



North East Lincolnshire, Housing Related Support

What is Housing Related Support?

Housing Related Support (HRS) is offered by a number of Providers across North East Lincolnshire that is funded by North East Lincolnshire Council, as part of an arrangement that is called a Framework.

The aim of the support is to prevent local people from becoming homeless and enable people to develop their skills and confidence to be able to maintain their own home or accommodation.

HRS is a service that can be delivered in a flexible way to offer outcome focused support packages for those in need of support, who live in North East Lincolnshire. HRS is not able to provide care and is not an emergency accessible service.

The support offered is person centered and flexible to meet the needs and aspirations of those people who want to engage with the service. HRS is designed to build on existing assets, create and learn the new skills and the confidence needed to live independently in the community and maintain future accommodation, reducing reliance on statutory services.

The HRS service and our providers will help to coordinate and support vulnerable people through their support plans to achieve independence and achieve their aspirations.

The service is expected to support people with wide-ranging vulnerabilities and support needs, which may include a need for accommodation.

Who can be referred to access HRS?

The service is available to vulnerable single people, couples and families and expectant mothers, over the age of 16, who may need HRS to access accommodation or maintain their accommodation independently.

The service is not available to those under 16, Children Looked After or Adults living within Care or Hospital settings or as part of a care plan.

Referrals can be made in preparation for young people who are preparing to move into semi-independent or independent accommodation.

Where a referral is made on behalf of individual their consent must be obtained. If a referral is made without consent, this will not be progressed.

How much support can be accessed?

All initial referrals for HRS will be triaged by the Home Options Team centrally and assessed to determine whether there may be a statutory homelessness duty owed to the client?

If yes, the case will be allocated to a Homelessness Prevention Officer (HPO) to draw up a personalised housing plan based on the person's needs at that time, which may also result in a referral to HRS. The personalised housing plan can be used to inform the client's support plan and can be worked on collaboratively between Home Options and the Provider.

If not, but the client may still require HRS, the referral will be forwarded to the HRS Team to assess the level of need. The client will be contacted to have a chat about the referral and to gain as much information as we can to understand what the needs are and what it is the client would like to gain from accessing HRS.

It may be agreed that HRS is not the right support for the client. If this is the case, we'll discuss why and offer information and advice about local support services who may be more suitable to offer support.

If the HRS Team believe from the information provided that HRS would be suitable, we will consider how much support each week we think would be helpful to make the changes needed. This could be anywhere between 2 hours a week and up to 10 hours a week, depending on the needs.

If it is felt you require more than 10 hours of support a week, we will talk about options to access other services that may be able to help.

How can a referral be made?

You will find a diagram overleaf that explains how the process works.

The referral is made online, and can be found [here](#)

We would encourage individuals to access the referral form themselves. If individuals do feel they need support with this, they are welcome to ask anyone they wish to help them complete the form. This could be a friend, a family member or a professional from a service they are accessing.

If a referral is being made on a client's behalf, consent to refer must be gained.

How long will it be until a decision is made?

HRS is not a package of support that is used to respond to emergency situations.

We would expect most referrals to be assessed within 3 working days of being received. The HRS Team will attempt to contact the client on 3 separate occasions. This will show as the Council's central contact number, 01472 313131. If contact cannot be made by the 3rd contact, the referral will be closed.

Once the initial referral is assessed by the HRS Team, we will need to share the referral with all our HRS Providers and give them time to respond with offers of support they can provide. We aim to have an outcome for all referrals within 7 working days.

If, for any reason, it is felt HRS is not suitable we will contact the client as soon as possible to let them know. If we are unable to match the client with a support provider, we will inform the client and discuss the reasons and what actions they may be able to take to be reconsidered in future.

