



YMCA Lincolnshire – Hostel Service Specification

At YMCA Lincolnshire, we provide accommodation 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 Resident Advisor at the point of move in and are supported with everything needed to ensure they comply with their licence agreement and are able to access support needed from YMCA Lincolnshire and other agencies to enable them to move on within a 2 year period.

Weekly support meetings and room checks promote a consistent supportive environment and encourage a suitable standard of living.

12 weekly risk assessments and Homeless Star meetings track a resident's progress during their stay at the hostel.

Our accommodation offer

Our Hostel project is located on St Rumbolds Street in the LN2 district of Lincoln and consists of 69 bed spaces of various types of accommodation.

- Mounfield - 12 shared blocks, 3 bed spaces in each with individual kitchen facilities and a shared shower room and toilet.
- George Williams House- 28 Self-contained rooms with individual kitchen and bathroom facilities.
- River View – 5 bed spaces in a shared house attached to the hostel with a shared kitchen and bathroom facilities.

We offer a 2-year licence agreement and priority is given to residents who are currently in the Nomad Centre. However, we accept referrals from partner agencies and direct referrals from individuals in need of the support the hostel offers.

Our commitment to our residents

All residents are treated with dignity and respect and supported throughout on their journey with us. Person led individual support plans are created in conjunction with the resident to obtain the best possible outcome.

Each resident is required to work collaboratively with their Resident Advisor who will provide support, advice and guidance during their stay with us. A regular risk assessment is carried out to ensure the safety of all of our residents.

Weekly support meetings and room checks ensure all residents have the opportunity to access all support they need and to maintain a suitable living standard.

Referrals

Each referral is considered on an individual basis, taking into account the room location and cumulative risk with current residents.

To be eligible residents must be:

- Over the age of 18
- Single (Not having children living with them)
- In need of support to enable them to live independently

Residents being referred from the Nomad Centre will have in place an up-to-date risk assessment, referral form for their service, SARRAF (if appropriate). Details recorded within case notes and any warnings issued will be considered as part of the process. For internal referrals, an assessment meeting is not required. Referrals can be made at any time and if there is no accommodation available, individuals will be placed on the waiting list.

External referrals are required to complete an application form which includes contact details for all agencies that they are working with. External referrals are required to attend an assessment meeting. A decision is made within 72 hours, the applicant will be advised of the outcome and if applicable placed on the waiting list if no accommodation is available at that time. There is an appeal process for any referrals that are not accepted.

The YMCA Lincolnshire Hostel journey.

At move in

The licence agreement and house rules are explained by the assigned Resident Advisor. Assistance is provided to complete Housing Benefit forms and explain the personal contribution charge and how to this can be paid. If required a PEEP (Personal emergency evacuation plan) is completed and the in-house activities available are explained including the benefits of taking part.

Within 7 days

An initial Risk Assessment and Home Star is completed which enables the resident and YMCA Lincolnshire staff to track the progress of the residents' journey to independent living. The first support meeting is arranged and initial room check completed. If required a referral will be completed for our in-house Psychotherapist talking therapy service.

Within 3 months

A move on plan will be in place including Homefinder account open and duty to refer made to find the local connection. Any additional support needs will have been identified and reflected on the risk assessment and outcome star.

Within 2yrs

If all identified support has been achieved and the resident is able to live independently, they will be supported to move on into social housing or accommodation in the private sector. If there are still support needs that need to be addressed, residents will be supported to move on to YMCA Lincolnshire's Outreach Project.

Partnership working

All services within YMCA Lincolnshire work together to achieve the best outcome for our residents.

Our partnership with the NHS through the Holistic Health for the Homeless (HHH) team ensures that residents have appropriate and timely medical intervention for their physical and mental health needs.

YMCA Lincolnshire offer a talking therapy service with our qualified Psychotherapist who will work with our residents to enable them to overcome past traumas.

Depending on individual needs we will signpost to the other local support agencies to ensure effective multi-agency working.

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