

Harrogate Stay Well

**Community House, 46-50 East Parade, Harrogate, HG1 5RR**

**07584 015759**

[harrogatestaywell@hortonhousing.co.uk](mailto:harrogatestaywell@hortonhousing.co.uk)

**Selection and Allocation Policy**

**Introduction**

Harrogate Stay Well is part of Horton Housing Association, which is a not for profit organisation. We provide a wide range of housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire. This Policy sets out how to apply for the service and how we make our decisions.

This Policy complements Horton Housing Association’s Selection and Allocation Policy, Equality, Diversity and Inclusion Policy, and the Harrogate Stay Well’s Service Description. Summaries of these are available on our website; alternatively, you can request copies from the service.

**Brief Description of Harrogate Stay Well**

Harrogate Stay Well provides recovery focused, floating support services and temporary supported accommodation for people with mental health challenges across the Harrogate Borough District area. The service provides short-term housing-related support to enable people to build resilience and sustain their independence in the community. The service is delivered using a strengths based approach, working flexibly with each person to support them to meet their needs and aspirations.

The temporary supported accommodation comprises eleven self-contained, fully furnished, one-bed homes, for people experiencing homelessness or struggling to manage their current tenancies.

**Aims & Objectives**

Our aims are to:

* Support people to stay healthy, safe and well in the community
* Enable people to develop the skills and ability to live independently in their own home.
* Provide people unable to remain in their own homes with a safe place to live, and support them to return to or secure their own home as soon as possible.
* Provide good quality support, information and advice to maximise people’s independence, minimising continuing dependency on services.
* Provide a flexible service to respond to people in crisis.
* Reduce demand for hospital admissions or residential care.

Our objectives are to:

* Provide holistic, wraparound support, advice and care to people in their own homes to help people achieve optimum health, wellbeing, quality of life and independence.
* Empower people to build knowledge and develop resilience to make informed decisions
* Ensure people are equipped to protect themselves from avoidable harm and abuse, and feel safe and secure.
* Ensure people are informed, and involved in decision making at every stage of their support, and that choice and control is promoted.
* Develop effective partnership working with housing, financial and health and wellbeing services to ensure all aspects of people’s needs are met.

# Services Provided

Harrogate Stay Well offers a range of support that includes the following:

* Tenancy related support including advocacy and liaison with landlords, utility services and/or other relevant agencies.
* Accessing appropriate accommodation and assistance in setting up and maintaining a home or tenancy.
* Advice with issues around home maintenance and self-care.
* Encouragement and support to undertake actions to improve health and wellbeing.
* Support around financial planning and budgeting including assistance with claiming benefits, maximising income and resolving debt issues.
* Identifying appropriate agencies to provide specialist support or healthcare, and assisting with access to these.
* Emotional support during stressful times to try to prevent loss of accommodation.
* Encouragement to be involved in community activities and to establish and maintain support networks.
* Encouragement and support to access education, employment and training.

**Eligibility Criteria for Harrogate Stay Well**

To be eligible to receive the services, the person must meet the following criteria:

* Aged 18 or over, and residing in the Harrogate Borough District of North Yorkshire.
* Identified as having mental health challenges
* Identified as having a housing related support need that can be managed in a community based setting.
* A willingness to engage with support to maintain or prevent the loss of accommodation and/or independence
* Or, A willingness to engage with support to maintain specialist mental health supported accommodation.

Harrogate Stay Well floating support service can support single people, couples and families, with or without children. Our one bedroomed, temporary supported accommodation is available for single people, couples with or without children.

We support people who may be facing difficulties due to age, substance use, family breakdown or other factors that may affect their ability to maintain their accommodation.

Priority is given to those with a local connection to the Harrogate Borough District of North Yorkshire. However, where there is an identified need from elsewhere in North Yorkshire, and the person meets the above criteria, referrals will be accepted.

The service can support step down for individuals from hospital settings. However, people requiring high-level support and/or long-term support are not eligible for the service.

If the person has any special needs or requirements, we will see if we can meet them as part of the initial assessment. However, we do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as personal care.

There are no "blanket" exclusions - each referral is considered on an individual basis.

# Referral Procedure

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

|  |  |
| --- | --- |
| **Telephone** | **07584 015759** |
| **Email** | [harrogatestaywell@hortonhousing.co.uk](mailto:harrogatestaywell@hortonhousing.co.uk) |
| **Postal address** | Harrogate Stay Well  Horton Housing Association  Community House  46-50 East Parade  Harrogate  HG1 5RR |

Referrals are assessed against the eligibility criteria, and acknowledged within two working days of receipt. If the referral meets the criteria, we will arrange an assessment appointment with the referrer and/or the person. The assessment will usually take place within seven working days, or later, if requested by the person.

Prior to the assessment, we will request from the referring agency and/or the person themselves, to provide relevant risk information in respect to themselves and others. The information will help to determine the best way for the assessment to be conducted for the person and the assessor.

All information received is safely stored, used and accessed in accordance with Horton Housing Association’s Data Protection Policy (copy available on request).

**Assessment Procedure**

This is a comprehensive and holistic strength-based needs and risk assessment, that is undertaken in an open and friendly discussion style. It allows for a more in-depth discussion of the person’s needs and aspirations, to see if the service is able to help. It is also an opportunity for the person to hear more about the service on offer, and decide if they think it is suitable for them.

This assessment can take place in the persons own home, at our office, in their temporary accommodation, or at a mutually agreed venue. We want to ensure the person is comfortable and at ease during the discussion. They are welcome to invite another person to the assessment for support, for example another professional or a family member.

The assessment usually takes around 1 hour, but this is flexible, dependent on how much and what details the person wishes to share with us.

**Outcome of Assessment**

The assessment outcome will be communicated within one working week. If a decision is going to take longer, the reason/s why will also be communicated within the week, and we will provide a new expected timescale.

***Floating Support***

If the service is suitable for the person, we will confirm the Support Worker’s name and arrange the first support visit.

If the service is suitable but full, the person will be placed on a waiting list. We will contact them to explain this and keep in contact until we have a space available. Those on the waiting list will be encouraged to access our Workshops for interim wellbeing support, advice and assistance.

If the service is not suitable, we will inform the person and referrer, giving reasons for the outcome, and ensure the right to appeal is detailed. We will also make every effort to find a suitable alternative service and, with the person’s permission help make a referral.

***Supported Accommodation***

People experiencing homelessness or unable to remain in their home, may require the mental health supported accommodation part of the service. We have a Multi-Agency Allocation Panel to review the assessment, and to prioritise and allocate the most appropriate property and service for the person. This will be based on both housing and support needs.

The Panel consists of representatives from Horton Housing, NYCC Commissioning Team, the local Community Mental Health Team and Harrogate Borough Council’s Housing and Homeless Team.

If the supported accommodation service is suitable, and a property is available, we will confirm the Support Worker’s name and arrange with the person a move-in date, and support them with the move.

The accommodation is temporary and is expected to last between 6-12 months before being supported to move on to more independent-living.

**Communication**

At each stage, the relevant details of appointments, outcomes etc. will be confirmed to the person in writing, as well as via their preferred communication method e.g. telephone calls, email, text messaging. We will also keep other people informed if the person wishes.

**During Support**

People receive a personalised and outcomes focused support package. This is based on the needs and risks identified in their strength-based assessment, and ongoing discussions with the individual about their requirements. This is recorded in a Support and Risk Management Plan that is regularly reviewed throughout the person’s journey within the service.

The Support and Risk Management Plan will be co-produced with the individual. They can also choose to have family members and significant others to contribute too. The plan will have a focus on enabling the individual to increase their ability to achieve their recovery goals and move towards and/or maintain independent living.

# Equality, Diversity and Inclusion

Horton Housing aims to provide equal, fair access and provision of services to all people. 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 that 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 are welcoming, understanding and sensitive to the diverse range of people and communities we work with.

**Monitoring**

All individuals supported by the service will have their support proactively reviewed by the Multi-Agency Panel to ensure the service is providing a continued focus on recovery and building resilience in order to maximise opportunities to move-on from the service.

The wider remit of the Panel is to ensure:

* Clear accommodation pathways for all, ensuring all accommodation options are considered, and the least restrictive option is offered.
* Improved and shared knowledge of other non-NYCC funded supported housing provision.
* Home First approach is fostered.
* Care Act Assessments are offered to all.
* Links to broader VCS and community assets to support people’s recovery.
* Maximum capacity and throughput within the service(s) through proactive case management and review.
* Appropriate signposting and onward referral for those individuals not eligible for support from the service, and/or whom are not immediately offered support due to capacity.

Horton Housing monitor the selection and allocation process to identify potential areas of discrimination, assess changing patterns of need and to inform future strategies.

Further information about Harrogate Stay Well can be found in the Service Description, which is available from the scheme.