

Service Specification

The Nomad Centre – Emergency Accommodation

The Nomad Centre has 22 bed spaces of emergency accommodation which can be accessed via a professional agency or through self-referral. Our acceptance criteria is that people must be:

- Single
- Over the age of 18
- Homeless or at risk of homelessness

We offer a 28-day license. We are unable to accommodate people who hold a tenure elsewhere.

All of our rooms have an en-suite bathroom and 2 of the rooms are located on the ground floor to accommodate those with limited mobility.

Our aim is to:

Provide accommodation which is in a psychologically and trauma informed environment which offers a safe space for recovery. At the forefront of our practice is respect for individual's needs, treating residents with dignity and respect at all times.

Residents are allocated a Case Worker on arrival who will support them to access move-on accommodation options and signposting and access to professional services. All residents must agree to engage with their Case Worker as part their license agreement.

Our Referral Process

We will make a decision on all referrals within 72 hours.

Our appeals procedure will be initiated where applicable.



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All applicants who have a Probation Officer are required to have a SARRAF (Supported Accommodation Referral and Risk Assessment Form) provided by Probation before a decision on their application can be made.

We will obtain information from previous support providers and other professionals who are currently working with or have previously worked with the applicant.

As soon as all information has been received and if the applicant meets our criteria they will be added to the waiting list and as soon as a suitable vacancy becomes available, applicants will be contacted and offered the room.

Referrers will be informed of the decision to accept/refuse.

Applicants who do not have a telephone will be asked to present at The Nomad Centre each day to ensure that their application remains live.

If a room becomes available and the individual does not have a contact number we will contact other agencies to see if they have seen the individual or if they do to send them down to us.

For anyone who is on the waiting list for over a month, we will carry out an updated risk assessment or contact the agency that they are working with before being offered a room.

Our waiting list priorities* are:

- Street homeless
- Prison leavers
- Fleeing abuse of some type
- Inappropriately accommodated but safe i.e. sofa surfing

*Our vulnerability checklist will be referred to where more than one person from any particular category needs accommodation that day.

Partnership Working

At the Nomad Centre, we offer a pathway through to our other YMCA Lincolnshire housing services and are able to refer those residents who meet the criteria to our Hostel and Outreach Project.

Partnership with the NHS through the Holistic Health for the Homeless (HHH) team, which has its base at The Nomad Centre, ensures that



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residents have appropriate and timely medical interventions for their physical and mental health needs.

YMCA offers an in-house psychotherapy support service through talking therapies with emphasis on bereavement and support for suicide ideation.

Referrals are made to Lincoln's Drug and Alcohol Support Service. We have a dedicated worker on-site three times a week to assist residents in overcoming their drug and alcohol dependencies.

District Council Housing Departments and teams dedicated to working with rough sleepers, Project Compass and the National Probation Service are just some of the agencies that The Nomad Centre connects with to ensure that our residents' unmet and identified needs are addressed.

Our Commitments to our residents:

We are committed to:

- Providing a high-quality support service where everyone is treated with dignity and respect
- Delivering a minimum of 2 support sessions to each resident per week
- Completing a minimum of 2 room checks per day within a 24-hour period.
- Three nutritious meals a day.

At the time of asking the applicant to sign the license agreement we will:

Explain the service rules and what is expected of all residents

Ensure that a claim for housing benefit is submitted

Discuss any allergies with the resident in relation to the on-site meals provided.

Within 7 days we will:

Carry out a full risk assessment which includes conducting an assessment of need

Signposting to specialist services where there is an identified or unmet need



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Formulating a plan for move on which respects the wishes and feelings and includes:

- Completion of a duty to refer to area of local connection
- Completion of a triage for commissioned Housing Related Support services where criteria is met (i.e., resident of Lincolnshire)
- Referral to YMCA housing services
- Exploring private rented options

Within 14 days we will:

Carry out a review of all risks and needs

Discuss the options that are available to ensure meaningful use of time for our residents.

Within 28 days we will:

Review the license agreement

Agree to extend the stay for a further period, where

- Move on plans are in place but move on accommodation is not yet ready
- There is compliance with the expectations of the project.

We aim to move on all residents within 56 days

Our Expectations are that residents:

- Reside in their rooms each night, unless a pre-arranged night out is authorised
- Do not use alcohol or illegal substances on site
- Do not smoke or vape in their room
- Treat fellow residents, staff, volunteers, contractors, visitors and our project with respect
- Work proactively towards a positive move on



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We will ask a resident to leave The Nomad Centre with immediate effect if they:

- Are physically aggressive towards a member of staff or another resident
- Use illegal substances or alcohol on-site
- Intentionally commit arson on-site

Staff have the right to work in a safe environment, abuse will not be tolerated and will always be reported to the police.

Everyone has the right to live and work in a smoke free environment and should not be expected to breathe in second hand smoke from cigarettes or illicit substances.



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