

## **Selby STAY Well**

***Part of North Yorkshire's support service for people with low-level mental health problems***

### **SELECTION & ALLOCATION POLICY**

#### **Introduction**

Selby STAY Well will endeavour to ensure that its support services are allocated in accordance with Horton Housing's overall Selection & Allocation Policy.

Selby Stay Well is a floating support service for people with mental health issues living in the Selby District of North Yorkshire, who are in need of housing-related or other support to maximise and sustain their independence in the community, and to achieve their rehabilitation and recovery goals. We offer one-to-one support as well as a series of drop-ins.

#### **Aims**

- To provide a high quality support service to people with mental health issues, which is responsive to their needs, circumstances and aspirations, in order to maximise and sustain independence.
- To support and encourage clients to develop existing skills and gain confidence in their ability to manage their own homes independently.
- To support and encourage clients to achieve their rehabilitation and recovery goals, in turn maximising people's independence and minimising continuing dependency on services.

#### **Objectives**

- To work with people referred to the service to assess their support needs and draw up agreed plans of support tailored to their individual needs and circumstances.
- To work with clients to enable them to gain confidence and develop the skills required to live independently, and work towards their own recovery.
- To identify and liaise with additional sources of support that may be able to assist the client, and make referrals or assist the client to access other relevant agencies, such as housing providers, Community Psychiatric Nurses, GP/health services, training providers, DWP and other statutory and voluntary agencies.
- To contact or make referrals to other services where there is concern for the wellbeing of the client or others.
- To empower our clients by actively encouraging participation in developing and achieving their long-term goals.
- To liaise closely with housing providers, and support our clients to resolve any tenancy-related problems in a timely and positive manner.
- To monitor and evaluate service provision.

## **Equality & Diversity Statement**

Horton Housing aims to provide equal, fair access and provision of service to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

We are committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.

A client's right to be treated with respect and in confidence will be upheld by all members of our staff team. We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic and other discriminated against groups.

## **Services Provided**

Selby STAY Well offers a range of support services that can include the following:

- Accessing appropriate accommodation.
- Assistance in setting up and maintaining a home or tenancy, including furnishing your home (via the Local Assistance Fund and other grants).
- Assistance with moving into your home.
- Assistance with securing Housing Benefit and maximising welfare benefits entitlements.
- Assistance with reducing rent arrears and debts.
- Developing confidence around budgeting and domestic skills.
- Assistance with establishing personal safety and security.
- Advocacy and liaison with landlords, utility services and/or other relevant agencies.
- Advice with issues around home maintenance and self care.
- Encouragement and support to undertake actions to improve health and wellbeing.
- Identifying appropriate agencies to provide specialist support or healthcare, and assisting with access to these.
- Emotional support during stressful times to try and prevent loss of accommodation through inability to cope.

- Encouragement to become more widely involved in community activities and to establish and maintain support networks where appropriate.
- Encouragement and support to access education, employment and training.

Please note that the scheme is only able to provide housing-related support. We do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as "personal care".

### **Selection Criteria**

To be eligible to receive services from the scheme, the applicant must meet the following criteria:

- Aged 18 or over, and living in the Selby District of North Yorkshire.
- Have low-level mental health issues and support needs.
- In need of housing-related or other support to enable you to move towards or continue in independent living.

Selby STAY Well can support single people, couples and families, with or without children.

Applicants may be vulnerable as a result of age, mental illness, substance misuse, family breakdown or other factors that may affect their ability to maintain their accommodation.

### **Assessment**

All applicants will be assessed against the above criteria, using an up-to-date version of the Association's Assessment Tool. Assessment will take place within a week from referral and the appointment will be confirmed in writing. The assessment will take place in the applicant's own home or at a mutually agreed venue.

The process will include an interview which assesses both needs and risks. It will last about an hour. Whilst some of the information requested may be seen as intrusive, it will only be sought insofar as it is needed to enable an accurate analysis of the scheme's ability to deliver a package of support which meets the needs of the applicant. This is also an opportunity for the applicant to find out more about the service and decide whether they would like to take it up.

The assessment will be carried out by two members of the team or, with the applicant's permission, a third party. Examples of third parties might include other professionals with more detailed knowledge of the applicant, or difficulties that they experience. An interpreter or a friend may also be invited to offer additional support.

All information received will be treated in accordance with the Association's Confidentiality Policy. All applicants will be given the opportunity to read and sign their assessment and will be offered a copy.

Upon completion of the assessment, the assessors will consider the findings, in consultation with the team and the scheme manager. A decision as to whether or not to offer a service will then be taken.

If an applicant has any special needs or requirements, we will see if we can meet them as part of the initial assessment.

### **Allocation**

If, following the assessment, it is felt that the applicant meets the criteria as outlined above; they will be contacted and informed that they will be offered a service. Whilst this may be done verbally, confirmation will always be put in writing within one week of the assessment.

### **Denial of Service**

Clients will only be denied a service for the following reasons:

- i. In the opinion of the staff team, the risks involved in delivering the service are too great.
- ii. It is felt that the needs of the client are beyond the scope of the scheme, or that there is little prospect of the client being able to move towards independent living.
- iii. No specific support needs were identified during the assessment.

In all cases, clients who are denied a service will have the reasons for this explained, and have a right to appeal in accordance with the Association's Appeals Procedure. In the first instance, unsuccessful applicants should contact the scheme manager at the address given below.

### **Commencement of Support**

#### **i. Where vacancies exist on the scheme**

A key-worker will be allocated to the client within a week of the completion of the assessment, and support will commence at that point. The initial visit will then take place no later than a week after this.

#### **ii. Where the scheme is full**

The client will be offered a place on the waiting list, and given an estimate of their likely waiting time. Staff will also try to identify whether it might be appropriate to refer the client to another agency. All clients placed on the waiting list can access our drop-ins for interim support if desired.

#### **iii. Allocation of waiting list places**

If a vacancy occurs on the scheme, and there is more than one person on the waiting list, priority will be given on the following basis:

1. Vulnerability. The person who is felt to be most at risk should there be a delay in receiving a service. This could mean the person who is closest to being evicted, who is felt to be at crisis point or who can be clearly identified as vulnerable or whose child is considered most vulnerable. Whilst staff need to recognise that this may be a subjective judgement, all factors identified in the Assessment must be taken into consideration. Factors that impact upon an individual's vulnerability will be considered, such as:

- homeless or threatened with homelessness
- living in inappropriate accommodation
- drug and/or alcohol issues
- mental health issues
- debt/welfare benefit issues
- fleeing or subject to harassment
- offending behaviour
- vulnerable due to age or disability
- socially isolated
- multiple support needs

We will endeavour to apply consistent standards in the way in which each person's needs are assessed.

2. Where clients are assessed as having equal priority using the above criteria, the place will be offered to the person who has been waiting longest from the point of their initial referral.

Clients who are placed on the waiting list will have access to our drop-in services throughout the Selby District.

Clients who are placed on the waiting list have a right to appeal in accordance with the Association's Appeals Procedure.

### **How to Make a Referral**

Referrals can be made either directly by the applicant, or on their behalf by a representative, in any of the following ways:

In writing or in person at:

Room 8, First Floor  
Community House  
Portholme Road  
Selby  
YO8 4QQ

Telephone

01757 241051

E-mail:

selbystaywell@hortonhousing.co.uk

Website:

<http://www.hortonhousing.co.uk>