

Resettlement Service

Interventions

A resettlement worker/service helps to ensure a person moves on from supported accommodation successfully, with relevant support within the community. The time between move on and the first few weeks of a new home, can be the hardest, and we often see dis-engagement with new services. A resettlement worker/service can:

- Identify accommodation needs with the individual(s)
- Create an action plan about how to obtain the relevant accommodation e.g. registering on relevant housing list/choice-based lettings, attending tenancy-ready workshops,
- Prepare individual(s) for move on e.g. responsibilities, budgeting, payment plans e.g. previous rent arrears etc.
- Be a single point of contact for LA housing options services, housing providers
- Access bond schemes, resettlement grants and furniture/white goods
- Provide support during move to independent accommodation
- Support individual(s) to contact agencies/services once moved in e.g. utilities, benefits.
- Create community support networks for independence.
- Provide keeping-in-touch service following departure from the service for up to 6 months, to prevent homelessness.

Our experience

We provide resettlement support in a number of areas across the country, such as Liverpool, Swindon and Hull. We can provide specialist resettlement services for specific client groups, e.g. young people, rough sleepers, who are deemed more at risk of tenancy failure upon leaving supported accommodation.

Possible outcomes on outcomes-based commissioning contract

Examples of outcomes/asures that could be applied with a payment schedule are:

Outcome	Measure (example)
Living independently and securely/ sustaining tenancy	Entering accommodation
	Sustainment of accommodation for eight months with no identified risk of homeless
	3/6/9/12 months in accommodation
Better managed needs/ improved quality of life	General wellbeing assessment upon referral and every 3 months
	Improved mental health via their well-being via outcomes star / WENWBS 6/12 months following support
	Mental Health entry into engagement with services
	Mental Health sustained engagement with support
Education/Employment/ Training	Volunteering/self-employed 13/26 weeks
	Part time work 13/26 week
	Full time work 13/26 weeks