



Yenaa Housing

Referral & refusal Policy 2024



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

Yenaa Housing: Referral and Refusals Policy

1. Policy Statement

Yenaa Housing is committed to providing fair and transparent access to our supported accommodation. This policy outlines the procedures for accepting referrals and managing refusals, ensuring that all decisions are made in a consistent and non-discriminatory manner.

2. Policy Objectives

- * To ensure that referrals are processed efficiently and effectively.
- * To ensure that decisions about admissions are fair, transparent, and non-discriminatory.
- * To ensure that potential residents are assessed appropriately to determine their suitability for our services.
- * To manage refusals sensitively and provide clear explanations to applicants.
- * To comply with all relevant legislation and best practice guidelines.

3. Scope

This policy applies to all referrals for supported accommodation managed by Yenaa Housing.

4. Referral Process

- * Referrals will be accepted from a variety of sources, including:
 - * Local authorities
 - * Social services
 - * Healthcare professionals
 - * Voluntary organisations
 - * Self-referrals.
- * All referrals must be made using the Yenaa Housing referral form, which can be obtained from our website or by contacting our office.
- * The referral form must be completed fully and accurately, providing all relevant information about the applicant's needs and circumstances.
- * Completed referral forms should be submitted to \[Insert designated email address or postal address].

5. Assessment Process

- * Upon receipt of a referral, Yenaa Housing will:
 - * Acknowledge receipt of the referral.
 - * Review the referral information to determine if the applicant meets the basic eligibility criteria for our services.
 - * Conduct a comprehensive assessment of the applicant's needs and risks, which may include:
 - * A face-to-face interview
 - * Contacting the referrer for additional information
 - * Consulting with other relevant professionals.
- * The assessment will consider the following factors:
 - * The applicant's housing needs
 - * The applicant's support needs
 - * The applicant's ability to live independently
 - * Any risks posed by the applicant to themselves or others
 - * The compatibility of the applicant with existing residents.

6. Decision-Making

- * The decision to accept or refuse a referral will be made by a designated member of staff (e.g., Operations lead) based on the information gathered during the assessment process.
- * The decision will be made in accordance with the eligibility criteria and the principles of fairness, transparency, and non-discrimination.
- * Priority will be given to applicants with the greatest need and those who are most likely to benefit from our services.

7. Refusal of Referrals

- * A referral may be refused for the following reasons:
 - * The applicant does not meet the eligibility criteria for our services.
 - * Yenaa Housing does not have the resources or expertise to meet the applicant's needs.
 - * The applicant poses a significant risk to themselves or others that cannot be safely managed.
 - * There are no suitable vacancies available.
 - * The applicant has a history of anti-social behaviour or violence that makes them unsuitable for communal living.
- If a referral is refused
- * Clearly explain the reasons for the refusal.
 - * Provide information about other potential housing options and support services.

8. Equality and Diversity

- * Yenaa Housing is committed to ensuring that the referral and admissions process is fair and non-discriminatory.
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- * We will take steps to ensure that our services are accessible to all, regardless of their age, disability, gender, race, religion or belief, sexual orientation, or other protected characteristic.
- * Reasonable adjustments will be made to accommodate the needs of applicants with disabilities.

10. Responsibilities

Sean Gilligan (Responsible Person): Overall responsibility for ensuring the implementation and effectiveness of this policy.

Referral Coordinators/Housing Officers: Processing referrals, conducting assessments, and making decisions about admissions.

Senior Management: Reviewing and approving refusal decisions and managing appeals.

11. Monitoring and Evaluation

- * The number of referrals received, accepted, and refused will be monitored and analysed to identify trends and areas for improvement.
 - * This policy will be reviewed and updated regularly to ensure it remains effective and compliant with legislation.
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