

CLEARING HOUSE

High needs quota Policy & Procedure



Monitoring

This policy is reviewed every two years or in line with service changes, whichever comes first.

1. Purpose

This policy will provide guidance around the RSI referral process for clients under the high needs quota. The policy will also set out the roles and responsibilities of all parties involved in the RSI with specific reference to referring individuals with higher-than-average support needs.

2. Policy statement

This policy sets out a separate referrals process with altered eligibility criteria for high needs clients, allowing for limited numbers of very high needs individuals to be accepted onto the waiting list in a fair and transparent manner. We will ensure that this access is fairly available by establishing a quota for each London borough dependent on their past use of the RSI.

3. Eligibility for referring boroughs

Any London borough that has services which work with Clearing House-eligible clients (see Referrals Policy) and have successfully submitted more than five referrals over the preceding three years, will receive a quota of at least one place for clients with high support needs in the current year.

The Quota

The quota numbers for each borough will be calculated in March of each year, and will apply to the whole of the following financial year. The method of calculation is subject to change in line with the need within the sector and the capacity of the RSI service.

For the financial year 2016/17 an allocation per borough has been made using the following factors:

- All boroughs which have successfully referred more than five referrals to the Clearing House in the past three years receive an automatic allocation of 1
- In addition each borough will receive 5% of their three year average

4. Eligibility for clients

All clients referred to Clearing House must meet the following eligibility criteria:

- 4.1. Clients must be a CHAIN verified rough sleeper with at least one bedded down street contact (verification can be confirmed with the CHAIN or Clearing House teams).
- 4.2. Clients must be willing to engage with the TST support service for the duration of their tenancy; addressing drug and alcohol needs, health issues as well as training and employment.
- 4.3. The client must agree and understand that they will move-on from their accommodation and support once they have been assessed as no longer requiring support.
- 4.4. The client understands and accepts that they will be issued with two year fixed-term tenancies that are renewable as long as on-going support is required.

See Referrals Policy for further detail.

In addition to the above criteria, clients referred under the high needs quota will have support needs of a level or nature which would preclude access to the standard Clearing House waiting list.

Clearing House will not typically accept referrals of clients for whom there is a statutory housing duty.

Procedure

5. The agreement

- In order for a borough to access its allocated quota a representative of that borough (typically a commissioning lead or Street Population Coordinator) will be required to sign an agreement at beginning of each financial year, the content of which is as follows: Clearing House agrees to provide a certain number of high needs quota places for RSI accommodation.,
 - The Local Authority agrees to provide overlapping initial support and to accept client back into the borough pathway if the RSI tenancy breaks down within the first 6 months.
- 1.2. This agreement forms the basis of the high needs quota working relationship for each year, and in addition to the above the Local Authority will provide the details of a named co-ordinator who will be responsible for liaison with Clearing House.

6. Referral

- 6.1. The designated borough lead will notify Clearing House of an intended referral under the high needs quota and will inform the referring service that the Clearing House is anticipating their referral. There is an expectation that a conversation will be held between the borough lead, the referring service and the Clearing House to establish suitability and eligibility in advance of a referral form being completed.
- 6.2. The referring support worker will complete an online referral form to Clearing House (support for which is available – see Referral Coaching Policy).

Online forms for clients referred under the high needs quota will be subject to the same requirements and scrutiny set out in the *Referral and Waiting list Policy and Procedure* as referrals to the regular waiting list with the exception of:

- i. Borough choices – high needs referrals will not be subject to the requirement to select a minimum of 3 boroughs. The client may select fewer, but must understand that this could lengthen the amount of time on the waiting list.
 - ii. The one offer policy (as set out in the *Nominations Policy and procedure*) – high needs clients will be afforded up to three refusals in order to ensure that the property they accept is the one they are most likely to succeed in.
- 6.3. Once the form has been submitted Clearing House will assess the client's support needs and eligibility within 3 working days. If referral is complete and appropriate the client will be accepted onto waiting list. If the situation is unclear or information is missing the referring service will be asked to provide further detail.
- 6.4. Once the client has been accepted onto the waiting list Clearing House will notify the relevant Tenancy Sustainment Team.

7. Pre-tenancy

- 7.1. Once a client has been accepted on to the waiting list under the high needs quota criteria the relevant TST will make contact with referring support worker within 5 working days to arrange an introduction and support planning meeting with client and support worker.
- 7.2. TST will begin working with the client whilst the client is on the waiting list. This is intended to build the relationship between the TST and the client and to prepare the client for moving into RSI accommodation.
- 7.3. Clearing House will identify a suitable property and make a nomination as per the standard process (see Nomination Policy). This will be done in conversation with all parties – the client, their referring worker, the TST and the prospective landlord.

8. Tenancy

- 8.1. Viewings and tenancy sign-up will be co-ordinated by TST and follow the Nominations Policy.
- 8.2. The referring support worker will initially continue to provide support alongside the TST service, but at a gradually reducing rate as TST increasingly become main support provider
- 8.3. By 6 months into the tenancy a final handover will have happened between the referring support worker and TST
- 8.4. During the first six months, in the event that the tenancy breaks down or it becomes apparent that it is not appropriate the referring borough will work with TST and the referring support worker to place the client back into their pathway (as per the signed High Needs Quota Agreement)

9. Appeals

Any client who wishes to appeal their rejected referral or removal from the waiting list has the right to do so where the referring agency is in support of this wish. All appeals must be made in writing to the Clearing House in line with the Complaints and Appeals policy and procedure.

10. Applicability

This policy and procedure is intended for local authorities in London and referral agencies (this will include TST in the case of transfers) as well as the Clearing House team.

11. Getting Help

For help and advice about this policy or procedure please contact a member of the Clearing House Team on 020 3856 6008 or at ch@mungos.org.

12. Related policies, references and forms

- Referral and Waiting List policy and procedure
- Nomination policy and procedure
- Complaints and Appeals policy and procedure
- Minimum standards for referrals guidance
- High Needs Quota Agreement