Appendix 3

Social Inclusion Service offer for residents in local authority housing

Universal Prevention	 Referral New tenants/households as part of induction identified through allocations and CBL Checks/reviews as part of Introductory tenancy conditions Existing tenants through "tenant" checks system Referrals from agencies/support services 	 Support Initial identification of need Signposting to appropriate service Low level support i.e. tenant checks/reviews
Enhanced Targeted Intervention	 Self referrals Predictive Risk Modelling Tenants/households identified by Social Inclusion Case Work Forum or other agreed referral routes to include ASB Team TYSS Housing Officers Wardens Police Contractors External agencies and support services 	 Allocation of Community Intervention Worker Holistic Assessment of needs and support plan developed with expected outcomes and timescales Regular casework sessions and support to access services Focus on tenancy sustainment and reduction of anti-social behaviour Voluntary Agreement/Contract of engagement including rights and responsibilities; and possible escalation processes/sanctions
Intensive Support with Enforcement	 Tenants/households referred by the Community Intervention Team EIGs Social Inclusion Case Work Forum FIP or FIT upon successful completion of their programme as part of "re- integration package" 	 Allocated a Social Inclusion Enforcement Officer Intensive package of support and enforcement agreed and put in place. Assertive high level support provided and casework reviewed for progress against agreed outcomes Necessary sanctions put in place to manage persistent ASB, eg ASBO, ABC, demoted tenancy, NOSP etc If at risk of eviction due to asb: Referral to FIP or FIT Time limited support package to re-integrate after completion of FIP/FIT