

# House Admission/Departures

## 1) Referral

- a) In line with the Company's Equal Opportunities policy anyone who is homeless or at risk of homelessness with a desire to work toward a suitable, sustainable and permanent housing goal can be referred to Heart for Chorley.
- b) Referrals will be made by agencies that have received and agreed with our Referral Criteria and they will complete our Referral Information form with the prospective resident. Self-referrals and referrals from out of Chorley Borough are not considered.
- c) The general rules and expectations of admission and stay at any of our homes will be communicated by the referring agency and a risk assessment carried out and communicated to Heart for Chorley. This will then be affirmed at interview with Heart for Chorley and will then be considered for eligibility or placed on a waiting list if actions are needed to address risk or no spaces are available immediately.
- d) Priority will be given based on risk assessment for the protection of vulnerable people with preference then given to those that are at risk of homelessness from failing independent or unsupported accommodation. This is to reduce the rate of repeated presentations of homelessness in the Chorley Borough.
- e) In the interest of safety and fairness interviews will be conducted with a minimum of two Heart for Chorley workers.
- f) Interviewees are encouraged to be accompanied by their referring agent in every case.
- g) Coaching services will be offered to all interviewees that do not meet the criteria for acceptance to a Heart for Chorley home. This will be assessed in partnership with the referring agent for applicability and to ensure that support contradictions between agencies do not occur.
- h) Any unsuccessful referral can reapply at any time.

## 2) Admission

- a) On acceptance the beneficiary will begin the coaching process where the information communicated through the referral process will be used to develop the Action/ Support Plan.
- b) Relevant paperwork will be completed as a priority and a copy of the Expectations leaflet given and explained.
- c) If a space is available in a relevant Heart for Chorley home, then the beneficiary will move in at the earliest convenience but must be within 24 hours or the place may be given to another referral.
- d) If no space is available immediately then the beneficiary will be placed on a waiting list and means of communication arranged in order to quickly contact the beneficiary when a space is available.

## 3) Departures

- a) Departures will be categorised as:
  - i) Planned or unplanned

- ii) Positive or negative
- b) A planned departure is when the exit is decided as part of the Action/ Support plan. Any other departure is counted as unplanned.
- c) A positive departure is when the exit provides more appropriate accommodation to the beneficiary's needs. This could be in a planned way according to the beneficiary's Action/ Support Plan, or an unplanned way where the beneficiary has taken decisions outside of their Action/ Support Plan. Any other departure is counted as negative.
- d) In each case Heart for Chorley will endeavour to conduct an exit interview where the type of departure will be assessed, and the beneficiary will be offered continued coaching services if it is deemed appropriate.

#### 4) Terminations

- a) The desired goal that all Action/ Support Plans will be working toward is Planned and Positive departure. However, the nature of the supported home requires clear guidance on terminating the licence in the case of levels of risk becoming unsustainable or unmanageable.
- b) All terminations will be counted as Unplanned and Negative.
- c) Terminations will be conducted in the following circumstances:
  - i) Possession, use or involvement of illegal substances on or near (within a 1 mile radius) the premises – this brings unacceptable and unmanageable risk to the residents, the house, the business and the community.
  - ii) Unmanaged non-payment of rent (workers not informed and Action/ Support Plan Managing Finances section not updated) – this brings risk to the business and to the house.
  - iii) Continued refusal to fulfil the requirements of the Action/ Support Plan and not participate in attempts to secure more suitable accommodation.
- d) Automatic eviction can take place at any stage where the resident's demeanour and behaviour are deemed to bring unmanageable risk to the residents, the house, the business or the community.

#### 5) Avoiding Termination

- a) Every effort will be made to manage Action/ Support Plan failures toward a Planned Negative departure as this is more desirable and beneficial for the resident than termination.
  - i) When Heart for Chorley workers assess a resident's inability or unwillingness to fulfil the requirements of their Action/ Support Plan, priority focus will shift to resettlement to accommodation with less support or demands.
- b) As long as the resident is fulfilling the requirements to meet with their appointed Heart for Chorley worker to adjust their Action/ Support Plan toward achievable goals and the resident's demeanour and behaviour do not bring unmanageable risk to the residents, the house, the business or the community then termination will be avoided.