

Guidance on the sections in the referral form

Consent given.

Yes

This box should be ticked to confirm consent to disclose has been signed and added to the client file.

Source of referral *

This box refers to the referral type; Agency referral or Self Presentation.

Source of referral *

Agency Referral

Referring agency name

For agency referral you will then be required to select a referring agency name.

There is also a question regarding direct agency referrals to one service. Agencies referring to MainStay services can specifically refer to one particular service if they request this via their MainStay referral form. All referral forms will be attached to the client's record.

Is the referral a direct referral to only one service within the MainStay?

NB

By making a direct referral the referral agency will understand that they are opting out of the wider MainStay network and that the assessment conducted will only be used to refer the applicant to one particular service and not consider them for all MainStay services.

Reason for the referral

Why the person needs to apply to MainStay i.e. leaving prison, being evicted, wishing to move provider etc.

Communication with the applicant

Is English the applicant's first language?

No

Does the applicant communicate in English?

No

What is the applicant's preferred language?

When answering the questions around communication with the applicant you will be prompted to organise an interpreter where required.

This is where you will add any additional contact details for the applicant including the referring agency contact details if there is one and next of kin. Any other contact details provided via the referral should also be inputted here. It is important to record all contact details provided.

Further contact details for applicant (including Next of Kin)
 Click on a Name to view/edit/delete the relevant contact or [Add a new contact](#).

| Name ↑↑↑ | Contact Type | Phone | Email | From | To |
|---------------------------------|--------------|-------|-------|------|----|
| Mrs Jane Bloggs | Mother | | | | |

To add a contact
 Click on [Add a new contact](#)

To review/edit or delete a contact
 click on the contact name underlined

When you click [Add a new contact](#) the box below appears, add details and Save & Close.

The screenshot shows a web browser window titled 'cdpsharp: Liverpool -- Webpage Dialog'. The URL is 'http://mainstay.capitasupport.co.uk/supportliv/Contact.do?method=add&type=client&id=5'. The form is titled 'New Contact' and has a 'General' tab selected. The form contains the following fields:

- Client: Jo Bloggs
- Global Contact: -----Select-----
- Contact Type: -----Select-----
- Description: [Text area]
- Contact Name*: [Text field]
- Contact Number: [Text field]
- Mobile Number: [Text field]
- Date contact added: [Text field]
- Fax: [Text field]
- Email: [Text field]
- Address: [Text area]
- Global?:
- Date From: [Text field]
- Date To: [Text field]
- Mercury Reference: [Text field]

At the bottom of the form are 'Save' and 'Close' buttons.

Once saved you will see these details will have been added to the original table.

This is where you will add the applicant's current address. 'Current address' is the accommodation which at present is occupied by the client.

Applicant's Current Address (if applicable)

Click on an Address to view/edit/delete the relevant address or [Add a new address](#).

| From | Upto | Address | Tenure Type | Reason For Leaving |
|------------|------------|-----------------------------------|-------------|--------------------|
| 26/03/2010 | 25/03/2013 | 10 Liverpool Road | | |

To add an address
Click on [Add a new address](#)

To review/edit or delete an address
Click on the address underlined

When you click [Add a new address](#) the box below appears, add details and Save & Close.
NB Mandatory areas* Must be completed. If the Client does not have specific dates just choose approximate dates and add that the dates are approximate in the comments box.

The screenshot shows a web browser window titled 'cdpsharp: Liverpool -- Webpage Dialog'. The address bar shows 'http://mainstay.capitasupport.co.uk/supportliv/Address.do?method=add&type=client&id=5'. The main content area is titled 'New Address' and has a 'General' tab selected. The form contains the following fields and controls:

- Client:** Jo Bloggs
- Address*:** A multi-line text input field.
- Postcode:** A single-line text input field.
- Telephone Number:** A single-line text input field.
- Resident From*:** A date input field.
- Resident Upto:** A date input field.
- Tenure Type:** A dropdown menu with '-----Select-----' as the current selection.
- Reason For Leaving:** A dropdown menu with '-----Select-----' as the current selection.
- Comments:** A large text area for notes.
- Buttons:** 'Save' and 'Close' buttons at the bottom left.

Once saved you will see these details will have been added to the original table.

'Last settled accommodation' refers to the client's last accommodation which was not temporary. If the applicant's current address was not temporary then you do not need to add an address in this section.

Last settled accommodation of applicant (if not already entered)

Click on an Address to view/edit/delete the relevant address or [Add a new address](#).

| From | Upto | Address | Tenure Type | Reason For Leaving |
|------------|------------|-----------------------------------|-------------|---------------------------------------|
| 26/03/2010 | 25/03/2013 | 10 Liverpool Road | | Staying with Family Members (Planned) |

To add an address
Click on [Add a new address](#)

To review/edit or delete an address
Click on the address underlined

Guidance on the Assessment Form

At the very start of the assessment there are two questions which are used to check whether an applicant is eligible for a MainStay assessment.

Circumstances

 Is the person part of a larger family wishing to be accommodated together? *

 **Please refer this person to their local Housing Options service.**

'Larger family' means anything more than a couple. If an applicant answered yes to this question then the applicant would not be eligible for MainStay services. At this point the assessor would need to phone Careline and refer the applicant.

 Does the person need prevention services rather than accommodation? i.e. they are in permanent, safe, suitable accommodation, which they wish to remain in and are not in danger of immediate homelessness. *

 **Please refer this person to their local Housing Options service.**

If an applicant is not in danger of immediate homelessness and would be better suited to prevention services then the assessor should phone Careline to refer the applicant.

If the messages regarding Housing Options show, please contact your nearest Housing options Service.

Reasons for assessment would need to be selected by the assessor.

Reasons for assessment

- First Presentation to MainStay Services
- Repeat Presentation to MainStay Services
- Person needs a service that provides for higher support needs
- Person needs a service that provides for lower support needs
- Person is being evicted or has just been evicted from a MainStay Service
- Person wishes to leave current service
- Person will not engage with current service
- Person a risk to or from known person(s) within the current service (please specify)
- Other (please specify)

Assessors have the option to supply additional information relating to the reason for assessment in the further detail text box shown below. If other has been selected it is compulsory that the assessor provides further details in this text box.

Further detail



Guidance on the reasons for assessment drop downs:

- If “person needs a service that provides for higher support needs” is selected this allows for the circumstances where a low level support service only for those providing dispersed housing believes that a person needs a service that caters for those with higher needs.
- If “person needs a service that provides for lower support needs” is selected this allows for the circumstances where a high level support service i.e. all services except for dispersed housing believes that a person needs a service that caters for those with low level support needs.
- There is an expectation that the current service provider will complete an assessment with those leaving their service but require an alternative MainStay service. Although, there is an understanding that this would be subject to a Risk Assessment and if the service did not feel that it was safe to conduct an assessment the person would be referred to a more suitable Gateway point. For example, if a person was being immediately evicted due to violence/harassment/bullying and by conducting an interview was placing current residents or staff at risk. For those persons who have an assessment at another service than that in which they have just been accommodated then the service will need to record the reason why a new assessment was completed in the further details box.
- In some circumstances a direct referral between two services will be allowed with permission from the MainStay Development Manager this would cover situations where the reason for assessment is because a person needs a specialist service or when there has been an agreed transfer between two similar services.

Accommodation History

Can you give me your last 5 years accommodation history? (Where possible please provide name of landlord within the address field)

Click on an Address to view/edit/delete the relevant address or [Add a new address](#)

| From | Upto | Address | Tenure Type | Reason For Leaving |
|------------|------|--|-------------|--------------------|
| 27/03/2013 | | Flat 7b, 2-4 The Elms, Liverpool, L8 3SS | | |

The assessor will try to record the client's last five years accommodation as best as possible.

There is an understanding that the dates recorded may not be completely accurate and that they are the applicants best interpretation.

To review/edit or delete an address
Click on the address underlined in blue

To add address click [Add a new address](#)

When the assessor has clicked [Add a new address](#) the below box will appear.

cdpsharp: Liverpool -- Webpage Dialog
https://mainstay.capitasupport.co.uk/supportliv/Address.do?method=edit&addressid=6005786&modguid=1372332609332

Address: 24 High Street, Aigburth, Liverpool, Liverpool Mutual Homes, L5 7GY

General

Client Test Test

Address* 24 High Street
Aigburth
Liverpool
Liverpool Mutual Homes

Postcode L5 7GY

Telephone Number

Resident From* 27/06/2013

Resident Upto

Tenure Type -----Select-----

Reason For Leaving -----Select-----

Comments

Save Close Delete

Assessors are asked to include the name of the landlord in the address field so that this can be matched to the address.

Once saved you will see these details will have been added to the original table (as previous).

The assessor would then need to provide any contact details for accommodation providers so that they can be contacted to provide supporting information. Please include the name of the service the contact works for in the description field to ensure that it can be matched to the relevant address.

Please provide any contact details for accommodation providers
Click on a Name to view/edit/delete the relevant contact or [Add a new contact](#).

| Name ↑↑↑ | Contact Type | Phone | Email | From | To |
|----------|--------------|-------|-------|------|----|
|----------|--------------|-------|-------|------|----|

To add a contact click [Add a new contact](#)

When the assessor has clicked [Add a new address](#) the below box will appear.

New Contact

General

Client: Fareid Ali

Global Contact: -----Select-----

Contact Type: -----Select-----

Description:

Contact Name*:

Contact Number:

Mobile Number:

Date contact added:

Fax:

Email:

Address:

Global?

Date From:

Date To:

Mercury Reference:

Save Close

Ignore global contact and the global tick box

This box will appear under every section of the assessment.

Do you have any support needs in this area?
(any additional information needed)

This question can be used to summarise support needs in this particular area. It can also be used to record information that could not be captured from the answers given to the questions in this section. If you feel that you have already adequately recorded the persons support needs in this area you may leave this section blank.

The first part of the Economic and Legal Status section is used to establish if the assessor needs to refer the client to Asylum Link.

Economic and Legal Status

- Are you a British Citizen?
- Are you entitled to public funds?
- Are you currently in receipt of or awaiting a claim for benefits?
- Do you receive any other income?

If no is selected further questions appear

Economic and Legal Status

- Are you a British Citizen? No
- Are you a member of a country within the European Economic Area?
- EEA Members. Please select which country.

If a client is not from a country within the EEA then two additional questions will appear which are shown below:

- Have you been granted leave to remain in the UK?
- Can the person provide evidence of their leave to remain? (please scan and upload any evidence)

If a client has not been granted leave to remain then the following pop up will appear and the assessor should refer the client to Asylum Link for further assistance.

Please contact Asylum Link - St Anne's Centre, 7 Overbury Street, Liverpool L7 3HJ Telephone: 0151 709 1713 or Refugee Action - 64 Mount Pleasant, Liverpool L3 5SD Telephone: 0151 214 3020

If a client has been granted leave to remain but is unable to provide evidence of this at the interview then the same pop up will appear and the assessor will need to refer the applicant to Asylum Link.

- Are you entitled to public funds?

If a client currently has a sanction on their benefits then the assessor would need to select no for this question. The assessor would then need to provide details of the sanction in the text box at the end of the Economic and Legal Status section.

Are you currently in receipt of or awaiting a claim for benefits? Yes

Type of Benefits

| Type of benefits | Claim Status | Weekly amount? | If awaiting claim; Date of Claim |
|--|--------------|----------------|----------------------------------|
| Job Seekers Allowance | | | |
| Employment and Support Allowance | | | |
| Income Support | | | |
| Incapacity Benefit | | | |
| Disability Living Allowance | | | |
| State Pension | | | |
| Statutory Sick Pay | | | |
| Severe Disablement Allowance | | | |
| Disability Working Allowance | | | |
| Working Tax Credits | | | |

The assessor will need to select the type of benefits the applicant is in receipt of or is awaiting a claim for by clicking on the benefit type underlined in blue.

Once the type of benefits has been selected further questions will appear below the table regarding that benefit (shown below for Job Seekers Allowance)

Type of benefits: Job Seekers Allowance

Claim Status: -- please select --

Weekly amount?:

If awaiting claim; Date of Claim:

Update Cancel

Do not include the pound sign when inputting amounts of money

If the person is awaiting a decision for a claim then please record the date they have made claim

Once the fields have been completed click update and the information will be added to the original table shown below:

Type of Benefits

| Type of benefits | Claim Status | Weekly amount? | If awaiting claim; Date of Claim |
|--|--------------|----------------|----------------------------------|
| Job Seekers Allowance | In payment | 53 | |
| Employment and Support Allowance | | | |
| Income Support | | | |
| Incapacity Benefit | | | |
| Disability Living Allowance | | | |
| State Pension | | | |
| Statutory Sick Pay | | | |
| Severe Disablement Allowance | | | |
| Disability Working Allowance | | | |
| Working Tax Credits | | | |

Do you receive any other income? Yes

If the answer is yes the Assessor will need to complete the "Do you receive any other income?" table.

Do you receive any other income? Yes

additional income received

| Other income received | what is the weekly amount of additional income received? |
|---|--|
| Working for an employer | |
| Self Employed | |
| Government training | |
| Occupational Pension | |
| Student Funding | |
| Other (please specify) | |

Other income received: Working for an employer

what is the weekly amount of additional income received?:

Update Cancel

No £ sign

The assessor will need to select the additional income received by clicking on the blue underlined writing.

Other income received: Working for an employer

What is the weekly amount of additional income received?:

Update Cancel

Assessors can then complete weekly amount and update and the information will be added to the original table.

Physical Health

Are you being prescribed any medication for any physical health conditions?

If the assessor answers yes to this question then the below grid will appear and will need to be completed:

Prescribed medication list

| Details of medication | How long have you been taking this medication? | Prescribed Dosage |
|-----------------------|--|-------------------|
|-----------------------|--|-------------------|

Once Add has been clicked the below text boxes will appear under the table.

Details of medication:

How long have you been taking this medication?:

Prescribed Dosage:

Assessors should try to get the name of the client's medication and as much detail as possible from the client regarding their medication

Click update and the information will be added to the original table.

Do you require any aids or adaptations within your accommodation?

The assessor may need to provide further clarification on aids and adaptations for a client.

Examples of aids and adaptations may include Wheelchair ramps, railings, improved lighting, specialist alarms, switches or intercoms, tap turners, raised toilet seat. This list is not exhaustive.

Do you require any aids or adaptations within your accommodation? *

If yes please describe?

Does the applicant require a mobility accessible room?

What support needs do you have in this area?- Physical Health (any additional information)

If a client answers yes to mobility accessible room then the assessor must make them aware that this will reduce their number of matches and will only match them to service which can offer an accessible room.

Alcohol

- Do you drink alcohol?
- Have you had any problems with alcohol?

If yes is answered to the first question the following additional questions will appear as shown below:

- Do you drink alcohol?
- When was your last drink?
- How often do you drink?

Alcohol Consumption Chart

| What do you drink? | Amount Consumed |
|--------------------------------------|-----------------|
| Strong Beer | |
| Strong Cider | |
| Cider | |
| Beer | |
| Spirits | |
| Alcopops | |
| Wine | |
| Other please specify | |

What do you drink?:

Amount Consumed:

The assessor will select the client's drinks by clicking on them underlined in blue. Please note you can complete for more than one Alcohol type. To add further drinks the assessor should click on the different drinks underlined in blue and repeat the process mentioned above.

Once completed click update and the details will be displayed as shown below.

Alcohol Consumption Chart

| What do you drink? | Amount Consumed |
|--------------------------------------|-------------------------|
| Strong Beer | 10 cans twice per week. |
| Strong Cider | |
| Cider | |
| Beer | |
| Spirits | 1 bottle at weekend |
| Alcopops | |
| Wine | |
| Other please specify | |

Have you ever been in treatment for your alcohol use? Yes ▾

If the client answers yes to having been in treatment for alcohol use. A table for alcohol treatment information will appear.

Alcohol treatment information

| What treatment? | Date from | Date to | Outcome of treatment (state if current) | If other treatment selected please specify? |
|---|-----------|---------|---|---|
| What treatment?: | | | | |
| Date from: | | | | |
| Date to: | | | | |
| Outcome of treatment (state if current): | | | | |
| If other treatment selected please specify?: | | | | |
| <input type="button" value="Update"/> <input type="button" value="Cancel"/> | | | | |

Assessors should select what treatment from the drop down box.

-- please select --
-- please select --
Counselling
Outpatients
Residential
Detox only
Inpatient
Community Detox
Prescribing
Day Treatment
Other please specify

Counselling-Attending a program of counselling sessions, for example CBT

Outpatients-Clients staying in their own accommodation may attend treatment centres generally within walking distance to follow personal recovery program.

Residential- Overnight stay over an agreed period in an alcohol free environment with support/care.

Detox only-Abstinence from alcohol in a controlled environment with close monitoring.

Inpatient-Hospital stay with treatment

Community Detox-Abstinence from alcohol within their own accommodation with planning and support from community nurses and alcohol teams.

Prescribing-Prescription from GP for alcohol treatment e.g. Naltrexone.

Day Treatment-Attending Day treatment sessions for recovery program of activities and therapy.

 **Drugs**

 Does the applicant display any indicators for risk of overdose?

 Please provide more detail regarding the area of risk?

Some examples of Indicators of Overdose could include:

- Significant history of injecting
- History of previous overdose
- High levels of drug use/intoxication
- Regular drug user
- Recent discharge from prison/rehab
- Current low tolerance

Offending history

Do you have any criminal convictions?

Do you have any outstanding charges or court cases pending?

What support needs do you have in this area? - Offending History (Any additional information)

The assessor should try their best to get as much detail from the client regarding offences. If the person has previous convictions they are to be asked if they have been convicted of each of the following:

Have you ever been convicted of any offences concerning the following?

- Violence
- Domestic Violence
- Sexual Offences
- Offences against persons under the age of 18
- Offences involving weapons or fire arms?

When recording previous offences it is understandable that some prolific offenders may not remember each instance of an offence that they regularly committed.

Previous Convictions

| Name of offence? | Further detail of offences | When did offence occur | Sentence recieved |
|-----------------------------|--|------------------------|-------------------|
| Shoplifting | This has been on and off since he left home at 16 and has been shoplifting to fund his drug addictions | From 2011-2013 | Fines |

Add

Although it is important to try to record each offence completed by an applicant it may on occasion be necessary to group a number of instances of the same offence as seen above.

- Are you currently on an order?
- What type of order are you on?
- When does this order expire?
- Do you have an offender manager (probation officer/case manager)?

For further guidance regarding orders please see <http://open.justice.gov.uk/how-it-works/>

MAPPA guidance

 Are you subject to any Multi Agency Public Protection Arrangements (MAPPA)?

Some offenders may be subject to MAPPA.

Multi Agency Public Protection Arrangements (MAPPA) is the framework which joins up the agencies who manage offenders. The fundamental purpose of MAPPA is public safety and the reduction of serious harm. There are three offences that may be subject to MAPPA (formal risk assessments and Multi agency working will already be in place for these clients):

- Category 1: Registered Sex Offenders (RSOs),
- Category 2: All offenders who have received a custodial sentence of 12 months or more in prison for a sexual or violent offence and whilst they remain under Probation supervision.
- Category 3: Anyone else who poses a "risk of serious harm to the public" who has received a conviction and whose risk would be better managed in a multi-agency setting.

Assessors should only complete the sections which are appropriate to the client. To complete the table follow the same process as mentioned previously in the alcohol consumption section. You only need to select and provide details for any areas in which the applicant needs support with.

Life skills needs

| Do you need support in the following areas? | Please describe support needs in this area? |
|---|---|
| Budgeting | |
| Cooking | |
| Shopping | |
| Memory or remembering things? | |
| Personal Hygiene (bathing, washing) | |
| Keeping home clean and tidy | |
| Cleaning laundry | |
| Literacy | |
| Numeracy | |
| Filling in forms | |
| Verbally communicating | |
| Isolation | |
| Anti-Social Behaviour | |
| Social Interaction | |

Vulnerability (please consult the guidance manual for further information about answering this section.)

Does the applicant have any history or indicators of vulnerability?

Are there any specific persons you cannot be accommodated with?

The MainStay assessment section on vulnerability is a free text box for assessors to add any relevant detail in this area.

For guidance in this area assessors can refer to definitions of a vulnerable adult, this information can then be used to help an assessor to identify any history or indicators of vulnerability.

Definition's of Vulnerable Adults, as defined by (Safeguarding Vulnerable Groups Act, No Secrets (DH 2000) & Who Decides, Lord Chancellors Department 1997)

A vulnerable adult is defined as a person who, "may be in need of services by reason of mental or other disability, age or illness: and who may not be able to take care of him or herself against significant harm".

A person is vulnerable in context of the setting in which they are situated or a service they receive.

- Those in residential accommodation, provided in connection with care or nursing or in receipt of domiciliary care.
- Those receiving healthcare.
- Those in lawful custody or under the supervision of a probation worker.
- Those receiving a welfare service of a prescribed description or direct payments from a social services authority.
- Those receiving services or taking part in activities aimed at people with disabilities or special needs because of their age or state of health.
- Those who need assistance to conduct their affairs.

Clients outside of this definition may still be vulnerable due to various reasons this may include: low self esteem, social exclusion, domestic violence, ethnicity, immigration status, history of sex work, social service involvement, history of being abused (including, sexual, physical, financial, emotional, institutional), history of neglect, a victim of harassment and/or vulnerability to violence, aggression or bullying, addictions or behaviours that require support including eating disorders. This list is not exhaustive.

Based on the personal details of an applicant and assessment of their risk and need the following may be asked. These questions will affect how a service user is matched up to the most appropriate services.

- ***Does person need an accessible room?***

Additional points will be allocated to services which offer an accessible room if an applicant answers yes to this question.

- ***Part of a couple/Are you looking for accommodation together?***

If an applicant answers yes to this question then they will only be matched to services which can accommodate couples.

- ***Is there a specific reason why the person needs accommodation specific to their gender?***

Additional points will be allocated to single sex services if an applicant answers yes to this question.

- ***Is there a specific reason why the person needs BME specific accommodation?***

Additional points will be allocated to Ann Conway House if a person answers yes to this question.

- ***Do you feel the applicant would be better suited to living in Supported Lodging with structured support rather than a hostel/foyer based service?/Does the applicant wish to live in Supported Lodgings with structured support rather than a hostel/foyer based service?***

If the assessor answers yes to both the above questions then additional points will be allocated to Supported Lodgings.

- ***Are you currently involved in any education or training?***

If an applicant answers yes to this question then additional points will be allocated to the Powerhouse Foyer.

- ***Do you feel ready to engage in education or training? /Would you like to be referred to a specialist foyer service where it is a requirement to engage in some training or personal development activity?***

If an applicant answers no to “Are you currently involved in any education or training” then “Do you feel ready to engage in education or training?” will be asked. If an applicant answers yes to this question then the second question will appear. If yes is answered to both questions additional points will be allocated to the Powerhouse Foyer. If no to both questions then additional points will be allocated to Young Peoples Services.

- ***Is the applicant better suited to a Harm Reduction or Abstinence Based substance misuse service rather than a young people service?***

This question will require assessor judgement. If the assessor answers yes to this question then additional points will be allocated to Park View, New Start and the Harvey Project.

- ***Are you currently abstinent? Will be used to establish whether a person will be appropriate for abstinence services.***

For those answering yes to this question then additional points will be allocated to Park View and New Start (Abstinence beds).

For those answering no to this question additional points will be allocated to Park View, New Start (Harm Reduction) and the Harvey Project.

Depending on a person's alcohol and drugs needs on the Needs Section Summary there will be three additional questions (shown below) that will direct applicants to a particular substance misuse service based on support requirements.

- ***Are they unable to maintain accommodation or live independently with low level support because of difficulties relating to substance misuse?***
- ***Is the applicant interested in engaging with a 12 step residential programme to allow them to lead a substance free life?***
- ***Do they wish to have in place a method of detoxification that will allow them to produce a test free of illegal drugs, alcohol and opiate based medication on admission?***

For those not able to be accommodated or who have not matched up to a service within substance misuse will be automatically matched up to one of the following matching facilities.

- If 16-25 additional points will be allocated to young people services
- If over 25 additional points will be allocated to single homeless services

The matching facility will need to distinguish whether a person is eligible for dispersed and only needs low level support or requires a hostel and a housing support package.

If a person has high needs via the needs summary in one of the following areas then they would not be matched up to Dispersed housing:

- Self Care and Living
- Managing Money
- Drug and Alcohol Misuse
- Emotional and Mental Health
- Managing Tenancy and Accommodation

Dispersed Housing would also not match up to applicants who are very high risk via the risk summary in any of the risk areas:

- Alcohol
- Drugs
- Mental Health
- Physical Health
- Self Harm
- Suicide
- Offending
- Violence
- Arson
- Sexual Offences
- Offences against Persons Under 18

- Financial
- Family/Relationships
- Gambling
- Risk of Accommodation Breakdown
- Vulnerability

For those persons who don't have high needs in the areas mentioned above and aren't very high risk in any areas then the assessor will be expected to ask an additional question to check an applicant's suitability and motivation for dispersed.

- ***Based on the person's previous accommodation and motivation do you feel they would be suitable to live independently with low level support?***

If an assessor answers yes to this question then additional points will be allocated to Riverside Dispersed, YMCA Dispersed, Nugent Care and New Start.

Persons with a high need in the following areas will not be matched up to Riverside Shaw Street:

- Offending
- Substance Misuse
- Mental Health

Guidance on the risk summary

Risk tab in assessment: The Risk section is split into 15 risk sections, details below.

| |
|--|
| Drugs (This may include current/past use, substances used, frequency and method of use, length of time used, serious incidents relating to drug misuse and periods of abstinence and any treatment the client is accessing.) Please include any risk of overdose and abuse of medication if known. |
| Alcohol (This may include amount/frequency of alcohol use, length of time used and any serious incidents relating to alcohol, periods of abstinence). |
| Physical Health (This may include any physical health problems, recent periods of hospitalisation, disabilities, mobility issues and sensory impairments) |
| Mental Health (This may include any diagnosed mental health problems, concerns in this area, and any medication needed) |
| Suicide (This may include details of any previous incidents known and the dates of any incidents) |
| Self Harm (This may include details of any previous incidents known and the dates of any incidents) |
| Vulnerability (This may include any previous vulnerability that you consider relevant, indicators of vulnerability could include learning difficulties, history of abuse, harassment, bullying, violence, social service involvement ,sex work) |
| Offending (This may include the details of any previous offences known, how long ago they occurred and where possible the details of sentences, please also comment on any known current risks in relation to Offending) |
| Arson (This may include details of any previous incidents known and the dates of any incidents) |
| Sex Offences, and Offences Against a Person Under the Age of 18. |
| Violence/Aggressive Behaviour <i>If Yes Give further details</i> (This may include the details of any incidents of violence or aggression and the outcome of these incidents including eviction or convictions) |
| Financial (this may include the details of any debts, rent arrears, Gambling Problems and ability to manage their own finances) |
| Family/Relationships (this may include any difficulties in forming relationships and any particular relationships that may pose a potential risk) |
| Risk of Accommodation Breakdown (this may include any previous accommodation breakdowns and support needs in self care and living skills) |

Risk level definitions

These areas must then be scored using the MainStay risk level definitions:

Low - No significant current indicators of harm.

Medium - There are identifiable indicators of risk or harm.

The person has the potential to cause harm but is unlikely to do so unless there is a change in circumstances, for example a failure to take medication, loss of accommodation, relationship breakdown, substance misuse.

High - There are identifiable indicators of risk or serious harm. The potential event could happen at any time and the impact would be serious.

Very High - There is an imminent risk of serious harm. The potential event is more likely than not to happen.

Guidance on the risk summary

The Needs section is split into the following 10 areas:

Assessors only need to summarise needs in comments box if scores are medium to high.

Motivation and Taking Responsibility-Moving forward and actively making positive changes.

Self Care and Living Skills- Independent living skills and self care.

Managing Money-Managing money/benefits, budgeting, paying bills, managing and reducing debt.

Social Networks and Relationships-Relationships, social groups- Positive/Negative

Drug and Alcohol Misuse-Substance Misuse, Impact on life, harm reduction.

Physical Health-Looking after yourself/living a healthy lifestyle, dealing with health issues

Emotional and Mental Health- Emotional health, feeling low/depressed, stressed or anxious, self-harm/suicide, a diagnosed or suspected mental health issue.

Meaningful Use of Time- Use of time, interests, hobbies, building skills, interest in training & developing.

Managing Tenancy and Accommodation- Complying with the terms of your accommodation/tenancy, paying rent/charges and bills, neighbours/visitors.

Offending

Problems with the law, complying with probation/legal orders, ongoing offending.

Needs definitions

Needs are assessed as Low to High with the following definitions:

None – No history or evidence of Support Need in this area

Low – Person may need minimal support in this area. Some history or evidence of past need.

Medium – Person has support need in this area that is manageable/currently being met.

High – Person has support need in this area that is not being managed/met.

NB Needs may include any immediate need. It is important that assessors provide as much information as possible. This section will provide valuable information to services including forming the basis of future support plans.