



COMPLEX NEEDS SUPPORTED HOUSING SERVICE (Rochdale)

ELIGIBILITY CRITERIA

This service will consider applications from people that are homeless or at risk of becoming homeless aged 18 and over, who have complex needs including substance misuse, alcohol misuse, offending behaviour and mental health issues and who require a medium to high level of support.

The service will provide a range of temporary accommodation options and Support Staff will deliver intensive housing related support services and will support applicants in meeting other non housing related needs through partnership working and sign posting to appropriate agencies & services.

Stepping Stone Project does not have a blanket exclusions policy. 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 low level support needs, and therefore do not require the service.
- Applicants refuse to sign the declaration or disclaimer section of the interview form.
- 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. All applications will be considered on their own individual circumstances.

All applicants need to demonstrate a willingness to engage in the support provided, although Stepping Stone recognise that the Service Users we will be working with may be living a very chaotic lifestyle.

A risk assessment will be completed for each applicant with emphasis placed on safeguarding the applicant, other clients, staff and the community. If the risk levels are too high following the completion of a combined risk assessment taking account of risks identified by the referring agent, other agencies the applicant has contact with the and the form completed at the needs assessment and a risk management plan the applicant will be sign posted to other agencies who may be able to assist.

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.