

## LAWRENCE HOUSE SUPPORTED ACCOMMODATION

### Policy on dealing with Referrals

Lawrence House (LH) Supported Accommodation is a medium stay supported accommodation unit for single homeless people aged 16-25 years. It is managed by Hinckley Homeless Group, a Voluntary Committee who works in partnership with Leicester Housing Association. Lawrence House is wheelchair accessible and operates an Equality and Diversity Policy. Hinckley Homeless Group will ensure that all existing and potential residents receive equality of opportunity and treatment. We seek to ensure that no prospective resident receives less favourable treatment on the grounds of gender, race, colour, religious beliefs, disability, ethnic origins, sexual orientation, HIV status or personal circumstances.

The project is set up to cater for young people in the Hinckley and Bosworth area. Referrals will only be accepted if staff levels available are appropriate to the prospective client's needs. The project may not be able to accommodate people:

- With a severe mental health problem, or acute dependency on drugs or alcohol
- If a prospective resident has been convicted of, or suspected of, arson, rape or serious violence

Each referral will be considered carefully, taking into account the needs of and risks to the existing resident group as well as the needs of and risks of the prospective resident - and the level of support that can be offered both from within and outside the project.

Lawrence House applies a procedure for assessing the needs and risks of all applicants (ref LH00106), with only those identified as low to medium needs and/or risks accepted. Applicants that show as unmanageable will not normally be offered an interview. Applicants that show as high will normally be offered an interview to review further to see if this is an accurate needs/risk assessment. All applicants have the right of appeal against any decision (not to offer an interview and / or a place at Lawrence House).

Applications are accepted from single homeless persons between the ages of 16 and 24 years, regardless of whether they are employed or not. Referrals may come direct from applicant or from outside agencies. Applications must be made in writing on the official LH Application Form which is available from the office, website and other local agencies (HBBC, Social Services etc). Staff will always check if an applicant needs help to complete the form.

Lawrence House has a linked pathway/move on to the lower support environment at the Wykin Project, who also take residents up to the age of 30 years. Applicants

aged 24+ will be referred directly to the Wykin Project as they cannot be accepted at Lawrence House. Other applicants may also be referred directly to the Wykin Project dependant upon the amount of applications and/or voids at either project, once checks and needs/risk assessment have been completed.

Lawrence House is not "Direct Access" accommodation. This means we cannot directly accommodate people who come to us, unlike some hostels or night shelters. All individuals who wish to apply for accommodation must first fill out the Application Form and, if appropriate, attend an interview to assess their needs and/or risks.

There is a detailed procedure that sets out how staff will deal with interviews to make sure we treat all potential residents fairly, and to make sure we properly record how we have treated individuals in case anyone complains.

The Management Committee is responsible for ensuring that the Policy on dealing with Referrals is subject to full review on a regular basis and not exceeding 3 years.