



YMCA Lincolnshire Referrals and Allocations Policy

May 2026

Introduction

This policy sets out how YMCA Lincolnshire allocates its supported accommodation in a fair, transparent and consistent manner. It ensures that accommodation is provided to those most in need, while supporting individuals to develop the skills required for independent living.

YMCA Lincolnshire provides supported accommodation to single adults, with the aim of enabling residents to build resilience, independence and confidence to move on to independent sustainable housing.

This policy aligns with relevant legislation and regulatory standards, including:

- The Equality Act 2010
- The Housing Act 1996
- The Homelessness Reduction Act 2017
- The Data Protection Act 2018 (UK GDPR)
- The Regulator of Social Housing's standards

Policy Statement

YMCA Lincolnshire is committed to:

- Providing accommodation in a fair, equitable and transparent way
- Supporting individuals with identified support needs
- Promoting equality of opportunity and preventing discrimination
- Creating safe, sustainable communities

We accommodate individuals who:

- Are aged 18 or over
- Are single (in line with the design and provision of our services)
- Are homeless, at risk of homelessness, or in need of supported accommodation

Applicants will be assessed based on their needs, risks and suitability for supported housing.

We will not accept any applicants with no recourse to public funds unless the Local Authority agrees in writing to fully fund the space.

We will not accommodate individuals where:

- The level of risk posed cannot be safely managed
- The level of support required exceeds what our services can provide (e.g. need for personal care or medical supervision)

Objectives

The objectives of this policy are to:

- Ensure a fair and consistent approach to allocating accommodation
- Prioritise those in greatest accommodation and support needs
- Support individuals towards independent living
- Ensure compliance with legal and regulatory requirements
- Promote transparency and accountability in decision-making

Eligibility Criteria

YMCA Lincolnshire provides accommodation to single adults aged 18+ who are homeless or at risk of homelessness and have identified support needs.

This may include, but is not limited to:

- People with mental health needs
- People with substance misuse issues
- Care leavers
- People leaving prison
- Individuals fleeing abuse or violence
- Veterans
- Individuals experiencing family breakdown
- Those with limited life skills

YMCA Lincolnshire cannot provide services to individuals who require:

- Personal care
- Ongoing medical or nursing support
- Medication administration by staff

Referral Process

We will accept referral via:

- Online application form (for partner agencies)
- Telephone or in person (self-referrals)

Professional referrals must include:

- A completed application
- A reference
- A risk assessment

Applicants will normally be asked to provide identification and proof of income; however we accept that this may be a barrier for some. Lack of documentation will not automatically exclude an applicant and alternative verification methods may be considered.

All applicants must consent to information sharing in line with data protection legislation.

Assessment and Risk Management

All applicants will undergo a needs and risk assessment prior to any offer of accommodation being made.

Risk assessments will consider:

- Risks to the individual
- Risks to staff, residents and visitors
- Ability to safely manage risks within the service

Risk levels will be assessed as low, medium or high and appropriate support plans and control measures will be implemented where possible.

Assessments will be reviewed:

- Monthly during a stay at The Nomad Centre
- At least every three months during a stay in the Hostel or Outreach Project
- Sooner if circumstances change

Applications involving specific risks (e.g. arson history) will be assessed on a case-by-case basis, considering:

- The nature and circumstances of the incident
- Time elapsed
- Whether others were at risk

YMCA Lincolnshire reserves the right to refuse accommodation where risks cannot be safely managed.

Priority and Allocation

To ensure fairness, applications will be prioritised based on level of need and risk.

Priority Bands

Band A – High Priority

- Rough sleeping
- Leaving prison with no accommodation
- Fleeing violence or abuse
- High risk of immediate homelessness

Band B – Medium Priority

- At risk of homelessness
- Sofa surfing or unstable accommodation
- Moderate support needs

Band C – Lower Priority

- Lower support needs
- Preventative cases

Priority will also consider:

- Urgency of need
- Risk level
- Local connection (where applicable)

Existing YMCA Lincolnshire residents may be prioritised for internal moves where appropriate, but this will be balanced against external need.

Decision making

Decisions will be made based on:

- Application information
- Face to Face risk assessments
- Professional risk assessments

Decisions will be made by authorised staff (e.g. Service Manager or delegated officer).

Successful applicants will be placed on a waiting list until suitable accommodation becomes available.

Waiting List Management and Communication

Applicants are expected to keep YMCA Lincolnshire informed of any changes in their circumstances.

Where applicants have limited contact options, reasonable adjustments will be made to maintain communication.

YMCA Lincolnshire will make reasonable attempts to contact applicants when accommodation becomes available.

Applicants will not be removed from the waiting list without:

- Reasonable attempts to contact them (3 attempts over a 7 day period)
- Consideration of their individual circumstances

Allocation Process

When a room becomes available:

- Applicants will be selected based on priority, suitability and risk
- Reasonable attempts will be made to contact the applicant

Rooms will normally be held until 12 noon on the next working day, after which they may be offered to another applicant if no contact is made.

Appeals and Complaints

Applicants have the right to appeal decisions regarding:

- Eligibility
- Waiting list status
- Allocation decisions

Appeals must be submitted within 10 working days of the decision being made.

The appeals process includes:

- Stage 1: Review by a manager not involved in the original decision
- Stage 2: Final review by a senior manager

Applicants can also use the YMCA Lincolnshire Housing Complaints Policy.

Equality, Diversity and Inclusion

YMCA Lincolnshire is committed to ensuring that no applicant is treated less favourably on the grounds of:

- Race
- Ethnicity
- Gender
- Sexual orientation
- Disability
- Religion or belief

Reasonable adjustments will be made where required.

Monitoring, Reporting and Review

This policy will be monitored to ensure fairness and effectiveness, including:

- Analysis of allocations by protected characteristics
- Monitoring outcomes and move on success
- Reviewing refusals and appeals

The policy will be reviewed every two years, or sooner if required due to legislative or operational changes.

Related Documents

This policy should be read alongside YMCA Lincolnshire's:

- Housing Complaints Policy
- Safeguarding Policy
- Data Protection Policy
- Service Specifications
- Risk Assessment Procedures

Written by	Date reviewed	By who	Next review
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