



Yenaa Housing

# Referral & Allocation policy

February 2022



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| Policy Checklist       |        |
|------------------------|--------|
| Date of Implementation | Feb 22 |
| Date of Last Review    | Feb 26 |
| Date of Next Review    | Feb 28 |

### Introduction

This policy has been considered in line with a number of important pieces of legislation and guidance including:

Birmingham City Council Homeless Prevention Strategy 2017

Housing Act (2004)

Housing and regeneration Act (2008)

### Referral Criteria

At Yenaa we believe that everyone has the right to live in the community in safe and well supported environments. We will consider all individuals referred to us, however we will pay consideration to the following issues:

- applicants who have committed sexual offenses and our on the sex offender's register.
- Applicants with convictions for Class A drug use or handling offences
- Applicants with offences for Arson
- Applicants with complex mental health issues who would normally require significant specialist support services.
- Applicants who have agreed to undertakings or acceptable behaviour agreements and have subsequently breached these.
- Applicants who have committed an act of fraud, withheld, falsified, or misrepresented any information pertaining to access to public funds/or services.
- Applicants who have caused damage to their current or previous homes, that is not reasonable wear and tear, and have not put this right or paid for the damage.

If we feel we are unable to meet the needs of particular individuals, or their needs are deemed to require specialist support or services we will decline a referral.

## **1. Referral Routes**

There are a number of routes our referral process takes. This is to ensure we reduce the barriers to making a referral.

### **2. Self-referral:**

- we have a dedicated section of our website, where individuals are encouraged to complete the referral form and submit it for assessment.
- Direct contact. We are happy to receive direct phone calls from potential residents. We will complete our screening assessment with them.

### **3. Referrals from external agencies:**

- There is an expectation that all other referral agencies or professional organisations will complete a full referral form found on our website.
- They will also need to discuss any referral directly with the project lead
- A meeting will be required with the potential resident to discuss their needs.

### **4. Allocation & screening Process:**

All potential residents on successful completion of a referral form will have their needs assessed by the project lead. This enables them too:

- Give the potential resident the opportunity to visit the accommodation and discuss the services provided by Yenaa.
- Consider the individuals support needs and criteria to access supported accommodation.
- Look at the level of need for each support choice and assess the likely impact on others in the property.
- Consider any specific triggers both to and from the individual, which may cause a deterioration in an individual or impact on their ability to achieve their support goals.
- Look at the compatibility with other residents in the accommodation and think about impact and risk factors.
- Enables the potential resident to discuss their support needs and what specialist services they may need to access.
- To decide if the Yenaa support team can meet the individual's needs.

We may as part of the assessment process, ask the permission of the applicant to discuss their suitability with previous providers or landlords.

### **5. Emergency Admissions**

It has long been our policy to avoid emergency admissions. Historically when an individual is at the point of desperation we have found it difficult to obtain a true understanding of their needs.

This does not mean that admissions cannot happen on the same day. However if this is the case we would expect to meet the potential resident show them the room and complete a full assessment of need.

### **6 Decision making.**

Ensuring we are able to ensure the correct match is crucial in the success of any potential placement. To ensure we are meeting our policy requirements we have a single point of contact for all referrals which, is the Operations Manager. Our policy is clear that if we cannot having considering all the potential needs of a resident make an offer of accommodation where we feel we can meet their needs then we will not.

Likewise, if there are factors that would clearly impact on the needs of other residents, or the needs of the person being referred, and their future progress is likely to be hindered by placing them in the accommodation we will not.

### **7 Conclusion:**

Learning from past inquiries and poor practise. It is clear that making decisions regarding allocation and need has often been driven by economic needs above the needs of the individual. We feel this has contributed to the failure of placements and an increase in Anti-Social Behaviour. Having a single point of contact eliminates many of these issues. Having a central focal person allows a more detailed assessment including contributions from other stakeholders. We also feel slowing the process down and not allowing emergency admissions reduces the risk of a placement failure impacting on the lives of any resident.