

Cornwall Homechoice
Support and Assistance Policy
 (Appendix 3 Allocations Policy)

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CORNWALL HOMECHOICE

SUPPORT AND ASSISTANCE POLICY

1 Aim

The aim of this policy is to ensure that all applicants who register with Cornwall Homechoice have equal access to social housing through the system on the basis of their housing need. This will mean ensuring that those who may have difficulty accessing the system, those who are 'vulnerable', are given appropriate help and guidance whilst remaining empowered to make informed choices about where they want to live

2 Definition

A 'vulnerable' person is defined as anyone who by nature of : age, physical or learning disability, mental health issue, frailty, language barriers, or special social circumstance, may have difficulty accessing social housing through the scheme without additional support. Potential client groups include, but are not limited to the following:

CATEGORY No.	DEFINITION
1	<i>Homeless / Rough sleepers</i>
2	<i>Ex-offenders / those at risk of offending or imprisonment</i>
3	<i>Physical or sensory disability</i>
4	<i>Those with a mental health difficulty</i>
5	<i>Risk of domestic violence</i>
5	<i>Alcohol / drug problems</i>
7	<i>Teenage parents</i>
8	<i>Elderly people</i>
9	<i>Young people at risk</i>
10	<i>Care leavers</i>
11	<i>HIV / AIDS sufferers</i>
12	<i>Learning disability</i>
13	<i>Travellers</i>
14	<i>Homeless families with support needs</i>
15	<i>Refugees / Asylum seekers</i>
16	<i>Others</i>

3 Accessing Information

Registration

Information about how to access the Cornwall Homechoice scheme is made available through a number of different formats, including large print, Braille and different languages.

Help is available to any applicant who has difficulty completing forms.

Support workers are also given training to ensure that they can offer positive assistance to their clients.

Applying for Vacancies

Vacancies are advertised weekly. Information about advertised properties can be accessed in a number of different ways:

- i) In the local paper
- ii) On the Council's website
- iii) In leaflets available from any Council office
- iv) Via a low cost call to Cornwall Homechoice team

Applicants who have difficulty applying for vacancies can be helped through the assisted list process.

4 The Assisted List

The "Assisted List" process seeks to provide a number of "personalised" services for vulnerable applicants, such as:

- Weekly contact with applicants to advise of available properties
- Referral to the appropriate local agency or support worker to enable proactive support for bidding, or bidding on the applicants behalf
- The Cornwall Homechoice advert posted to the individual applicants home
- Regular contact from Cornwall Homechoice staff to ensure needs are being met in terms of bidding support

The Cornwall Homechoice team have a procedure for identifying applicants who would find it difficult accessing information for bidding for vacancies without support. This procedure is outlined below.

5 Procedure for identifying and Registering Applicants who Require Support

- 5.1 Applicants in need of Assisted List support may be identified by: self-referral, any Cornwall Homechoice partner, the Council's housing Options Team, or from support workers from other voluntary or statutory agencies.

5.2 Identification of applicants requiring support can be made in a number of ways including:

a) Initial application form –:

- Where a completed form may indicate literacy or language problems.
- Where the applicant has indicated a particular disability such as a hearing or sight impairment.

b) Request from support worker –:

- Where a support worker is unable to assist their client in accessing this service and reasons are given
- Welfare Panel recommendation.

c) A and B Band non-bidders report –:

- Where the Housing Needs Team identifies highly banded applicants who are not making appropriate bids for accommodation.

5.3 The Cornwall Homechoice team will keep a record of those applicants being supported via the Assisted List. The records will identify the client and the category of support needed.

5.4 Registering potential applicants

a) All potential Assisted List applicants should be contacted to discuss their requirements.

b) The Cornwall Homechoice team will register each applicant on a database, along with details and level of support required and who will provide the support.

5.5 If the support provider is not a member of the Cornwall Homechoice team, this will be noted and periodic checks will be carried out to ensure the required support is being provided consistently.

5.6 The extent of additional assistance required:

c) High need

Bids to be made on behalf of applicants. Weekly contact to be made to discuss any available properties for which they may be eligible.

d) Medium need

Advert details sent out in an appropriate format (large print, Braille, translated) and regular contact from the support provider regarding bidding process

e) Low need

Standard copy of the advert sent to applicant every week.

ASSISTED LIST REFERRAL FORM

Assistance Required By:

NAME.....

ADDRESS:

CONTACT DETAILS:

APPLICATION NUMBER:

BANDING.....

BEDROOM NEED 1 / 2/ 3 / 4 / 5

ADDITIONAL HOUSING REQUIREMENTS IE SHELTERED/ADAPTED ETC

.....

REASON REQUIRING ASSISTANCE

.....

.....

LEVEL OF ASSISTANCE REQUIRED

High

Medium

Low

DETAILS

REFERRER'S NAME:

CONTACT DETAILS :

SUPPORT PROVIDER'S NAME:

ORGANISATION:

CONTACT DETAILS: