

Community Support Agency (CSA) Mental Health Service

**Selection and Allocation Policy**

**Introduction**

The CSA Mental Health Service is part of Horton Housing Association, which is a not for profit organisation that aims to provide accommodation for people in need of housing support who find it difficult to access mainstream services. This policy complements Horton Housing Association’s Selection and Allocation Policy, and other relevant policies, particularly the Equality and Diversity Policy. All can be found on the web site: [http://www.hortonhousing.co.uk/](http://www.hortonhousing.co.uk/%20%20)

**Brief Description of the CSA Mental Health Service**

The CSA Mental Health Service offers a floating support service for people with mental wellbeing needs in the Bradford and Craven area.

To access the service clients must have meet specific requirements related to the appropriate strand of service. These requirements are explained in detail under “Eligibility Criteria”.

**Aims & Objectives**

## Aims

* To provide high quality support services to vulnerable people which are responsive to their needs, circumstances and aspirations; and
* To support and encourage clients to develop existing skills and gain confidence in their ability to manage their mental wellbeing issues.

## Objectives

Our objectives are:

* To work with people referred to the service to assess their support needs and draw up agreed support plans designed around their individual needs and circumstances;
* To work with clients to enable them to gain confidence and develop the skills required to live as independently as possible;
* To engage positively with clients who are socially excluded and have difficulty in accessing services;
* To identify any additional source of support that may be required and to make referrals for clients or encourage them to self-refer as appropriate;
* To contact other services where there is concern for the welfare of clients;
* To liaise closely with other services that are involved with clients e.g. CPA Care Co-ordinators, Housing Officers, GPs, Department for Work and Pensions;
* To assist clients to resolve instances of harassment or abuse from others or to moderate their own behaviour if this is causing a nuisance to other people; and
* To monitor and evaluate service provision.

# Services Provided

The range of support provided can include the following;

* We can provide assistance with identifying support needs;
* We can assist you with finding, setting up and maintaining a home or tenancy;
* We can assist you with maximising welfare benefits income, dealing with debt and financial issues;
* We can assist you to access resources (e.g. grants) for essential purchases such as furniture;
* We can provide advocacy and liaison with other relevant services;
* We can support you in accessing physical and mental health services;
* We can support you in accessing training, education, employment or volunteering opportunities;
* We can provide emotional support during stressful times/times of crisis to try and prevent loss of accommodation through inability to cope;
* We can provide encouragement and assistance to re-establish and maintain support networks (including mediation with family) where appropriate;
* We can ensure contact is made with utility services and seeing that bills are dealt with effectively;
* We can assist you with establishing personal safety and security and advice on home maintenance and self-care;
* We can encourage you to develop skills and confidence to manage everyday household tasks;
* We can encourage you to become more involved in the community;
* We can help you by providing timely support designed to reduce stress at times of crisis and prevent homelessness and institutionalisation.

**Eligibility Criteria for the CSA Mental Health Service**

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

1. Aged 16 years or over.
2. Living in the Bradford and Craven district
3. Experiencing mental wellbeing issues

Where eligibility criteria have been met, priority will be determined on the basis of risk attributed needing support with multiple factors, as follows:

* Drug or alcohol Issues
* Personality Disorder
* Involvement with the Criminal Justice System / Offending behaviour
* Learning Difficulties
* Physical or Sensory Disabilities.
* Challenging behaviour
* Chaotic Lifestyle
* Vulnerable due to Age, including frail elderly people and young people at risk.
* Vulnerable to Exploitation / Safeguarding Issues
* Welfare Benefit or Debt and Money Management Issues
* Training, Education or Employment Needs
* Independent Living Skills
* Social Isolation
* Not being in effective contact with other services
* Other significant needs as identified.

Where it is not possible to differentiate in terms of risk, length of time waiting to receive support will be taken into consideration.

If an applicant has any special needs or requirements we will aim to meet them as part of the initial assessment.

We do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as ‘personal care’. We also cannot provide specialist counselling, personal transportation, administration of medication or finances.

**Ineligibility for the CSA Mental Health Service**

Applicants are likely to be ineligible for the CSA Mental Health Service in the following circumstances:

* If the level of support identified was deemed insufficient for the service
* If the support needs can be better met by a more appropriate or specifically commissioned service

Each application will be considered on an individual basis. Risk information will be used to ascertain how best to support the applicant and will not be used to exclude them.

# Referral Procedure

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

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| --- | --- |
| Telephone: | 01274 379725 |
| Fax: | 01274 379739 |
| E-mail: | communitysupport@hortonhousing.co.uk |
| Website: | [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk) |
| Postal address:  | Community Support Agency Mental Health Service18/24 St Martins AvenueFieldhead Business CentreBradfordBD7 1LG |

If a professional, carer or family member wishes to make a referral on behalf of an applicant, then they must have the consent to share information relating to the applicant in line with General Data Protection Regulations. We find it best that the applicant is present whilst the referral information is being communicated.

**Assessment Procedure**

Once we have an applicant’s referral details we will offer them an initial assessment date as soon as possible, but no later than two weeks. This will be confirmed in writing and the assessment will be carried out by two members of staff. The assessment will take place in the applicant’s own home, in temporary accommodation or at a mutually agreed venue. The applicant may wish to have another person present at the assessment, for example another professional, a family member or carer. All applicants will be assessed in relation to the criteria stated above.

We will request appropriate information about the referral prior to assessment and it is expected that referring agencies will provide any information relevant to the applicant’s presentation of risk in respect to themselves and others. Applicants will not necessarily be excluded from the service because of such information, but the information will be used to determine the way in which the service will be provided, for example the provision of a gender specific support worker.

All information received will be treated in accordance with Horton Housing Association’s Confidentiality Policy (copy available on request). Service provision to an individual may be affected were staff to discover risk information, of which referring agencies were aware of at time of referral, and did not pass on to the service.

**Outcome of assessment**

The outcome of the assessment will be confirmed in writing to the applicant, and referrer with the applicant’s permission, within a week.

If the applicant is to be offered support, the applicant will be informed of their Support Worker’s name and the date they will visit. If the service is full, the applicant is placed on a waiting list and we will write to them explaining this and continue to keep contact with them until we have a vacancy. When we have a vacancy, the allocated Support Worker will contact them to arrange a visit.

The Support Worker will then meet the individual and begin to draw up a Support and Risk Management Plan. Support Agreements and service information will be distributed and contacts made with other interested parties i.e. Care Coordinators and all other professionals who may not be directly aware of the referral.

If the service is unable to offer support, the scheme manager will make arrangements to inform the individual and referrer, giving reasons for the outcome and ensuring the right to appeal is detailed. We will also make every effort to find a suitable alternative service for the applicant and, with their permission, refer them to that scheme.

At each stage the relevant details (appointments, outcomes etc) will be confirmed in writing to the applicant. We will also keep other people informed if the applicant wishes.

# Equality and Diversity

HHA aims to provide equal, fair access and provision of services 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.

We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

A client’s right to be treated with respect and in confidence will be upheld by all members of our staff team.

**Monitoring**

The selection and allocation process will be monitored to identify potential areas of discrimination, assess changing patterns of need and to inform future strategies.

**Our Contact Details**

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| --- | --- |
| Telephone: | 01274 379725 |
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| E-mail: | communitysupport@hortonhousing.co.uk |
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Further information about the CSA Mental Health Service can be found in the Service Description, which is available from the scheme or from HHA’s website.