



SUPPORTED LODGINGS GUIDANCE NOTES FOR REFERRING AGENCY

Please find attached a referral form and information regarding referral criteria, the application process and referrers guidance notes for report writing. Should you have any queries please do not hesitate to contact the **Supported Lodgings Team: 01784 438007 / 07825 288851**, email catherine@easttwest.org.uk or write to **east to west, Unit 3, 80 High Street, Egham, Surrey, TW20 9HE**.

REFERRAL CRITERIA

We accept referrals for young people who are single and aged 16-17 years old who have a housing need with priority or who are homeless or under threat of homelessness. The young people will have a Surrey connection and will need to be eligible to register on a Surrey Local Authority housing register – those referrals with a local connection with the boroughs of Elmbridge/Runnymede and Spelthorne will be given priority.

The young person will be offered a place so long as their level of motivation and personal circumstances do not seriously reduce their ability to engage with the project/host. In addition, the offer of a placement will be dependent upon the availability of appropriate hosts who are able to support the needs of the young person, whether physical or emotional. This will be established through the application and interview process.

An initial assessment of suitability is made based on information covering:

- Level of personal motivation to engage in Employment, Education and Training (where appropriate)
- Levels of basic ability in daily living skills and a desire to improve these
- Level of emotional needs, eg.: Self-harm, suicide attempts, drug / alcohol offending, eating disorders.
- Any learning disabilities: eg: ADHD, Autism, Aspergers, Tourette.
- Any adjustments to accommodation /support that would be required as a result of physical disability.
- Medical conditions: eg: extreme allergies, epilepsy, diabetes.
- Any past offending.

Disqualifying criteria:

- Mother and baby, those who know they are pregnant at the time of applying.
- Young people outside of the stated age-range of 16-17 years old.
- Young people who are NEET* and unwilling to be supported into EET (Employment, Education and Training). *(Not in Employment, Education and Training)
- Young people who, following a risk assessment, are considered to present too great a risk to staff and a host family.

REFERRAL/ RISK ASSESSMENT PROCESS

(process reviewed annually as part of the policy reviews)

Step 1 - Contact east to west for Host Availability

Referring Agency can contact supported lodgings team (01784 438007 / 07825 288851) to check availability of host's and to talk through possible application to avoid applying unnecessarily.

Step 2 – Complete Application Form

Young Person to complete application form with the help from referring agency ie: housing. Report from referring agency/lead agency to be submitted with application. The young person will need to be registered on the local housing register.

Step 3 – Assessing Referrals/Interview

east to west will aim to assess the application/ reports within one week and will notify the young person if they are to be invited to interview to assess their needs and to find out more about them. Post interview east to west will also contact any other relevant agencies (including a PNC check through the Information Sharing Protocol with the police) to clarify information on the young persons' referral. The support worker will complete a risk assessment and will present this along with a final overview to the operations manager for review/decision.

Step 4 – Successful Match

If there is a suitable match we will contact the host and talk them through the details of the young person (the young person will have signed to agree to information being shared). If the host is happy to proceed the Support Worker will arrange a time to meet asap and will notify the young person. At the meeting the Support Worker will 1) Discuss possible move in dates 2) Ask the host to sign Landlord Declaration Form (this is attached to the young persons' housing benefit claim form) 3) Complete bank details for payments of housing benefit. The young person will be notified by phone and letter about an appropriate host match, for those not offered a place they will be notified by phone/letter with reasons which they can appeal if they wish to (all copies of correspondence will be sent to the referring agency).

Step 5 – Meeting with the Young Person

The support worker will meet with the young person to: 1) Arrange visit to the host home to view the room and /or talk to a young person already in supported lodgings 2) Go through house rules/licence agreement 3) Complete housing benefit/benefit forms as necessary 4) Arrange move in date

Step 6 – Move in Date

The support worker will accompany the young person to the host's home to introduce and help with move in of personal belongings. The support worker will contact the host and young person the following day to check if any issues. The support worker will arrange a date for the personal development plan with the young person (details of what the young person wants to achieve during the stay and the support needed).

CONFIDENTIAL



SUPPORTED LODGINGS REFERRAL FORM

This form will need to be photocopied, please write clearly in **BLACK INK** or type.
This form must be completed by the young person, with the assistance of the referring agency. Please ensure that **ALL** sections of this form are completed accurately. Your referrer **MUST** attach an additional report as requested. Being eligible for interview is dependent on full information being supplied. If you do not have enough space on the form to tell us about yourself, please continue on a separate sheet if necessary.

PERSONAL DETAILS

Mr, Mrs, Miss	Surname:	First Names:
Address:	Date Of Birth:	Age:
Postcode:	Contact telephone no:	(we will use this number to contact you regarding decisions/interviews so please keep the phone switched on or provide another number as well)
Are you currently in employment, education or training? (please give details)		
.....		
.....		
Are you currently receiving any benefits eg: Job Seekers Allowance or Income Support? (please give details)		
.....		

CURRENT HOUSING NEEDS

Where and who are you currently living with? Is it urgent that you find somewhere else to live? (eg: with family/independent/hostel/friends/no fixed abode etc)
.....
.....
Why would you like to be placed in Supported Lodgings?
.....
.....
Do you have any rent arrears with current or previous landlords?
.....
As part of the referral process we request that you are currently on your local housing register.

CURRENT SUPPORT NEEDS

Please give details about how you need support in the following areas. Please continue on a separate sheet if necessary.

Health: (including medication you take, physical health, mental health, self care, allergies)

Financial: (including benefits, budgeting)

Living Skills: (including cooking, housework, shopping, general and basic hygiene)

Social/Emotional: (including isolation, dependence on others)

Education/Work/Other activities: (support with finding/continuing work, training, courses)

Who do you get support from at the moment? eg: members of your family, friends, social worker, connexions PA etc. How often do you see them?

.....
.....

Are you willing to work with the hosts and east to west staff to gain skills needed to live independently in the future? **YES/NO**

BACKGROUND

Have you ever..?

Caused damage by fire	YES/NO	Abused alcohol	YES/NO
Been violent or aggressive to others	YES/NO	Abused substance	YES/NO
Caused willful damage	YES/NO	Gambled regularly	YES/NO
Caused harm to yourself	YES/NO	Suffered from an eating disorder	YES/NO
Been accused of inappropriate sexual behavior	YES/NO		
Do you or have you had any convictions or cautions?	YES/NO		

Please give detail if answered yes to any of the above

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CONFIDENTIALITY AGREEMENT

Before a decision can be made as to whether to invite you for interview we need to obtain further information. This information will be treated in the strictest confidence. Please indicate, by signing below that the information you have given is true and correct and that you give east to west permission to contact the people who currently give you support for further information:

Signed by young person:..... Date:.....

REFERRING AGENCY (This section is for the referring agency to complete)

Contact name: Position:	
Address:	Agency:
Postcode:	Contact telephone no:
	Email:
Please list the other support agencies involved and contact names and numbers:	
Do you consider the young person will present a risk to a host? YES/NO If yes please give details:	
If Housing responsibility is statutory please indicate under what legislation this has been determined and which agency has that statutory responsibility:	
As the referral agent, I support this application. To the best of my knowledge, the information contained in this application form is true and correct. I have attached a report /CAF as requested, in accordance with guidance notes on the reverse of this form.	
Signature:	(Referrer) Date:

All completed forms and reports should be returned to the following address:

Supported Lodgings Team, east to west, Unit 3, 80 High Street, Egham, Surrey, TW20 9HE.

If you have any queries about this application, please contact the Supported Lodgings Team – 01784 438007/ 07825 288851

- The young person can expect to hear of the initial outcome (ie: offer of interview) of the application within one week. Reports and forms are treated as confidential and should an application not be successful any reports will be returned to the referrer.

REFERRING AGENCY REPORT GUIDELINES

Please note that east to west require the following information to prioritise referrals accurately and to be sure that we can match young people to hosts effectively so as to minimize the risk of problems arising. The minimum requirement is a report from the referrer/ or lead agency. Any additional reports ie: CAF from other professionals involved would strengthen the application.

ALL SUPPORTING INFORMATION SHOULD BE SENT WITH THE APPLICATION FORM SO AS NOT TO DELAY THE PROCESS.

Please ensure that you have talked through east to west Supported Lodgings fully with the young person and comment on any information given on the application form which you feel is inaccurate.

Information to include as part of the additional report (this is not an exhaustive list so please add any further information which you feel is relevant in consideration of Supported Lodgings):

BACKGROUND AND HOUSING NEEDS

Please give details of current housing situation, past difficulties with accommodation, reasons for needing re-housing.

- What is the urgency of the young person's needs?
- Do you feel they have the potential to move on to independent accommodation in the future?

RISKS

- Do you feel there are any areas of risk relating to the young person that we should be aware of? **Please include any history of damage by fire, violence/aggression, wilful damage, self-harm, inappropriate sexual behaviour, alcohol or substance abuse, gambling, eating disorder, offending.**
- Is the young person currently subject to any police or court action?
- Risk from anyone else? eg: family

WHAT ARE THE YOUNG PERSONS CURRENT SUPPORT NEEDS IN THE AREAS OF:

- **Physical and mental health**, including ability to self medicate if applicable
- **Financial assistance**, including benefits and budgeting
- **Living skills**, including details of young persons ability for self caring, maintaining personal hygiene, cooking and general housework and shopping.
- **Social and emotional**, including any issues of isolation or dependence, any behavioral difficulties
- **Education/Work/Other activities.**
- **Please indicate any additional support which will be provided to assist in any of the above areas including support networks** ie: family & professionals.
- **Please indicate whether the young person readily accepts support** including compliance with medication, insight into illness (both if applicable).



Equal Opportunities Monitoring Form

east to west is committed to eliminating discrimination and promoting equality and diversity in its own policies, practices and procedures and in those areas in which it has influence.

To ensure that these policies are operating effectively (and for no other purpose) all referrals include this equal opportunities monitoring form asking for information on applicants' racial origins, gender and disability. Ongoing monitoring and regular analysis of these forms provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity.

Please provide the following information and return this form with your application. Your answers to these questions will not affect your application to east to west.

What is your gender?

Do you consider yourself to have a disability? Yes / No

How would you describe your ethnic origin? (please tick appropriate box)	
ASIAN	
CARIBBEAN	
AFRICAN	
SOUTH EAST ASIAN	
BRITISH/EUROPEAN	
IRISH	
OTHER (please specify)	
COMBINATION OF ABOVE GROUPS	

Do you consider yourself to be (please tick appropriate box)	
BLACK	
WHITE	
OTHER	
MIXED	