

NORTH STAFFORDSHIRE HOMELESSNESS PREVENTION & MENTAL HEALTH DISCHARGE PROTOCOL



North Staffordshire Combined Healthcare



NHS Trust

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The Department of Communities and Local Government and the Department of Health with Homeless Link, which recommends a set of nine steps for developing a protocol for hospital discharge. The protocol will be fit for purpose if it:

Local Authorities have a statutory duty to try and prevent homelessness and have a further duty to people in certain circumstances who they find are homeless e.g. those with a local connection to their area, who are considered to be in priority need within the definitions of the Housing Act (1996), as amended by the Homelessness Act (2002).

Any delay in discharging a patient is costly to the health and social care system, can delay the care of another patient who needs a bed and can exhaust staff and create tension between organisations. It also has implications on the effectiveness of the response from the Housing Solutions service, because of a shortage of suitable housing options particularly at short notice. This Protocol aims to remove those constraints and pressures wherever possible, by setting up clear procedures, providing information on who does what, and by establishing clear roles and routes of communication.

It is in the interest of the patient and of hospital and housing staff to try to resolve the patient's housing problem well before they have to leave hospital. It is not comfortable for hospital or housing staff to know that a patient may leave a hospital with no accommodation to go to. However, it should be noted that appropriate accommodation and housing options are often difficult to obtain and as a result, some customers who are not considered to be priority need following investigation may not be offered assistance. Difficulties may also arise in obtaining suitable accommodation when dealing with customers who have been excluded from the housing register, hostels or supported housing in the past.

The purpose of this protocol is to bring together all of the agencies that can assist in ensuring that people are discharged from hospital in a planned way, preferably with accommodation to go to and to ensure that any necessary support is put in place. The protocol will also set out clear procedures to be followed from the point of admission until discharge and agree the roles and responsibilities of the different agencies.

- establishes a patient's housing status on admission
 - includes procedures for obtaining patients' consent to share information
 - includes procedures for ensuring that existing accommodation is not lost
 - identifies key external agencies to notify about a homeless person's admission
 - develops the resources and training needed
- involves voluntary sector agencies, primary care providers and local authorities throughout the discharge process The Homelessness Reduction Act 2017 significantly reformed England's homelessness legislation by placing duties on local housing authorities to intervene at earlier stages to prevent homelessness in their areas, and to provide homelessness services to all those who are eligible.

Duty to Refer:

Under section 213B the public authorities specified in regulations are required to notify a housing authority of service users they consider may be homeless or threatened with homelessness (i.e. it is likely they will become homeless within 56 days). Before making a referral a public authority must:

- a) have consent to the referral from the individual;
- b) allow the individual to identify the housing authority in England which they would like the notification to be made to; and,
- c) have consent from the individual that their contact details can be supplied so the housing authority can contact them regarding the referral.

4.2 The duty to refer only applies to public authorities in England and individuals can only be referred to housing authorities in England.

This protocol has been developed in accordance with those principles.

WHO IS SIGNED UP TO THE PROTOCOL?

This Protocol has been developed between key agencies in North Staffordshire working with people who may be threatened with homelessness and have had a stay in hospital or who have received mental health services from the Hospital Trust.

The Protocol has been signed up to by the following agencies:

- Newcastle-under-Lyme Borough Council
- Stoke-on-Trent City Council
- Staffordshire Moorlands District Council
- North Staffordshire Combined Healthcare NHS Trust
- Newcastle Housing Advice (NHA)

WHY THIS PROTOCOL IS NEEDED IN NORTH STAFFORDSHIRE:

The majority of people who are admitted to hospital or mental health services are able to return home upon discharge. However a small amount of people either are unable to return home for one reason or another or have nowhere to go on discharge.

This can lead to people having their stay in hospital extended at the end of their recovery, taking up valuable resources. In addition, a considerable amount of nursing staff time can be spent in trying to source accommodation.

Some of the reasons why people may be homeless on discharge include:

- They were homeless before admission to hospital - they had nowhere at all to stay, and may have been sleeping rough
- They were in an institution such as prison
- They had a temporary arrangement – a hostel or staying with friends or family – and either cannot go back, or there is no bed reserved for them on their return
- They have just arrived in the area and have nowhere to stay
- They had accommodation before they came into hospital but cannot go back there because the person who lives there will not take them back
- They have accommodation but it needs to be adapted following their treatment in hospital
- Poor, unhygienic or unsanitary conditions at their previous accommodation.

THE PRINCIPLES UNDERPINNING THE PROTOCOL:

Agencies signing up to this protocol will work towards the following aspirations:

- People leaving in-patient beds provided by the Trust will have had their housing and support needs assessed in time to make appropriate referrals as soon as a housing need is identified.
- People should not be discharged from hospital unless all efforts have been made to secure accommodation appropriate to their housing and support needs. No patient should become homeless during their hospital stay. No patient should leave without appropriate and stable housing options being identified; and no agency will rely on a hospital bed being available in place of suitable housing
- Staff working in the Trust will have sufficient information and training to be able to make appropriate and timely referrals to housing and support agencies
- Staff working in all agencies will know who to contact to help to resolve any problems which arise in the process

- Agencies will work together effectively to jointly resolve housing problems and by preventing potential homelessness
- Shortfalls in resources will be identified through regular meetings of the Mental Health Resettlement Forum and this information will be passed to the relevant Council or the Trust for action

FORMAT OF THE PROTOCOL:

The Protocol sets out a number of steps for all agencies to take which will help to prevent homelessness:

- Action to take to prevent a patient being homeless on discharge from hospital, including the process to be followed on admission
- Seeking help from other agencies in finding accommodation and arranging support
- Information for display in hospital wards, for patients and staff

The Protocol includes a note on how agencies are to share information, and how the Protocol is to be monitored and reviewed.

A Housing Resource Pack accompanies the Protocol (see **Appendix 1**). This Pack contains information regarding the roles and contact information for each organisation involved in delivery of the Protocol in preventing homelessness for people leaving mental health services and the procedures to be followed. The Pack also contains information about the homelessness legislation and contact details for other local authorities in the region.

MONITORING AND REVIEWING THE PROTOCOL & LIAISON ARRANGEMENTS:

A Homelessness Prevention and Mental Health Discharge Operational Group will be established and will meet on a quarterly basis to monitor the implementation of the Protocol. This meeting will be attended by the staff working directly on hospital discharge and homelessness prevention issues at an operational level. Meetings of this group will also be useful for reviewing any changes to staffing, systems, structures, and procedures, and for keeping all agencies up to date, as well as for general liaison. Membership of the Forum will be open to anyone with an interest at a strategic level in preventing homelessness for people in hospital. The group will be chaired by The Quality Improvement Lead Matron for Adult Acute Inpatients or a nominated Ward Manager

Any training needs identified will be provided for organisations participating in delivery of the Protocol and will be co-ordinated through the Operational Group.

SHARING INFORMATION:

An important feature of good working arrangements between agencies working with people leaving hospital who may be homeless or threatened with homelessness is that information is shared so that the person's problem can be identified and resolved as quickly as possible.

Information should always be shared with the aims of helping the service user to obtain the most appropriate services to meet their needs, whilst preserving their dignity and privacy.

Information can best be shared by:

- **All agencies ensuring that the patient has filled in a consent form** - making sure that the service user has given written consent to information about them being shared in order to help them secure the right services to meet their needs. A template information sharing consent form can be found at **Appendix 2**.
- **Sharing information in a positive way** - that informs people about the relevant needs of the service user and supports good decision-making, rather than trying to pass on a problem.

- **Ensuring that any information about known risks is shared** – This can include risks to other service users or to staff, and ensures that the risks are not hidden, even if this may lead to another agency making a decision that their services are not appropriate for the person at this point.
- **Ensuring that information which is passed on to other agencies is based on known facts, professional judgements, and close involvement with the service user.**
- **Basing good decision-making on documented information** - this can be informal information which is constructive and supports other evidence, but can be verified.

Agencies to share information with:

This should include any agency which can help the service user to obtain or keep appropriate housing and support services. Such agencies should abide by the Data Protection/GDPR legislation, and should have guidelines for staff about how and what information to share, how to store information, and what will happen if data protection rules are breached. The 8 principles of good data protection state that data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept for longer than is necessary
- processed in line with your rights
- secure
- not transferred to countries without adequate protection

These principles apply to information held on computer and some paper records.

CONFIDENTIALITY:

All parties to the Protocol will agree to ensure that information is not disclosed without the consent of the service user, and that it is not disclosed to people who are not entitled to have such information or do not intend to use it in the best interests of the service user. All parties will also agree to deal with any breaches of confidentiality by their staff or organisation.

THE PROCESS ON ADMISSION TO HOSPITAL:

The most important step to preventing homelessness is to identify what accommodation a patient has available to them on admission. Where necessary, this will enable action to prevent or tackle homelessness to be started straightaway.

Patients are usually asked for their address on admission to a ward in hospital. The exception is where the person has been admitted previously, or has been admitted after being in Accident and Emergency, when the address might already be on the notes but not have been checked on admission to the ward. It is important to check that any information previously obtained is still current.

Under this Protocol, as part of the admissions process, hospital staff will check the address for all patients, regardless of how they came to be admitted to the ward. In addition to the address, hospital staff will also gather supplementary information in order to ensure sustainability of their current accommodation.

Some patients may become threatened with homelessness whilst staying in hospital. In a few cases, patients do not reveal that they have nowhere to go until discharge is imminent.

Where practicably possible, patients should not be discharged without arrangements for accommodation being made. Where a patient is believed to be homeless on discharge from hospital, ward staff should ensure that contact is made with the relevant housing advice team (see contacts below) at the earliest opportunity.

PREVENTING HOMELESSNESS – KEY ACTIONS:

- ✓ A poster is to be displayed in all wards reminding patients that they can ask for help at any time if they are worried about possible homelessness - see **Appendix 3**.
- ✓ Hospital staff will check that the patient can return to suitable accommodation within 72 hours of admission and at any point during the admission if a potential housing problem is identified.
- ✓ Hospital staff will check that the patient can return to suitable accommodation within 72 hours of admission and again before discharge - ideally at least a day before discharge (but preferably 2 days - a longer period of notice for housing agencies allows more time to arrange supported temporary accommodation where appropriate).
- ✓ If there is no accommodation identified for the patient to return to, the patients care co-ordinator/ward staff will contact either Housing Solutions Service at Stoke-on-Trent City Council Newcastle Housing Advice (NHA) at Newcastle under Lyme, the Housing Advice Team at Staffordshire Moorlands District Council. A referral form will also need to be completed and submitted to the relevant Housing Advice service – see **Appendix 4**.
- ✓ The referral is to be sent via email and password protected. The referrer will telephone the housing agency to check receipt of the referral, share password and discuss the referral.
- ✓ Patients may need to be advised that their welfare benefits may be reduced after 4 or 6 weeks in hospital. It is very important that action is taken to make sure that the patient is aware of the action that is needed to prevent arrears accruing. Template letters to be used for informing the Benefits Agency about a patient's stay in hospital are attached at **Appendix 5A,B &C**. All agencies involved with the patient should be copied into correspondence sent to the Benefits Agency, with the patient's agreement.

Leaflets regarding housing advice and homelessness services in Stoke-on-Trent and Newcastle under Lyme will be distributed to the Hospital to give to people who may be homeless or threatened with homelessness. Further copies of these can be obtained by request by contacting: 01782 233696 or 0345 850 9698.

CHECKLIST FOR MENTAL HEALTH SERVICES:

Step 1 - Check the patient's housing situation - On admission to the ward, ask every patient for their address, and whether this is the address they expect to be able return to

Ward staff are asked to be particularly careful to ask this question where:

- The patient was noted as being homeless (No Fixed Abode - NFA)
- The patient is known to be staying at a hostel or other temporary accommodation

Step 2 - Check if the patient comes from Stoke-on-Trent, Newcastle-under-Lyme, Staffordshire Moorlands or and why they may be homeless.

If the patient has no accommodation, or is not confident that they can return to that address, ask the following questions before deciding what to do next:

- Does the patient come from Stoke-on-Trent, Newcastle under Lyme, Staffordshire Moorlands or wish to be in any of those areas?
- If they had a home before coming into hospital, why are they not able to go back there?

People from outside Stoke-on-Trent, Newcastle-under-Lyme, Staffordshire Moorlands - For people who do not come from the area, and who do not wish to stay, contact the homelessness office for the relevant council area. You can contact Newcastle Housing Advice (NHA), Staffordshire Moorlands Housing Advice Team or the Housing Solutions Service at Stoke-on-Trent City Council for further information. - **See Appendix 3**

Step 3 - Contact the relevant Housing Advice Team to arrange for assistance.

During office hours Mon – Thurs - 9 - 5pm and Fri – 9 – 4.30pm, if the patient is homeless and needs help to find somewhere in Stoke-on-Trent, contact the Housing Solutions Service on 01782 233696.

During office hours Mon – Fri - 9 - 5pm and Sat 9 – 12pm, if the patient is homeless and needs help to find somewhere in Newcastle-under-Lyme, contact the Newcastle Housing Advice (NHA) on 01782 635200.

During office hours Mon – Thurs – 9 – 5:15pm and Fri - 9 – 4:45pm, if the patient is homeless and needs help to find somewhere in Staffordshire Moorlands, contact the Housing Advice Team on 01538 395502

These Teams provide free and confidential housing advice and homelessness services and make decisions about whether the Council has a legal duty to accommodate someone.

The Teams will either conduct a homeless options interview over the phone, or may arrange to visit a patient if there are complex needs, and a longer interview is needed. This will take place as soon as possible resources permitting.

Information which will be needed by the NHA, the Housing Advice Team and Housing Solutions Service:

- Full name and date of birth
- Previous address, and type of housing (e.g. council tenancy, or hostel)
- Names and ages of any dependants
- How long the person has been in the area
- Any other agencies involved with the patient
- Details of any risks posed by the patient or linked to their health
- Any particular needs which should be taken into account

The teams will each have more time to make their decisions, and help to find accommodation for the patient, if they receive clear information well before the patient is going to be discharged.

If the decision to discharge is made late on a working day, it is unlikely that accommodation will be found that night. In that case, hospital staff will try to ensure that a bed remains available for the patient until the next day.

EMERGENCY HOMELESSNESS ASSISTANCE – OUT OF OFFICE HOURS (Evenings – 5pm – 9am, Weekends and Bank Holidays);

If the patient is homeless and needs help to find somewhere in Stoke-on-Trent, contact the Emergency Homeless Team on 01782 234234.

If the patient is homeless and needs help to find somewhere in Newcastle-under-Lyme in an Emergency, contact Newcastle Housing Advice (NHA) on 01782 615599.

If the patient is homeless and needs help to find somewhere in Staffordshire Moorlands, contact the Emergency Homeless Team on 0345 605 3012

ROUGH SLEEPERS:

If the patient has been previously rough sleeping in Newcastle or in Stoke-on Trent, contact the Rough Sleeper Team (RST) on 0800 970 2304 (6.30am – 2.30pm weekdays, 6.30am – 12.30pm weekends and answer machine facility out of hours).

PATIENTS AGED UNDER 18:

Homeless people aged under 18 are considered to be in a priority group and should be referred to the Social Services department in their area of origin;

- Newcastle and Staffordshire Moorlands - contact the First Response Team on 0800 1313126 – Mon – Fri 8am-8pm or in an emergency out of hours, contact 0845 6042886
- Stoke-on-Trent – contact 01782 234567 - Mon – Fri 9am - 5pm or in an emergency out of hours, contact 01782 234234.

ASYLUM SEEKERS AND REFUGEES:

- Asylum seekers have no recourse to public funds; this means that they are not able to access state benefits or social housing. Instead asylum seekers who are awaiting a decision from the Home Office are accommodated and supported by the UK Border Agency, part of the Home Office. To contact the regional office call the **Asylum Support Team West Midlands Tel: 0121 345 8630 or the national general enquiry line: 0845 602 1736.**
- Failed asylum Seekers also have no recourse to public funds and could be without support entirely; however a few are entitled to support under section 4 of the Immigration and Asylum Act 1999. **Contact the West Midlands Refugee Council: 0121 234 1950 or Stoke on Trent Citizens Advice Bureau Tel: 01782 201234.**
- Unaccompanied asylum seeking children (UASC) should be supported by the Local Authority Social Services Department. (See contact details within Patients aged under 18 above)
- Refugees are persons with discretionary leave, humanitarian protection and indefinite leave to remain and all have recourse to public funds; and so have the same rights and entitlements to benefits and social housing as the rest of the population.

HOMELESS PREVENTION & MENTAL HEALTH DISCHARGE PROTOCOL

HOUSING RESOURCE PACK

2019

North Staffordshire Combined Healthcare



NHS Trust



North Staffordshire Combined Healthcare Trust provides mental health, specialist learning disability and related services for people of all ages within North Staffordshire. North Staffordshire Combined Healthcare Trust Adult Services (18-65) are made up of a number of inpatient and community teams for service users experiencing mental health issues.

Inpatient Adult Acute Services:

The Inpatient Services comprise 3 Adult Acute wards and In October 2018 a new Psychiatric Intensive Support Unit was opened. They all share a multi-disciplinary approach to care for adults experiencing mental health problems between 18-65 years of age. The Multi-Disciplinary Team is made up of Consultant Psychiatrists, Nurse Practitioners, Staff Grades, Nurses, Health Care Support Workers, Occupational Therapists, Physiotherapists, Psychologists and Therapeutic Practitioners. The Inpatient Adult Acute Service offers assessment, treatment and re-stabilisation of service users who are experiencing a range of mental health problems. Our partner agencies include: Access Team, Community Mental Health Resource Centres, Early Intervention Team, Home Treatment Team, Mental Health Liaison, Drug and Alcohol Services and Intensive support team for Learning Disability. .

- Ward One (Mixed Gender Ward)
14 Beds
01782 441701
- Ward Two (Male Ward)
22 Beds
01782 441702
- Ward Three (Female Ward)
22 Beds
01782 441703
- PICU (mixed sex)
6 Beds
01782 441600
- Access Team - The Single Point of Access for Mental Health Services within North Staffordshire for individuals between the ages of 18-65. The team consists of both health and social care staff who provide screening, assessment and sign posting for mental health services both statutory and non-statutory. The Access Team has a service within Stoke, Newcastle and Staffs Moorlands.

Access Team
Hope Centre
Upper Huntbach Street
Stoke on Trent
ST1 2BX
0300 123 0907

Rehabilitation Services

As Part of the Psychosis Recovery pathway, Rehabilitation services provide assessment/rehabilitation for service users with Mental Health needs between the ages of 18-65. The team consists of a Multi-Disciplinary approach to assessment and rehabilitation and

has close links with statutory and non-statutory providers. Services are delivered in a variety of settings as follows:-

- Summers View- An intensive rehabilitation service providing 10 community beds for male and female Service Users. The unit provides assessment, rehabilitation, support and a range of therapeutic interventions and activities for people who have complex and long term mental health problems.
Tel: 0300 123 1535 ext 6416
- Florence House- A short-medium stay rehabilitation unit that accommodates service users for up to 1 year. The unit provides 8 community beds for both male and female service users and uses a range of interventions to support individuals working towards achieving their independence.
Tel: 0300 123 1535 ext 1423
- Recovery and Resettlement – This Service works in partnership with Brighter Futures to deliver a supported accommodation service. 40 supported tenancies are provided in a variety of locations and settings within the city of Stoke on Trent. Individuals are supported to access community resources and facilities with a view to promoting recovery, independence and the skills required for independent living.
Tel:0300 123 1462

Edward Myers Unit

The Edward Myers Unit is a 14 bedded mixed gender ward offering inpatient services including detoxification and stabilisation for adults experiencing difficulties with substance misuse. The service is offered to clients in Stoke, Newcastle and Staffordshire Moorlands, as well as clients from out of the area.

The Edward Myers Centre works alongside a number of partner agencies in the area Aquarius, CRI, Adsis, BAC O Connor and Riot.

Housing Solutions Service at Stoke-on-Trent City Council:

The Housing Solutions Service at Stoke-on-Trent City Council assists people with all housing advice enquiries, regardless of their previous tenure (e.g. homeowner, private rented, social rented, lodger etc) and helps people who are facing homelessness in the city.

Examples of Housing Advice enquiries may include:

- People who are homeless
- Rough sleepers
- People with a build-up of mortgage or rent arrears
- People having problems with their private rented accommodation
- People who have suffered an Illegal eviction and / or harassment at their property
- People going through relationship breakdowns
- Family disputes e.g. parental eviction or sofa surfing

A person approaching the Housing Solutions Service will be either offered a basic housing assessment to determine whether they qualify to join the City Council waiting list for rehousing. Where a customer is Homeless or threatened with Homelessness within 56 days they will receive a Homeless assessment.

Those who are adequately housed, but have a desire to move, will be offered basic housing advice and a signposting service to ensure they are aware of all the options available to them. Customers in suitable will not be eligible to join the City Council's waiting list.

The Housing Solutions Service can be contacted:

Monday – Thursday: 09:00 – 17:00

Friday: 09:00 – 16:30

Housing Advice Centre,
One Smithfield,
Leonard Coates Way,
Hanley,
Stoke-on-Trent,
ST1 4FA

Tel: 01782 233696

Email: HomelessSupportTeam@stoke.gov.uk

For out of office hours emergency assistance, please contact the Emergency Duty Team on: 01782 234234

CONTACTS FOR SERVICES OPERATING IN STOKE-ON-TRENT

For housing advice and information;

Housing Solutions Service
Housing Advice Centre
One Smithfield
Leonard Coates Way
Hanley
Stoke-on-Trent
ST1 4FA

Tel: 01782 233696

Email: HomelessSupportTeam@stoke.gov.uk

For housing benefit & council tax advice;

Benefit Services
PO Box 186
One Smithfield
Leonard Coates Way
Hanley
Stoke-on-Trent
ST1 4FA

Tel: 01782 232982

Email: benefitservices@stoke.gov.uk

For independent help and advice - Citizens Advice Bureau;

Hanley CAB
Advice House
Cheapside
Hanley
Stoke-on-Trent
ST1 1HL

01782 408600

For advice and assistance to claim income based benefits;

Job Centre Plus
91 Upper Huntbach Street
Hanley
Stoke on Trent
Staffs
ST1 2BX

0800 055 6688

www.jobcentreplus.gov.uk

Newcastle Housing Advice (NHA) Team at Newcastle-under-Lyme:

Newcastle-under-Lyme Borough Council have a statutory duty to provide a Homelessness, Housing Advice and Housing Register Services. These functions are delivered by NHA.

NHA delivers the following services to residents from Newcastle-under-Lyme:

- ***Homelessness and Housing Options*** which includes the prevention of homelessness through advice and a variety of homeless prevention schemes such as deposit guarantee, mediation and debt advice. Other functions include discharging the Council's homelessness duty and ensuring customers are housed appropriately, joint working with key stakeholders and providers and signposting to other specialist services;
- ***Housing Register*** which includes the management of the Housing Register, Housing Allocations Policy, Nominations to other social housing providers and general advice on the Housing Register.

NHA assists people with all housing advice enquiries, regardless of their previous tenure (e.g. homeowner, private rented, social rented, lodger etc) and helps people who are facing homelessness in the Newcastle Borough.

Housing Advice enquiries may include;

- Homelessness
- Rough Sleeping
- Mortgage or rent arrears
- Problems with private rented accommodation
- Illegal eviction and harassment
- Relationship breakdowns
- Family disputes e.g. parental eviction or sofa surfing

Free, independent and confidential advice can be obtained by **contacting Newcastle Housing Advice on 0345 850 9698** or visiting 61-63 Lower Street, Newcastle under Lyme, ST5 2RS. The office is open Monday – Friday 9am - 5pm, except Thursday 11-5pm.

For emergency homelessness enquiries outside office hours or on a Bank Holiday the **emergency number** is 01782 615599.

CONTACTS FOR SERVICES OPERATING IN NEWCASTLE-UNDER-LYME:

For housing advice and information Housing advice service;

NHA
61-63 lower Street
Newcastle-under-Lyme
Staffs
ST5 2RS

Tel: 0345 850 9698

www.nhaoptions.co.uk
email nha@midlandheart.org.uk

For housing benefit & council tax advice - benefits department;

Newcastle-under-Lyme Borough Council
Castle House, Barracks Road
Newcastle-under-Lyme
Staffs
ST5 1BL

Tel: 01782 77717

www.newcastle-staffs.gov.uk

For independent help and advice - Citizens Advice Bureau;

Newcastle CAB
25 – 27 Wells Street
Newcastle-under-Lyme
Staffs
ST5 1BP

Tel: 0844 499 4115

www.advice.guide.org.uk

Kidsgrove CAB
Town Hall, Liverpool Road
Kidsgrove
Stoke-on-Trent
Staffs, ST7 4EH

For advice and assistance to claim income based benefits;

Job Centre Plus
25 Paradise Street
Newcastle-under-Lyme
Staffs
ST5 1RS

Tel: 01782 382000

www.jobcentreplus.gov.uk

Staffordshire Moorlands District Council (SMDC) Housing Advice Team:

The Housing Advice Team provides the following services:

- **Housing advice** - On the housing register and allocations policy. Re-housing in the private-rented sector and with specialist supported accommodation providers. Other housing enquiries may include problems with private rented accommodation, illegal eviction and harassment, relationship breakdown and parental eviction.
- **Homelessness prevention** - The team works closely with agencies, landlords, lenders and any other relevant party in order to prevent homelessness. They also use preventative measures such as the rent deposit bond scheme and sanctuary scheme.
- **Signposting/ referring to other specialist services** (i.e. debt/ money advice, support with drug/ alcohol use , domestic violence or general needs tenancy support)
- **Homelessness advice and assistance** – The team make investigations and decisions on homeless applications and assist homeless households to secure accommodation.

The housing advice team can be contacted on tel: 01538 395502 for free, independent and confidential advice. The office and telephone housing advice line are open Monday - Thursday (09:00 -17:15), Friday (09:00 -16:45).

For homelessness enquiries outside office hours or on Bank Holidays please use the emergency number tel: 0345 605 3012.

CONTACTS FOR SERVICES OPERATING IN STAFFORDSHIRE MOORLANDS DISTRICT COUNCIL:

For housing advice and information - housing advice service;

Staffordshire Moorlands District Council
Moorlands House
Stockwell Street
Leek
Staffs
ST13 6HQ

Tel: 01538 395502

www.staffsmoorlands.gov.uk

For housing benefit & council tax advice - benefits department;

Staffordshire Moorlands District Council
Moorlands House
Stockwell Street
Leek
Staffs
ST13 6HQ

Tel: 0345 605 3012

www.staffsmoorlands.gov.uk

For independent help and advice - Citizens Advice Bureau;

Biddulph CAB

10 Tunstall Road
Biddulph
Stoke-on-Trent
Staffordshire
ST8 6HH

Tel: 0844 4111 444

www.advice.guide.org.uk

Cheadle CAB

Harborne Road
Cheadle
Stoke-on-Trent
Staffordshire
ST10 1JY

Leek CAB

20 St Edward Street
Leek
Staffordshire
ST13 5DS

For advice and assistance to claim income based benefits;

Job Centre Plus
91 Upper Huntbach Street
Hanley
Stoke on Trent
Staffs
ST1 2BX

0800 055 6688

www.jobcentreplus.gov.uk

APPENDIX 2

North Staffordshire Combined Healthcare
NHS Trust



HOMELESSNESS PREVENTION & MENTAL HEALTH DISCHARGE: INFORMATION SHARING CONSENT FORM

I give my consent for the health service, Stoke-on-Trent City Council / Staffordshire Moorlands Council / Newcastle Housing Advice (NHA) *(delete as appropriate)* and relevant specialist supported accommodation providers to share information about me, including any relevant care plan and risk assessment information, and to make enquiries that may be necessary regarding my application for housing.

I understand that the health service and the housing authority have a legal duty to keep my information secure and confidential, and will comply with the Data Protection Action 1998. I understand that I have a right to know what information is held about me and what has been shared.

Name:

Signature:.....

Date:.....

If this consent form is signed on behalf of the applicant please indicate the reason for not having obtained the applicant's signature.

Reason:.....

Name of advocate/representative:.....

Relationship to applicant:

Signature: Date:

Once this form is completed please file in patient's care records.

**ARE YOU AT RISK OF
HOMELESSNESS?
NEED HOUSING ADVICE?
UNSURE WHERE TO GET
HELP & ASSISTANCE ?**

Advice available includes;

- **Homelessness**
- **Mortgage or rent arrears**
- **Problems with private accommodation**
- **Illegal eviction and harassment**
- **Relationship breakdowns**
- **Family disputes**

**For Residents of
Newcastle-under-Lyme
contact NHA on
0345 850 9698**

**For Residents of
Stoke-on-Trent contact the
Housing Solutions Service
on
01782 233696**

**For Residents of
Staffordshire Moorlands
contact the Housing
Solutions Service on
01538 395502**



APPENDIX 4

North Staffordshire Combined Healthcare

NHS Trust



City of
Stoke-on-Trent



STAFFORDSHIRE
moorlands
DISTRICT COUNCIL
ACHIEVING EXCELLENCE

HOMELESSNESS PREVENTION & MENTAL HEALTH DISCHARGE: REFERRAL FORM

Date of referral:			
Referrer Information			
Name:		Job title: Are you the care co-ordinator?	
Organisation name and address:		Other contact details: (please include e-mail; office number; mobile)	
Client Information			
Name:		Telephone number:	
Current (last known) address:		Date of birth:	Age: Gender:
Rough Sleeping/Sofa surfing/Lodging/Tenant/Owner? At risk / notice given? Dates at this address:		Ethnicity:	
		NI number:	
Previous address:		Dates at this address:	
GP Name:		GP contact number:	
Name of inpatient unit / ward number:		Named care co-ordinator / CPN / Other: contact details	
		Date of admission: Date of discharge (if known):	
Referral Details - Please give an overview of the applicant's current situation.			
Reasons for homelessness / why the applicant is at risk of homelessness;			
Mental health issues and support needs;			
Does the applicant have any vulnerability factors or communication needs that need to be considered in preparation for a homeless interview? If yes, please provide details:			

Which other agencies are involved, if any?		
Have you applied to any other agencies for accommodation? If yes, how might they meet the applicant's needs?		
What locations are preferred?		
Risk Assessment		
	Summary of any previous incidents/concerns	Current risk now possible future triggers.
Safety to self		
Safety of others		
Neglect & Exploitation		
Substance misuse		
Discharge Plan (if known at point of referral)		
Community Team and address: Telephone number:		
Face to face appointment date, time and venue		
Point of contact/individual on discharge		
Referrer name:	Date:	
Consent form completed yes / no		

Additional Information for Housing Options Team:

For Stoke-on-Trent residents please complete and send via email, password protected
to the Housing Solutions Team email: HomelessSupportTeam@stoke.gov.uk

For Newcastle-under-Lyme residents please complete and send via email, password protected to Newcastle Housing Advice (NHA) at:
Email: nha@midlandlandheart.org.uk

For Staffordshire Moorlands Residents please complete and send via email, password protected
to the Housing Advice Team at:
Email: housing.team@staffsmoorlands.gov.uk

Print on Letterhead Paper

Version for Newcastle-under-Lyme Residents

(Insert contact name)

Harplands Hospital
Hilton Road
Stoke-on-Trent
Staffordshire
ST4 6RR

Benefits Manager
Newcastle-under-Lyme Borough Council
Castle House, Barracks Road
Newcastle-under-Lyme
Staffs, ST5 1BL

(Insert date)

Dear Sir/ Madam

Re: *(Insert Patient's full name, full address (inc. postcode) and name of landlord if known).*

Please accept this letter as notification that the above patient has been admitted to Harplands Hospital for a stay of approximately *(insert number)* weeks.

I can confirm that on discharge it is the patient's intention to return to the property.

If you require any further information please do not hesitate to contact me on 01782 *(insert contact number)*.

Yours sincerely

(insert name)

(insert job title and/or department/ward)

APPENDIX 5B

Print on Letterhead Paper

Version for Staffordshire Moorlands Residents

(Insert contact name)

Harplands Hospital
Hilton Road
Stoke-on-Trent
Staffordshire
ST4 6RR

Benefits Manager
Stoke-on-Trent City Council
Civic Centre, Glebe Street
Stoke-on-Trent
Staffs, ST4 1RN

(Insert date)

Dear Sir / Madam

Re: *(Insert Patient's full name, full address (inc. postcode) and name of landlord if known).*

Please accept this letter as notification that the above patient has been admitted to Harplands Hospital for a stay of approximately *(insert number)* weeks.

I can confirm that on discharge it is the patient's intention to return to the property.

If you require any further information please do not hesitate to contact me on 01782 *(insert contact number)*.

Yours sincerely

(insert name)

(insert job title and/or department/ward)

Print on Letterhead Paper

Version for Stoke-on-Trent Residents

(Insert contact name)

Harplands Hospital
Hilton Road
Stoke-on-Trent
Staffordshire
ST4 6RR

Benefits Manager
Stoke-on-Trent City Council
Civic Centre, Glebe Street
Stoke-on-Trent
Staffs, ST4 1RN

(Insert date)

Dear Sir/ Madam

Re: *(Insert Patient's full name, full address (inc. postcode) and name of landlord if known).*

Please accept this letter as notification that the above patient has been admitted to Harplands Hospital for a stay of approximately *(insert number)* weeks.

I can confirm that on discharge it is the patient's intention to return to the property.

If you require any further information please do not hesitate to contact me on 01782 *(insert contact number)*.

Yours sincerely

(insert name)

(insert job title and/or department/ward)