

Procedure

Admissions

1. Referral

- 1.1. All referrals must be added as a service user to the Management Console and the referrals form completed.
- 1.2. Referrals will be taken from external agencies and directly from the service user (self-referral). However, in the case of residential services not providing emergency provision, staff should encourage self-referral service users to seek immediate help and accommodation from other agencies such as Homelessness departments and record this on the Sanctuary Management Console Software (SMC Software©2006), Referrals tab. In the case of services providing emergency provision only, self-referrals will only be accepted on the first presentation and providing no other suitable referral agency is available to assess the service user. The following morning the service user will be referred to the appropriate agency for housing needs assessment. Some local authorities such as Conwy CC operate a single pathway referral procedure which must be adhered to.
- 1.3. All accepted referrals (non-emergency) will be entered on a waiting list and asked to confirm their place each week by telephoning the service to which they have been accepted. As places are becoming available an interview will be arranged for the person at the top of the waiting list. Unless a case can be made for priority need for someone else.
- 1.4. An interview for admission should be entered in the diary (except EDA). All details of referrals must be entered on the referral form on the Management Console, taking care to complete all relevant sections. If Sanctuary Trust does not know the service user then as much background information as possible should be obtained in order to give the most appropriate advice. If the service user is known to Sanctuary Trust from a previous referral when that referral is over one month old a new referral form will be completed to ensure that the most up to date and relevant information is gathered.
- 1.5. In the case of referrals from outside the local borough (except where local referral protocol exists):
 - 1.5.1. As much background information as possible should be obtained.
 - 1.5.2. Someone from the referral source should accompany the service user at interview whenever possible.

1.5.3. If funding is Local Authority obligated, inquiry should be made as to whether funding is available.

1.5.4. Working protocols should be in place so that if a service user is asked to leave, all preparatory work will have been completed e.g. the referral agency will, without delay, retake responsibility for the service user's immediate housing and support needs. This will help prevent overspill from one borough to another.

1.6. All relevant information must be shared whenever possible, (with the agreement of the prospective service user when necessary), with the relevant referral agencies. (See Data Protection/Confidentiality Policies).

2. Admission Interview (excluding EDA)

2.1. All interviews are to be motivational.

2.2. All applicants must be interviewed by two members of staff, (Unless a service level agreement or working protocol is in place) One being the Project Manager/ Team Leader.

2.3. Always use the SMC Software©2006, Referral service users' button. This will link all relevant admission and assessment details with the action plan for the benefit of future key-work/one-to-one sessions. (Refer to the Management Console Operation Manual).

2.4. Always find out as much information about the applicant as possible before the criterion of the project is shared. Input all relevant information from the service user into the appropriate sections of the Action Plan, aiming to complete at least to the end of the health check.

2.5. When the interview assessment is complete decide whether the applicant reaches the criteria.

3. There are four requirements for acceptance:

3.1. Must express a desire to see a positive change in their existing lifestyle.(except when referral is emergency access)

3.2. Be prepared to co-operate with, and accept the support of Sanctuary staff with the view to achieve requirement 3.1.

3.3. Follow the conditions of stay/rights and responsibilities, which will be explained at the interview.

3.4. Not to be a schedule one offender (when offenses have been arson or are of a sexual nature) without a MAPP (Multi Agency Public Protection Arrangements) assessment.

- If the criterion is not met offer to support the service user and refer to appropriate agency (Homelessness, YPST, Probation, YOT etc.)

- If the criterion is met then share with the applicant the conditions of service House Rights & Responsibilities and Rent / Personal Charge conditions (Tenancy/Licence)
- When this information has been shared ask if the prospective service user would accept the offer of a place if one were made.
 - If **NO** - refer to appropriate agency (Homelessness, YPST, Probation, YOT, etc.) and record this referral on the Management Console Referrals tab.
 - If **YES** the Project Manager/Team Leader will arrange admission at the earliest convenient date.

3.5. All decisions regarding interviews will be recorded in the staff review meeting on the Management Console referral section and alter the service user's current status. These can be viewed on the server.

4. Admission and Induction (excluding EDA)

- 4.1. If accepted a Key-Worker will be allocated and the service user will go through an induction. There will be a probation period in which notice will be given due to legal requirements, when a decision about full residency will be taken. This will be on the basis of a review of the set stages system by the staff to see if the requirements have been met. Any serious breach of Rights & Responsibilities or licence agreement within this period will end in immediate termination of the support plan and licence.
- 4.2. If necessary, the probationary period could be reviewed on a weekly basis, and this would be explained at the initial interview. If there is a doubt, the probationary period could be extended on a weekly or monthly basis at the discretion of the Project Manager/ Team Leader.
- 4.3. In all cases the successful applicant should be asked to complete the following:
- 4.3.1. Change of address slip to be stamped by DWP/Job Centre Plus
 - 4.3.2. Tenancy/ License agreement
 - 4.3.3. Housing Benefit form
 - 4.3.4. Monitoring Forms (records as per SMC Software©²⁰⁰⁶)
 - 4.3.5. Benefit Agency Rent Deduction letter
 - 4.3.6. Supporting people monitoring form (records as per Sanctuary MC Software©²⁰⁰⁶)
 - 4.3.7. Proof of income and 2 forms of Identification should be obtained ASAP

4.4. A room should be selected and ensured to be clean. A key should be issued upon payment of key deposit and a room inventory form completed with the new service user and an induction pack issued containing:

4.4.1. Service user's Charge Policy

4.4.2. The Project leaflet

4.4.3. House Rights & Responsibilities

4.4.4. Principles

} Service user's handbook

4.5. The new service user's name should be entered in the Service user's Log, Management Console and on the service users' info board, and a file opened.

4.6. Any prescription medication should be placed in a locked cabinet (see also medication procedure)

4.7. It is recommended that any financial articles be left in a safe or locked cabinet for security.

4.8. The service user will be shown around the project to be familiarised with the building and its amenities.

5. *Action/Support Plan*

5.1. This must be completed by the Link Key Worker within the first week of support start date using the current version of the Management Console Software. Go through the Current Service user's button and complete all appropriate sections using drop down menus or entering/typing information into the relevant boxes. All Action Plan entries should be progressive and outcome focused. Once all fields are complete, print the plan and issue to the appointed Key worker (see Key Working Procedure).

6. *Monitoring*

6.1. The Team Leader will enter the records (such as SPOCC, CORE and SERVICE USER RECORD SP DIGITAL, NEEDS MAPPING, QAF etc..) where appropriate. (See local procedure).

7. *Admissions Appeals*

7.1. All unsuccessful applicants have the right to appeal as stated on the decision letter.

7.2. The applicant can be accompanied by a friend/relative or professional/advocate at any admissions interview or appeal.

7.3. The first appeal will be to the staff who conducted the interview.

7.4. If the applicant is unhappy with the outcome of the appeal, he has the right to appeal to the Homeless Prevention Coordinator.

- 7.5. If the applicant is unhappy with the Homeless Prevention Coordinator decision he has the right to appeal to the Sanctuary's Directors.
- 7.6. If the applicant is unhappy with the Sanctuary's Directors decision he has the right to appeal to the Sanctuary's Management Committee.
- 7.7. If the applicant is unhappy with the Management Committee decision he can bring his appeal to Local Government Homelessness Section.