



Preventing evictions and abandonments policy and procedure

OPS 31

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Issued: September 2017

Reviewed: May 2026

Next review: May 2029

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POLICY

1. Introduction

- 1.1. We recognise that some of our clients may find it difficult to fulfil the responsibilities outlined within their licence/tenancy agreement. Our approach to working with clients in our accommodation settings is based on “elastic tolerance” – which means working alongside individuals proactively to support them to display appropriate behaviour and maintain their accommodation.
- 1.2. We believe that eviction processes (emergency move-on) should only be activated as a last resort. We understand that it is our responsibility to support individuals to break the cycle of homelessness.
- 1.3. We aim to work with clients to address their issues which may be putting their licence or tenancies at risk. Our [MyJourney](#) support approach builds on individual’s skills and assets which can be used to help maintain accommodation. We support clients to develop a risk action plan ([MySafetyPlan](#)) and support plan ([MySupportPlan](#)) to reduce the possibility of future homelessness.
- 1.4. We recognise that on occasions we may need to ask a client to move-on from our services as part of an eviction process. Where this occurs, we will endeavour to find alternative accommodation for individuals to prevent them from becoming street homeless.
- 1.5. We aim to work in partnership with clients, the local community and other agencies to achieve positive outcomes for clients and to reduce the impact of homelessness for both for clients and for the community.

2. Staff Responsibilities

- 2.1. Staff are expected to work within the requirements of the policy. Where staff are unclear how to deal with a situation, they should always discuss it with a senior worker or their line manager.
- 2.2. Failure to adhere to this policy will be treated as a serious disciplinary matter.
- 2.3. All records kept by us will comply with data protection law, but staff should be aware that occasionally records kept by us could be required to be used in a court case.

3. Clients

- 3.1. This policy is in place to protect the rights and safety of all clients. Our staff should discuss the requirements of this policy with all new clients.
- 3.2. We regard all information relating to clients care and support as confidential. We will not, normally, share or disclose any information without the client’s prior consent.



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However, where a client's actions or behaviours represents a serious risk to the safety or wellbeing of themselves, other clients, staff, the community or the organisation; or if they are involved in an illegal activity, information may be disclosed without consent.

4. Links to other policies

[MyJourney](#)

[OPS 22 Safeguarding and Wellbeing policy](#)

[OPS 16 Drugs and Illegal Substances](#)

[OPS 22 Safeguarding and Wellbeing policy and procedures](#)

[OPS 42 Hoarding intervention procedure](#)

[Equality and diversity policy](#)

[HS 001 Health and safety policy statement](#)

[Data protection](#)

[OPS 01 Confidentiality policy](#)

[OPS 48 MyRewards procedure](#)

[OPS 09 Rent payment and supporting clients with former arrears policy](#)

5. Review

This policy will be reviewed at least every three years by our head of operational support or whenever relevant legislation, or circumstances change.