**Programme Exit Policy and Procedure**

All programmes delivered by Rochdale Connections Trust are designed to empower participants and have a clear exit procedure from the provision built in from the outset of delivery. This ensures participants are clear about what they can expect to receive from the organisation during the period they are engaged with us and what will happen following the completion of their programme of support.

When participants join a programme many meet the Facilitator beforehand in order that their suitability can be assessed and to learn about the course contents; aims and objectives. This forms part of the Initial Assessment. At this point the length of the course or programme is discussed and exit/follow-on plans considered. As such, all participants accessing services at Rochdale Connections Trust are clear about the exit process from the outset.

Initial Assessment is followed by the creation of an Individual Action Plan and SMART goals are drafted in consultation with the participant. Reviews are undertaken on average on a 6-weekly basis (there are varying requirements across different programmes we deliver). As the participant moves through the programme exiting at the end of the programme is discussed and the most appropriate guidance is provided to meet their needs or to enable further development. For example, one person may be referred onto a complementary programme delivered by another provider, if the facilitator/key worker feels they have more to learn. Another may be signposted on to further education or training.

At the point of exit a Programme Exit Form is completed, which logs engagement, achievement and the next steps an individual will take. We obtain feedback from service-user’s at various points whilst they are working with. An end of programme feedback form is also completed, allowing the service-user to summarise their experience and enjoyment of the programme; how useful they feel it has been and if they have any suggestions that they feel would help to improve the provision.

**1. Continuing Service Requirements**

An exit strategy should set forth the Organisation’s service requirements for the period during which the parties are transitioning out of the relationship. These requirements may include:

* An obligation by the supplier to continue performing the services at the same level of quality for the transition period and to continue to comply with all the obligations in the contract.
* Requirements for the provision of parallel services for a certain period, with the right to extend the term as necessary to resolve issues before the final cutover.
* An obligation by the supplier to keep the same supplier team performing services during the transition period.
* Confidentiality on any communications regarding the termination of the relationship.

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### **REVIEW SCH1. Continuing Service Requirements**

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**EDULE:**

The Exit Policy and Procedure is formally reviewed on an annual basis.

**Date of last review:** November 2021

**Reviewed by:** Lizl Donnelly

**Job Role:** Business Support Manager

**Date of next Review:** November 2022