

FRONTLINE STRATEGY GROUP

WORKING ARRANGEMENTS

Effective October 2006

Introduction

Following a multi-agency Frontline Strategy Group meeting (which has responsibility for co-ordinating Cardiff's frontline homelessness services) in December 2003, it was agreed that working arrangements should be implemented between all members of the Frontline Strategy Group.

The ultimate aims of the working arrangements would be:

- To improve working relationships between Frontline Providers
- To facilitate improved access to Frontline Provision for people sleeping rough
- To ensure that service users with differing problems have access to the most suitable type of accommodation.
- To prevent exclusions where possible.

CONTENTS

Project Descriptions	Page 4
City Centre Team & Frontline Providers	Page 9
Housing Advice Unit and Frontline Providers	Page 12
Outreach Services (City Centre Team Outreach, Breakfast Run, Bus Project), The Emergency Bed Co-ordinator, The Night Shelter & Frontline Providers	Page 18
Huggard Centre (EBU) & Tresillian House	Page 22
Huggard Centre (EBU) & Tŷ Gobaith	Page 24
Huggard Centre (EBU) & Sir Julian Hodge Centre	Page 26
Huggard Centre (EBU) & Cardiff YMCA	Page 28
Tresillian House & Tŷ Gobaith	Page 30
Tresillian House & Sir Julian Hodge Centre	Page 32
Tresillian House & Cardiff YMCA	Page 34
Sir Julian Hodge Centre & Tŷ Gobaith	Page 36
Sir Julian Hodge Centre & Cardiff YMCA	Page 38
Cardiff YMCA & Tŷ Gobaith	Page 40
Cardiff & Vale CMHTs and Frontline Providers	Page 42
Neighbourhood Policing Teams and Frontline Providers	Page 46

Project Descriptions

The City Centre Team

The team provides services to vulnerable people of any age who don't, can't or won't access mainstream services. The team sits within the Mental Health/Drug and Alcohol services department of the Adult Services Area of the Council. The issues dealt with are: substance misuse, homelessness, anti-social behaviour, crime and disorder, mental health, general health, education and training, and other related topics. Outreach workers provide services to clients on the streets. A case management team provides advice, signposting and on-going case management. The team works with both adults and children.

Housing Advice Unit

The Housing Advice Unit is the central access point for both single people and families to approach when seeking assistance due to housing need. As well as processing applications for assistance under the existing Homelessness legislation, the Unit also seeks to prevent homelessness where possible utilising a number of financial, procedural and supportive means. This newly developed Unit follows the merger of the Housing Help Centre and the previous Homelessness Service and is now based entirely at Marland House, Central Square, Cardiff.

In line with current legislation, the local authority may be required to provide temporary accommodation to homeless people whilst their application for permanent accommodation is considered. Much of this accommodation is provided by means of hostel spaces in Frontline provision.

Emergency Bed Co-ordinator

The Emergency Bed Co-ordinator role is integral to the Frontline Strategy in Cardiff and offers the opportunity of short-term, emergency overnight accommodation and appropriate referrals to frontline providers to encourage move-on and appropriate use of bed spaces. Employed by The Salvation Army and based in Tresillian House, the EBC conducts assessments with those that are street homeless or at risk of rough sleeping – many of whom the local authority will not have a statutory duty toward. Appropriate referrals for bed spaces are then made on a need basis and all Service Users that can not be found space with the EBC are referred to street outreach services such as The Bus Project for support and another opportunity for referral.

The Bus Project

The Bus Project is a multi-agency venture that provides services to rough sleepers in Cardiff. The service is designed to provide support to those people that sleep rough that may otherwise find it difficult to approach and access services. The Bus provides advice, health care, social care, refreshments, clothing and referrals to emergency accommodation.

The Breakfast Run

The Breakfast Run is a Wallich Clifford project that offers advice to, and maintains contact with rough sleepers and other vulnerable people in the centre of Cardiff. Advice and information is given to Service Users and referrals to appropriate services are made. The run takes place on a daily basis and is supported by the Cardiff County Council City Centre Team as well as a team of volunteers.

The Night Shelter

The Night Shelter provides emergency accommodation for people who would otherwise be in significant risk of sleeping rough. This service can only be effective if there is a constant referral route into other frontline hostels.

The Huggard Centre

Cardiff Action for the Single Homeless (C.A.S.H.) has an open access day centre – an emergency bed unit (EBU) with 20 single rooms and 11 shared supported accommodation spread around Cardiff. C.A.S.H aims to accommodate and prevent the rooflessness of individuals with challenging behaviour and/or high support needs and to work with service users to assist them in maintaining their accommodation.

For a person to be eligible for accommodation in The Huggard Centre EBU they must be single and homeless; there are however other factors taken into account:

- An emphasis will be placed on accommodating those with the highest support needs.
- There must be a willingness to engage in discussions with staff regarding future plans.
- The EBU seeks to include all people within the service user group.
- An offer of accommodation will only be withheld when the individual is on the exclusion list and, in exceptional circumstances, where it is felt that a service user may present too great a risk, whereby an offer of accommodation will be withheld pending further risk assessment.

Tresillian House

Tresillian House is a mixed direct access, 24 bed hostel providing accommodation and 24 hour advice and support to service users. Tresillian House aims to accommodate and prevent the rooflessness of individuals with challenging behaviour and/or high support needs and to work with those service users to assist them in maintaining their accommodation.

For a person to be eligible for accommodation at Tresillian House they must be single and homeless; there are however other factors taken into account:

- An emphasis will be placed on accommodating those with the highest support needs.
- There must be a willingness to engage in discussions with staff regarding future plans.
- The hostel seeks to include all people within the service user group.
- An offer of accommodation will only be withheld when the individual is on the exclusion list and, in exceptional circumstances, where it is felt that a service user may present too great a risk, whereby an offer of accommodation will be withheld pending further risk assessment.

Tŷ Gobaith

This is a Salvation Army centre, which has 54 hostel beds (38 of which are direct access), an additional 12 resettlement flats and a floating support service. The centre operates a policy of active engagement with service users. This means that service users are expected to be at a stage in their life where they have the motivation to work towards independence and resettlement.

The centre will accept referrals for and from people with substance misuse problems. However, residents must be at a stage where they are ready to accept help i.e. motivated to change.

Tŷ Gobaith cannot accept referrals for people that have:

- Who are not actively seeking to address support needs
- History of serious offences against minors.

Tŷ Gobaith has a policy of not allowing drugs or alcohol to be used on its premises. It is important therefore that referrals made by other agencies are realistic and do not set people up to fail.

The Sir Julian Hodge Centre

The Sir Julian Hodge Centre is a mixed 25 bed direct access hostel with resettlement aims providing 24 hour advice and support to its service users. The Sir Julian Hodge Centre aims to accommodate and prevent the rooflessness of individuals with a variety of support needs and assist them in maintaining their accommodation. The centre encourages a policy of positive and active engagement with service users. This means that service users are expected to be at a stage in their life where they have the motivation to work towards independence and resettlement.

For a person to be eligible for accommodation at the Sir Julian Hodge Centre they must be single and homeless; there are however other factors taken into account:

- An emphasis will be placed on accommodating those with the highest priority of need.
- There must be a willingness to engage in with staff regarding their personal development plan and resettlement plan.
- The hostel seeks to include all people within the service user group.
- An offer of accommodation will only be withheld when the individual is on the review list and, in exceptional circumstances, where it is felt that a service user may present too great a risk, whereby an offer of accommodation will be withheld pending further risk assessment.

Cardiff YMCA H.A.

Cardiff YMCA offers a range of accommodation to homeless people. The 3 projects listed here are open to referrals from outside agencies. Each project is managed by a 24 hour Housing Team whilst each resident has a named support worker to ensure that the resident is empowered to work towards their housing and life goals. Residents who fail to demonstrate a willingness to engage with the support process may put their accommodation at risk.

The Walk

This is a mixed 75 bedroom single person hostel providing 24 hour staff cover and meals provided. Referral may be made through agencies or by self-referral and accommodation will be offered to applicants meeting the criteria with priority being given to those in most need at application. To access hostel accommodation the applicant must be homeless or at imminent risk of homelessness and priority is given to those with the highest support needs.

Work Incentive Scheme.

Within the hostel there is a 13 bed floor designated for residents who are working or in education or training. There are special arrangements and incentives for this scheme. Referrals to this scheme are from within the hostel or can be considered from other temporary accommodation agencies.

ASH project

This is a property adjacent to The Walk, comprising 5 re-settlement units of shared self-contained accommodation. Each resident has a named support / re-settlement worker to focus on issues relating to life skills, independence and re-settlement. Referrals to this project are from within the main hostel, although consideration would be given to outside referrals.

No 8

This is a property comprising 7 self contained flatlets with visiting support for people with longer term support needs. Referrals to this project are from within the YMCA or through outside agencies.

Community Mental Health Teams

The service is primarily focussed to support adults of working age with the full range of mental health problems.

There are 3 distinct functions that the CMHT aims to achieve:

- I. Giving advice on the management of mental health problems by other professionals - in particular advice to primary care and a triage function enabling appropriate referral.
- II. Providing treatment and care for those with time-limited disorders who can benefit from specialist interventions, and co-ordinating the provision of care and support from other providers as appropriate.
- III. Providing treatment and care for those with more complex and enduring needs, and co-ordinating the provision of care and support from other providers as appropriate.

South Wales Police (Neighbourhood Policing Teams)

The vision for Neighbourhood Policing is to work in partnership with others to achieve neighbourhoods that feel secure and where people feel confident that the police understand and are dealing with the issues that matter to them and communities can influence decisions and, where appropriate, participate in addressing the issues.

Neighbourhood Policing Principles:

- I. An organisational strategy that allows the police, its partners and the public to work closely together to solve the problems of crime and disorder, improve neighbourhood conditions and feelings of security.
- II. Managed within mainstream policing activity, integrated with other policing services.
- III. Requires evidence based deployment of neighbourhood teams against identified need.
- IV. Establishes dedicated identifiable, accessible and responsive neighbourhood policing teams which provide all citizens with a named point of access.
- V. Reflects local conditions and is flexible and adaptive.
- VI. Allows the Police Service to work directly with local people to identify problems that are most important to them, thereby giving people direct influence over local policing priorities.
- VII. Establishes a regime for engaging other agencies and the public in problem solving mechanisms.
- VIII. Requires an effective engagement, communication and feedback strategy, and a clear explanation of where accountability lies.
- IX. Should be subject to rigorous performance management including clear performance monitoring against a local plan and commitments made to neighbourhoods.

Working Arrangement

Between

Cardiff County Council,
City Centre Team
(Adult Services)

&

Frontline Providers

Working Arrangement between Cardiff Council, City Centre Team (Adult Services) and Frontline Providers

City Centre Team

1. The City Centre Team will seek to access hostel accommodation for service users, as required, through:
 - a) Its role as a sign-posting service in general contact with service users.
 - b) Contacting hostels to negotiate prioritising referrals where service users present as having high support needs.
 - c) Contacting hostels to negotiate prioritising referrals where service users present as having high support needs and they have assessed, through Unified Assessment, that a Community Care Package is required to help them stay at the hostel.

In all cases, this will be done as an emergency measure, where immediate access to suitable long-term accommodation has not been possible.

Additionally, the aim will be to make suitable referrals in accordance with project description of the Frontline Provider.

2. For cases where they have been working with individual service users over a period of time, the City Centre Team will aim to identify and begin the process of referral to suitable accommodation and a seamless transition into the community (this may involve accessing other sections of Adult Services).
3. Where an individual has been identified, through Unified Assessment, as having care needs or the likelihood of future care needs, the City Centre Team will ensure that procedures are implemented to ensure Adult Services remain involved in the case.
4. The City Centre Team will ensure that, where identified through the Unified Assessment, an appropriate care package is set up by Adult Services for referrals into Frontline Providers and existing service users in Frontline Provision.

Frontline Providers

1. Frontline Providers will request a Unified Assessment for any service users where it appears that there may be a risk to their independence. The City Centre Team will respond in accordance with the Community Care Act.
2. Frontline Providers will accommodate service users in accordance with SPRG guidelines and their licence agreement. Any decision to serve an NTQ or evict with immediate effect must be relayed to the City Centre Team at the earliest possible opportunity.

Joint Working (where ongoing City Centre Team/Adult Services support has been agreed).

1. In accordance with information sharing protocols, the City Centre Team will provide the Frontline Provider with a copy of the Unified Assessment and Care Plan.
2. In accordance with information sharing protocols, the Frontline Provider will provide the City Centre Team with access to the Resident File at the hostel.
3. Case management responsibility of the care plan will remain with the City Centre Team, however the setting up, monitoring and review of the plan will be carried out collaboratively and should always have the agreement of all parties concerned.
4. The Frontline Provider and City Centre Team jointly must explore all resettlement options with a view to finding suitable alternative accommodation within a reasonable time limit (reviewed every 3 months).
5. The Frontline Provider and City Centre Team must meet fortnightly to discuss and record service users' compliance with housing related support / care packages and resettlement options. (Additional meetings can be arranged as required).
6. As apart of these meetings the Keyworker at the hostel and City Centre Team Social Worker must agree the responsibility for specific tasks in accordance with the differentiation between housing related support and community care related responsibilities.
7. If, after a comprehensive review of the case, resettlement options are not apparent due to lack of provision, the City Centre Team must report this to Adult Services BMF and the Frontline Provider must take the case to the Access Panel. Through these forums, it is expected that information should be collated and presented to appropriate strategies.
8. Any disagreement that cannot be resolved between the Keyworker at the hostel and City Centre Team Social Worker must, at the earliest stage, be referred to the relevant Managers. If the disagreement cannot be resolved at this level it must be referred to Operational Manager/Senior Manager level.

Throughout the process confidentiality will be maintained and the service user's interest will be the priority.

Working Arrangement

Between

Cardiff County Council
Housing Advice Unit

&

Frontline Providers

Working Arrangement between Cardiff County Council Housing Advice Unit and Frontline Providers

The Working Arrangement is intended to assist the Authority with its statutory duties in relation to the provision of temporary accommodation and with meeting the agreed aims of the Frontline Providers, set out in the Homelessness Strategy.

Accommodation

The agreement relates to all nominated temporary accommodation bed spaces within Frontline Provision.

Placement Process

1. Placement into nominated bed spaces can only be made by, or in agreement with the Housing Advice Unit.
2. All nominated service users must have indicated the presence of support needs, as per the requirements for SPRG funded hostel accommodation.
3. The aim should be to make appropriate placements based on the project description of each of the Frontline Providers.
4. The Housing Advice Unit will provide the Accommodating Hostel with:
 - a. Copies of the completed sections of the Homeless Enquiry & Housing Application Form and the Support Services Referral Form for each nomination.
 - b. A completed Risk Proforma for each nomination and, where they have access, forward any Risk Assessment / Risk Information from other agencies (e.g. Probation, Social Services, Police and Accommodation Providers etc.)
 - c. The name of the appointed Case Officer.
5. The Housing Advice Unit will advise all service users, by standard letter, that this will be the service user's only offer of temporary accommodation and that there will be no further offers of temporary accommodation if they are evicted from the hostel placement. Furthermore, an eviction could have an adverse effect on their Homelessness/Housing Application.

Vacancies

1. The Housing Advice Unit will contact each hostel every morning to compile a daily list of vacancies. The list will then be made available to the Housing Advice Unit.
2. Where a referral is agreed, the Housing Advice Unit will advise the Hostel of an approximate time of arrival. If the service user does not arrive the Hostel will inform the Housing Advice Unit, so a decision can be made of whether to use the vacancy for another person.
3. Vacancies at the hostels will be held until 4.30 p.m. the day after the Housing Advice Unit have been advised of its availability. After this time the hostels can allocate the vacancy themselves as a non-nominated bed space and offer the next hostel vacancy as a nominated bed space. (In exceptional circumstances, the Housing Advice Unit may request an extension).

Hostels

1. Hostels may only refuse a placement under the following conditions:
 - a. Where the Housing Advice Unit has failed to adhere to the Placement Process set out above.
 - b. Where the Service User is currently on the Hostel's Banned List and/or a risk is assessed as being too great for the Hostel to accommodate at that time. In both cases, the Housing Advice Unit will be informed of such a decision and the reason/s why it was reached. (In some cases there may be grounds for the Hostel to undertake an immediate review of the ban that, if successful, would allow such a referral to be agreed. If this is not possible the Hostel should instigate the normal procedure for reviewing bans). N.B. The Housing Advice Unit will monitor the number of service users refused accommodation by each hostel. Where there are concerns regarding the number of refusals it may be necessary to discuss this further and/or to review the Working Arrangement/Nomination Agreement.
2. The accommodating hostel will:
 - a. Accommodate the service users under the Licence Agreement used at the hostel and the conditions of the Homelessness Application.
 - b. Be responsible for ensuring that an e-Roof record is created/updated for each service user.
 - c. Be responsible for ensuring that an application for housing benefit is completed and sent off for each Service User.
 - d. Ensure that each Service User is booked in and given a full induction into the project.
 - e. Ensure that a Support Worker is allocated to each Service User the information passed to the designated Housing Advice Unit Case Officer.
 - f. Complete the Multiple Needs and Support Management Pack with all referrals; to assess housing and support needs, within 30 days from the commencement of their stay.
 - g. Where necessary, complete the Supplementary Rehousing Application (Section G of the Homeless Enquiry & Housing Application Form) and return it to; Cardiff County Council, Housing, Advice and Benefits, Rehousing Unit, Willcox House, Dunleavy Drive, Cardiff, CF11 0BA.
 - h. Each hostel will be expected to carry out satisfaction surveys of the accommodation in accordance with their procedures.

Communication

The designated Housing Advice Unit Case Officer and Hostel Support Worker will be expected to communicate to one another all appropriate information and developments relating to the individual service user.

Move-on

The Hostel will be informed when the Authority assesses a statutory duty to an applicant and an offer of permanent accommodation is being made. The Hostel will be responsible for co-ordinating the service user's move into the accommodation and ensuring an appropriate support package is in place, where required.

The Hostel will be informed when the Authority assesses that there is no statutory duty to an applicant. The Authority will then issue a 28-day NTQ to the service user to vacate their current temporary accommodation space. The Hostel will then be responsible for working with the service user to assist them to access other suitable move-on accommodation. Where appropriate the Hostel may assess that the service user should be allowed to remain at the Hostel to allow more time to arrange move-on accommodation. In this case, the room must be re-assigned, as a non-nomination bed space. The next vacancy at the Hostel must then be designated as a nominated bed space.

If a statutory duty is agreed by the Authority but the outcome of the assessment at the Hostel is that a service user is not ready to live independently, with or without support, the Hostel will, in agreement with the service user, relay this information to the Housing Advice Unit within 30 days from the commencement of their stay. The Hostel will then be responsible for co-ordinating appropriate resettlement into suitable supported accommodation. However, the Authority will keep the statutory duty live whilst this process is undertaken and will only discharge duty when the service user is re-housed.

If the Authority agrees a statutory duty but the applicant is excluded from the General Housing Register, the Housing Advice Unit and Hostel must agree the resultant arrangements to re-house.

The Authority's Housing and Safety Unit will discuss any risk issues, relating to the re-housing of an applicant, with the accommodating hostel as required. If a Service user is issued a Notice to Quit at the Hostel or evicted with immediate effect, the Hostel must ensure that the Housing Advice Unit is immediately notified and ensure that the agreed standard letter is issued to the individual.

Agreement on the Referral of Frontline Hostel Residents for a Homelessness Assessment

Principles

This agreement is intended to introduce a working arrangement which will act as guidance for Hostel providers in Cardiff when considering a referral to Cardiff Council for a homelessness assessment.

It is not an agreement which infringes an individual's right to make an independent homelessness application in accordance with their statutory rights. It is recognised that any resident will be able to seek a homelessness assessment independent of this agreement.

The basic principle of this agreement is that Support Workers within the Frontline hostels should advise residents of all the possible re-housing options available to them and not to just promote Council housing through the homelessness route.

It is anticipated that Hostels will support the Council's homelessness preventative agenda and assist with resettling individuals via other means where possible and in working cooperatively with the Council to develop those alternative options.

This agreement excludes domestic abuse refuges, the Wallich Clifford Night Shelter and other Bad Weather / emergency bed provision.

Making an Appropriate Referral

The following are considered the most appropriate referral triggers:

1. For residents found to be fleeing violence, this will automatically trigger an appropriate referral.
2. For those resident's that have learned they are pregnant, again this will trigger an automatic referral.
3. Through being placed in shared housing, this is found to be exacerbating the resident's support needs and that finding suitable alternative temporary accommodation is necessary.
4. When a Notice to Quit has been served to a resident by Hostel Management
5. When it is clear to Hostel Management that after a full needs assessment the resident
 - a) Does not realistically have the option of private rented accommodation due to specific vulnerability;
 - b) Does not realistically have other suitable referral options, including the Resettlement Strategy.

Method of Referral

This introduces the process of an 'active referral'. Such an active referral will enable a Hostel provider to present the homeless applicant for assessment. Initially, this will be by assisting a resident with a proforma.

A trial scheme will be introduced which will allow a Hostel provider to undertake to complete the Council's Homelessness Assessment form, thereby 'taking' a homelessness assessment on behalf of the Council. This will benefit the resident as the Hostel provider will have all the necessary and relevant details to include in the form thereby reducing any delay. The Assessment is then forwarded to the Council for a decision regarding the resident's application for assistance under the legislation in force.

Monitoring

The referral process will be monitored by the Council to assess its operation and will report back to the Frontline providers informally at the monthly Frontline Strategy Group meetings and formally every six months with all relevant statistics and feedback.

Training

Training on the relevant homelessness legislation and Cardiff Council's internal operational processes will be provided to Hostel workers.

Resettlement Strategy

Hostel providers will be able to refer residents to the Council's Resettlement Strategy using the appropriate referral mechanisms. The Resettlement Strategy has been expanded to incorporate a general pool of additional social housing units from both the Council and RSL's, in addition to the provision set aside for the more vulnerable service users requiring timely or specialist consideration.

Acceptance of cases into the pool of social housing may not only be dependent upon the individual's circumstances, but on how accepting move-on from this scheme will assist the Council in meeting its statutory duties to homeless persons and other vulnerable groups. This does not exclude Hostel providers from applying to Housing Associations and the Council directly.

All supported accommodation projects will continue to be encouraged to utilise the private rented sector where this is suitable for the service user and, where necessary, floating support can be provided.

Working Arrangement

Between

Outreach Services
(The City Centre Team)
(The Breakfast Run)
(The Bus Project)

The Emergency Bed
Co-ordinator

The Night Shelter

&

Frontline Providers

Working Agreement between Outreach Services (City Centre Team, Bus Project, Breakfast Run), The Emergency Bed Co-ordinator, The Night Shelter and Frontline Providers

General Principles

1. The Emergency Bed Co-ordinator has responsibility for allocating Emergency Overnight Provision at Tresillian House and Tŷ Gobaith when all Night Shelter spaces have been allocated.
2. Outreach Services have 2 spaces allocated for the Emergency Overnight Provision on a daily basis, except weekends where Friday referrals can stay until the next working day.
3. If spaces are not allocated by Outreach Services by **10pm**, it becomes the responsibility of Tresillian House to allocate the spaces.
4. The Emergency Bed Co-ordinator has responsibility to make referrals to the Night Shelter.
5. The Emergency Bed Co-ordinator has responsibility for co-ordinating the emergency bed space at both the YMCA (The Walk) and the Wallich Clifford Hostel (Broadway).
6. If these spaces are not used by the EBC they may be allocated to the Bus Project/Outreach services.
7. If not used it becomes the responsibility of the individual hostels to fill the bed for the night, but to inform the EBC the next working day.

Referral Procedure for Weekends / Bank holidays

1. If Outreach Services need to access emergency provision during these times contact Tresillian House and ask to speak to the 'duty Emergency Bed Co-ordinator'.
2. The duty EBC will co-ordinate services between the Night Shelter and Outreach Services.
3. The duty EBC will then record the information to pass onto the EBC on their return to work.

General Principles for Referrals to Frontline providers

It is recognised that many service users who access Outreach facilities are also in contact with the Emergency Bed Co-ordinator. To avoid replication and to provide a co-ordinated service, the following procedure should apply: -

1. If the service user has been accessing the emergency overnight facility at Tresillian House (including referrals from the Bus) it will be the responsibility of the EBC to make referrals to appropriate agencies, this could involve the City Centre Team under Community Care legislation
2. If the City Centre Team have been involved with a service user who is currently excluded from Tresillian House or has a valid reason for refusing to attend the service, it will be the CCT who has responsibility for negotiating and making appropriate referrals
3. If the service user is attending daily appointments with the EBC but is unable to access emergency overnight provision due to lack of space or because they have been excluded from emergency overnight provision, it will be the responsibility of the EBC to make referrals to Frontline providers.
4. In all circumstances e-Roof should be updated daily to ensure that information is being communicated effectively.
5. If a service user has care needs or where it is deemed that an assessment should be made, the City Centre Team will be kept informed at all times.

General Principles for Referrals to The Night Shelter

1. The City Centre Team, The Breakfast Run and The Bus Project to nominate into all vacancies in the Night Shelter via the Emergency Bed Co-ordinator.
2. The Emergency Bed Co-ordinator will also nominate service users presenting directly to them. Or In his/ her absence, Tresillian House staff will act on their behalf.

Referral procedure for The Breakfast Run into The Night Shelter

1. The Breakfast Run to contact Tresillian/EBC to agree appointment for all relevant referrals to EOS by 8.30am.
2. EBC to interview and assess referred service users and contact Night Shelter. If no space, EBC will then allocate Emergency Overnight Stay (EOS) based on assessed levels of need.
3. The Breakfast Run to complete relevant documentation and record names of Service Users who have presented and their apparent lead needs. This info should then be faxed to the EBC.

Referral for The Bus Project into The Night Shelter

1. The EBC will inform The Bus Project of any Night Shelter vacancies at the start of the evening
2. The Bus Project will then contact Tresillian House to find out if an assessment form has been completed
3. If completed then Tresillian House will contact The Night Shelter and fax form to them, then inform The Bus Project of outcome
4. If no, The Bus Project Staff will complete relevant documentation and contact The Night Shelter to give a verbal assessment of need and inform Tresillian staff of outcome.
5. The Night Shelter staff to ring Tresillian to book appointment for service user with EBC the following day where a full assessment can be undertaken

Referral Procedure from Night Shelter into Frontline Hostels

1. The Night Shelter is to take contact details of all Service Users before they leave. Where a Service User has no contact details, The Night Shelter is to inform the Service Users to call at Tresillian House to arrange an appointment and check for vacancies. Where Service Users can be contacted, it is the responsibility of the EBC to contact and inform them of availability.
2. EBC (or Tresillian staff) to contact The Night Shelter with list of people who have presented to enquire about vacancies and that have been successful in being offered a vacancy.

This working arrangement will rely on being proactive in moving Service Users on to more permanent and suitable accommodation. A proposed outline of this would be:

- Night Shelter to have priority access to available beds in all other hostels via the Emergency Bed Co-ordinator.
- All Night Shelter residents to be admitted on a 3 night agreement which can be reviewed
- Residents who are not co-operating with the move-on process and are not attending at Tresillian House on a regular basis will *not* have their 3 nights extended at the point of review
- In exceptional circumstances, consideration will be given where a Service User may be unable to access Tresillian House. In such instances The EBC would be able to meet with the Service User on an alternative site that is more suitable to the Service Users' needs.
- If a service user's stay at the Night Shelter exceeds 1 month a referral must be made to next Access Panel.
- Move-on from the Night Shelter into Frontline hostels will be on a vacancy led basis. If, following admission, it is assessed as an inappropriate placement, the accommodating hostel should further utilise the Working Arrangements to facilitate a more appropriate placement

Working Arrangement

Between

The Huggard Centre

&

Tresillian House

Working Arrangement between The Huggard Centre and Tresillian House

1. Referrals to be made, in agreement with a resident, where:
 - a) It has been assessed as an appropriate step in the individual's resettlement plan.
 - b) They are in breach of their licence agreement and are risking eviction as a result.
 - c) It has been assessed that that they are likely to lose their accommodation, as a result of continuous problematic behaviour for staff. This should be used as a temporary measure, with the person moving back in after a reasonable length of time, to avoid having to use the eviction process.
2. In all cases, a current support needs assessment and risk assessment must be supplied.
3. All referrals should be checked with the Manager for suitability before being submitted.

PLEASE NOTE THAT A REFERRAL BETWEEN HOSTELS UNDER THESE WORKING ARRANGEMENTS FOR ANY PERSON OCCUPYING A CARDIFF COUNTY COUNCIL TEMPORARY ACCOMMODATION BED SPACE CAN ONLY PROGRESS BY JOINT AGREEMENT BETWEEN THE ACCOMMODATING HOSTEL AND THE HOUSING ADVICE UNIT.

Working Arrangement

Between

The Huggard Centre

&

Tŷ Gobaith Hostel

The Arrangement

Referral procedure from the Huggard Centre to Tŷ Gobaith

1. Tŷ Gobaith is now to be considered a realistic and positive resettlement option for people living in the Emergency Bed Unit of the Huggard Centre.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
4. The worker must be satisfied that the service user does not have rent arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
5. In essence, Tŷ Gobaith is designed to work with individuals that have less chaotic needs and thus expects referrals to acknowledge this.
6. A comprehensive support needs assessment and a risk assessment must accompany referrals.
7. The Huggard Centre Senior Project Workers will screen all referrals to Tŷ Gobaith for appropriateness.
8. The Huggard Centre must ensure that all service users referred to Tŷ Gobaith could be referred back to The Huggard Centre if the placement turns out to be unsuitable, subject to a further risk assessment, and a suitable vacancy exists.

Referral procedure from Tŷ Gobaith to the Huggard Centre

1. Referrals from Tŷ Gobaith to The Huggard Centre are to be used as a preventative measure against rooflessness.
2. Tŷ Gobaith will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
3. Tŷ Gobaith will refer service users who are not actively seeking to address problems (including substance misuse), where this is exacerbating behavioural issues that are likely to lead to the loss of accommodation at the hostel.
4. Tŷ Gobaith will provide The Huggard Centre with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to Tŷ Gobaith when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the Tŷ Gobaith Exclusion Policy and The Huggard Centre worker being satisfied that they meet the necessary criteria as laid out in this document.

PLEASE NOTE THAT A REFERRAL BETWEEN HOSTELS UNDER THESE WORKING ARRANGEMENTS FOR ANY PERSON OCCUPYING A CARDIFF COUNTY COUNCIL TEMPORARY ACCOMMODATION BED SPACE CAN ONLY PROGRESS BY JOINT AGREEMENT BETWEEN THE ACCOMMODATING HOSTEL AND THE HOUSING ADVICE UNIT.

Working Arrangement

Between

The Huggard Centre

&

Sir Julian Hodge Centre

The Arrangement

Referral procedure from the Huggard Centre to Sir Julian Hodge Centre

1. Sir Julian Hodge Centre is now to be considered a realistic and positive resettlement option for people living in the Emergency Bed Unit of the Huggard Centre.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
4. The worker must be satisfied that the service user does not have rent arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
5. In essence, Sir Julian Hodge Centre is designed to work with individuals that have less chaotic needs and thus expects referrals to acknowledge this.
6. A comprehensive support needs assessment and a risk assessment must accompany referrals.
7. The Huggard Centre Senior Project Workers will screen all referrals to Sir Julian Hodge Centre for appropriateness.
8. The Huggard Centre must ensure that all service users referred to Sir Julian Hodge Centre could be referred back to The Huggard Centre if the placement turns out to be unsuitable, subject to a further risk assessment, and a suitable vacancy exists.

Referral procedure from the Sir Julian Hodge Centre to the Huggard Centre

1. Referrals from Sir Julian Hodge Centre to The Huggard Centre are to be used as a preventative measure against rooflessness.
2. Sir Julian Hodge Centre will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
3. Sir Julian Hodge Centre will refer service users who are not actively seeking to address problems (including substance misuse), where this is exacerbating behavioural issues that are likely to lead to the loss of accommodation at the hostel.
4. Sir Julian Hodge Centre will provide The Huggard Centre with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to Sir Julian Hodge Centre when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the Sir Julian Hodge Centre Exclusion Policy and The Huggard Centre worker being satisfied that they meet the necessary criteria as laid out in this document.

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Working Arrangement

Between

The Huggard Centre

&

Cardiff YMCA

The Arrangement

Referral procedure from the Huggard Centre to Cardiff YMCA

1. YMCA is now to be considered a realistic and positive resettlement option for people living in the Emergency Bed Unit of the Huggard Centre.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
4. The worker must be satisfied that the service user does not have rent arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
5. In essence, YMCA is designed to work with individuals that have less chaotic needs and thus expects referrals to acknowledge this.
6. A comprehensive support needs assessment and a risk assessment must accompany referrals.
7. The Huggard Centre Senior Project Workers will screen all referrals to YMCA for appropriateness.
8. The Huggard Centre must ensure that all service users referred to YMCA could be referred back to The Huggard Centre if the placement turns out to be unsuitable, subject to a further risk assessment, and a suitable vacancy exists.

Referral procedure from Cardiff YMCA to the Huggard Centre

1. Referrals from YMCA to The Huggard Centre are to be used as a preventative measure against rooflessness.
2. YMCA will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
3. YMCA will refer service users who are not actively seeking to address problems (including substance misuse), where this is exacerbating behavioural issues that are likely to lead to the loss of accommodation at the hostel.
4. YMCA will provide The Huggard Centre with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to YMCA when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the YMCA Exclusion Policy and The Huggard Centre worker being satisfied that they meet the necessary criteria as laid out in this document.

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Working Arrangement

Between

Tresillian House

&

Tŷ Gobaith

The Arrangement

Referral procedure from Tresillian House to Tŷ Gobaith

1. Tŷ Gobaith is now to be considered a realistic and positive resettlement option for people living at Tresillian House.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
4. The worker must be satisfied that the service user does not have rent or personal charge arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
5. In essence, Tŷ Gobaith is designed to work with individuals that have less chaotic needs and thus expects referrals to acknowledge this.
6. A comprehensive support needs assessment and a risk assessment must accompany referrals.
7. Tresillian House Hostel Services Manager will screen all referrals to Tŷ Gobaith for appropriateness.
8. Tresillian House must ensure that all service users referred to Tŷ Gobaith could be referred back to Tresillian House if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure from Tŷ Gobaith to Tresillian House

1. Referrals from Tŷ Gobaith to Tresillian House are to be used as a preventative measure against rooflessness.
2. Tŷ Gobaith will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
3. Tŷ Gobaith will refer service users who are not actively seeking to address problems (including substance misuse), where this is exacerbating behavioural issues that are likely to lead to the loss of accommodation at the hostel.
4. Tŷ Gobaith will provide Tresillian House with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to Tŷ Gobaith when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the Tŷ Gobaith Exclusion Policy and the Tresillian House worker being satisfied that they meet the necessary criteria as laid out in this document.

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Working Arrangement

Between

Tresillian House

&

Sir Julian Hodge Centre

The Arrangement

Referral procedure from Tresillian House to Sir Julian Hodge Centre

1. Sir Julian Hodge Centre is now to be considered a realistic and positive resettlement option for people living at Tresillian House.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
4. The worker must be satisfied that the service user does not have rent or personal charge arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
5. In essence, Sir Julian Hodge Centre is designed to work with individuals that have less chaotic needs and thus expects referrals to acknowledge this.
6. A comprehensive support needs assessment and a risk assessment must accompany referrals.
7. Tresillian House Hostel Services Manager will screen all referrals to Sir Julian Hodge Centre for appropriateness.
8. Tresillian House must ensure that all service users referred to Sir Julian Hodge Centre could be referred back to Tresillian House if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure from Sir Julian Hodge Centre to Tresillian House

1. Referrals from Sir Julian Hodge Centre to Tresillian House are to be used as a preventative measure against rooflessness.
2. Sir Julian Hodge Centre will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
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4. Sir Julian Hodge Centre will provide Tresillian House with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to Sir Julian Hodge Centre when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the Sir Julian Hodge Centre Exclusion Policy and the Tresillian House worker being satisfied that they meet the necessary criteria as laid out in this document.

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Working Arrangement

Between

Tresillian House

&

Cardiff YMCA

The Arrangement

Referral procedure from Tresillian House to Cardiff YMCA

1. YMCA is now to be considered a realistic and positive resettlement option for people living at Tresillian House.
2. Referrals should only be made if the referring worker is satisfied that the service user is actively seeking to address all support needs (e.g. substance misuse problems).
3. The worker must be satisfied that the service user has immediate potential to work towards more independent living.
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7. Tresillian House Hostel Services Manager will screen all referrals to YMCA for appropriateness.
8. Tresillian House must ensure that all service users referred to YMCA could be referred back to Tresillian House if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure from Cardiff YMCA to Tresillian House

1. Referrals from YMCA to Tresillian House are to be used as a preventative measure against rooflessness.
2. YMCA will refer service users who are displaying chaotic behaviour that is likely to lead to the loss of accommodation at the hostel.
3. YMCA will refer service users who are not actively seeking to address problems (including substance misuse), where this is exacerbating behavioural issues that are likely to lead to the loss of accommodation at the hostel.
4. YMCA will provide Tresillian House with an up to date and comprehensive needs assessment and risk assessment.
5. This procedure should not exclude the service user from being referred back to YMCA when they have demonstrated that they are now addressing the problems that originally led to the loss of accommodation there. This will be subject to the YMCA Exclusion Policy and the Tresillian House worker being satisfied that they meet the necessary criteria as laid out in this document.

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Working Arrangement

Between

**The Sir Julian Hodge
Centre**

&

Tŷ Gobaith

The Arrangement

Referral Procedure between Tŷ Gobaith and the Sir Julian Hodge Centre (Positive Resettlement Plan)

1. Both Centres can be considered as options within an individual's resettlement plan.
2. The worker must be satisfied that the service user has immediate potential to work towards more independent living (life skill development) and resettlement.
3. The worker must be satisfied that the service user does not have rent or personal charge arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
4. A comprehensive support needs assessment and a risk assessment must accompany referrals.
5. The management of both projects will screen all referrals for appropriateness.
6. Both projects must ensure that all service users referred can be referred back if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure between Tŷ Gobaith and the Sir Julian Hodge Centre

1. Referrals between Centres can be used as a preventative measure against rooflessness.
2. Both projects will refer service users who are assessed to be more suitable to the other project.
3. Each project will provide with an up to date and comprehensive needs assessment and risk assessment.
4. Both projects must ensure that all service users referred can be referred back if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

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Working Arrangement

Between

Sir Julian Hodge centre

and

The YMCA

The Arrangement

Referral Procedure between YMCA and the Sir Julian Hodge Centre (Positive Resettlement Plan)

1. Both Centres can be considered as options within an individual's resettlement plan.
2. The worker must be satisfied that the service user has immediate potential to work towards more independent living (life skill development) and resettlement.
3. The worker must be satisfied that the service user does not have rent or personal charge arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
4. A comprehensive support needs assessment and a risk assessment must accompany referrals.
5. The management of both projects will screen all referrals for appropriateness.
6. Both projects must ensure that all service users referred can be referred back if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure between YMCA and the Sir Julian Hodge Centre

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2. Both projects will refer service users who are assessed to be more suitable to the other project.
3. Each project will provide with an up to date and comprehensive needs assessment and risk assessment.
4. Both projects must ensure that all service users referred can be referred back if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

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Working Arrangement

Between

Cardiff YMCA

and

Tŷ Gobaith

The Arrangement

Referral Procedure between YMCA and Tŷ Gobaith (Positive Resettlement Plan)

1. Both Centres can be considered as options within an individual's resettlement plan.
2. The worker must be satisfied that the service user has immediate potential to work towards more independent living (life skill development) and resettlement.
3. The worker must be satisfied that the service user does not have rent or personal charge arrears/or be satisfied that the person is making a genuine attempt to repay outstanding arrears.
4. A comprehensive support needs assessment and a risk assessment must accompany referrals.
5. The management of both projects will screen all referrals for appropriateness.
6. Both projects must ensure that all service users referred can be referred back if the placement turns out to be unsuitable, subject to a further risk assessment. A vacancy will be prioritised for the service user if accepted.

Referral Procedure between YMCA and the Tŷ Gobaith

1. Referrals between Centres can be used as a preventative measure against rooflessness.
2. Both projects will refer service users who are assessed to be more suitable to the other project.
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Working Arrangement

between

**Cardiff Homelessness
Frontline Providers**

&

**Cardiff & Vale Mental
Health Services**

Working Arrangement between Cardiff Homelessness Frontline Providers and Cardiff & Vale Mental Health Services

Discussions have been taking place between Cardiff and the Vale Local Health Trust and Cardiff Frontline Homelessness Strategy Group regarding the Service gaps in mental health services for homeless service users.

It is recognised in several research papers that homeless people are less likely to access emergency statutory services including mental health services in comparison to the general public. This is addressed in most UK major cities in the form of specialist services for homeless people and the staff who work with them. However, these specialist services are currently not in place in Cardiff.

It is for these reasons that it is necessary to put in place an interim agreement to ensure the ultimate safeguard of homeless people with mental health problems.

This arrangement is an interim measure to facilitate easier referrals between Frontline Services and CMHTs.

It is recognised that in the main referrals to these services should be made via the primary care route. Cardiff Frontline Homelessness Services will always endeavour to use this route first. However, it is recognised that this will not always be possible for a number of reasons that include the reluctance or inability of some service users to successfully navigate this path.

Following a failure to use the primary care route, when should a referral be made?

1. When a Frontline service user is acting out unusual and worrying behaviour where it is felt the behaviour is primarily due to mental health issues.
2. When a Frontline service user is assessed to be a growing risk to self and others where it is felt the risk is linked primarily to a mental health issue.
3. When a Frontline service user has already been accepted by a CMHT but has not turned up to appointments and therefore taken off the list. It is felt that not turning up to appointments shouldn't be construed as the service user not needing the service. Where necessary the CMHT will accept and prioritise a 're-referral' (avoiding the need of going back to the beginning of the engagement process).
4. Where a Frontline service user has a history of hospitalisation for mental health problems and there is concern that those difficulties are becoming acute again.

Who should make the referral?

It makes professional sense that the person who knows more about the service user should be the referrer. In most cases this should be the key worker. The referral should be made by confidential fax, preceded by a phone call to the relevant CMHT and countersigned by the Duty Manager in each agency.

The relevant CMHT will contact within three working days to outline their proposed response.

NOTE:

Should the project staff feel that an individual is displaying acute symptoms of psychosis that may require detainment under the Mental Health Act they should liaise between the GP and the CMHT to request their attendance for an emergency assessment.

Staff will also need to decide whether further support is required. If, during this period, the individual is exhibiting behaviour that is causing severe concern that a criminal act may be committed then staff should contact the Police. If the behaviour is such that an emergency call should be made then staff should do so immediately. If staff assess that the situation is currently contained but that there remains a very serious worry that it could escalate further and presents a high risk of a significant breach of the law then they should contact the Neighbourhood Policing Team to request their presence whilst the assessment is being arranged. The Neighbourhood Team should remain on site to monitor and will then be in a position to intervene should an arrestable offence occur.

Good Quality Advice

The provision of good quality advice for non-specialist staff working at the hostels may often avoid the need for further intervention. This advice should be provided by CMHTs as a preventative measure using their specialist knowledge and case history information (where available). It should be provided with an emphasis on reaching a satisfactory agreement about the “way forward” between both the person seeking advice and the person giving the advice.

Communication

Closure of cases

Where a CMHT is closing the case of a service user residing in a hostel or known to be sleeping rough it is requested that this information be passed onto the relevant agency.

Risk Information

Known risk information should be shared between the CMHT and Frontline Provider as part of the referral process and response using the agreed template. Additionally, information may be requested where a CMHT or

Frontline Provider becomes concerned about any specific risk issues in relation to a service user. It is the responsibility of each agency to respond to these requests using the agreed template.

Training

The CMHTs will assist the Frontline Providers to deliver appropriate training to their staff on mental health awareness and appropriate referral routes. This training will be devised and delivered to the Frontline staff by the relevant CMHT and Frontline representatives in partnership on an annual basis.

Monitoring

The Working Arrangement will be continually monitored. A formal review will be undertaken 6 months into its operation and thereafter on an annual basis. Additionally, any issues of concern arising from its practical implementation can be raised directly with the relevant agency or through the Frontline Strategy Group as appropriate.

**Working Arrangement
between
Cardiff Homelessness
Frontline Providers
And
South Wales Police
(Neighbourhood Policing
Teams)**

The following working arrangements are intended to improve the working relationship between Police and service providers, in order to improve the safety and security of the service user group and the wider community. This agreement refers to all non-urgent Police matters (101) and **does not** replace the '999' service for emergency response.

The objective of this working arrangement is to continue to build a strong multi- agency partnership approach to working with one of the most vulnerable and excluded groups in society. Structured patrol planning and a strategic approach to neighbourhood policing will increase Police visibility and provide greater reassurance to the public (including frontline service users and service providers). In addition it is hoped that a more realistic reporting of crime will be achieved, thus maintaining and developing Police resources in each neighbourhood area.

Planning

1. The Inspector will be invited to sit on the Vulnerable Persons Steering Group to represent Neighbourhood Policing Teams across the City. This group is intended to plan strategic services to a wide variety of vulnerable adults and children and comprises of representatives from Health, Social Services, Community Safety Partnership, Voluntary Sector, Statutory Homelessness Services and is chaired by the Councillor with the Communities Housing and Social Justice Portfolio.
2. A representative from the Neighbourhood Policing Teams (NPT) will also be invited to attend the Multi Agency Homelessness Advisory and Planning Group (MAHAPG), and the Frontline Strategy Group (FSG).
3. A designated named NPT Officer will be assigned to each service to ensure a continuity of support. Managers of each service will be issued with direct contact details of this Officer and Sgt. The Police will also receive full contact details of the Managers in each service.
4. New NPT Officers will be given an induction into the operation and remit of each Frontline service that falls within their 'neighbourhood' area.
5. A designated NPT Officer will conduct a weekly surgery in each service, for both staff and service users to access advice and assistance. These surgeries will provide the NPT Officer with the opportunity to interact with and gain the trust of the service users so that they should feel comfortable to access Police support.
6. The NPT Sgt and the Manager of each service will meet on a bi-monthly basis to review and develop the working arrangement.
7. NPT Sergeants in each area to create and agree patrol routes for NPT Officers, to incorporate visits into each of the Frontline services that fall within their neighbourhood area. This is in addition to the weekly surgeries.

Operation

1. All non urgent incidents should be reported to the NPT via 101. At the point of call, persons reporting the incident should request that the incident be flagged up for the local NPT. This will ensure that the incident remains 'live' until the NPT Sgt has had the opportunity to decide upon an appropriate course of action. The local NPT will then be able to feedback on any logged incidents during the weekly surgeries.
2. It is suggested that a message book be kept by each service provider where ongoing information can be logged by both staff members and the Police e.g. messages for individual members of staff, missing persons information etc. The book will be used on weekly basis by the NPT Officers and reviewed by the NPT Sgt during bi-monthly meetings with Centre Management. It is important to note that this may be used in evidence if any case were to reach court.
3. It is important to note that this arrangement is designed to encourage joint working. However, it would be expected that the Police should only seek specific information in relation to individual service users. Any subsequent agreed disclosure of information will be supplied in accordance with the individual service's confidentiality policy and the Data Protection Act.
4. NPT to ensure that information regarding the Partnerships and Communities Together (PACT) meetings is provided to each service. In turn, each agency will actively encourage service users to attend in order to improve community integration and a sense of inclusion.
5. The NPT will ensure that where possible they will contact the service provider to discuss all non urgent arrest enquires (e.g. warrants) prior to attendance.
6. Access Panel and the HUB 'Falling through the net' process to consider Police involvement in multi agency case reviews in specific incidents where criminality and offending issues continue to prevent a service users' ability to gain and sustain accommodation.
7. NPT's to bring forward and provide information relating to crime reduction initiatives such as 'Operation Clean Sweep' and the SARA problem solving model.
8. Frontline services and NPTs to work together to identify innovative ideas for diversionary projects and seek appropriate funding through such forums as the 'Problem Orientated Group' (POG).
9. Joint training opportunities and attendance at each others team meetings to be arranged as required by both parties in each neighbourhood area.

*Useful resource: www.ourbobby.com

**NB. See also MAPPA / MARAC Frontline Protocol for Management of high risk cases.