Doncaster Generic Floating Support Self-Referral Application Form.

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| --- | --- |
| **Date Received** | **Referral Taken by:** |

All applicants must be over 16 years of age to receive support.

|  |  |
| --- | --- |
| Title |  |
| Other Names |  |
| Surname |  |
| Marital Status |  |
| Known as |  |
| Gender |  |
| National Insurance Number |  |
| Date of Birth |  |
| Ethnic Origin |  |
| Nationality |  |
| Religion |  |
| Are you or anyone in the household pregnant or had a baby in the last 26 weeks. |  |
| Sexual Orientation |  |
| Transgender |  |
| Ex-Armed Forces Personnel |  |
| Languages Spoken |  |

|  |  |
| --- | --- |
| Phone Numbers |  |
| Current Address and Postcode  What sort of tenancy do you have? Are you currently on any sort of notice? How long have you lived in Doncaster? |  |
| Who is your next of kin? Please provide contact details |  |
| Does anybody else have keys to your property? Please provide details |  |
| Do you have any Dependant Children? Please give details including dates of birth, gender, nationality and whether they live with you.  Do you have any other household members? Please give details including dates of birth. |  |
| Are you on Probation | Yes No |
| Does any member of the household have current or historical substance misuse? Please give more details including support received |  |
| Do you have any Physical health issues? |  |
| Do you have any Mental Health issues? Are you currently receiving support from other agencies? |  |
| Are there any other agencies involved with yourself at the moment? Social services / mental health services / drug and alcohol services – please provide contact details. |  |

Benefits Information

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  |  |  |
| Amount |  |  |  |
| Frequency |  |  |  |
| Start Date |  |  |  |
| End Date |  |  |  |

|  |  |
| --- | --- |
| Is there a potentially violent person in the household? If yes, please give details. |  |

|  |
| --- |
| Please give an overview of support required: |

Applicants Signature / date

What is Doncaster Homeless Floating Support Service?

Our team at Doncaster Homeless Floating Support Services support people to maintain their tenancy and or property as well as supporting the client to find and secure new properties.

Doncaster Homeless Floating Support is a community-based service, providing tenancy support if you are homeless or at risk of losing your home. We help single people or families in their own homes.

We offer practical and emotional support, as well as assistance and advice to help you maintain your tenancy.

You will receive advice on day-to-day issues including finance and budgeting, alongside education and employment. We’ll help you find local agencies and advocacy services to provide any additional support you may need to maintain your tenancy or secure new accommodation.

Working with you, we will develop a tailored support plan. In your first meeting we’ll work ot the type and frequency of support you need. You can meet your dedicated support worker fortnightly, weekly or even daily, if that’s what you need.

**Our service**

Changing Lives Doncaster Homeless Floating Support Service operates:

Monday -Friday 9am – 5pm

Our floating support team also offers out-of-hours-visits.

**Who we can help**

You get our help if you are

Aged 16 or above

At risk of losing your home ot have found yourself homeless

From the Doncaster area or have local connections.

Referrals can be made by professionals, a homeless team, probation, St leger homes etc, or we take self-referrals at the scheme itself. We will arrange a needs and risks assessment to determine whether or not the person can be accepted onto service.

Changing Lives

Doncaster Generic Tenancy Support

Wharf House

Wharf Road

Doncaster

DN1 2ST

TEL: 01032 558014

[Paul.fitzpatrick@changing-lives.org.uk](mailto:Paul.fitzpatrick@changing-lives.org.uk)

We can offer you help to complete this application or if you have any questions, need a larger print or different Language version please contact the Floating Support Team 01302 558014.

Please return completed referral form to the above address or contact us by phone.

**Appeals Procedure**

Applications for Support Appeals Procedure ( to be given to customer )

**Introduction**

The aim of this procedure is to provide details of the process followed when the application is refused.in the event that the application is rejected is rejected as unsuitable for support, specific reasons will be provided and where appropriate advice will be given regarding alternative support options. The right of appeal regarding the decision not to offer support will be communicated to the appropriate partied concerned.

**Stage One**

Appeal request should be made in writing to

Team Leader

Changing Lives

Doncaster Generic Floating Support Service

Wharf House

Wharf Road

Doncaster

DN1 2ST

Acknowledgement to be received within 2 working days. The Team Leader will review the appeal and provide a written response withing 10 working days of receiving the appeal.

The outcome of the appeal will be communicated in a manner suitable to the individual / referral agency and written records maintained, providing specific reasons for the decision.

**Stage 2**

Should the customer remain unhappy with the decision at stage 1 and appeal request should be made in writing to the Manager: Acknowledgement should be made within 2 working days. A full response will be provided within 10 days.

**Final Stage**

In the eventuality that the applicant remains unhappy with the outcome of the appeals process, the applicant may make a complaint following Changing Lives complaints procedure should they have a reason to believe they have been treated unfairly or experienced discrimination or Changing Lives procedures where breached.

Any person appealing against a decision can seek assistance with their appeal from various external organisations such as Social Worker, CAB, Friend / Family and Supporting People.