

## **ELIGIBILITY POLICY**

Phoenix House supported accommodation is primarily for service users with a mental health issues; but sometimes may have other complex issues such as drugs and alcohol abuse. Service users are eligible for the service if they have a mental health issue and are eligible for Housing Benefit.

Phoenix House is committed to ensuring fair access to all potential service users. Referrals are accepted from any individual who have experienced any kind of mental health problem, regardless of race, colour, gender, sexuality, or ethnicity. We also accept referrals from all our stakeholders.

Our priority is to ensure that people with a mental health issue have fair access to support services. We aim to achieve this through providing the service user, stakeholders, or carers with the necessary information that enables them to make an informed decision when choosing to live at Phoenix House. More specifically, this includes information on how to access the service, where information can be found, providing information in large text, Braille, and in other languages where necessary.

In providing the necessary information, we aim to minimise the bureaucracy that the service user has to deal with; but at the same time, provide the necessary information to protect the rights of the individual. We also provide information on the complaints procedure, and the appeals process. For further information, please refer to our service user handbook & complaints procedure and appeals procedure.

You may be refused a placement at Phoenix House for any of the following reasons:

- 1) if you are not eligible for housing benefit you may not be eligible for Supported accommodation.
  
- 2) if you do not have a mental health issue you are not eligible for Supported accommodation.

- 3) if you have a history of non-compliance with medication, or treatment, or support
- 4) if you have a history of violence towards staff or service users
- 5) if you have a history of arson
- 6) if you have a history of severe damage to property.

It is important to point out that by no way will you be judged purely on committing any of the above offences. An offer of support and accommodation is based on a Risk Assessment conducted by two members of our team, and other assessment tools and information such as a CPA and a TAG from social services.

We aim to deliver the necessary support package for the service user to meet their individual goals and aspirations. Phoenix House is committed to promoting inclusion and equal opportunities for all our service users, while valuing diversity and differences in culture. We also operate a waiting list.

All our policies and procedure and other documents are also available on request in different languages where appropriate.