

HIGHLAND CARE PROGRAMME APPROACH CO-ORDINATING SERVICE

Protocol and Procedures

for

Providing Accommodation and Support

To

**People on Care Programme Approach (CPA)
who are, or are likely to become,**

Homeless

PROTOCOL AND PROCEDURES FOR PROVIDING ACCOMMODATION AND SUPPORT TO PEOPLE ON CARE PROGRAMME APPROACH (CPA) WHO ARE, OR ARE LIKELY TO BECOME, HOMELESS

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1. Introduction

- 1.1 This Protocol encompasses clients who are part of Care Programme Approach (CPA) and living in Highland Council geographical area, who have issues with their accommodation, particularly around homelessness.
- 1.2 These are vulnerable adults who, if they are homeless, may then be placed in inappropriate housing situations through lack of planning and interaction with appropriate agencies.
- 1.3 This may include clients being discharged from facilities such as New Craigs, or leaving other short term accommodation or shared accommodation.
- 1.4 Highland Council, like other local authorities, has a statutory duty to provide accommodation to homeless people. However, due to the numbers of homeless applicants and lack of temporary and permanent accommodation to meet demand, this sometimes leads to clients being placed in hostel, Bed & Breakfast, or other shared accommodation which may not be appropriate for a CPA client and may be detrimental to their mental health.
- 1.5 Planning ahead and making contact with Highland Council's Homeless Service at an early stage is an essential part of managing these issues. The more notice the Service has, the more likely that more appropriate accommodation can be arranged for CPA clients in this situation.
- 1.6 The focus of this Protocol is on optimal accommodation solutions for CPA clients and avoiding unnecessary homelessness.

2. Aim/ Purpose of this Protocol

- 2.1 The aim of this Protocol is to ensure a co-ordinated, appropriate response to the accommodation requirements of homeless CPA clients, with an emphasis on preventing homelessness where at all possible.
- 2.2 It outlines the framework and processes which should operate in order to ensure that, as much as is possible, planning takes place to allow time for CPA clients to be placed in the most appropriate accommodation, whether in temporary accommodation if they are homeless, or other residential or independent accommodation. This Protocol does not guarantee ideal temporary accommodation through the Homeless Service, but increases the opportunities for accommodation to be found which might be better suited to meet a CPA client's needs.
- 2.3 The crux of this Protocol is that a CPA client's discharge from facilities or previous accommodation should be planned and raised with appropriate services as soon as possible: in order to better plan their route to suitable accommodation or through the Homeless Service and into temporary accommodation. **Section 7** describes the processes of the Homeless Service.
- 2.4 This Protocol should therefore:
 - Raise awareness of the issues of CPA clients' accommodation and in particular going through the homeless route and what this involves;
 - Help forward planning to help meet the CPA client's accommodation needs so they do

- not go through the homeless route;
- Help to combat inappropriate housing solutions which might face CPA clients if their discharge is not planned (e.g. sharing of accommodation with other vulnerable or chaotic adults);
 - Ensure, as much as is possible, the views of the CPA client and other involved agencies have a chance to be taken into account;
 - Help the Council's Homeless Service offer the best solutions to CPA clients;
 - Ensure CPA clients stand the best possible chance of more appropriate temporary accommodation, which would better meet their needs.

3. Legal Framework

3.1 Housing (Scotland) Act 2001

Part 1 of this Act deals with homelessness.

3.2 The Homelessness Etc. (Scotland) Act 2003

Introduced some changes to the criteria set out in **Section 4**, which are being introduced in stages, e.g. 'priority need' category is being extended so that by 2012 there will be no priority need test and everyone who is unintentionally homeless and has a local connection to the Highland area will be entitled to the full range of Homeless Service.

3.3 Legislation relating to Vulnerable Adults

The Mental Health (Care and Treatment) (Scotland) Act 2003 ('the 2003 Act'), Adults with Incapacity (Scotland) Act 2000 ('the 2000 Act') and the Adult Support and Protection (Scotland) Act 2007 ('the 2007 Act') all provide protection for adults who are vulnerable.

None of these Acts mention a specific duty to protect homeless people, but all contain duties on local authorities to protect people who are vulnerable because of mental disorder, incapacity or other reasons.

The 2003 Act gives a duty to local authorities to provide accommodation for people who 'have or have had a mental disorder' and there is also a duty to protect the property of people who have been admitted to hospital under Section 48 of the National Assistance Act 1948 which is used on occasion for people who have been admitted compulsorily to psychiatric hospital. The Act also contains a duty to investigate circumstances in which the welfare of a mentally disordered person is at risk, which can include homelessness.

A service user who is placed on a Compulsory Treatment Order (CTO) under the 2003 Act and who lives in the community will not be charged for services, including housing support as long as they remain on a CTO. People subject to a CTO in the community are also likely to be on the Care Programme Approach. (see para 3.4)

The 2000 Act has a similar duty to investigate for people who lack capacity, and local authorities also have a duty to apply for Guardianship where an adult lacks capacity, is in need of protection and no-one else is able to act.

The 2007 Act, which came into force in October 2008, has a similar duty to investigate as well as duties to protect vulnerable adults who are at risk of self-harm or self-neglect and this can often mean being unable to sustain the skills necessary to maintain housing.

3.4 Care Programme Approach

The use of Care Programme Approach (CPA) in Scotland was instigated by a National Directive from the Scottish Office in 1992 sent to Health Boards and Councils. A Highland Policy was put together by representatives from Highland Health Board and Highland Council, both Social Work and Housing. CPA is implemented and co-ordinated by the CPA Co-ordinating Service and Managed by the CPA Management Committee who report to Higher Management Groups within NHS Highland and Highland Council. All people in contact with mental health and learning disability services, whether as inpatients or in the community, should be considered for inclusion on CPA. Eligibility Criteria – See **Appendix 1**

4. Definitions

4.1 CPA clients

CPA clients are:

- adults (over the age of 16)
- with a diagnosis of severe, enduring mental illness or mental health problems
- or
- or who have a learning disability and are vulnerable
- and
- who have a range of complex health and social care needs which require ongoing care and supervision, and a co-ordinated multi agency response to meet their needs

4.1.1 There is also a second tier for people who meet the CPA criteria and in addition are severely at risk – Severely at Risk Tier 2. These are people who have a tendency to serious violence or dangerous behaviour directed towards themselves or others.

4.1.2 More detail on eligibility criteria for CPA clients is attached as **Appendix 1**.

4.2 People who are assessed as homeless:

The Council has certain legal duties towards people who are, or who may become homeless. The Council's Homeless Service will make sure that homeless people are given free advice and information about their situation, and if they are homeless, provide accommodation.

The exception to this is where an individual has no 'right to reside' in Scotland. People who are nationals of the A8 Accession States (listed in **Appendix 2**) will not be eligible for housing and homelessness advice and assistance unless they have a right to reside. See **Appendix 2** for more details.

4.2.1 To be assessed as homeless, people must meet certain criteria which have been set in law (see **Section 3**, Legal Framework section for relevant legislation). These criteria can be summarised as follows:

4.2.2 Homeless:

- A person is **homeless**: if he/she has no accommodation in the UK or elsewhere; or he/she has accommodation but cannot occupy it (e.g. because of a threat of violence).
- A person is **potentially homeless**: if it is likely that he/she will become homeless within 2 months.

4.2.3 In priority need:

Under legislation, the following have a 'priority need' for accommodation (this is not the whole list, only those relevant to this Protocol have been listed below):

- a) A person may be in priority need due to being vulnerable. This might be due to:
 - old age
 - mental illness
 - learning disability
 - physical disability
 - chronic ill health
- b) A person may also be in priority need if they are vulnerable and have been discharged from:
 - a hospital
 - a prison
 - any part of the regular armed forces of the Crown, or
 - other special reason
- c) A person will also be considered in priority need if:
 - they are under 21
 - they are under the age of 25 and have been in care at any time during their life
 - The Highland Council will also consider whether households with several low level homelessness issues are vulnerable and should be assessed as in priority need (e.g. substance misuse issues).

4.2.4 Not intentionally homeless:

By law, the Council must satisfy itself that the homeless applicant did not deliberately do something or fail to do something which resulted in homelessness, e.g. refusing to pay rent for no proper reason.

A person is intentionally homeless if he/she deliberately did or failed to do anything which led to the loss of accommodation which it was reasonable for him/her to occupy.

An exception may be if the person's capacity, because of mental ill health for example, was impaired.

4.2.5 With a local connection to the area:

The homeless applicant must have a local connection with the Highlands. However, applicants in special circumstances are assessed on a case by case basis. An exception to this might be where a person is fleeing violence or harassment and there is evidence to show they are unable to return to their local area.

Where an applicant is homeless and in priority need, temporary accommodation will be provided until an offer of secure accommodation can be made to them.

4.2.6 Please note that changes to the above criteria are expected in the future. More information about the Council's Homeless Service and process is found in **Section 7. Appendix 3** contains contact details for the Council's Homeless Service.

4.2.7 Re-applying to the Homeless Service

A person who has already been assessed by the Homeless Service as not homeless or entitled to accommodation / advice, is entitled to approach the service again. If their circumstances have changed (e.g. diagnosis of mental health illness) this may change

the outcome of a further application.

5. Outcomes

5.1 As a consequence of the aims of this Protocol, outcomes for CPA clients who are homeless should improve. This will include:

- Increased access to appropriate housing options
- Planned accommodation solutions through greater discussion and time allowed to find solutions
- Informed, planned and supported access to Homeless Services
- Improved health and wellbeing through more appropriate temporary accommodation for clients (if necessary to go through the Homeless Service)
- Less chance of return to facilities such as New Craigs due to inappropriate accommodation which might affect the client and set back their recovery

6. Agencies included in this Protocol

6.1 The Protocol is primarily between Highland Council, NHS Highland and the Care Programme Approach Co-ordinating Service.

6.2 It will also involve other partners who work with Homeless clients. These may include:

- Housing Associations
- Voluntary and Private Sector Service Providers
- Interim Accommodation Providers
- And any other agencies who are, or become involved in the Homeless Service.

These partners will be consulted on this Protocol and involved if appropriate with an individual CPA client.

6.3 The three main partners included in this Protocol (see 6.1) will be invited to sign up as having accepted the principles, policy and practice outlined in this document.

7. The Highland Council Homeless Service

7.1 All Local Authorities have a legal duty to help homeless people. This is done by:

1. Interviewing them and assessing their housing situation (including free advice and information about housing options)
2. Offering them temporary or permanent accommodation (subject to the applicant meeting certain criteria which are summarised in **Section 4**, Definitions)
3. Developing positive social networks to assist moves towards permanent settled accommodation

7.2 The Housing (Scotland) Act 1987 amended by the 2001 and the Homelessness Etc (Scotland) Act 2003 places a duty on local authorities to provide a homeless service. This is free of charge although clients will be charged for the accommodation provided. For examples of typical costs see **Appendix 4**. In Highland this service is provided by Highland Council Housing & Property Services. The following is a simple summary of the Service that is offered to all homeless applicants, including any CPA clients that may need to go through the Service.

7.2.1 **Make initial contact with the Homeless Service:**

Anyone can make contact with the Homeless Service at any time. For example, the Interim CPA Keyworker, CPA Keyworker or named nurse in New Craigs of a CPA client or someone who has been referred for CPA can contact the service and arrange a homeless interview for the client. This includes clients who have already had contact with the service but their circumstances have changed, for example, they are now mentally unwell.

Staff who deal with homeless applicants are part of the Council's Housing & Property Services. They are therefore based in local Housing & Property Offices across Highland. A list of contact details for local Homeless Services is included in **Appendix 3**.

While staff dealing with homeless issues and applications are based in local Housing & Property Offices, they are also able to visit clients if this is necessary. For example, they could visit a CPA client in a facility such as New Craigs and start to deal with homelessness issues prior to a CPA client being discharged.

Should there be a threat of homelessness or breakdown in current accommodation, management of this should be written into the CPA Care Plan and Risk Assessment and Management Plan.

Important Note: you should not wait until someone is homeless to contact the Council's Homeless Service. If a client is threatened with homelessness or will shortly become homeless (e.g. on discharge from a hospital facility) it is essential to inform the Homeless Service as soon as possible so that help and advice can be given immediately and discharge planned.

7.2.2 **Homelessness Interview**

Once contact has been made with the Homeless Service, appropriate arrangements can be made to interview the CPA client / homeless applicant. This can either be in a local Housing & Property office or, if necessary, in a hospital or other appropriate setting.

Housing & Property staff are skilled and experienced in conducting homelessness interviews. Clients can have a relative, friend, or advisor present at any interview and there is an option for them to be interviewed by an officer of either sex. In the case of a CPA client it is probably advisable for a CPA Keyworker or other appropriate professional to be present.

If conducted at the local Housing & Property offices, interviews will be held in private interview rooms and all information will be treated in complete confidence. Interviews will be carried out with courtesy and sensitivity. Details of the interview will be recorded in writing and the applicant will be given a copy to take away with them.

If conducted in a different setting, e.g. in New Craigs, other arrangements would have to be made to ensure an appropriate private venue for the interview.

7.2.3 **Result of the Homelessness Interview**

The client will be kept fully informed of the result of the homelessness interview.

If further information or enquiries are needed as a result of the application (i.e. is the

client being accepted as homeless), then these will be made as soon as possible.

If accommodation is required in the meantime, the client will be placed in temporary accommodation pending these further enquiries.

It is important to involve the Homeless Service as soon as possible to allow time for any enquiries and also planning for the most appropriate temporary accommodation for CPA clients.

7.2.4 **Type of accommodation offered**

Due to a shortage of accommodation and the number of homeless applications that the Council receives, clients who are accepted as homeless by the Homeless Service are usually placed in temporary accommodation until suitable permanent accommodation can be found.

This can include hostel type accommodation and bed and breakfast accommodation depending on what is available at the time of application.

The more notice the Council's Homeless Service has of a homeless client, the more likely it is that temporary accommodation can be found to better suit a client's needs. This is particularly important for vulnerable clients such as CPA clients.

A list of accommodation, including examples and information about their remit, issues of suitability and cost has been provided – See **Appendix 4**

7.2.5 **Support for Homeless Clients**

While the Council's Housing & Property Services offers a basic level of support to clients who are placed in temporary accommodation, this is restricted to advice relating to their accommodation, such as explaining fuel payments, advising on heating and appliances and how these work, assisting with benefit claims, etc.

Housing & Property staff do not provide personal care or specialist mental health support under any circumstances. They will refer to appropriate agencies when necessary.

7.2.6 **Informing CPA**

Client's CPA meetings should be kept informed of housing issues where these are of relevance to the care of the client. Housing & Property representatives are happy to attend CPA meetings if this is helpful and relevant and contribute to the planning of accommodation for the client.

CPA meetings are held at maximum intervals of 6 monthly for those on Tier 1 and 3 monthly for those included on SAR Tier 2 (see **Section 4**, Definitions for who this covers and also **Appendix 1** for more details).

7.2.7 **Informing Housing**

The Council's Housing & Property Services (see **Appendix 3** for contact details) should be involved in discussions about a CPA client's accommodation including in the following scenarios:

- a) If a client who has no permanent accommodation / nowhere to go to on discharge from facility such as New Craigs (i.e. is homeless – see **Section 4**, Definitions);
- b) Client who will shortly become homeless or is unable to return to their current accommodation on discharge from hospital (i.e. is potentially homeless – see **Section 4**, Definitions);
- c) Clients who are at risk (or are a risk to others) and are returning to accommodation provided by the Council (or other landlord). A real example of this is a client who was a risk and had a history of fire-setting; this client was discharged to Council accommodation without the Council being informed: and therefore the Council was unable to risk manage the client in their tenancy and put into place proper measures to manage the situation.
- d) Clients who are at risk (or are a risk to others) and are living in accommodation provided by the Council (or other landlord), but not being discharged from hospital, and it would be beneficial to the client and others to share information with the housing provider. CPA Keyworkers should always take into account who the housing provider is and what the risks are and consider sharing information as appropriate. Consult full CPA Guidelines for further advice.

The Council (or other housing provider) should be notified as soon as possible of the above, in order to prepare adequately to meet the client's housing needs. This might include:

- Carrying out a homelessness interview / visiting the client in New Craigs / other facility to carry out a homelessness interview (see 7.2.2 above);
- Attending a CPA Meeting (either Initial or Review) to contribute to discussion about the most appropriate accommodation for the client;
- Putting in place appropriate measures / joint working with other agencies to help the CPA client manage their existing tenancy if they are already a Council tenant.

Details about information sharing are available in the Highland Data Sharing Partnership Information Sharing Policy and in guidelines and forms relating to sharing information within the CPA process.

At the stage of planning discharge those involved should liaise with and inform Housing and Property Services in relation to options for accommodation already considered and rejected and reasons for this (e.g. why a residential / other supported setting is not available or appropriate option). This is in order to provide better information for a homeless application if this is the only available route.

The CPA Care Plan and Risk Assessment and Management Plan should contain information about what contingency arrangements are in place should the housing / support placement a client accepts not be appropriate for their needs, or not be tenable for the housing / support provider to continue to provide.

It is important that this information is recorded. This will give the housing / support provider the confidence to accept the client on the understanding that there are arrangements in place should there be difficulties with the placement.

7.3 More information about the Homeless Service and housing options can be found on the Council's website:

<http://www.highland.gov.uk/livinghere/housing/homelessness/>

<http://www.highland.gov.uk/livinghere/housing/findinghousing/aquidetohousingoptions/>

7.4 Flow charts showing the recommended process for securing the best outcome for a CPA client's accommodation are shown in **Appendix 5**. One for when the client is in hospital and one for when they are living in the community.

8. Representation

8.1 Where problems arise from matters addressed in this Protocol, these should be dealt with initially in the normal way within each organisation. In addition they will be addressed in the following ways:

8.1.1 Problems with the Council's Homeless Service

If a CPA client, or staff / a person on behalf of a CPA client, feel that there are issues arising from the homeless application to the Council, this should be raised initially with the appropriate Principal Housing Officer in the local Homeless Service. A list of contacts is detailed in **Appendix 3**.

The matter can also be raised with appropriate managers in each organisation who can in turn feed issues back to the relevant representative on the CPA Management Committee if this is relevant. The Management Committee can consider if further action is needed.

Please use the form in Appendix 6 to record your concerns. Appendix 6 also details the relevant representative to return the form to.

8.1.2 Problems with hospital discharge / housing issues

If a CPA client is discharged from a hospital or other facility, such as New Craigs, without accommodation and with no prior warning to the Council's Homeless Service, Housing & Property staff must report their concerns to their line managers.

Likewise, if a CPA client is discharged from a hospital or other facility, such as New Craigs, to return to Council accommodation without prior warning to Housing & Property Services at the Council, Housing & Property staff should report their concerns to their line managers.

The above concerns will be collated and discussed at the CPA Management Committee and the CPA Management Committee can then consider if further action is needed and if any other preventative measures are needed in the future.

Please use the form in Appendix 6 to record your concerns. Appendix 6 also details the relevant representative to return the form to.

8.1.3 Any other problems or issues can be raised with appropriate managers in each organisation as normal process, and also fed into the CPA Management Committee if this is relevant. Further action can then be considered relating to the practice / implementation / or further development of this Protocol.

Please use the form in Appendix 6 to record your concerns. Appendix 6 also details the relevant representative to return the form to.

9. Equal Opportunities

9.1 The Highland Council and NHS Highland are committed to equal opportunities for all service users, in the context of this Protocol, for CPA clients.

Both partners will therefore work together to ensure that CPA clients are treated equally, with dignity and respect, and given the best possible opportunities for housing solutions by a commitment to joint and planned working.

CPA clients will be fully included and informed at all times.

10. Implementation and Monitoring

10.1 Consultation:

Relevant agencies and other parties will be consulted about this Protocol. These will include:

- CPA Practitioners Group
- CPA Management Committee Members
- Highland Council – relevant Housing & Property staff and Social Work staff
- NHS Highland – all relevant staff
- Other partners dealing with homeless clients

10.2 Implementation:

The Protocol (following any amendments arising from consultation) will be ratified by the CPA Management Committee and then implemented by all relevant agencies.

Initially implementation is expected to concentrate on the Inverness area. Following implementation in this area and six monthly review, the Protocol will then be rolled out across Highland.

10.3 Monitoring:

Monitoring of issues arising from this Protocol will be on a six monthly basis by the CPA Management Committee.

This will include:

- any feedback from staff (positive or negative)
- any issues arising from use of the Protocol
- any case studies of Protocol working / not working
- any suggested improvements, amendments etc.

Appendix 1 - Care Programme Approach - Eligibility Criteria

The CPA process is applied in **two tiers** according to the complexity of problems and services required, and people can move between tiers as their problems change. For people who are 16 years and over.

CPA Tier 1

- People with a diagnosis of severe, enduring mental illness or mental health problems. Diagnosis may include psychosis; severe neurosis; dementia; brain injury, or personality disorder (some enduring illnesses may be episodic).
- Plus people who have a learning disability **with** or **without** a dual diagnosis of mental illness, who are vulnerable. (A separate sheet with a fuller explanation is available if needed)

And, as well as either of the above:-

Have a range of complex health and social care needs which require ongoing care and supervision, and a co-ordinated multi agency response to their needs because of (for example):-

- A history of repeated relapse due to breakdown in medical and / or social care in the community.
- Severe social disability or accommodation difficulties (including homelessness).
- A risk to themselves, at risk from others, or are a risk to the public.

Review Meetings will be held at intervals of no more than 6 months

Severely at Risk – SAR Tier 2 - People who meet the criteria for CPA Tier 1 and

Have a tendency to serious violence or dangerous behaviour directed towards themselves or others (for example following relapse due to non-compliance) which the multi disciplinary meeting considers require additional co-ordinating arrangements and more frequent reviews than would be offered under CPA Tier 1.

Review Meetings will be held at intervals of no more than 3 months and with or without consent some information will be shared with the police relating to clients included on SAR Tier 2.

Please Note - People who are supervised in the community under the Mental Health Act or Suspension of Detention, Guardianship, or the Criminal Procedures (Scotland) Act 1995 should always be considered for Care Programme Approach.

Schizophrenia – As stated in the Standards for Schizophrenia all people with a diagnosis or suspected diagnosis of schizophrenia must be considered for inclusion on CPA. If it is agreed not to proceed with CPA the reason for this must be documented in their notes.

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Appendix 2: List of A8 Accession States (Relating to Homeless Legislation)

1. Czech Republic
2. Estonia
3. Hungary
4. Latvia
5. Lithuania
6. Poland
7. Slovakia
8. Slovenia

“To summarise EEA Nationals who are not persons subject to Immigration Control are still eligible for housing and homelessness assistance because there is nothing which restricts that right. EEA Nationals who are persons subject to Immigration Control will not be eligible unless they satisfy one of the criteria set out in Appendix 13A of the Code of Guidance. EEA Nationals who are persons subject to Immigration Control from the A8 Accession States will not now be eligible for housing and homelessness advice and assistance as a result only of being nationals of countries which have ratified the ECSMA or CESC”.

The above is for information only. Staff not trained and part of the Council’s Homeless Service are not expected to make decisions based on this information. Please discuss individual cases with Highland Council’s Homeless Service.

Appendix 3: List of Contacts for the Council's Homeless Service

Please use general office telephone number for general queries; Principal Housing Officers (PHOs) can be contacted if any problems or other guidance needed.

Caithness, Sutherland and East Ross		
	General Enquiries	Principal Housing Officer
Caithness Rotterdam Street, Thurso	01847 805505	George Sanders 01955 607776
Caithness Market Square, Wick	01955 607713	George Sanders 01955 607776
Sutherland Drummuie, Golspie	01408 635387	Jim Holden 01408 635382
East Ross Alness Service Point, Alness	01349 886617	Donna MacKenzie 01349 886615
Inverness, Nairn and Badenoch & Strathspey		
Inverness Church Street, Inverness	01463 703800	Iver Forsyth 703851
Nairn 66 High Street, Nairn	01667 458553	Iver Forsyth 703851
Badenoch & Strathspey Ruthven Road, Kingussie	01540 664519	Iver Forsyth 703851
Ross, Skye and Lochaber		
Ross Ross House, Dingwall	01349 868511	Lewis Hannah 01349 868474
Skye Park Lane, Portree	01478 613806	Liz Williams 01478 613829
Lochaber High Street, Fort William	01397 707299	Morag Cameron 01397 707217

Appendix 4: Types of Accommodation Available and Examples of Typical Costs

There are various temporary accommodations available in the Inverness area with which Housing & Property Services discharge their duty to provide temporary accommodation to homeless applicants. Housing & Property Services are asked by a number of agencies including Social Work, Police, MAPPA, NHS, CJS etc. to assist in providing appropriate temporary accommodation to a range of applicants who can present a wide range of challenging issues. The main challenge for Housing & Property Services is managing a diverse range of client groups within one accommodation, often without support from the agencies which have initially requested the accommodation.

Shared facility accommodation

The majority of temporary accommodation which is available is shared facility accommodation provided by a private landlord, this is often referred to as B&B accommodation. Generally in this accommodation both bathroom and kitchen facilities are shared, there may also be a shared lounge area. These establishments have in excess of 15 rooms, with the largest having 30. The client group using these accommodations is a complete cross section of all homeless applicants, including families, and it is not uncommon for there to be clients with serious addiction issues residing side by side with clients who have no issues whatsoever. This can obviously prove to be difficult to manage. In the main, these accommodations have a caretaker who is present at all times. The caretakers are employed by the respective landlords of the properties but do not have any experience/formal qualifications in dealing with people with challenging behaviour, addictions or mental health issues.

Self contained accommodation

There is limited availability of self contained bed-sit type accommodation. This accommodation has its own front door (within a larger establishment) and has within it a kitchen and bathroom. Again this accommodation is used by the complete spectrum of homeless applicants but, given the fact that no facilities are shared, it is preferable for families when there is a lack of temporary furnished accommodation.

This accommodation would appear to be more suited to the diverse nature of our client group however it is not without its problems. These accommodations are largely unsupervised and often very serious issues are not brought to our attention due to this and also due to the fact that clients can be very independent and are able to lock themselves away. For some clients with mental health issues/depression etc. this experience of independence coupled with the claustrophobia of being in a large institution like establishment can be particularly disturbing – indeed somewhat dangerous.

Hostel accommodation

There are three hostels in the Inverness area which provide varying levels of housing support to applicants who have a requirement, two of these hostels are staffed 24 hours a day. Each of the hostels are similar in makeup to the shared accommodation which is used, in that bathroom and kitchen facilities are shared. As stated, the role of the hostels is to provide appropriate housing support to clients to teach them the necessary skills to sustain their own tenancy in the future. Unfortunately, given the 24 hours staffing of the majority of this accommodation, it is assumed that this accommodation is most appropriate for those with more than just a need for housing support. It is not uncommon for many of the residents of these accommodations to have serious mental health, substance misuse and behavioural

issues and for the hostel staff to be faced with very challenging situations, with out adequate training or the resources to cope.

Temporary furnished accommodation

There is a legal obligation for the Highland Council to provide 'suitable accommodation' as soon as possible to families who present as homeless, as dictated by the **Unsuitable Accommodation (Scotland) Order 2004**. The Highland Council uses permanent and temporary furnished accommodation to discharge this legal obligation.

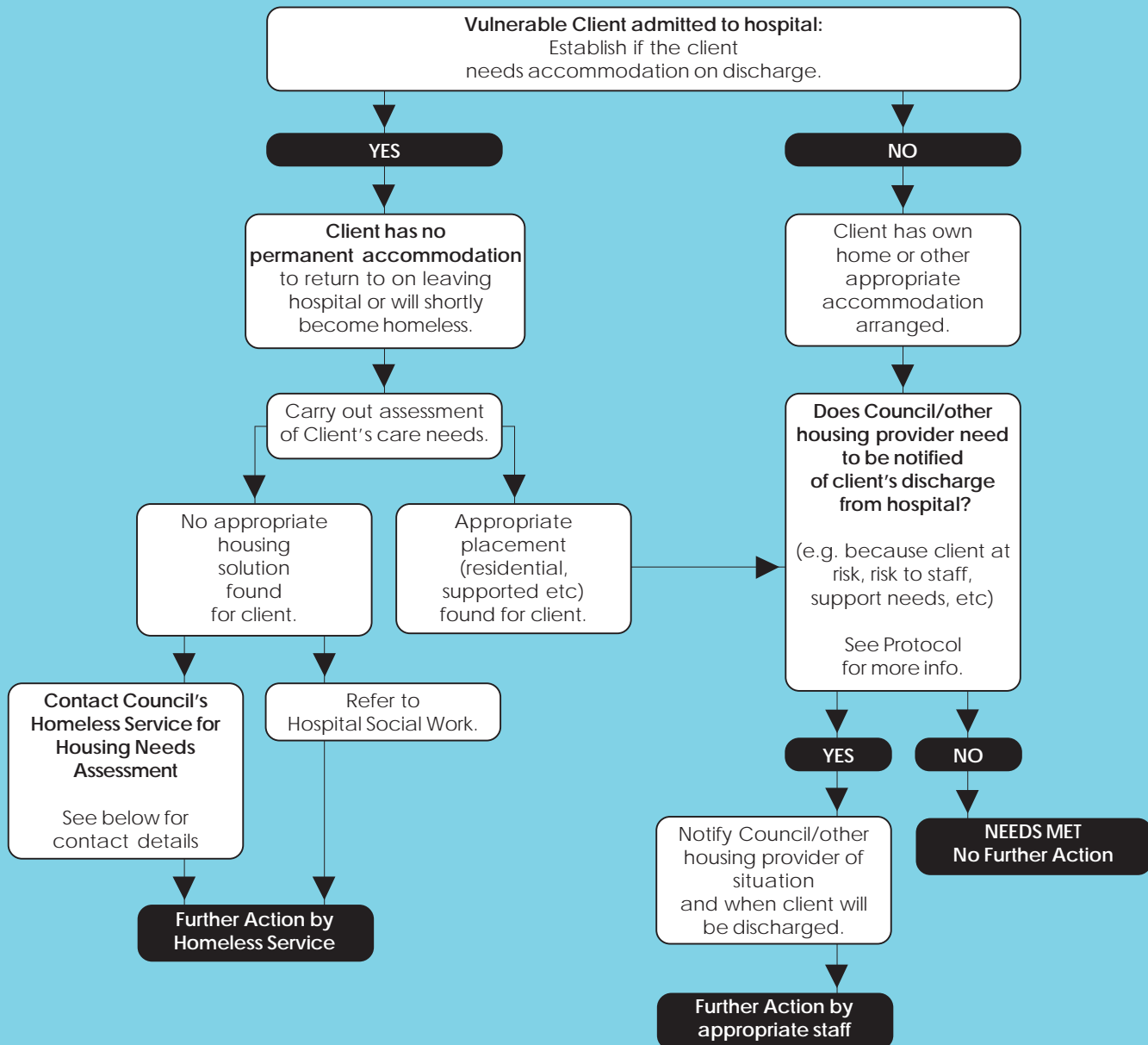
Temporary furnished accommodations are flats or houses, fully furnished by the HC, provided to families who require temporary accommodation. These accommodations are generally leased from the private sector but are managed exclusively by the Highland Council's Temporary Furnished Accommodation Team. The team provides a balance of advice, assistance and support to prepare the family for mainstream accommodation. It would be preferable to have temporary furnished accommodation for all families as soon as they present as homeless, however due to a combination of high demand and lack of availability we have to rely on mainstream B&B to fulfil our duty to provide accommodation.

In special circumstances temporary furnished accommodation is allocated to persons who have a special need e.g. wheel chair adapted accommodation etc. Also, temporary furnished accommodation is at times allocated to persons who, from a risk management perspective, would be impossible to manage in mainstream temporary accommodations.

Approximate Cost

Each case is assessed individually. Overall cost to Highland Council is £185 so those on benefit will get an award of around £175 and will have to contribute a £10 top-up. For people not receiving benefit, or working more than 15 hours per week, their contribution will range from £100 - £120 per week, but may be more as their contribution will be assessed.

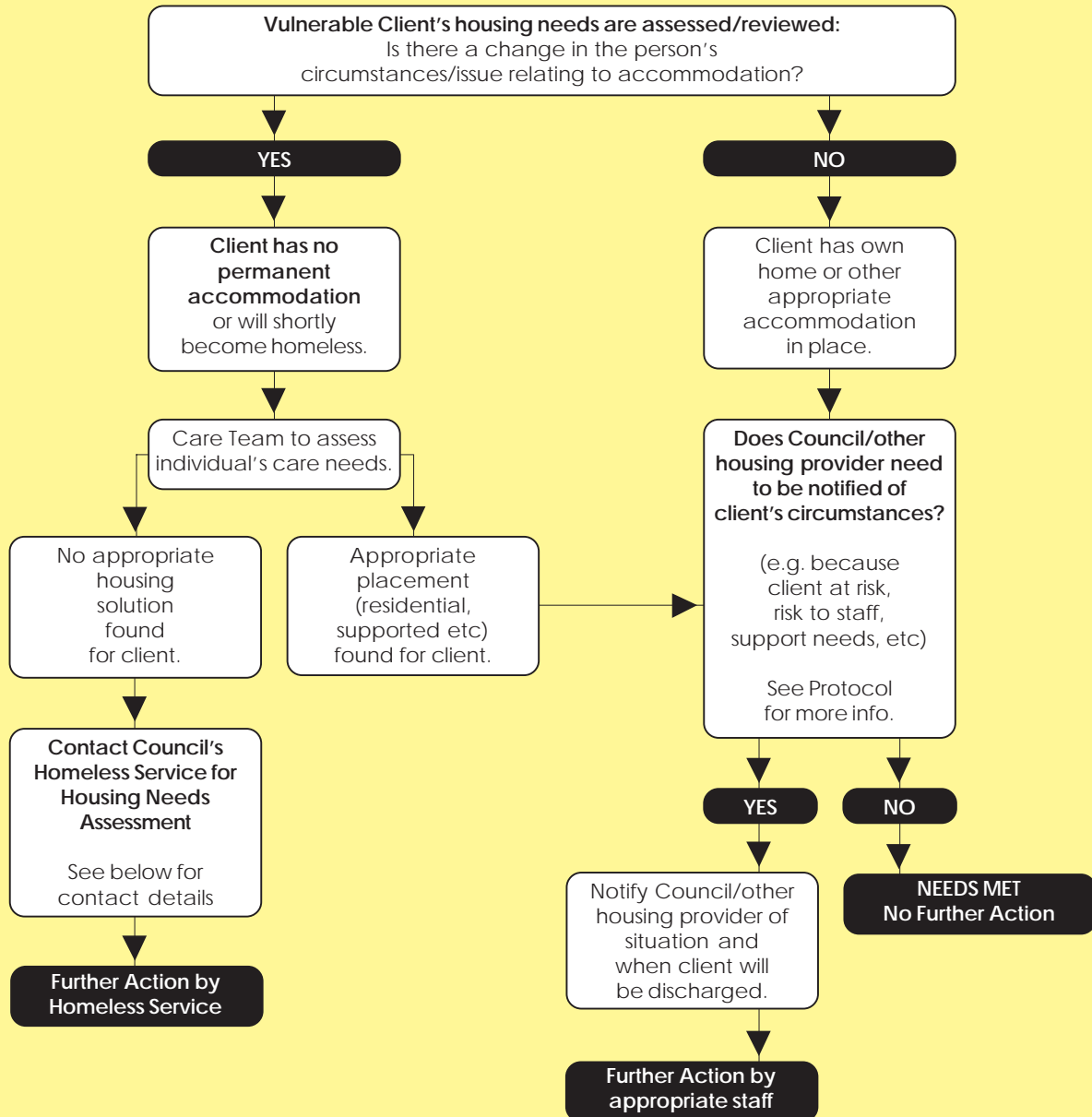
Process for Dealing with Accommodation for *Vulnerable Clients in HOSPITAL



* VULNERABLE
COVERS A BROAD RANGE OF PEOPLE, INCLUDING:
<ul style="list-style-type: none"> People on CPA (Care Programme Approach). Older people - general or sheltered housing. People who are Homeless. People with mental illness or learning disabilities. People with Drug or Alcohol Abuse issues.

List of Contacts for The Highland Council's Homeless Service		
Please use general office telephone number for general queries; Principal Housing Officers (PHOs) can be contacted if any problems or other guidance needed.		
CAITHNESS, SUTHERLAND AND EAST ROSS Caithness Rotterdam Street, Thurso Caithness Market Square, Wick Sutherland Drummie, Golspie East Ross Alness Service Point, Alness	General Enquiries 01847 805505 01955 607713 01408 635387 01349 886617	Principal Housing Officer George Sanders - 01955 607776 George Sanders - 01955 607776 Jim Holden - 01408 635382 Donna MacKenzie - 01349 886615
INVERNESS, NAIRN AND BADENOCH & STRATHSPEY Inverness Church Street, Inverness Nairn 66 High Street, Nairn Badenoch & Strathspey Ruthven Road, Kingussie	General Enquiries 01463 703800 01667 458553 01540 664519	Principal Housing Officer Iver Forsyth - 01463 703851 Iver Forsyth - 01463 703851 Iver Forsyth - 01463 703851
ROSS, SKYE AND LOCHABER Ross Ross House, Dingwall Skye Park Lane, Portree Lochaber High Street, Fort William	General Enquiries 01349 868511 01478 613806 01397 707299	Principal Housing Officer Lewis Hannah - 01349 868474 Liz Williams - 01478 613829 Morag Cameron - 01397 707217
Homeless out-of-hours emergency number: 0845 700 2005		

Process for Dealing with Accommodation for *Vulnerable Clients in the **COMMUNITY**



* VULNERABLE
COVERS A BROAD RANGE OF PEOPLE, INCLUDING:
<ul style="list-style-type: none"> People on CPA (Care Programme Approach). Older people - general or sheltered housing. People who are Homeless. People with mental illness or learning disabilities. People with Drug or Alcohol Abuse issues.

List of Contacts for The Highland Council's Homeless Service		
Please use general office telephone number for general queries; Principal Housing Officers (PHOs) can be contacted if any problems or other guidance needed.		
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INVERNESS, NAIRN AND BADENOCH & STRATHSPEY Inverness Church Street, Inverness Nairn 66 High Street, Nairn Badenoch & Strathspey Ruthven Road, Kingussie	General Enquiries 01463 703800 01667 458553 01540 664519	Principal Housing Officer Iver Forsyth - 01463 703851 Iver Forsyth - 01463 703851 Iver Forsyth - 01463 703851
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Homeless out-of-hours emergency number: 0845 700 2005		

Appendix 6: Guidance Note and Pro-forma for Evidencing Breakdowns in Joint Working (including on this Protocol)

The purpose of the pro-forma is to record incidences of breakdowns in joint working practices. The information can then be used as 'evidence' / case-studies so that joint working practices can improve.

Why the Pro-forma Has Been Introduced

There are joint working practices and discharge protocols in place with some partners. There are also locally agreed joint working arrangements in place in some areas.

From time to time, various agencies encounter situations where discharge protocols and expected joint working practices have not worked. These incidents tend to be reported anecdotally rather than formally. However to agree improvements with partners so that such incidences don't happen again, evidence is needed. (Sometimes the examples spoken about are some time in the past and practices have since changed).

We have agreed with partners that we would ask front-line staff to consistently report incidents. These can then be raised in appropriate forums and can also be used for case studies in training.

Using the Pro-forma

Please use the pro-forma to record incidents relating to the wide range of joint working which you are involved in e.g.:

- discharges from prison / police / hospitals (including A&E and New Craigs etc.) etc;
- difficulties with, or accessing, specialist services or needs assessments;
- young people leaving care etc.
- **issues arising from the use of this CPA Homeless Protocol**

Please note on the pro-forma enough information so that it is a usable example / evidence of a joint working failure. This may only need to be a note of the basic facts. To help agree what improvements are needed, your views on what should have happened will be very helpful. The pro-forma is also available on public folders.

The simple pro-forma asks for basic information on:

- Date and time of incident
- A description of what happened
- What the officer involved thinks should have happened to prevent or resolve the incident

Please note that this pro-forma is only for recording evidence, not solving issues with individual cases. If there are any issues in relation to the situation still to be resolved, it is expected that staff will take action to resolve them locally as per current practice*.

Once you have completed it, please send a copy to your manager. They will then send to the appropriate contact for this Protocol.

* Examples of Suggested Contacts -

With regard to behavioural/mental health/learning disability problems, NHS Highland recommend that issues are raised with the local service manager e.g. the CMHT Team Leader, or the CHP Mental Health Lead. In terms of on-going operational problems / issues they suggest contacting your Local Implementation Group contact.

Improving Joint Working and Service Co-ordination - 'Incident' Pro-forma

The purpose of this is to evidence incidents which demonstrate where possible improvements to joint working are needed, including to this Protocol. It can also be used to highlight where discharge protocols etc. have been unsuccessful.

1. Your Name, Job Title and Work Address

2. Date & Time of Incident

3. What happened?

Please include brief description

4. What do you think should have happened to prevent or resolve the incident?

Please include your views

Please note that this pro-forma is only for recording evidence. If there are any issues in relation to the situation still to be resolved, it is expected that staff will take action to resolve them locally as per current practice.

Once completed, please send a copy to the relevant representative for this Protocol. These are:

Highland Council Social Work - Assistant Area Community Care Managers:

Caithness, Sutherland & Easter Ross - Donellen Mackenzie, Lawson Memorial Hospital, Golspie – Donellen.mackenzie@highland.gsx.gov.uk

Inverness, Nairn, Badenoch & Strathspey - John Richards, (Acting), Town House, Inverness john.richards@highland.gsx.gov.uk

Ross, Skye & Lochaber - Rod Richard, Council Offices, Dingwall - Rod.richard@highland.gsx.gov.uk

North NHS Highland – CHP General Managers:

North Highland CHP – Sheena Craig, Caithness General Hospital, Wick KW1 5NS Tel 01955 880228

Mid Highland CHP – Gill McVicar, Larachan Hs, 9 Dochcarty Road, Dingwall IV15 9UG Tel 01349 869221

South East Highland CHP – Nigel Small, Alder House, Cradlehall Business Park, Inverness IV2 5GH Tel 01463 706932

Care Programme Approach: Shirley Ritchie, CPA Facilitator, CPA Office, Drumossie Unit, New Craigs, Inverness, IV3 8NP - shirley.ritchie@nhs.net

Highland Council Housing & Property: Eunice Wilkie, Housing Policy Officer, Housing & Property Services, Glenurquhart Road, Inverness, IV3 5NX - Eunice.wilkie@highland.gov.uk