

Support Needs Assessment and Placement Team (SNAP)

Referral Criteria

**Please refer to this criteria before making a referral to
the SNAP Team.**

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1. The role of the SNAP Team

The SNAP Team is responsible for assessing people for housing-related support and arranging access to Supporting People funded services.

The main aim of housing-related support is to develop and sustain an individual's capacity to live independently in the community. Support can be provided in a person's own home or through a placement at one of the supported housing schemes in the borough.

The support provided can include developing domestic skills, life skills, providing assistance with applying for benefits, budgeting and managing debts; gaining access to other support or community services, finding out about work or training and resettlement support to help set up and manage a new tenancy.

Note: The SNAP Team does not have access to emergency accommodation.

2. Who can be referred for an assessment?

The SNAP Team works with a wide range of people - the full list can be found under 'primary client group' on page 3 of the SNAP Referral Form.

All 16 to 17 year olds (including 16 to 17 year old mothers and mothers-to-be) should be referred or directed to the Family Support Service on 020 7926 5135 or familysupport@lambeth.gov.uk

Note: The SNAP Team does not work with young people aged 16 to 17 where the Local Authority has a statutory duty to provide accommodation and assistance under section 20 of the Children Act 1989.

3. SNAP Referral Criteria

(Please go to section 3.4 for details of the sheltered housing eligibility criteria)

3.1 Local connection

All clients should have a local connection with Lambeth. To have a local connection someone should:

- Be 'normally resident' in Lambeth through their own choice. Normal residence is six months residence during the last 12 months or three years residence during the last five years.

This includes people who are currently living in a Supporting People funded accommodation but excludes those who are connected to Lambeth due to hospital admission, custodial sentence or residing in Probation Service Approved Premises.

- Be employed in the Lambeth area
- Have family associations in the Lambeth area

Family associations normally means parents or adult brothers, sisters or adult children resident in the area for at least five years, and that the client indicates a desire to be housed near them.

3.2 Support needs

Clients should demonstrate that they have a housing related support need in order to be considered for a service. We may require further information to establish this, such as supporting documentation.

The SNAP Team has access to mainly low to medium supported accommodation and there may be situations where the clients support needs or associated risk is too high to be referred to a service, e.g. client is unable to live independently, in which case other options may need to be explored. In such cases the referral will be closed and referrer notified.

3.3 Immigration status

Clients must be qualified and eligible for assistance. Proof of immigration status and welfare benefits will be required.

3.4 Eligibility criteria for sheltered housing

An applicant for sheltered housing (and their partner if they have one) must normally:

- be aged 60 or over, and retired from their lifetime employment; or
- be aged 55 or over and have a disability; or
- be aged 55 or over and have a mental health problem.

They must also:

- need the security of an alarm system and the assistance of the sheltered housing officer (warden) and
- be able to care for themselves with the help of community care services (such as home help or meals-on-wheels) and
- not require a high level of nursing care and domiciliary services.

A SNAP assessment will take place to ensure clients requesting sheltered housing meet the eligibility requirements. With the exception of Lambeth Council tenants, a separate assessment will also take place to determine eligibility for social housing i.e. council or housing association accommodation etc.

Existing Lambeth Council tenants are excluded from the additional assessment to determine eligibility for social housing. However, Lambeth Council tenants should register for a transfer with their local area office before applying for sheltered housing. Application forms to join the transfer list are available from the local area housing office or the SNAP Team upon request.

Note: Applications for nomination to special sheltered accommodation (extra care sheltered housing) for frail older people are assessed in conjunction with Lambeth Adults' and Community Services (ACS). Please contact the ACS caller centre on 020 7926 5555 for further information.

4. Homeless clients

Homeless clients who have applied to Lambeth for housing assistance can also be referred to the SNAP Team for a support needs assessment e.g. in need of tenancy support to live independently in temporary accommodation or in need of supported housing.

4.1 Rough sleepers – people who are street homeless

Rough sleepers should normally be referred to the Street Outreach Response Team (SORT) in the first instance. The team has been set up to support rough sleepers and offers a response service to people within the borough. The contact number for the SORT Team is 0870 383 3300.

Rough sleepers with a mental health problem should normally be referred to START Team (outreach service for homeless people) in the first instance. This is a multi-disciplinary community mental health team for single homeless people, which covers Lambeth, Southwark and Lewisham. START uses assertive outreach techniques to engage homeless people with mental health problems who are not (and perhaps never have been) engaged with mental health services. The contact number for the START Team is 020 3228 5900.

5. Offenders or people at risk of offending

Clients who have been in custody for a period of 12 months or more, and will be supervised by Lambeth Probation Service upon release should be referred to Through the Gate Project (St Giles Trust). This project will refer clients to the SNAP Team if appropriate. Please contact St Giles Trust on 020 7703 7000.

Clients who are currently on a statutory probation order or licence living in the community, should be referred to the Lambeth Probation Housing Link Worker by their Offender Manager.

Clients who have been in custody for less than 12 months and/or not on a statutory order can be referred directly to the SNAP Team.

Clients who are on the Prolific and other Priority Offender (PPO) scheme can be referred to the SNAP Team via the PPO Team.

Clients who are subject to Multi-Agency Public Protection Arrangements (MAPPA) should be referred to the MAPPA panel, where necessary, before a referral is made to the SNAP Team.

Note: SNAP referrals for clients in custody should be made no more than six weeks prior to release. The SNAP Team does not accept referrals for clients who are currently in custody on remand (awaiting trial, or convicted and awaiting sentence).

6. Clients supervised by an adult mental health service

The SNAP Team has a dedicated Hospital Discharge Officer who is responsible for assessing in patients with a housing need and/or in need of housing related support upon discharge.

All South London and Maudsley (SLAM) in patients (including private hospital placement and hospital bed and breakfast patients) should be referred to Bed Management meetings before a referral is made to the SNAP Team.

All other clients who are supervised by an adult mental health team and in need of accommodation based service should be referred to the Joint Mental Health Advisory Panel before a referral is made to the SNAP Team.

The contact number for the Joint Mental Health Panel Administrator is 020 3228 6601. Please refer to the SNAP/SLAM protocol for further information.

Clients who have their own accommodation who are in need of tenancy support can also be referred directly to the specialist tenancy support service – see page 7.

Note: Clients supervised by Older Adults' Mental Health team are not referred to Bed Management meetings or the Joint Mental Health Advisory Panel. Referrals can be made directly to the SNAP Team for an assessment.

7. Clients who are in hospital - general wards

The SNAP Team has a dedicated Hospital Discharge Officer who is responsible for assessing in patients with a housing need and/or in need of housing related support upon discharge. Please contact the SNAP Team on 020 7926 4407 for further information.

8. What happens after a SNAP referral has been made?

We will allocate referrals to a Support Needs Assessment Officer within 24 hours, complete an assessment and notify you of the outcome within 10 working days. To help us achieve this, all referrals should be sent with the relevant documents and/or reports - please see full list on page 7.

9. Accommodation based services – except sheltered housing

With the exception of accommodation for mothers and babies and young parents, all accommodation based services are for single people. If a client is accepted for an accommodation based service, the client's details will be held on a waiting list until suitable accommodation is available. The supported accommodation provider will contact the client to arrange an appointment for an interview. If a client fails to respond to the interview invitation, the SNAP referral will be withdrawn and the referral will be closed. It is therefore important that the SNAP Team is notified of any change of address or contact details.

Note: The majority of supported accommodation has shared facilities, i.e. clients share kitchen and bathroom facilities.

10. Move on from supported to independent accommodation

Move-on from supported to independent accommodation should only be completed for clients (service users) who are currently in supported accommodation and who are ready to move to independent living. The support provider will need to provide evidence that the client has met the objectives of their support plan and is ready to live independently. The majority of move-on from supported accommodation will be to the private rented sector through the Private Rented Access and Support Scheme (PRAAS) - the scheme offers a rent deposit or guarantee certificate.

11. Access to tenancy support services

Tenancy support services offer people living in Lambeth advice and assistance to help them live independently in the community. Anyone aged 16 or over with a tenancy or tenancy related issue can be assessed for support from one of Lambeth's tenancy support services.

With the exception of the young people tenancy support service for 16 to 17 year olds, all referrals can be made directly to the provider below:

General Tenancy Support Service

Lambeth Tenancy Support Service
One Support – 0800 707 6615

Specialist Tenancy Support Services

Mental Health Tenancy Support Service
Metropolitan Support Trust – 020 7501 2376

Substance Misuse Tenancy Support Service
Alcohol Recovery Project – 020 7940 0625

HIV Tenancy Support Service
Hestia – 020 7234 0244

Domestic Violence Tenancy Support Service
Solace Women's Aid – 020 7582 7737

Learning Disabilities Tenancy Support Service
Lambeth Mencap – 020 8655 7722
The Rathbone Centre – 020 8670 4039
In Touch – 020 8297 7588

Somali Tenancy Support Service
Southside partnership – 020 7737 2888

Vietnamese Tenancy Support Service
Vietnamese Mental Health Service – 020 7639 2288

12. Choice Based Lettings

Choice Based Lettings (CBL) is a new way of letting general needs and sheltered accommodation. CBL allows people to choose where they would like to live.

Properties are advertised on the Home Connections website (www.homeconnections.org.uk) and in Lambeth libraries, customer centres and Hambrook House, Porden Road, Brixton, SW2 5RW from Wednesday to Sunday of each week.

People are able to bid for accommodation via the Home Connections website, telephone on 0845 863 0624 or text on 07786 205 145 from Wednesday to Sunday of each week.

When applicants have joined a rehousing list, a letter will be sent with details of a user identification number (User ID) and personal identification number (PIN number). The User ID and PIN number will allow applicants to bid for accommodation. Applicant will also be sent a CBL user guide with detailed information about CBL and how to place a bid.

12.1 CBL Bidding Support Service

The SNAP Team can offer a bidding support service to those who are experiencing difficulties accessing Choice Based Lettings (CBL). Please contact the SNAP Team on 020 7926 4407 for further information.

13. Proof of identification, income and welfare benefits

Clients will be expected to provide the following original documents:

Proof of identification e.g. passport, birth certificate or photocard driving licence.

Proof of address – last 5 years e.g. utility bills, bank account statements etc.

Proof of income and/or welfare benefits

14. Documents to be sent with the SNAP referral form

Note: All reports and/or documents should be no more than six months old.

SNAP referrals should be sent with relevant reports and/or documents (**see page 9 of this referral criteria**) and;

A signed authorisation to disclose confidential information (see appendix 1 of the referral form) and;

A signed sheltered housing assessment notice (see appendix 2 of the referral form) for those applying for sheltered accommodation.

15. How to contact the SNAP Team and make a referral

All referrals should be made using the SNAP Referral Form.

Referrals can be sent via post, fax or email below:

Duty line: 020 7926 4407 – for all enquiries

Email: infosnap@lambeth.gov.uk

Fax: 020 7926 4401

In writing: Support Needs Assessment and Placement Team (SNAP)
3rd Floor, 2-7 Town Hall Parade, Brixton Hill, London SW2 1RP

Documents to be sent with the SNAP referral form

Client group	Documents to be sent with the SNAP referral form
Alcohol problems	Substance misuse reports
Drug problems	Substance misuse reports
Generic	Any relevant reports confirming support need
HIV/AIDS	Proof of diagnosis/medical letter
Families with housing related support needs	Any relevant reports confirming support need
Learning disabilities	FACS assessment, risk assessment, care plan, Occupational Therapist (OT) assessment, Activities of Daily Living (ADL) assessment
Mentally disordered offenders	FACS assessment, risk assessment, care plan, Occupational Therapist (OT) assessment, Activities of Daily Living (ADL) assessment
Mental health problems	FACS assessment, risk assessment, care plan, Occupational Therapist (OT) assessment, Activities of Daily Living (ADL) assessment
Offenders or people at risk of offending	London Probation Referral Form, Analysis of Offence, Offending Information, Initial/Review Sentence Plan, Lifestyle and Associates, Risk of Harm Screening, Risk of Harm Summary
Older people with support needs / mental health problems / frail elderly	FACS assessment, FACE Overview Assessment, risk assessment, care plan, Occupational Therapist (OT) assessment, Activities of Daily Living (ADL) assessment
Physical or sensory disability	FACS assessment, risk assessment, care plan, Occupational Therapist (OT) assessment, Activities of Daily Living (ADL) assessment
Refugees	Proof of immigration status, any relevant reports or documents
Rough sleepers	Client identification number (chain number) provided by Street Outreach Response Team (SORT)
Single homeless with support needs	Any relevant reports confirming support need
Teenage parents	Child's details or expected date of delivery, Youth Offending Service (YOS) reports
Traveller	Any relevant reports confirming support need
Women at risk of domestic violence	Any police report/s (including crime reference number) and relevant information confirming support need
Young person at risk	Any relevant reports confirming support need or Youth Offending Service (YOS) reports including risk assessments
Young person leaving care	Pathway plan, Youth Offending Service (YOS) reports including risk assessments or any relevant reports confirming support need