agenda and Update on each client before each meeting to ensure that the Coordinator has time to refer any queries to their colleagues prior to the meeting;
- (f) A Housing Officer will chair all meetings due to having available all information relating to each application;
- (g) Full minutes will be taken by a member of the Housing Department and will be provided to all nominated members of the Jersey Care Leavers Association within 7 days of the meeting having taken place so that any amendments can be made;
- (h) All applicants agreed as suitable for acceptance by the Housing Department will be made active on the Waiting List, with all the necessary notes updated on the Housing computer system, within 2 days of the Jersey Care Leavers Association meeting;
- (i) All active applications will be offered a property as soon as practicably possible – any offer made will be deemed suitable for the applicant from the information available. A one bedroom flat cannot be guaranteed for single people, applicants with children living elsewhere will take precedence in being accepted for a one bedroom unit with others generally being offered a studio flat;
- (j) An Officer of the Housing Department will monitor the tenancy and will, in the first instance, keep the Care Leavers Association apprised of any problems.

3. Responsibilities of the partner agency Coordinator

- (a) The Coordinator/or another Officer will assist any client agreed by his/her department to be in need of accommodation, to complete a States rental application form, as well as a support plan form. The Officer must ensure that their client is fully aware of their responsibilities if offered a tenancy with the Housing Department;
- (b) If it is not the Coordinator completing the form they must be aware of the background to the application before presenting to the Housing Department;
- (c) The Coordinator is responsible for ensuring that the Housing Department is kept fully up to date with any changes in their service user's personal situation. If necessary the application will be deferred until such time as the service user is ready for independent living;
- (d) The Housing Department's zero tolerance rental arrears policy will be discussed with the client and arrangements will be made for electronic rental payments or direct payment from Income Support;

- (e) A support plan for a two year period must be in place with reviews on the client being carried out by the Jersey Care Leavers Association at 4, 8, 12 and 20 months. These will be presented to the Housing Department and then retained on the tenancy file with the department;
- (f) The coordinator must provide reviews prior to the review date;
- (g) At the 20 month review the client will have agreed with the Jersey Care Leavers Association that there is a "moving on " plan in place;
- (h) If it is deemed that "moving on" is not in the best interest of the Tenant, the Coordinator will write a formal report to the Housing Department giving the reasons why a move would be detrimental;
- (i) The Coordinator will attend quarterly meetings; if unavailable will make every attempt for a colleague to attend in their place. If this is not possible arrangements will be made for a mutually convenient date and time;
- (j) The Coordinator will keep the Housing Department apprised of any changes in the Tenants' personal situation which may jeopardise their tenancy;
- (k) The Coordinator or other nominated individual from the Jersey Care Leavers Association will work closely with the Housing Department in the event of a serious incident/relapse with their client throughout his/her tenancy.

4. Monitoring Arrangements and Measurement

The performance of the liaison between the Housing Department and the Jersey Care leavers Association is monitored on a regular basis by maintaining detailed statistics on a number of aspects of the functioning of the relationship and the number of supported Tenants who go on to living a full independent life.

5. Confidentiality

The Housing Department and the Jersey Care Leavers Association requires certain personal data in order to process applications, and subsequently, in order to administer any tenancy. Where relevant to the application, personal details will be verified with landlords, employers, the Population Office, the Social Security Department, a GP, or other medical agencies, as part of the application process. In administering any tenancy, information may be shared with the Social Security Department.

Applicants are made aware of this as part of the application process when completing the initial Assessment Form.

Both parties involved accept this duty of confidentiality and will not disclose personal information without the explicit consent of the person concerned, unless there are statutory grounds or other overriding justification for doing so.

6. Dispute and Arbitration

If either party considers the other to be in breach of their duties under this agreement, or has a grievance about some aspect of the agreement's operation, the parties shall make every effort to resolve the issue through joint discussions between the relevant Officers. Where this fails, concerns should be put in writing to the Senior Manager signing this agreement.

7. Termination

This agreement can be terminated immediately by either party subject to any breach in the terms as set out in this Service Level Agreement.

Notice can only be served to and by the signatories (or successors) in this agreement

8. Declaration and signatures of both parties

An Officer of the Jersey Care Leavers Association is designated by their organisation as the most appropriate person to attend the group and disseminate, as necessary, any information appertaining to that organisation's service users who are in need of additional support.

Signed on behalf of

Name in capital letters.....

Dated.....

Signed on behalf of the Housing Department

Dated.....

Name in capital letters.....