
St George's House Eligibility Criteria and Service Information



Eligibility Criteria (Who can be referred)

Who is the service designed to provide housing or support for and what does the service provide for young people?

- The service is for single young people, aged 16-21 years
- The service provides emergency, short-term accommodation, with support, for homeless young people or those threatened with homelessness

Which individual(s) can apply or who can apply on someone else's behalf?

- All single 16-21 year olds can apply
- Individuals cannot apply directly - all applications should be via a local referral agent

Who may not apply or why people may be excluded from applying?

- We cannot accept anyone under the age of 16 or over the age of 21 (those over 21 but no older than 25 will only be considered under guidance from Bristol City Council's Single Point of Access team (SPA))
- Couples and young people with pets are not accepted
- We do not operate a blanket exclusion/banning policy; we are committed to removing barriers to ensure that we offer fair access to and allocation of our services
- The organisation does not consider blanket bans to be an appropriate way in which to manage applications - we aim to work constructively with risk to make our services inclusive and accessible
- We do not prevent applications from young people who may have been involved in recent violent incidents or an incidence of arson, but will undertake a thorough risk assessment process with young people and their advocates to determine if we can manage any risks together
- We actively support access to our services for young people with drug or alcohol needs, mental health needs and emotional/behavioural problems
- The organisation and its staff are highly experienced in supporting complex cases and managing risks. Each application is assessed on its own merit. The

causes of behaviours and risks are treated in a considered and balanced way, when assessing applicants with concerning or complex histories.

- We consider it to be good practice to seek references - not to exclude people from our services, but to gain a more comprehensive understanding of their needs and any associated risks
- We assess applicants' needs fully and will convene multi-agency meetings prior to decision-making, if it is considered to be beneficial to generating a successful outcome
- We aim to determine decisions based on full disclosure of information, including previous risk management plans where available
- We provide or facilitate access to mediation services where relevant to resolve any disputes that may be preventing access to our services
- If it is clear that an applicant cannot be housed or supported safely by our services, we provide advice and guidance on which services may be more relevant and able to meet their needs

What are the routes for referral?

- All applications are processed through Bristol's Housing and Support Register, managed by Bristol City Council's Single Point of Access Team (SPA)
- A young person generally needs to make a homelessness (re) application so their needs can be assessed, by presenting at a Customer Service Point or via a referral agent

How to apply for the service and how applications will be processed, including how they may be prioritised?

- The SPA Team will decide who to prioritise and if a young person's needs fit the criteria for St Georges House
- Priority is based on need, including status of young people under Part 7 of the Homelessness Act or Section 20 of the Children's Act
- Please note that we do not operate a waiting list - the SPA Team let us know who they are referring on a day-to-day basis
- When we receive a nominated young person's application we will look at it and review the needs, to make sure we feel that the application is suitable
- Young people are invited to attend an Initial Needs Assessment interview with us and any other relevant workers
- Following an assessment interview, we will make a decision about whether we are able to accept the young person - this is usually on the same day, but can occasionally take longer

- All applicants, whether accepted or declined, are informed with the reasons and relevant agencies are all informed of the decision
- Successful applicants are given an appointment as soon as possible to sign up to St Georges House - to complete necessary paperwork for moving in

How to appeal if an application is refused

- All refused applications can be appealed
- All appeals will be heard by a member of the management team not involved in the initial decision-making process
- The investigating manager will process appeals quickly and consider the urgency of the housing need, re-prioritising work as necessary
- The investigating manager will seek further third party information/clarity as required and conduct a second assessment interview if appropriate
- Applicants and/or their representative will be notified of the appeal outcome no later than 4 weeks after the appeal date
- If appeals are unsuccessful we commit to signposting applicants to alternative housing and/or support options and to independent advocacy services

Service Information

Information about service/housing type, service length and level of support

- Target length of stay at St Georges House is 3 months maximum
- Staff will be available for support 24 hours a day
- The project is a High Support Service, meaning that support is accessible and provided to young people at all times and can be intensified as necessary
- Young people are allocated a lead Support Worker as the main point of contact at St Georges House - weekly 1:1 meetings are offered as standard

Support workers provide advice, guidance and support to young people in the following areas, to facilitate development into independence :

- **Accommodation:** Independent living skills, managing accommodation and move-on options
- **Work, training and education:** Meaningful activity, education, training and employment options and aspirations
- **People and support:** Developing appropriate and trusting relationships, improving family/peer-relationships
- **Choices and behaviour:** Making positive behavioural changes, addressing drug and alcohol issues, offending/ASB, staying safe
- **Confidence and coping:** Developing resilience and self-esteem, trying new things, positive risk-taking, self-reliance

- **Health:** Physical, mental and sexual health, psychological wellbeing, healthcare access
- **Money management:** Maximising income, managing rent/budgeting, planning ahead

Support workers will work with young people to identify strengths and areas for development, continually reviewing goals and providing support to access other specialist services as required.

Support workers will explain St Georges House policies and procedures to young people from sign up stage onwards.

Visiting services

As well as a programme of in-house activities to support the development of independent living skills, there are a number of services that visit and provide additional services, including drug and alcohol specialists, sexual health advice, training, education and employment, move on and mediation, psychological wellbeing and counselling.

Information about any housing costs, service restrictions and types of agreement that will be expected to be signed

Costs

Breakdown of weekly costs 2012-13:

Occupation Charge (HB eligible)	£67.82
Service Charge (HB eligible)	£108.78
Support Charge (SP funded)	N/A
Personal Charge (HB ineligible)	£12.39
Total Charge payable each week	£188.99

Young people who are entitled to Housing Benefit will have the proportion of their rent paid, directly to 1625 Independent People. Young people are responsible for the Ineligible Service Charge element which covers personal heating, lighting and water usage.

Project information and access

St Georges House is a short walk away from main bus routes and a 10 minute walk away from central Bristol

Total spaces	25
Self-contained	1
Shared	24

All rooms are fully furnished, including fridge, shower and toilet in each. Kitchens are shared at ratio of 1:4. St Georges House is self-catering

- There are steps to the entrance, with ramp access for disabled people
- There is one ground floor flat, which is accessible and has adapted fittings
- All other accommodation is first floor and above, with no lift access
- Women-only clusters are provided
- All residents are provided with their own room and cluster keys
- Communal areas: Activity rooms, TV lounge, garden, IT facilities, laundry, bike store
- 24 hour access, but managed communal area curfew in place - 12am (Sun - Thu) and 2am (Fri - Sat)
- Residents are expected to not stay out for more than 2 nights a week.
- Visitors are allowed between 9am and 9pm, but we do not allow overnight guests
- Zero tolerance for alcohol and drug use

Tenure type

All occupants are required to sign an Excluded Licence Agreement.

Further information

For further information, please contact:

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