# Mixed Pathway Criteria for throughput and entry

## Values and Culture of Referrals

Providers always work to assess clients into a service rather than out of one, with a willingness to take positive risks to promote recovery.

## General

All referrals at point of entry have been assessed by BCC to ensure that they meet the pathway criteria, this includes age (generally 22+ with some exceptions), right to rent, eligibility for HB and housing, housing/homelessness status, need for support etc.

Clients with a history of arson can be accepted by all providers but this is subject to a risk assessment process completed and authorised before a referral can be accepted.

All services take a person-centred approach and provide support, information, advice and signposting around a range of support needs including for example managing finances, lifeskills, health services, mental health services, substance use, education training and employment, community resources. The focus of all services is supporting clients to progress and prepare them for their future.

All services provide regular weekly keyworking (can be fortnightly at Level 4), assessment and support planning which are co-developed with clients. Preparation for move-on is a focus for all services

For moves all services require:

* **The HSR to be up to date**
* **An up to date Risk Assessment plan**
* **Transition plan in place**
* **Client able to manage with the level of support available**

There are no standard exclusions. The reasons why a referral may be rejected are:

* Service genuinely unable to manage risks presented with the support available
* Client not suitable for the service e.g. not homeless, requires residential or live-in care

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| Specifics | **Offer** | **Criteria** | **Accessibility, couples, dogs** | **Other info** |
| **Level 1** (Jamaica Street, Longhills, Tollhouse Court) | * Harm reduction
* Support and signposting
* 24/7 waking staff support
* Primarily shared facilities
 | * BCC criteria
* Assessed as requiring 24/7 support
 | * Some wheelchair accessible rooms
* Up to 7 dogs.
* Couples can be accommodated
 | Licence Agreements, Tollhouse has ASTs |
| **Level 2** (Kensington House, Hillside Street, Tollhouse Court) | * Kensington / Hillside staff on site, 9-5 Mon-Fri
* Tollhouse waking staff on site 24/7
* Working towards recovery
* Tollhouse is self-contained, others are shared houses
 | * Tollhouse requires engagement with staff and / or services around substance use and mental health
* Engagement with services is NOT entry pre-requisite at Hillside / Kensington
* Care package in place where required
* Paying rent regularly
 | * Some accessible rooms at Tollhouse and one at Hillside
* Dogs accepted at Hillside and Kensington and Toll House Court
* Couples can be accommodated
 | Licence Agreements, Tollhouse has ASTs |
| **Level 3** (Dispersed housing – mix of shared and self-contained) | * Staff not on site but available 9-5 Mon-Fri
* Group sessions
* Working to embed recovery
* Focus on move-on
 | * Good level of engagement with staff, attending keywork and progressing with action plan
* Repayment plans in place for clients with debts
* Engaging with specialist support services where required
 | * 2 dog spaces
* Some disability adapted flats
* Couples can be accommodated
 | ASTs in placeClients pay own utilities |
| **Level 4** (Dispersed Housing – mainly self-contained) | * Staff not on site but available 9-5 Mon-Fri
* Fortnightly keywork
* Sustaining recovery
* Move-on
 | * Attending pre-arranged keywork
* Can manage with lower levels of staffing provided
* Engaging with other specialist support services where required
 | * Some dog spaces
* No fully adapted properties but some with level access
* Couples can be accommodated
 | ASTs in placeSome require 1 week rent in advance |