



RACKFIELD HOUSE SELECTION & ALLOCATIONS POLICY

Updated 06.10.06

Aims & Objectives of Rackfield House

Rackfield House aims to provide good quality temporary accommodation with support for single, homeless people aged between 18 – 65yrs. The primary need of the people accommodated at the scheme is housing with a level of support. We aim to provide support and advice to enable residents to enhance their quality of life, whilst assisting residents in working towards securing & maintaining permanent move-on accommodation in the community.

To achieve these aims Rackfield provides;

- A designated housing support worker.
- Regular 1-1 client led reviews with support plans.
- Money management & advice around debt issues.
- Benefit / Welfare advice & support enabling residents to maximise their income.
- Information & advice on access to work, education & training, life skills.
- Advocacy where required.
- Support accessing services from partnership agencies.
- Assistance with move on preparations including resettlement support.

The hostel aims to provide services that are accessible and we will not discriminate against an individual seeking accommodation because of their race, colour, sex, sexual orientation, religion or disability.

[1]. Selection & Allocation Policy.

Rackfield House offers temporary accommodation with support. The staff team consists of the scheme manager & two full-time workers.

Priority will be given to people who are homeless, in housing need and who require the support services offered by Rackfield House.

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[2]. Sources of Referrals.

Rackfield House considers referrals from a number of agencies including;

- D.H.I (Drugs Homelessness Initiative).
- Bath Area Drugs Advisory Service.
- The Housing Service at Bath & North East Somerset Council.
- Julian House (Day centre & direct access hostel).
- The Citizens Advice Bureau.
- Off The Record.
- The Big Issue Foundation.
- Community mental health teams.

Where an applicant is referred through an agency and has links with support workers we would expect the agencies to work closely with Rackfield House in the best interests of the client to provide sufficient information with a support plan relevant to the applicants needs.

In order to benefit from the services provided at Rackfield House, residents must be willing to accept the support & advice offered, and be motivated towards living independently in shared accommodation without 24-hour staff / emergency cover. An individuals' housing need and commitment to taking part in the services provided will be assessed prior to being accepted at the scheme.

Overall consideration will be given to the diversity of residents at the scheme. This ensures the balance of the hostel reflects an appropriate range of support needs.

[3]. Housing Support Needs.

[i] Rackfield House will consider applicants with mental health needs where they are willing to engage with statutory services.

[ii] Rackfield House will consider applicants who have had previous drug & or alcohol dependency issues where they comply with one or more of the following.;

- Have been abstinent in the community for 1 month.
- Have completed a support programme through a recognised agency.
- Are engaging for a month with support services around their dependency issues.
- Are on a Drug Treatment & Testing Order.

Rackfield will work closely with the referring/support agency to ensure an appropriate support plan is in place prior to acceptance.

[iii] Rackfield House will take into account an applicant's criminal record when making an assessment for housing. We will liaise with the Probation Service and any other relevant support agency when assessing an applicant's suitability to the scheme.

[4]. Housing Need.

An applicant's housing circumstances will be assessed and staff will take into account the following: -

- No fixed abode
- Squatting
- Night shelter

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- Bed and breakfast
- Hostel
- Overcrowding
- Staying with friends

[5]. Support Needs.

A persons support needs will be assessed and staff will take into account the following: -

- Their ability to live as independently as possible within shared accommodation.
- Motivation towards making positive changes in their lives.
- Budgeting skills/ money management.
- Emotional needs.
- Offending behaviour/anger management.
- Drug and alcohol misuse/dependency.
- Employment status.

Overall consideration is given to the level of need for housing with support.

[6]. Exclusions.

We cannot currently accept people in the following circumstances:-

- Current or recent history of violent behaviour.
- Arson.
- Sexual offences against adults or children.
- Applicants who are tagged.
- People who are unwilling or not motivated towards engaging with rehabilitation services.
- High Support needs.
- At risk to themselves or others.
- Serious & enduring mental health issues where there is no additional support provided
- Couples

[iv] Due to the structure of the building it may not be possible to accommodate those people who's mobility impairment prevents them from climbing stairs.

[v] Rackfield House is unable to accommodate any overnight guests.

[vi] Children under the age of 16 are not allowed on site.

[7]. Guidelines for Selection & Allocation.

- Rackfield House operates a waiting list.
- Applicants will be considered for allocation according to their housing & support need at the time a suitable vacancy arises.
- The decision to accept an applicant will be made at a selection meeting held every week. At least two members of staff will attend the meeting.
- The balance and dynamics of the hostel residents will be taken into account at the meeting.

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- Staff will make their decision on the basis of the applicant meeting the allocation criteria.
- Vacancies are discussed at the weekly staff meeting.
- Assessments are on the basis of information collected through the application form, interview, relevant information provided by the partnership agencies, risk assessment and references.
- Rackfield staff must obtain all references in writing before a decision is made. We are unable to accept verbal references.
- We aim to contact applicants within 5 working days from the date of receiving the application form to arrange an interview. As far as possible this will be confirmed in writing.
- Following the interview we aim to contact applicants as far as possible, with a written decision within 5 working days.
- All decisions are recorded in a log book held in the office.

[9]. Allocating rooms.

The following will be taken into consideration when allocating accommodation: -

- The applicants' housing and support needs.
- The need for the allocations process to reflect a balance of gender, age and ethnicity
- Rackfield residents should reflect a mix of abilities in relation to living independently.
- The extent to which the vacancy matches an applicants' needs.

[10]. Application & Interview Stage.

1. All applicants must complete an application form. Application forms can be obtained from the Housing Advice Service at Lewis House, B&N.E.S. Council, or a partnership agency. If you have any problems obtaining an application form or completing the form please contact a member of staff on 01225 339742.
2. Application forms must be completed in full and received by the hostel before a member of staff can arrange an interview date. You can post or fax application forms, our fax number is 01225 339742.
3. Referring agencies, as far as possible, should include a risk assessment along with the application form.
4. Once the application form has been received, the staff team will make an initial assessment to ensure it meets with the hostel criteria. A member of staff will arrange a date and time for an interview. All interviews are held at Rackfield House with two staff members present. The interview will ensure that applicants understand Rackfield's aims & objectives, the services available and the conditions of occupancy, as well as enabling staff to gain an understanding of the applicants' needs & expectations.
5. Please note that if the application form is incomplete staff will be unable to take it further. If a referral/application is refused, the reason/s will be explained to the applicant and the referring agency in writing.

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6. Applicants are asked to confirm their appointment by contacting the staff team at the hostel prior to an interview date.
7. In some circumstances two interviews may be necessary, for example:-
 - o Further information may be required to make a complete assessment.
 - o An applicant has a change of circumstances.

[11]. Commencing a Licence.

A member of staff will arrange a date and time for the applicant to move into the hostel. The signing up procedure will consist of: -

- [i] Explaining the terms of the Licence agreement.
- [ii] Identifying benefit entitlement and providing assistance with claims.
- [iii] Providing the resident with copies of:-
 - Rent card.
 - Residents Handbook.
 - In House Complaint/Dispute booklet.
 - Licence Agreement.
 - Charter for licence holders.
 - Equal opportunities statement.
 - Complaints procedure.
- [iv] Providing information on local G.P.'s.
- [v] Explaining how to use the fire alarm control panel.
- [vi] Show the resident the house, explain the key system and show the resident where the fuse boxes, gas valves and water taps are situated within the house.
- [vii] Advise new residents of emergency procedure for out of hours maintenance.
- [viii] Issue set of secure keys.
- [ix] Issue a set of bedding.



Rackfield House Information Sheet.

Rackfield House is a 20-bed hostel in the Twerton area of Bath. The hostel comprises of five attractive, stone-build terraced cottages, each with 4 individual bedrooms. Each house has a kitchen/diner, lounge, bathroom & toilet. Access to laundry facilities and the payphone are located near the office in house 5/6.

The hostel is owned and managed by Solon South West Housing Association who are a locally based housing association providing and managing good quality homes, working with people in greatest housing need. Solon is committed to urban regeneration and to working in partnership with resident, local authorities and other agencies to achieve this aim.

The accommodation is fully furnished and equipped throughout.

Address: Rackfield House
Rackfield Place
Lower Bristol Road
Twerton
Bath BA2 1HB

Tel./Fax. 01225 339742

If you are interested in the accommodation available at Rackfield House, please contact a member of staff for further details.

Staff are normally on the premises during the following hours:

Monday – Friday	8.30 am - 5.30 pm.
Thursday	8.30 am – 8.30 pm.
Saturdays	8.30 am - 12.30 pm.
Sundays	9.00 am - 12.00 pm.

Bank Holidays No staff on duty.

About the Service

You can be expected to be treated with respect and service users will in turn be expected to treat others in the same way. Assistance will be provided enabling you to make informed decisions about your immediate needs and what you hope to achieve in the future. We are committed to continuous improvement and following good practice. Staff encourage service users to take an active part in decision-making about their accommodation. This is achieved through 1 to 1

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discussions with staff and scheme meetings, which take place on a regular basis throughout the year. We also conduct annual satisfaction surveys and will ask you to complete an exit questionnaire just before you leave Rackfield.

Service users are encouraged to take part in local activities, which will enable them to live independently. There is a range of meaningful occupation activities and we have links with a local college.

Directions.

The hostel is situated on the Lower Bristol Road, on the river-side of the road next to Avalon Garages. We are approximately 2 miles out of the city centre.

The number 5 service runs regularly from the bus station in the city centre out into Twerton High Street. Those visiting the hostel will need to disembark at the first stop after the bus turns left under the railway arch into Twerton High Street and walk back to the main road. We are approximately 3 minutes walk from the bus stop.

Directions to Rackfield House

