



Supported housing referral criteria

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Our referral process

We accept referrals from the following services:

- Local authority teams
- Local mental health services and partnership trusts
- Continuing care and placement services
- Self-referrals
- Housing providers
- Voluntary agencies.

You can find out more about more about our referral process in our referral pathway table.

All referrals should be made using our supported housing form, located on our website.

Who can apply – our eligibility criteria

You'll be considered for supported housing if you're 18 years or over with mental ill health, a learning disability or physical health problems and you meet the following criteria:

- You have a local connection to the area
- You're in housing need
- You have support needs
- Your needs are compatible with existing residents in the service.

All individuals must be well enough at the point of application, for them to manage independently with the level of support we offer.

Things to include with your application

Please include a copy of your care plan, risk assessment and any other relevant documents with your application form. All the information provided will be considered in line with our eligibility criteria.

We'll consider referrals from individuals with a history of violence, self-injury or substance misuse. However, in order to assess your application fully we'll require a written report from any professionals currently supporting you.

Please make sure any known suicide attempts and significant incidents of self-injury, or a history of harm or threat of harm to others are included in the report.

What happens next

Before we can offer you accommodation or support, we'll need to undertake a needs assessment. This is to help us make sure our services can meet your support needs.

We'll contact you or your support worker, to arrange a needs assessment once we've received your application. Please be aware that an invitation to a needs assessment interview does not guarantee you'll automatically be offered accommodation or support with us.

If your referral is successful, we'll write to you to offer you an appropriate occupancy agreement with a proposed start date.

If we don't have any supported accommodation available that is suitable for your needs, you'll be added to the supported housing waiting list for a period of six months. After this time you'll need to make a new application.

Unsuccessful referrals

We may decline a referral if we feel that your primary need isn't compatible with our services.

We do not accept referral applications from anyone with ongoing substance misuse problems. We may make an exception for anyone currently undergoing a programme of rehabilitation. We will need a reference from the relevant agencies confirming your attendance, progress and current risk level.

We won't accept applications from anyone we consider to be a risk to other residents within our service. We may be unable to accept people with a history of arson but will assess this on a case by case basis.

We may refuse your application if you've been evicted from previous accommodation for rent arrears, you have a seeking possession order against you or a history of missing your rent or mortgage payments.

However, we may consider your application if you can demonstrate that you're making regular payments through an agreed repayment plan for a minimum of six months.

We may withdraw you from the referral process if you or your referral agency has failed to provide a recent and up to date risk assessment outlining all known current and historic risks.

Equality, diversity and inclusion

We have a comprehensive Equality, Diversity and Inclusion Policy that sets out our approach to tackling discrimination and prejudice and promoting understanding between different groups of people.