

Mill House



HOW IT WORKS

Reviewed November 2009

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I. Introduction

This document is designed to give all inquirers an up to date and accurate description of Mill House services detailing who it is for and how it can be accessed, it also describes the eligibility criteria, assessment, allocations processes and how we ensure fair access to the service.

Included is a description of how enquiries and applications are processed, assessed and prioritised, how decisions or outcomes are communicated to all applicants, and how the team will guide and support in any appeals.

The document will also describe how we aim to support unsuccessful applicants by offering advice, support and information to more appropriate service.

Mill House has 47 bedrooms all with hot/cold running water, a wardrobe, bed and bedside cabinet. There are power points in the rooms so clients can plug in personal electrical items.

Around the hostel are bathrooms, shower rooms and toilets with hot water 24 hours a day.

There are communal lounges around the project with TVs and tea/coffee making facilities.

There is a dining room that serves breakfast, lunch, evening meal and supper; the times are widely advertised around the hostel. Any client wishing to take out a pack lunch can do so.

There is a doctor's surgery which operates weekly with a GP, practice nurse; this can be accessed easily enough by asking the staff team.

Mill House is not permanent accommodation and it is hoped that clients will move on to more appropriate accommodation as soon after their assessment as is possible.

There is in Portsmouth, as in most large cities, a shortage of single person accommodation so a degree of patience is required by residents.

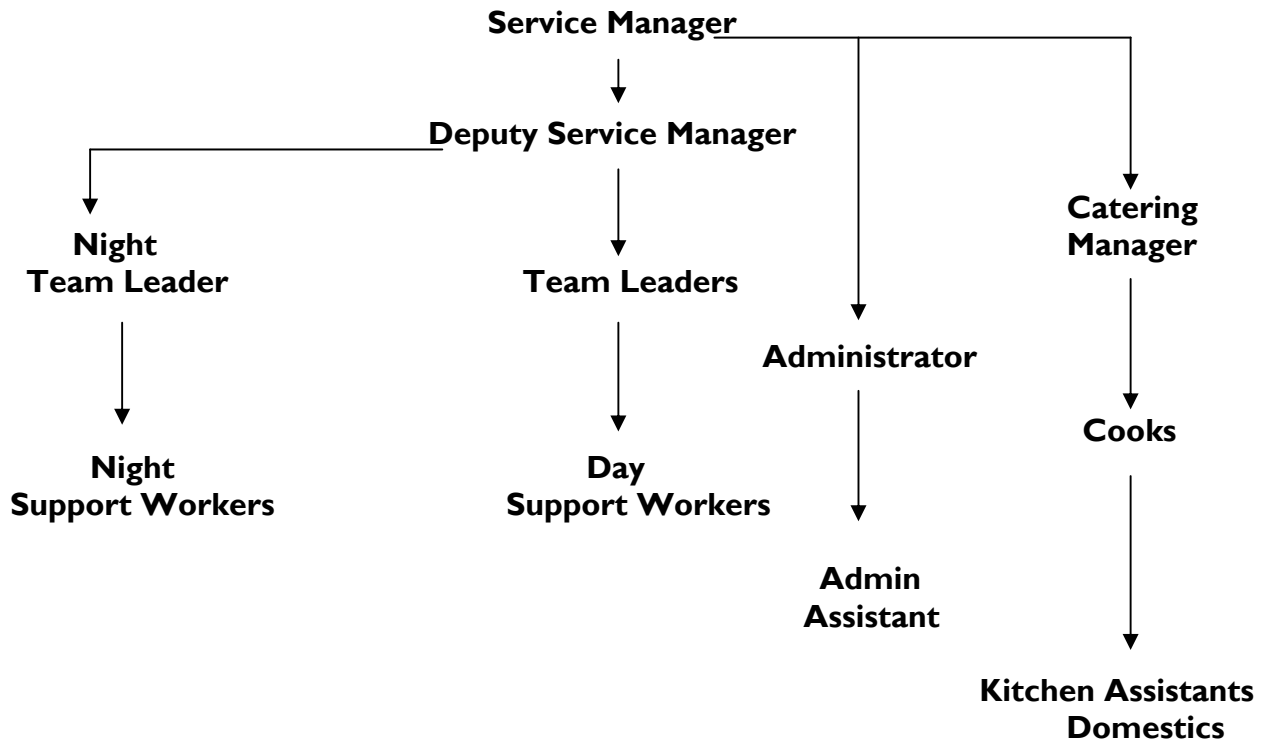
The maximum length of stay in Mill House will be 2 years.

Residents are expected to keep their room clean and tidy and report any defects to staff. Any equipment or cleaning products needed are available and staff will if necessary assist with this task.

Mill House is staffed 24 hours a day; entry and exit is by means of the front door which is electronically controlled. To gain entry everyone must ring the bell, residents can come and go as they please any time of the day or night, but we ask that they act quietly at night time so as not to disturb others.

2. Staff Structure

Service Manager
Deputy Service Manager
Catering Manager
Administrator
Team Leaders
Support Workers
Night Support Workers
Cooks
Kitchen Assistants
Domestics
Admin Assistant



Management and admin staff work during normal office hours. Support staff work during the day covering from 6.45am to 7.15pm and between 7pm to 7am at night.

3. Eligibility Criteria

We pride our services on giving all client groups equality and fair access to our services, this will be reflected in the following eligibility criteria

At a Glance:

Anyone aged 18years +

Offenders including those with arson and serious offences

Women and Men

Those with Substance Misuse related problems

Those with Mental Health needs

Clients must be in a position to be able to make a Housing Benefit claim or be able to fund their stay from other sources

Those that have dog/pets

Previous clients who have been evicted from the project

Relatives of the employees of Two Saints

Ex-employees of Two Saints if appropriate

Offenders

We will admit offenders including those with serious offending histories including arson, violence and sexual crimes. As with all clients a 'risk assessment' is carried out immediately prior to admission and this may in certain circumstances prevent us from accommodating someone. We also reserve the right to limit the number of serious offenders to what we perceive to be a manageable amount but as in all other cases we will aim to be flexible and fair.

Women and Men

We will admit women and men, there are no specific areas for either. We will be sympathetic to clients described as vulnerable and accommodate them appropriately as best we can within the resources available.

Substance misuse

We will accommodate clients who take substances and have related misuse issues. We will be able to direct them to agencies that can help them. We are not a 'Dry House' or a 'Therapeutic Community'. We do allow drinking on the premises so it is not an ideal setting for anyone trying to remain dry or abstinent.

We do not allow any drug taking on the premises apart from prescribed medication and we will be tough on those caught taking drugs on our premises. We recognise that some clients will be accessing the needle exchange programme and for Health & Safety reasons we have an agreement with that programme to supply clients that need a SHARPS box so that they can dispose of used needles safely. This is not a way of allowing drug use on the premises; it is to help keep our clients, staff and the wider community safe.

We do reserve the right to limit the number of those with substance misuse issues in order to maintain an equal balance within the project.

Mental Ill Health

We will accommodate clients with mental ill health issues and work with all agencies involved. We do recognise that some clients may have high support needs and that on occasions it may be that our client group and staff group will not be able to accommodate such a client. This tends to be a very rare occurrence and we will do all that we can along with other agencies involved to find a suitable alternative to Mill House.

Visitors Under 18 years

Two Saints, Mill House cannot allow anyone under 18 years on the premises. Any client who wants access to their children can ask the staff team to support them in accessing another service that can facilitate this.

Finance

Everyone applying for accommodation must be in a position to be able to make and be eligible for a Housing Benefit claim, or be able to fund their stay from other sources. Clients pay a service charge for things like water, heating, and food. If you need details of the current charge please contact the staff team at Mill House.

Former clients

Clients that have been asked to leave in the past can re-apply for accommodation. There is no time limit for this but we do reserve the right to view every case on its merits and we may apply a time limit to certain individuals.

For those asked to leave for rent arrears, they must agree and sign up to repaying those arrears along with their weekly charge before being re-admitted to the Hostel.

For those asked to leave for violence we will carry out a risk assessment and take account of any clients or staff that may have been affected in the previous episode of violence.

The staff team don't make these decisions lightly, they will however refer the client to the supported housing panel in the city, and the panel will then be in a position to re-assess the client and offer advice or another housing option. Wherever possible the staff will also work with local services in trying to find the client somewhere else to go as they are leaving the premises.

Dogs/Pets

We will accommodate clients who have dogs/Pets but we do reserve the right to restrict the number of dogs/pets on the premises. Those with dogs must agree to abide strictly to our dogs policy which was drawn up with the help and guidance of the 'Dog Trust'.

Relatives of Employees of Two Saints

We will accommodate relatives of employees depending on circumstances. We understand the issues and conflict that may arise from this. We will look at each and every case on an individual basis.

Ex-Employees of Two Saints

We will accommodate ex-employees but we do recognise the difficulties, not least amongst those is confidentiality. We will look at every case individually and make a decision as to whether or not we can accommodate.

Age & Benefit status

Every client must be 18 years of age or above and either be in a position to be able to make a benefits claim, or be able to pay the charges from another source of income.

Ex-Clients

Clients who have been here before and have been asked because of their behaviour must sign and adhere to any additional conditions to their licence agreement concerning their past behaviour.

Two Saints Housing Association Ltd reserves the right to maintain balances within the project. This can mean refusing someone on the grounds that too many, of a particular presenting problem are currently in the project.

Vacancy Decisions

Mill House is the only adult hostel in Portsmouth so vacancies are in high demand on a daily basis, our main demand is from self referring clients but we also have some for local agencies/services. The staff team will offer the vacancy based on the vulnerability of the client.

4. Referral Process (please read in conjunction with the flow chart below)

Mill House is a 'Direct Access' hostel meaning that anyone including potential clients can refer directly to the project, either face to face or by telephone.

The vast majority of referrals we receive are self referrals, but we do take referrals from other agencies, including Housing Options, Housing Panels, Day Centres and Hospitals. If an agency refers on behalf of a client then an appointment can be made for an assessment to take place at Mill House. We can offer this service regardless of there being a vacancy available and the same can apply to self presenting referrals. Following this assessment an outcome letter will be given explaining what the next steps are.

At the entry stage there is an initial assessment that determines the financial status of a client and their presenting problems. This is also the time that the risk assessment starts to be developed. Clients may have other persons present throughout the referral/assessment process if they wish.

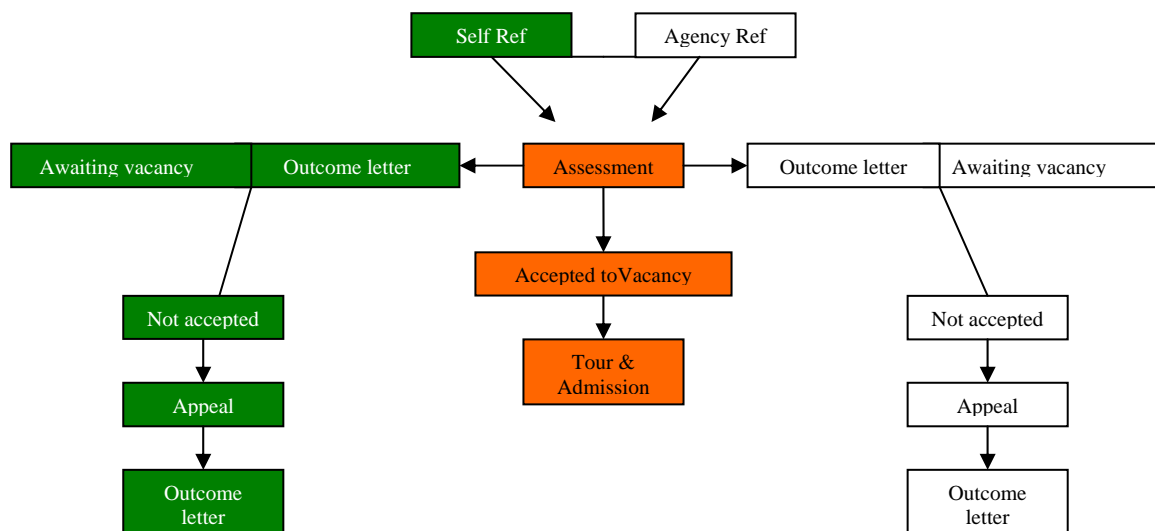
If a place is offered it will be immediate. All clients will be shown around the project in order to aid the process of making a decision on accepting a place. If a place is refused an outcome letter will be handed directly to self referring clients, stating the reasons for refusal, and explaining the appeals process. We will if we have refused a client offer advice as to what the

client can do now in terms of finding accommodation. We cannot however guarantee securing other accommodation for them. If an agency has made the referral on behalf of a client or the client is living in an institution of some kind, an outcome letter will be sent to the client and a copy to the referrer agency. This will detail the reasons the application has not been accepted at this time along with some advice on how to be successful in the future. Some examples of refusal may be (a) ineligible to make a benefit claim or (b) insufficient personal information to inform a risk assessment (c) client does not have residency right to live in the UK. When a client is assessed and accepted but there is no vacancy, this outcome will be given both verbally and in writing to both the client and the referring agency. The advice would normally be to call on a daily basis and inquire about a vacancy.

We are an equal opportunities organisation and we will operate in accordance with Two Saints policies on Equality and Diversity and fair access

We do not operate a waiting list at Mill House, all referrals and direct access requests will be assessed according to the 'initial assessment' and if a place is available an offer of accommodation will be made. We often have many referrals to choose from when a vacancy arises, in this instance we will prioritise those clients assessed as most vulnerable at the time of assessment. Mill House also recognises that having too many clients with similar needs, i.e. drug, alcohol mental health etc can have an impact on the safety and security of the project and clients. On these occasions staff may take the decision not to admit a particular individual as to do so could further increase the H&S risks present in the building.

4.1 Mill House Referral flow chart



5. Appeals Process

WHAT TO DO IF YOU DISAGREE WITH OUR DECISION

- If you are unhappy/do not agree with the outcome of your application to Mill House, please contact the Manager or in his/her absence the Deputy Manager at Mill House, Milton Road, Portsmouth, who will be happy to review your application.
- If possible this should be done in writing, (28 days from the date of your outcome letter) but if it's not possible for you to write to us you can call in and see us. We will respond to you in writing within 28 days.
- If you are still dissatisfied then our Complaints Procedure can be used, following the process from Stage 2 onwards, we will send you a copy of this procedure when we write to you.
- Information about the Two Saints Complaints Policy is displayed prominently in all Projects. Copies can also be obtained from Mill House or our Head Office at 35 Waterside Gardens, Fareham, telephone number 01329 234600

If any client wishes to have an advocate to support their appeal they can contact the Portsmouth Advocacy and appropriate adult service 02392-837777 or PUSH user self help group: Tel 0239-2297364 or 07847176933

6. Single Persons' Supported Housing Panel (Portsmouth)

If you do not want to access Mill House but still want supported living in the city you will need to be referred to the housing panel for assessment for accommodation

How do you apply for accommodation?

There are a number of different types of housing available through the Single Persons' Supported Housing Panel in Portsmouth.

If you wish to make an application, you need to complete the referral form. Normally, when someone applies to the Panel for accommodation, someone supports their case who knows them well or who has been working with them in some way. This could be a GP or a health professional, a Probation Officer or a Housing Officer, or an alternative professional support worker.

If you do not have a key-worker to help you make an application, this will not stop you referring yourself, or asking a friend or relative to help you.

Alternatively, you can go to Housing Options (contact details below) and ask a member of staff to refer you.

The person who has helped you complete the form will normally be a useful point of contact for the panel to give feedback about your case, or to request any further information about you that may be needed; therefore you need to be happy about discussing your personal circumstances with them.

What happens next?

Your case will normally be discussed by the panel before anything else happens. The panel will use the information you have given on your referral form to make a decision about whether you may be suitable for an offer of accommodation.

You may then be offered an interview by one of the housing workers who have attended the panel meeting. However, a decision may be made about your case without an interview being offered.

If a decision is made about your application, you will be informed. In some cases it may be easier to contact the person who referred you to the panel (who can then pass the decision on to you).

If the panel is unable to offer you accommodation, it will make every effort to suggest other housing options that might be helpful to you instead.

Applicant's Right of Appeal

If you are not happy with a decision that has been made by the panel about your application for housing, you may ask for your application to be discussed again.

You can do this by contacting Housing Options.

You can also ask the person who referred you to the panel to make contact on your behalf.

You can also ask any other person to help you with this, provided you give them permission to discuss your case with us.

It may be that the panel did not have enough information about your case to make the right decision, or that your needs have changed since you filled out the form.

By discussing your case a second time, it may be that the panel comes to a different decision. Whatever happens, either you or the person who referred you will be informed of the outcome.

If you are still unhappy with the decision

You may ask for a **formal review** of your application. You must do this in writing (or ask your key-worker or a friend or relative to help you), addressed to Housing Options.

You must do this within 28 days of the panel informing you (or your key-worker) of the decision made about your case.

It would help if you can give some reasons why you feel the panel's decision was wrong or unfair.

The review will be carried out by two people who work for housing services represented on the panel, and who were not involved in making any decisions about your application before.

They will need to look at the reasons why the panel came to the decision it did, as well as what sort of accommodation you might need or want and whether it is possible for the panel to help you with this.

You will be given the chance to meet them and to put your case forward. If you want, you can bring your key-worker along, or a friend or relative to support you.

The people carrying out the review of your case will make a decision within a further 28 days, and write to you or your key-worker to let you know of the outcome. Again, this letter will tell you of any other options available to you.

The letter will also advise you what to do if you are still unhappy with the decision about your application, and what other options you may have for housing.

7. Mill House Licence Agreement

There is a licence agreement that sets out all of the terms and conditions relating to a client's stay at Mill House.

All residents will receive a copy of the licence agreement which they should keep safely in order to refer to it. Two Saints Housing Association Ltd reserves the right to make changes to that agreement but will serve notice on all those currently with a licence before any changes are made.

At Mill House staff may add clauses to a licence agreement, based on a client's previous behaviour in the project. These will be added at the initial interview and the client will sign only after the additions are made and have been fully explained.

A signature from the client on a licence agreement is proof that they understand the agreement and all, if any, of the additional clauses. All rooms have a client handbook which describes in more detail how it all works in Mill House.

8. Admission/Induction

The induction process is designed to be carried out over 28 days but this can be longer or shorter depending on individual circumstances.

All clients are expected to co-operate with the assessment, failure to do so would normally mean the termination of their accommodation.

The assessment process will look at all of the needs of a client not just accommodation.

At the end of the assessment period clients should be in contact with all of the agencies; they may need to assist them. The induction process is started when a client is admitted. They will be taken through the licence agreement and advised how to go about making a benefit claim and where they need to go to make it.

They will be issued with soap, razor, shampoos etc as a one off along with towels and of course a room with a key.

They will also be given the name of their key worker who will make contact within a short time of their stay. This will be dependent on the key workers availability, shifts etc.

9. Key Working

All residents will be allocated a key worker on admittance.

The key worker will make contact as soon as they are on shift, normally within four working days.

Key workers are not exclusive to clients; a client can talk to any member of the staff team.

If a client wishes to change their key worker they can approach a team leader to discuss the possibility, stating the reasons.

Key workers expect to see their key clients regularly. With the current shift system a convenient time should be able to be found for both to meet up.

10. Assessments

A full assessment of all needs are carried out over a period of approximately 28 days.

Appropriate accommodation in the City is in short supply, but the best possible match will be made between your needs and what is available. It is likely that the majority of clients will be offered a room in our stage two move-on project; access to these move on stages is through referral to the Supported Housing Panel. The staff will help you with this process.

All 'move-on' is dependent on single person accommodation being available. As with most large cities this type of accommodation is in short supply. This can mean some considerable time spent waiting; however this is still quicker than waiting on the city council list.

11. Training/Education/Facilities

Mill House also offers a tenancy sustainment training package and opportunities to engage in learning activities, arts & crafts, sport and leisure, voluntary work and help with seeking employment via the support staff and specialist learning team. A fully equipped IT suite and training kitchen facilities are available to clients and activities to develop other practical skills. We rely on continuous feedback and new ideas from our clients to ensure that activities are current and relevant.

12. Health

We have a visiting doctors' surgery every week. All clients are expected to register unless they are already registered with another Portsmouth practice.

The practice also supplies a 'practice nurse' once a week.

There are also links with alcohol and drug agencies and mental health services.

13. Medication

We expect all of our residents to be self-medicating; we will not hold anyone's medication unless it is deemed the client is at risk. We will only do this for a very short period of time. If the client continues to be unable to self-medicate then alternative accommodation will have to be found for them.

Anyone who takes an overdose of medication for whatever reason will be expected to attend the Accident and Emergency Unit in our local hospital. Failure to do so could result in the termination of their accommodation.

All residents must inform staff about any medication they are on so that it can be recorded in case of emergency; this will also help staff manage any risks that could occur

Other Substances

It is illegal to possess any substances controlled by 'The Misuse of Drugs Act 1971'.

Anyone found with any controlled substances may be subject to termination of their accommodation and the police may be called.

Anyone found supplying controlled substances will lose their accommodation and the police will be informed.

14. Weapons

There is a zero tolerance on anything that would constitute a weapon.

Knives or any sharp object are not permitted on the premises

If any weapons are found they will be confiscated and handed over to the police. If anyone refuses to hand over a weapon the staff will ask them to leave and the police may be called.

15. Departures

There is an eviction policy which in terms of rent arrears and non compliance with the assessment process is based over a period of time with frequent warnings.

However there are other reasons for eviction:

- i) Violence to others inside or outside of the project
- ii) Illegal activities within the project
- iii) Owing rent from a former stay and failing to pay rent and or arrears on the first pay day
- iv) Extensive Criminal Damage to the property

When being asked to leave Mill House we will in some circumstances assist a client in finding alternative accommodation. This may mean however that we pass on the reasons for the eviction to whom we are reporting. We can also refer all clients to the Portsmouth Supported Housing Panel in order to be re-assessed for suitable accommodation. You can find details of the Housing panel at Portsmouth City Council, Housing Option Department Civic Office Guildhall, Portsmouth or call **02392834989**

16. Rents/Service charges

The rent charge is explained to all residents at the time of admittance. All residents must be in a position to pay the rent either by making a claim or funding it by other means.

We cannot accommodate anyone who is not in a position to make a claim and has no other way of financing their stay.

Failure to pay rent will be subject to the Two Saints Rent Arrears Policy or to the signed agreement made on admission.

17. Arranged Absence

Due to high demands for our beds and the nature of our client group, we do need our clients to make arrangements with staff if they are to stay away overnight.

Failure to do so could result in the resident being taken as left and the room let to another client. We do assume that clients who live here do so due to being homeless. Spending time away in another place may be an indication that they have an alternative place to stay. We do not anticipate anyone staying away for long periods i.e. two or more nights. If anyone intends to we would expect that to be arranged with staff who may decide that it is not acceptable or in some circumstances support the request.

18. Left Luggage / Personal Items

If a resident leaves personal items here after terminating their licence agreement, they will be kept for a maximum period of seven days; this is in line with the licence agreement. It is possible to extend this to fourteen days if it is arranged with staff.

After the expiry time is up staff will dispose of any items in whichever way they see fit.

19. Catering

There are four meal times here at Mill House.

Breakfast	Lunch
Evening Meal	Supper

Times may change due to operational circumstances though we do usually keep to the agreed times.

We can cater for most including those with special dietary needs. Our kitchen staff understand the needs based on medical, ethnic, religious or moral grounds, an assessment of dietary needs will be carried on admission.

Residents are asked for comments and suggestions on the menu; we also make adjustments to our publicised menu based on seasonal variations and donations.

Tea, coffee and squash are available throughout the day and evening in the hostel.

20. Clothing Store

There is a store with clothing donated from the local community.

All residents can access this store as and when staff are available.

It is limited to whatever is donated so we will limit access to it as we see fit.

21. Facilities

There are lounges throughout the project and residents may use any one of them.

They all have TVs; and tea/coffee making facilities 24 hours a day.

At night time we expect residents to behave quietly so as not to disturb others who may be sleeping.

There are toilets, bathrooms and showers throughout the building and residents can access any one of them.

There are many other services for clients to use such as IT, Training Kitchen, Arts & Crafts and football and more.

22. Maintenance

There is a specific person responsible for ensuring the maintenance programme is carried out and that all day to day maintenance issues are addressed.

There are maintenance forms in all rooms so that clients can report defects to the team.

Electrical items - All items owned by Two Saints will be checked annually and be labelled accordingly.

Any electrical items owned by clients will be subject to PAT testing by the staff. If these items fail the PAT test they will not be allowed into the hostel.

Any maintenance defect deemed an emergency will be dealt with as soon as we can obtain the services of our maintenance contractor. We do have an 'out of hours' call out arrangement.

For those defects not deemed an emergency there are a range of responses set out in the Two Saints Policy from 3 days to 14 days, or as part of our ongoing maintenance programme.

Redecoration is planned over 5 years though some rooms may need to be redecorated sooner, this will be decided locally.

23. Client Conduct

Anyone that causes a nuisance or offence to others may have their accommodation terminated if they continue to cause a nuisance.

Nuisance can cover almost anything but examples are; loud music, radio, CD players etc. Noise by shouting or singing.

Drunken behaviour by those under the influence of alcohol or drugs.

Bullying, harassment, aggression, fighting or threatening behaviour; abusiveness, causing danger by flouting Health & Safety rules, personal hygiene and/or general untidiness, vandalism, damage to the property.

Discarding sharps around the hostel i.e. needles.

The staff team aim to ensure the Health, safety and comfort of all who use and live in the building.

24. Staff Conduct

Staff have a "Code of Conduct" which they sign up to when they begin work. Any deviations from that will be dealt with through supervision or the Two Saints disciplinary procedure.

25. Client Consultation

Client consultation continues throughout a client's stay.

There are regular project house meetings (fortnightly) in which residents can have their say. All new Two Saints policies are discussed in these meetings along with any issues brought up by residents or staff. Two Saints have other opportunities for client involvement including the Projects Assessment Team (**PAT**); this service is managed by clients who assess each project against set criteria, including feedback from current clients.

There is also a suggestion box in the hostel, alongside client questionnaires that you can complete at anytime.

Alongside that is the key working system where clients are asked for their comments on any aspect of service delivery.

Clients can also ask to speak to any member of the staff team and are also made aware of how to make a complaint.

26. Complaints

There is a 'Complaints Procedure' that clients can make use of. We would hope to resolve any complaint locally before a resident would need to access the procedure, but in the event that it cannot be resolved a pamphlet setting out the Complaints Procedure is available.

27. Two Saints Move on strategy in Portsmouth (please read in conjunction with flow chart below)

Purpose:

To ensure maximum appropriate support and housing options are available to clients seeking to resettle in the short and medium term.

Procedures:

Clients presenting at Two Saints resettlement services or **Mill House** can work with the staff to produce a structured, agreed and achievable support and move on plan for themselves. Each stage of this assessment and support planning process is designed to help clients achieve their full potential and increase their range of resettlement options. This may include addressing any issues which caused their homelessness or issues which continue to limit their housing options. The support plans arising from assessments, key-work sessions and reviews will require action of the client and often the support professionals involved. The emphasis is placed on empowerment of the individual and onus is on the client to ensure that the agreed actions are carried out.

At this first stage a referral to the Portsmouth Supported Housing panel may be required. (See number 7 above)

Clients move to and from Mill House services in a variety of ways. Some of these are: **To and from other supported housing providers, institutions, private rented accommodation, friends & family and rough sleeping.** Some clients are coming from or going to prisons, rehabs and hospitals. Some are moving to and from accommodation with friends and/ or family. Others move from or to other supported and specialist housing providers. Staff will often facilitate these moves. Clients will often do a combination of these (e.g. arrive after being asked to leave home and be resettled in a specialist project for those with mental health difficulties). We have statistically low numbers who move to the private sector, some barriers around this are lack of timely deposits and perceptions of homelessness. We do have access to some parts of the private sector through local rent deposit scheme run by central point homeless day centre.(at this stage it may be appropriate to make a referral for floating support offered by Portsmouth City Council).

The Staging Programme - For those who require a more gradual progress towards independent (or semi independent) living there is the staging programme. Clients can progress through 3 stages with increasing amounts of responsibility and independence and proportionately decreasing amounts of staff support. This programme consists of:

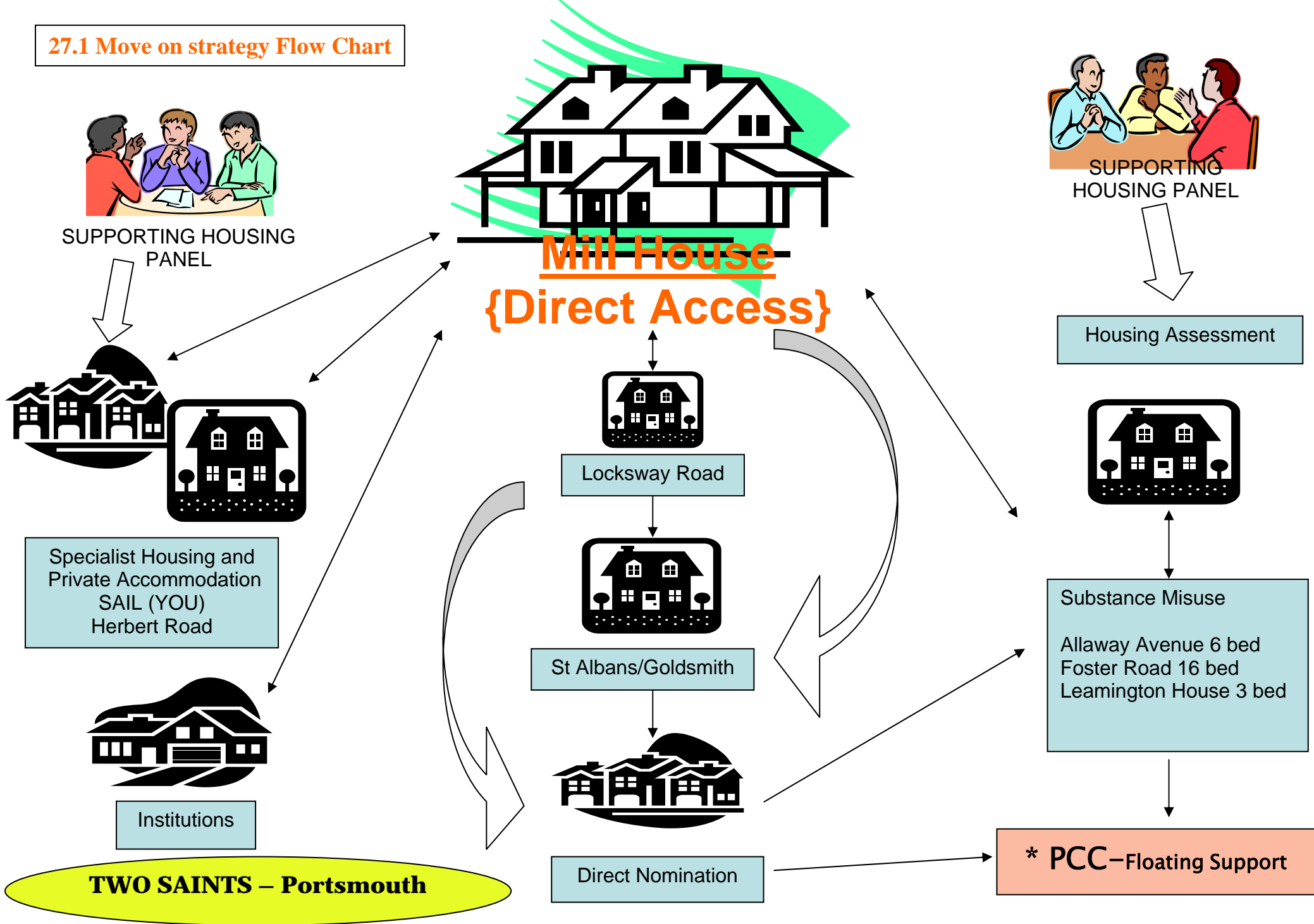
- Stage 1 – Mill House Direct access hostel for single homeless. All services are provided. There is a 28 day assessment of needs including a history of accommodation, health, education and employment. If required, the client will start the process of accessing services which will enable them to move on in the future.
- Stage 2/3 Locksway road. A 16 bedded resettlement project staff 9-5 hours Mon-Fri. To learn or re-learn life skills including cooking, budgeting, hygiene and general housekeeping. Foster Road 16 bed clean and dry facility- St Albans road 6 bed resettlement in Havant all with the same staffing arrangements
- Stage 4 – Accommodation between Two Saints and You Trust. Clients try to learn new life skills. Weekly support given by Support Worker. If successful they can be nominated for their own tenancy to the council.
- Stage 5- Direct nomination

A referral can be made to local councils for more independent move on accommodation with floating support. Or the rent deposit scheme run by the day centre central point At this stage it may be appropriate to make a referral for floating support (PCC). There are other more specialist housing services for mental health clients, a referral must be completed for the mental health housing panel and all clients must have a care manager:

Other specialist accommodation that is offered by Two Saints are as follows:

- Yew House 8 Beds Mental Health
- Cumberland Street 6 Beds Mental Health
- Herbert Road 10 resettlement
- Alaway Avenue 6 bed substance misuse
- Leamington House 3 bed substance misuse

27.1 Move on strategy Flow Chart



28. Agency Links

Mill House has close links to all the major services in Portsmouth and a large number in Hampshire.

These links include health, social services, DSS, housing and other providers both statutory and voluntary.

The following list is not exhaustive

SFT - Southern Focus Trust (YOU)
PHA - Portsmouth Housing Association
Adult Mental Health
Portsmouth Social Services
National Probation Services
Portsmouth City Council
Portsmouth Supporting People Team
Supporting people housing panel
GP Surgery
PUSH - Portsmouth Users Support Helgroup
Kingsway House
Baytrees
Cavendish House
Acorn Lodge
Police
Local Churches
PRENO - Portsmouth Racial Equality Network Organisation
PCCS - Portsmouth Council of Community Services
MENDOS - Mentally Disordered Offenders
Rethink – Homeless Persons Day Centre
Salvation Army
Citizens Advice Bureaux
Samaritans
Business in the community
Universities

If you would like further copies of this policy or require it in a different format or language then please contact Mill House on 02392-736544 or email an inquiry on the Two Saints website: www.twosaints.org.uk