

Departures Procedure

1. Termination (see 11 Grievance Complaints Disciplinary Policy)

- 1.1. In cases where a service user is asked to leave they should be issued with a termination notice stating the reason.
- 1.2. In most cases 28 days notice will be given, however, for serious breaches of the rules/license agreement this may not be possible.
- 1.3. Appropriate agencies must be notified. In all cases of termination every effort will be made to find more appropriate accommodation.

2. Administration

- 2.1. Complete termination letter to HB.
- 2.2. Complete termination letter to Benefits Agency
- 2.3. Fill in termination date in Service user's Log
- 2.4. Remove name from board
- 2.5. Remove rent sheets, incident sheets and medication log and place in service user's file
- 2.6. Transfer service user's file to the Ex service users' file drawer in alphabetical order.
- 2.7. In serious cases and where applicable Registered Social Landlord (RSL) should be informed.
- 2.8. Inform Supporting People via government interface (SPOCCNET Needs Mapping form etc.).
- 2.9. Sanctuary Management Console Software (SMC Software©2006) must be updated (See below).

3. Transfer

- 3.1. Complete new Housing Benefit form for new address with covering letter.
- 3.2. Complete termination letter to HB for Hostel
- 3.3. Fill in termination date in Service user's Log
- 3.4. Remove name from board
- 3.5. Remove rent sheets, incident sheets and medication log and place in service user's file
- 3.6. Transfer service user's file to new property location
- 3.7. Ensure service user immediately informs DSS of change of address
- 3.8. Update SMC Software©2006

4. Summary

- 4.1. In all departures Sanctuary Trust will endeavour to make the move on as positive as possible by helping the client seek more appropriate accommodation.