



## Temporary exclusions in supported accommodation

This operational guidance has been developed by Cymorth Cymru, the Local Authority Housing Support Networks Project and Community Housing Cymru to help supported accommodation providers, landlords and local authorities to follow the correct process when considering whether to temporarily exclude someone from supported accommodation.

This should be read in conjunction with the Welsh Government guidance '[Supported accommodation: Temporary exclusion guidance](#)', which outlines the procedure, time-scales and the circumstances in which an extension to the relevant period for licence agreements can be considered.

### Key responsibilities when developing the process for temporary exclusions:

#### Landlords:

Landlords must have a policy regarding use of temporary exclusion power including:

- Steps landlords will take to avoid the use of temporary exclusions\*
- Grade of Decision Maker
- On-call arrangements
- Reciprocal arrangements with other landlords to accommodate people whilst excluded and other measures that will be taken to avoid street homelessness
- Ensure mechanisms to record incidents (e.g. incident log)
- Review process
- Delegation of specific responsibilities to the support provider where appropriate

\* Landlords must document all steps taken to avoid the need to exercise the temporary exclusion power in order to evidence that the power has been used as a last resort.

**Support providers:**

Support providers should:

- Notify client of exclusion policy at outset of contract
- Identify safe places for people to stay etc. during initial risk assessment and other measures to avoid street homelessness
- Identify senior staff member to be Decision Maker
- Identify staff members more senior to Decision Maker to attend review meetings
- Ensure a mechanism is in place for out-of-hours decisions to be made
- Ensure mechanisms are in place for recording temporary exclusions (e.g. incident log, Annex 1 from review meeting)

**Local Authorities:**

Local authorities should:

- Develop monitoring policy for temporary exclusions
- Receive quarterly returns of temporary exclusions

Please see overleaf for a flowchart to assist supported accommodation providers, landlords and local authorities to navigate this process.

**A temporary exclusion is considered**

SP takes steps to avoid exclusion e.g. take trauma informed approach, use mobility clause, consider whether other services (e.g. mental health) can help. Record what steps taken.

SP / DM considers temporary exclusion taking into account number of previous exclusions against legal limit (no more than 3 occasions in a rolling 6 month period)

DM makes decision to exclude and for how long (up to 48 hours). Contact made through out-of-hours process if DM not on site.

**The individual is notified and supported**

DM provides written notice to the person. DM issues RHW-15 form to the person at the time of the exclusion or as soon as possible thereafter.

DM / SP consults support plan regarding alternative places for person to stay.

DM provides individual with written information re: advice and emergency accommodation.

DM / SP takes steps to avoid street homelessness e.g. reciprocal arrangements.

**The exclusion is well-evidenced and recorded**

DM records the exclusion in the person's support plan, detailing the reason.

DM details evidence regarding the support needs, risks, safety, and well-being of the person.

DM files a record of the exclusion on the incident log at the time of the exclusion, including the reason and steps taken to avoid street homelessness.

DM evidences outcomes of the exclusion e.g. where the person went, any incidents which occurred.

**Local Authority notified and process signed off**

DM alerts LA homelessness services, and where applicable landlord, social worker, support worker, probation officer, next of kin etc.

DM signs off paperwork if reports were made whilst DM was off-site.

**Key:**  
**DM** = Decision Maker  
**SP** = Support Provider  
**LA** = Local Authority

## Prepare for the review

Landlord sets a date for the review within 14 days of exclusion and gives the person at least one week notice prior to review and signposts them to advocacy services.

Invite to the review:

- Person excluded and their advocate or representative
- Staff senior to DM
- Organisation representative who is independent from decision making process
- LA representative

Set an agenda for the meeting using the exemplar agenda (consider section 6.5 of guidance)

## Hold the review

Hold the review meeting, considering section 6.5 of guidance.

The Chair of the review meeting completes the [Temporary Exclusion Review form](#) as a record of the review. Equality and diversity information and any updates to be made to exclusion policy are fully recorded.

## Update policies and circulate review form

Support provider updates number of exclusions on the person's support plan.

Landlord and SP makes any necessary changes to exclusions policy.

DM files the Temporary Exclusion Review form and issues a copy to the relevant LA housing team (quarterly return) and the person (within 7 days).