



ROCHDALE LIFE SKILLS AND TENANCY SUPPORT SERVICES

Stepping Stone Projects/WHAG Rochdale Life Skills and Tenancy Support Services are available to those who meet the following eligibility criteria:

- 18 years of age or older
- Have a local connection to Rochdale which is established as follows: residence within the Borough for 6 out of the last 12 months or 3 out of the last 5 years; have immediate family members e.g. parents, siblings, adult children who have lived in the Borough for the last 5 years; have employment in the Borough.
- Are fleeing domestic abuse and it is unsuitable for them to stay in their Local Authority area.
- Are at risk of losing their home or have no accommodation available to them.

Services are accessible across the Rochdale borough and across tenure types.

All applicants must either be:

- Not managing in their current housing environment,
- homeless or insecurely housed
- at risk of losing their home.
- In need of housing related support
- Seeking support because they have a housing need.
- Moving on from RBC's statutory Emergency and Temporary Accommodation, Supported Housing residential care or being discharged from hospital or prison.
- Seeking to develop independent living skills
- In need of support to maintain, obtain or sustain their accommodation

Stepping Stone Projects/WHAG have no specific exclusions and each referral will be assessed on a case-by-case basis. A pro-active and flexible approach will be taken in respect of incidents or concern.

The reason for any such refusal will be provided by Stepping Stone Projects/WHAG to the applicant/Referring Agent who will have the right to dispute the refusal in writing giving the reasons why the refusal should be over-turned.

If agreement cannot be reached in regard to the applicant being accepted or refused, a teleconference should be held between the Referring Agent and Service Provider.

Applications may be refused where the applicant's needs do not match the aims of the service, such as where:

- Applicants do not require a housing related support service
- Risks associated with the delivery of the service cannot be managed
- Applicants have knowingly failed to declare or given false information at the referral and assessment stage.

This is not an exhaustive list and referrals may not be successful for other reasons.

A risk assessment and risk management plan will be completed for each applicant with emphasis placed on safeguarding the applicant, other customers, staff and the community.

Where a referral is not accepted the applicant and referral agency (if applicable) will be contacted and advised in writing of the reasons for this decision. Advice and information will be offered to the applicant, on other options for alternative support.

The applicant will also be advised of the appeals procedure.