

**Bath and North East Somerset Council, Housing Support Gateway  
Guidelines for use**

The Housing Support Gateway is the online single point of access for the following housing related support services in Bath and North East Somerset:

<b>Provider</b>	<b>Service</b>
Julian House	Peter House
Julian House	Barnabas House
Julian House	Henrietta Street
Stonham	The Paragon
Stonham	Newbridge Road (The Haven)
Stonham	Percy Place
DHI, Stonham, Shape	Reach
DHI	Burlington Street
DHI	Barton Buildings
Solon SW HA	Rackfield House
Curo (formerly Shape)	Pathways*
Curo (formerly Shape)	Cleveland Supported Housing*
Curo (formerly Shape)	Bath Foyer*
Curo (formerly Shape)	Bloomfield Road*
Curo (formerly Shape)	Young Parents Accommodation
Curo (formerly Shape)	SASH
Sirona	Sedgemoor Road Accommodation
Sirona	Rural Floating Support
Bath Mind	Wellsway
Bath Mind	Lambridge
Bath Mind	Marlborough Lane
Second Step	Floating Support
Rethink	Floating Support
Freeways	Floating Support
Keyring	Bath Network
Off The Record	Young Parents' Service

\*Listed as Curo Young People's Service

The Gateway is powered by Abris and administered by Bath and North East Somerset Supporting People and Communities, (SP & C) in partnership with the participating Providers above. The web based system is highly secure and all users with back office access agree to comply with the requirements of the 1998 Data Protection Act and the Confidentiality Clause (B14) in the Supporting People contract

The following guidelines should be read in conjunction with the User Guide.

## **1. Applications**

All applications for the above services will be made via the Gateway.

This can either be through:

- a. Online application – The applicant can do this themselves or with the help of another agency
  - b. Partner Providers who can put applications on to the ‘back office’ system. Where this happens, Providers must obtain the consent of the applicant
  - c. Housing Advisors and the Young People’s Housing workers at the Council who can put applications on to the ‘back office’ system. Where this happens, officers must obtain the consent of the applicant.
- Where applicants request help to complete online applications, if they are not already working with a support agency, they should be signposted to Reach.
  - SP & C will oversee the online applications and will inform Reach of any which have ticked the ‘Need help assessing needs’ box. Reach will follow these up.
  - Online applications can be completed using computers at the Council’s One Stop Shops.
  - All Gateway partner agencies/providers have the responsibility to ensure that their stakeholders and potential applicants are informed that applications for services need to be made via the Gateway. SP & C will also promote this.

## **2. Referrals**

- a. Providers will check the ‘Waiting List’ facility on the system to find new applications that match and ‘Open Referrals’ to find applicants who have been referred by third parties.
  - Short term services should do weekly checks,
  - long term services should check at least monthly.
  - Where there is a match, providers should start the assessment and inform the applicant that this is taking place.
- b. Applicants may match and be referred to more than 1 service. Where this is the case it is best practice for 1 Provider to take a lead with the assessment process and to record this activity on the system under the CRM Referral Process notes. Who leads will depend on whether the service has a vacancy, and/or which service is the best match. Providers will agree between

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themselves who will lead the assessment in each individual case.

- c. The following agencies have ‘back office access’ to the system and can ‘Refer’ applicants to Gateway services.

Julian House	Stonham Home Group	Solon SW HA
DHI	Curo (formerly Shape)	Bath Mind
Curo (formerly Somer)	Places for People	Second Step
Rethink	Supporting People and Communities	Freeways
Housing Options and Homelessness		Off the Record
Reach	Sirona – Sedgemoor Road and Rural Floating Support	Children and Young People’s Service Housing worker

- d. Providers can refer to their own services or they can refer to ‘third party’ services. Please do not refer applicants to more than 2 services at a time.
- e. Providers making referrals to ‘third party services’ will do so in good faith and will ensure to the best of their ability that the following conditions apply:
- i. The applicant is eligible – i.e they have a local connection to B&NES, their age/gender/household type and support type requirements ‘match’ the service
  - ii. The applicant’s needs can be best met by the service that the referral is directed to
  - iii. Where the referral follows an assessment, the assessment findings should be shared with the ‘third party service’. This should be done via the Gateway – (attach to the CRM)
- f. Providers should move applicants through the ‘work flow’. i.e from ‘Active Application’ to ‘Open Referral’ to ‘Under Provider Assessment’ to ‘Accept’ / ‘Reject’ to ‘Placement’. Ensure that the applicant is kept up to date of the progress.
- g. Providers will have standards around timescales for contacting applicants and completing assessments that pre-date the Gateway. These should continue to be adhered to.
- h. Sometimes Providers will have difficulty contacting a referred applicant despite following up other contacts on the application. Where Providers have tried to contact for 4 weeks with no success, they should reject the referral, stating the reason ‘Unable to contact/Didn’t respond to contact’ from the ‘look up’ menu. They should then ‘suspend the assessment’ (from Active

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Application'), NB this suspends the application. Providers should ensure that there is clear evidence of efforts to contact the applicant (e.g. notes on CRM/Letters attached etc), and any other agency named on the application form and should inform the applicant in writing that the referrals is closed and the application is suspended.

- i. Providers should aim to make decisions around 'accepting' or 'rejecting' a referral within 4 weeks. NB this will only be possible if references and supporting information around need and risks are forthcoming from other relevant partners involved with applicants.
- j. Sometimes it will be appropriate to 'accept' a referral even though there is a current waiting list. NB in these circumstances, the application remains 'Active' but the status of the referral is 'Accepted'. Providers should keep the applicant informed of likely timescales for being able to take up the service offer.
- k. Providers should use the CRM note making facility to record activity related to the assessment
- l. Where a referred applicant is refused, the service must state the reason why on the system using the 'look up' menu and then either refer on to a more appropriate Gateway service, or 'suspend the assessment' (from Active Application).
- m. Where applicants are referred on assessment details should be shared with the Provider to whom the referral is made, either directly by attaching the assessment document to the Gateway, or via a note on the CRM.
- n. However, if the assessment finds that the applicant has no housing related support needs (HRS), or the applicant has changed their mind about wanting/needing a service, the service should suspend the application, with the applicant's agreement. Providers should put a note on the CRM, and signpost to a non-HRS service if applicable

### **3. Placements**

- a. The gateway should be updated when an applicant is 'placed'. This enables current vacancies to be accurately reflected.
- b. When an applicant is 'placed' the application is 'suspended' and will not be 'matched' to any other services
- c. If a placed person requires a further referral, e.g from floating to accommodation based, or from low to high support, or visa-versa, it is the responsibility of the original placing service to 'reactivate' the person's application so they can be considered for further matches.
- d. In accommodation based services, Providers should enter the 'planned end date' 1 month in advance. (Do this under 'Placed

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- Placements'). This is so that the system can be used to show upcoming vacancies and informs decisions around referrals.
- e. When a person leaves a service, the placement should be ended promptly on the Gateway in order to accurately reflect current vacancies. The application will automatically remain as 'under review suspended'.

**4. General**

- a. Users of the Gateway should be aware that Applicants' personal details and information added to the Support Application can be viewed by all back office.
- b. The system is secure and is subject to the Data Protection Act (1998) (see [www/councilanddemocracy/dataprotectionandfreedomofinformation/Pages/default.aspx](http://www/councilanddemocracy/dataprotectionandfreedomofinformation/Pages/default.aspx) for further information). The storage of sensitive personal information in particular should be kept to a minimum. Under the terms of the Act, it should be 'adequate, relevant and not excessive.'
- c. SP & C will ensure that users are provided with access and log in details. It is the responsibility of service providers to inform SP & C when a staff user leaves the service so that their access can be suspended.
- d. All 'back office' users for the Gateway system agree to adhere to the B&NES Housing Support Gateway Confidentiality Statement.

Reviewed October 2013