



# Supporting People Referral and Assessment Policy and Process



This document sets out the policy and procedures for the dealing with referrals for accessing housing related support services for vulnerable people on the Isle of Wight.

## 1. Carrying Out Supporting People Referrals

The Isle of Wight Supporting People Team (SP Team) requires all potential clients to be assessed and referred by a recognised referral agent prior to the commencement of support. Referrals will only be considered when using the approved numbered forms issued by the SP Team.

The proposed support must be measured against the outcomes listed within the referral form. No referral will be made without the knowledge, approval and signature of the referred client. Any referrals that are incomplete or unsigned will be returned to the referring agent to complete in full.

## 2. Making a Referral to a Hostel

For hostel placements the referrer should send the completed and signed referral form directly to the **Supporting People Team** at Floor 2, County Hall, High Street, Newport, Isle Of Wight, PO30 1UD, stating in section D1 which hostel(s) is required. The referral will either be placed on a waiting list or sent on to the requested hostel for consideration.

## 3. Making a Referral for a Floating Support Service

For floating support services the referrals will be awarded under a framework agreement. Referrals completed should be sent direct to the Supporting People Team.

A waiting list is held centrally by the Supporting People Team and referrals will be allocated to providers when they notify the team that they have hours available. The SP Team will use the information provided on the referral regarding the service users support needs, location and any other specific requirements and will also consider the cost and the provider's capacity when allocating a referral and awarding Individual Service Contracts (ISC).

When the provider contacts the S P Team to state they have capacity to take on new clients the team will use the cascade options as outlined below:

### 3.1 The Process

The referrals on the waiting list for floating support will be allocated by applying a set of criteria based on the needs of the client, when this has been done an Individual Service Contract (ISC) will be completed to accompany the referral, to allow a service to be awarded for this client. In the event that two or more of the providers appointed meet all of the criteria, the Individual Service Contract will be awarded to the provider who submitted the lowest price.

The criteria that will be applied to determine the award of each ISC will be:

- The support needs of the client;
- The location where the support needs to be provided;
- The capacity of the provider to provide support;
- The ability to meet any other specific requirements for example the need to provide male or female support workers if stipulated as required by the client;
- Cost.

If the SP Team has followed the procedure above, they are entitled at all times not to award any ISC if they so decide.

Once the ISC is completed it needs to be sent to the preferred provider along with the SP referral and the SP Team track this information.

### 3.2 Acceptance and Rejection of Awards

Following the award of an ISC, the provider shall within **3 working days** acknowledge the award of the ISC and either notify the SP Team that they have declined or accepted the award. If the provider accepts the award this means they are agreeing to the work and this needs to be done before the client is contacted.

### 3.3 Rejecting the Award

If the provider declines to accept the award or the time limit expires, then the offer from the SP Team to the provider shall lapse and the team can award the ISC to another provider in accordance with the criteria. If the ISC is declined it needs to be returned to the SP Team stating the reason for declining.

### 3.4 Accepting the Award

When the provider signs and accepts the ISC, they enter into a contract with the council to provide a service to that client. The ISC is then returned to the SP Team. The provider shall then contact the client within **5 working days** and the initial contact must be made in a way that best meets the client's needs based on the information available as part of the referral.