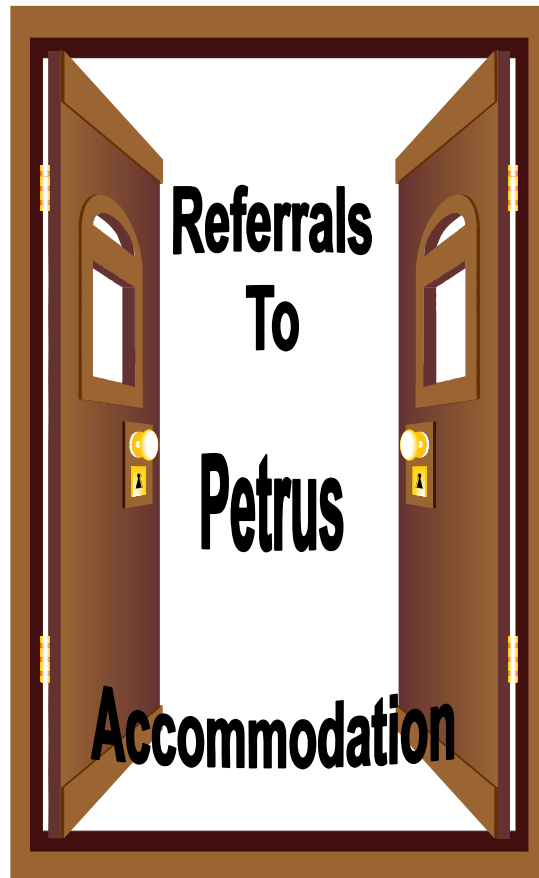


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# PETRUS SUPPORTED HOUSING PROJECTS

## Referral, Assessment, Acceptance and Waiting list Procedures

### Petrus Supported Housing Services

Petrus operates 8 high quality supported housing services within the metropolitan Borough of Rochdale and accommodates a total of 70 single women and men in housing need. Service users present with a wide range of support needs including substance misuse, physical & mental health problems, people with learning disabilities, histories of offending and social exclusion. Length of stay at any Petrus service is usually a maximum of 2-years.

All individuals accepted to Petrus are initially accommodated at our 3 intake services, which comprise a total of 30 bed spaces (1 service being women only, 1 male only and 1 mixed). Staffing at these services includes both day and night time cover and are geared to meet the needs of people initially moving in to supported housing and those who require more intensive support. These services offer single room accommodation, some with en-suite facilities and communal areas. These services include food provision.

Within a 3-months period an assessment takes place with the service user of their longer term needs. A decision is made as to whether the service user needs to remain at the current service or move on.

Move on incorporates other Petrus supported housing. These Petrus supported housing services principally offer mixed sex accommodation (one being female only) which comprises self contained accommodation.

Other options are resettlement in to own tenancy (with floating support where required) or specialist services.

### How we assess

To make a referral:-

Female - Email: [falinge.road@petrus.org.uk](mailto:falinge.road@petrus.org.uk)

Telephone Number: 01706 354826

Male - Email: [long.street@petrus.org.uk](mailto:long.street@petrus.org.uk)

Telephone number: 0161 654 8279

or [river.street@petrus.org.uk](mailto:river.street@petrus.org.uk)

Telephone number: 01706 646925

In order for us to find out why supported housing is needed we need to ask particular questions to assess what level of support the person they may have had in the past, if any. Questions are geared around the particular support needs of the individual (see referral form), e.g. self-harm issues, criminal records (schedule 1, arson, and assault), drug/alcohol use, and mental health issues. If at this stage it sounds like the level of support the particular project is able to offer then we offer an interview date and time. Please bear in mind that with additional support that can be accessed e.g. CPN or home care additional support; the referral may be suitable. Where an individual clearly needs a different level of support than the project may be able to provide advice is offered regarding other suitable projects or accommodation.

The referring agency should wherever possible arrange for a staff member to attend the interview with the referee. If this is not possible they are asked to forward any information that will assist us with our risk assessment before the interview; for example any risk assessments completed by the Probation Service. This will not necessarily hinder acceptance to the project and will be treated in the strictest confidence. All appropriate questions can be found on the referral details forms.

## **The Interview**

The interview will always be conducted by a project leader and usually at least one Assistant Project Leader. The interview recording form goes into more details asking the person to expand on previous housing, be more specific about their mental health, drug and or alcohol usage, benefits, medication, debts, interests and their expectations of high supported accommodation. There is always an opportunity for people to ask us any questions at the end of the interview.

## **How we choose applicants for our services**

After the interview and taking in to account all information available the decision is made by the Project Leader and staff member present at the interview.

### ***Not being accepted***

If our services are not felt to be suitable for the applicant, the reasons for this decision will be given to the person making the referral or the person referred

to the project as soon as possible after interview. This decision will be confirmed in writing and the actual reasons for not being accepted. If you want to appeal this decision, please contact Petrus Administration Office, Craig Lee House and an appeal interview will be arranged. You have 30 days to appeal. The appeal interview will be carried out with the project leader and a different staff member from your original interview.

If it is felt that a specialist service is required the person applying, then the referral will be signposted.

### ***Being accepted***

If someone is accepted as suitable, the individual and referring agency will be contacted verbally as soon as possible after the interview and also in writing with an invitation to visit the project where they have been allocated a place. Often due to high demand there may not immediately be accommodation available at the project.

If the person accepted is placed on a waiting list Petrus will provide the individual and referring agency with contact details of the project so contact can be maintained regarding vacancies and any changes of accommodation status.

### ***When a vacancy arises***

At this point we look at the waiting list and a decision is made who as to who is in the most need or still in a very vulnerable situation. The agency or person is contacted and the place is offered to that individual, often due to the time lapse the person may have moved on or obtained other permanent accommodation, or we cannot contact them. Where we have notice of a person leaving we will liaise with the person making the referral or the person on the waiting list on the lead up to the vacancy. If we are unable to contact someone we return to the list and choose another person, who again would be the most in need.

## **HOUSING PROJECTS**

1. Petrus provides supported housing for homeless and poorly housed people who want and need this form of housing.
2. All projects offer a good standard of accommodation and residents are expected to take an active part in keeping the projects clean.
3. Support services include help with budgeting, advice, advocacy, social skills, and referrals to specialist agencies.
4. A safe and secure environment.

5. Encouragement to participate in the day-to-day running of the project they live at.
6. Regular house and committee meetings where residents can take part in decision-making.
7. A client-centred approach with individual support plans.
8. On arrival service users will be issued with an occupancy agreement, which clearly states their rights and responsibilities.
9. There is an emergency telephone number at projects, which do not have 24-hour staff cover.
10. Supported housing projects will only accommodate people aged 18+
11. There is a comprehensive and on-going risk assessment process to help establish suitability.
12. Details regarding tenancy agreements available on request.
13. Individual 'house-rules' for each project available on request.