

ELIGIBILITY CRITERIA FOR SUPPORTED HOUSING

1 POLICY STATEMENT

- 1.1 Tees Valley Housing (TVH) and Erimus Housing (Erimus) aim to ensure that applicants to all supported housing schemes are treated equally and fairly.
- 1.2 TVH and Erimus's staff and Board Members will be expected to adhere to the principles laid down in this policy and have an individual and collective responsibility to ensure that this policy is actively applied in practice.
- 1.3 TVH and Erimus aim to provide a high level of service and support to its applicants and residents. It acknowledges that as each case is different, it will need to be treated on an individual basis.
- 1.4 This policy outlines the eligibility criteria for all TVH and Erimus supported housing schemes including:
 - Young People who are leaving care;
 - Homeless project;
 - Young Parents projects;
 - Floating support schemes, including young people at risk, young parents, refugees, parents with learning difficulties and disabilities, and one scheme for anyone aged over 16 years in need of support;
 - Extra care schemes at Pennyman House and Barnaby House;
 - Sheltered schemes at Cedar House, Gresley Court and Mascot House;
 - General Needs scheme at Tai Hua House.
- 1.5 TVH and Erimus recognise that people require a variety of different support to meet their needs. The eligibility criteria have been developed to ensure that applicants are directed to the most appropriate scheme.

2 REFERENCE MATERIAL

- 2.1 Material for this policy was collated from Supporting People contracts, scheme managers, co-ordinators and publicity leaflets.

3 DEFINITIONS

- 3.1 Homeless – a person who has nowhere to reasonably reside or legally occupy.
- 3.2 Floating Support – housing and emotional support for people to develop their independent living skills in their own tenancy.
- 3.3 Extra Care Scheme – independent living for older people with care needs.
- 3.4 Sheltered Scheme – independent living for older persons.
- 3.5 Family Intervention Project (FIP) – intensive intervention for families with multiple support needs.

3.6 Residential Project – independent living for individuals with support needs.

4 POLICY CONTENT

4.1 Eligibility Criteria

4.1.1 TVH and Erimus recognise that people require a variety of different support to meet their needs. The eligibility criteria have therefore been developed to ensure that applicants are directed to the most appropriate schemes. The eligibility criteria for different types of schemes are set out in Appendix A. This information will be available to service users in the appropriate format.

4.1.2 TVH and Erimus will actively promote the eligibility criteria of different schemes to relevant agencies in the wider community.

4.2 Right to Appeal

4.2.1 An applicant whose application has been refused is entitled to appeal against the decision.

4.2.2 The appeal must be made in writing. Appeals will be considered by the Referral Panel. The Referral Panel will notify the applicant of the outcome of the appeal in writing.

5 EQUALITY AND DIVERSITY

5.1 TVH and Erimus recognises that it operates in a community within which there is a wide social diversity, and is committed to providing equal opportunities and valuing diversity.

6 CUSTOMER INVOLVEMENT AND CONSULTATION

6.1 Consultation on the eligibility criteria has been undertaken with service users, project leaders, project workers and Board Members of TVH and Erimus.

7 MONITORING AND REVIEW

7.1 Monitoring

7.1.1 TVH and Erimus will monitor the administration of this policy via monthly performance meetings and scheme evaluations.

7.2 Review

7.2.1 TVH and Erimus will undertake a review of this policy every three years or whenever there are any relevant changes to legislation, case law or good practice that would impact on this policy.

7.2.2 Procedures relating to this policy will also be periodically reviewed, taking into account any operational issues that arise.

7.2.3 Service users and tenant representative groups will be involved and consulted in any review of this policy, in-line with TVH and Erimus' policy on tenant participation and consultation.

8 RESPONSIBILITY

8.1 It is the responsibility of the Head of Supported Housing to ensure that:

- All Supported Housing staff are aware of the Supported Housing Eligibility Criteria Policy;
- All Supported Housing staff are trained on policies;
- Monitoring records are collected in accordance with the policy;
- Service users are adequately informed of the policy
- Appropriate action is taken against employees whose actions are inconsistent with this policy.