

Policy

Admission/Departures

1 Referral

- 1.1. In line with the Company's Equal Opportunities policy anyone who is homeless or under the threat of becoming homeless can be referred to a Sanctuary Trust project relevant to their status, circumstances and needs (see Project Specific Referral Criteria).
- 1.2. Referrals will be taken by individual projects from numerous agencies and self-referral is considered. However, in the interest of safety and to assess the eligibility of the referral effectively, referrals through professional agencies, as part of the Company's Multi Agency Working policy, are encouraged and preferred. This includes Single Pathway referral procedures such as those administered by Conwy BCC.
- 1.3. At the point of referral the agency and/or client will be briefed on rules and expectations and a risk assessment will be carried out. This will allow the project to make an initial assessment of eligibility and recommendations of other more appropriate services may be made.
- 1.4. The referral procedure will be followed each time a potential service user presents, irrespective of the period of time for which support is being sought, unless the client is being referred by the same agency less than one month after the previous referral.

2 Interview

- 2.1. Interviews are a process of assessment of eligibility and compatibility of service users and project and will be conducted by the project management.
- 2.2. Interviews will be conducted at the appointed time and venue and will follow the same format for every referral in order to comply with the Company's Equal Opportunities policy.
- 2.3. Sanctuary Trust encourages referral agencies and particularly the client's appointed agency worker to accompany and support their client during an admissions interview. This will ensure a better assessment of eligibility, compatibility and continued support.
 - 2.3.1. In the case of Direct Access or Night Stop projects where admissions interviews are not conducted, referral agencies must contact the appropriate referral point for each 24 hour period in which support is needed, even if a number of 24 hour periods in a row may be required.
- 2.4. There are four basic requirements for acceptance:
 - 2.4.1. They must recognise the need to work to make a change in their existing lifestyle.

- 2.4.2. Be prepared to co-operate with Sanctuary staff.
- 2.4.3. Respect the project, stages system and support plan requirements, which will be explained at the interview.
- 2.4.4. Not to be a schedule one offender (when offences have been arson or of a sexual nature.) Unless referred under a MAPPA.
- 2.5. In the case of residential projects, there will be a probation period when a decision about full residency will be taken. This will be on the basis of an assessment by the project staff and management using the Stages System (see Keywork procedure) to establish if the requirements are being met.
 - 2.5.1. The probationary period will be reviewed on a weekly basis, and this would be explained at the initial interview if project management assess that, although stated requirements of the probationary period have not been met, the service user has displayed an element of personal progression and may need a longer term for effective assessment.
- 2.6. Residential allocations will be granted on licence agreement supported by House Rules, Conditions of Stay and a Support Action Plan and will be bound by age, gender and support needs restrictions specific to the project. E.g. A project may be specifically for male only, or for drug rehabilitation or homelessness.
- 2.7. Floating Support allocations will be granted on a tenancy related support plan and will not be restricted by gender or age etc.
- 2.8. Emergency direct access allocations will be through recognised referral agencies on a daily basis. They will conduct their risk assessments and needs analysis as part of our referral criteria.
 - 2.8.1. Self referrals will only be accepted at the first presentation and only after these agencies have closed for business. They will be referred to a recognised agency the next working day through which further referrals will be made.
- 2.9. Sanctuary Trust will consider all referrals even if they have been a Sanctuary Trust service user previously and left in an unplanned way, but, if support is offered it may have conditions.

3 *Departures*

- 3.1. When a service user leaves a Sanctuary Trust project it will be either in a planned or unplanned way and will be assessed as positive or negative.
- 3.2. Planned – This is when it is agreed that the project can no longer offer progressive support, either because the project and service user have become incompatible or the service user has fulfilled the requirements of the package and referral to another project or resettlement in to independent living is assessed as the next positive stage.
- 3.3. Unplanned – This is when a service user leaves a project in a way other than agreed on the outcomes led Action Plan.
- 3.4. Positive – any departure, planned or unplanned that provides more appropriate accommodation for the service user.

- 3.5. Negative – any departure, planned or unplanned that does not provide more appropriate accommodation for the service user.
- 3.6. An exit interview must be carried out.
- 3.7. Resettlement – Sanctuary Trust will count a move to independent living without professional support (other than floating support) as resettlement. When a service user feels the time has come to leave and wishes to pursue independent living the support and action plan will move into resettlement where staff will support the service user in seeking the most appropriate option(s).
- 3.8. Floating support – Sanctuary Trust and other projects offer Floating Support services. This will be made available to people who are living independently but need some support to maintain and improve living skills.
- 3.9. On departure, the project will endeavour to resettle to the most appropriate option from the following list:
- Staying with friends
 - Staying with Family members
 - Bed and breakfast
 - Supporting Housing
 - Sheltered Housing
 - Care Home
 - Accommodation as an owner occupier
 - Renting privately owned accommodation
 - RSL general needs accommodation
 - Local authority tenancy (general needs)
 - Return to previous home
 - Hospital (other than for long term care)
 - Committed suicide
 - Taken into custody
 - Sleeping rough
 - Entered long stay hospital or hospice
 - Entered an acute psychiatric hospital
 - Not known
 - Evicted
 - Abandoned