



Information and Referral

For Referring Agencies

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Introduction

This is the introductory booklet for all referring organisations and agencies that refer potential clients to the Turnaround Project. This booklet is designed to provide all referring agencies and applicants with a description of the service we provide, including the selection criteria, how to make a referral and the relevant application and risk identifier forms for a referral.

The referral procedure has been designed to provide us with all of the relevant information we require to determine whether our service could meet the needs of the applicant. To speed up the process it is important that we are provided with as much information as possible.

Thank you for supporting and referring to the Turnaround Project.

إذا كنت بحاجة لهذه الإحالة في حزمة واحدة من اللغات التالية العربية ، البولندية ، الأسبانية ، العبرية ، الصينية أو يرجى الاتصال التحويل المشروع.

Jeśli wymaga tego skierowania opakowanie w jednym z następujących języków arabski, polski, hiszpański, hebrajski, chiński lub skontaktuj się z Turnaround Project.

Si usted requiere este documento en uno de los idiomas siguientes, chino, hebreo, español, polaco, o árabe contacta por favor el Turnaround Project.

אם זה מצריך הפניה pack באחת השפות הבאות ערבית, פולנית, ספרדית, עברית, סינית או אנא פנה אספקה פרויקט.

如果您需要此推介包在下列其中一个语言阿拉伯文，波兰文，西班牙文，希伯来文，或请联系中国的周转项目。

If you require a large print or Braille version of this referral pack, please contact the Turnaround Project

Service Description

1. About the Turnaround Project

Mission Statement

The Turnaround project is Christian based, and is administered by Newquay Christian Centre, a registered charity (Reg. Charity number 251549). It exists with a primary objective of giving pro-active support for vulnerable people from disadvantaged backgrounds. These people may be homeless, care leavers or in housing need.

The Turnaround project encapsulates Christian values and principles with a view to diminish poverty associated with housing need, at all times promoting and enabling young people to acquire the relevant skills for unsupported independent living.

The objectives of the mission statement are as follows:

-  To provide appropriate residential accommodation, in a safe, stable and non-judgemental environment where positive developmental programmes can be delivered with a terminal objective of the client achieving independent living within a maximum two years.
-  To provide support and care that meets people at their point of need. This may be in the areas of physical, emotional or spiritual need, and as a result may be met through a process of befriending, mentoring or advice giving.
-  To provide a number of fun, informal learning opportunities and some formal educational activities within the context of Personal Development Programmes. This is designed to enable the client to reach their full potential as an autonomous individual, being a mature, confident, responsible citizen, capable of making positive contributions to society.

2. Support Services

Each client has available to them a Personal Development Plan (PDP) that will target specific areas of need.

The design and progression of the PDP is a two way process that involves the client and their key worker, with goals for achievement agreed upon by both. The PDP is reviewed regularly to ensure that goals and desired outcomes are being achieved and that the needs of the clients are still being met by the service.

As a condition to the service being offered, clients are expected to engage with their PDP as agreed by them.

Support is delivered primarily on an individual basis. However, there may be occasions when support is offered through group work, although this is dependant on the needs of individuals and the group.

The support offered by Turnaround is housing related and may include the following:

- ◀ Assistance with budgeting
- ◀ Guidance in domestic situations
- ◀ Advice on benefits
- ◀ Help with life skills
- ◀ Advice on healthy eating and good nutrition
- ◀ Assertiveness training
- ◀ Anger management
- ◀ Self-esteem
- ◀ Time management
- ◀ IT training
- ◀ Advice and training in teamwork and co-operation
- ◀ Guidance in obtaining effective communication skills
- ◀ General advocacy
- ◀ Links to training and employment opportunities
- ◀ Referral to other supporting services and agencies
- ◀ Promoting choice and control on both a personal and community level

There are a number of needs that at this time cannot be supported at the Turnaround Project. These include:

- ◀ High level support needs and/or chaotic lifestyle
- ◀ Financial subsidy or the loan of money
- ◀ Drug, alcohol or gambling counselling
- ◀ Administration or distribution of medication

Where other support networks exist for a client, Turnaround staff engage in a multi-agency support process, in order that the client receives the best support possible.

The development of domestic life skills forms a compulsory element of the Turnaround programme, and as such, clients are expected to engage with domestic life skills training on a rota basis.

3. Accommodation

The accommodation is split over two separate shared living environments. The first comprises of five units with en-suite facilities, a communal lounge, fully fitted kitchen/dining area and utility room. The second comprises of a further five units with en-suite and kitchenette facilities, a communal lounge and utility room. The two houses share an entrance hall.

The project is conveniently located for easy access to the town centre and beaches. It is also within walking distance of a number of agencies and services that clients regularly work with including Cornwall Council One Stop Shop, the Job Centre Plus, Newquay Health Centre, Share, Connexions, Link into Learning, Truro College Open Learning Centre and others.

4. Staff at the Turnaround Project

The staff team at the Turnaround Project comprises of a full time Project Director and three part time workers who cover support, key working, housing management, cleaning and any sports and activities. Turnaround also has voluntary staff that carry out a range of tasks that compliment the service provided by the staff team. The Turnaround Project provides support between the hours of 9am to 5pm from Monday to Friday. During the evenings and weekends an emergency on-call procedure is in place.

5. Charges for the Service

The support service offered at the Turnaround Project is currently self-funded. There is no charge to be made to the client for support services.

Clients are responsible for ensuring that all core rent and utility charges are paid on time. In instances where clients are in receipt of benefits the responsibility lies with the client to ensure that payments are received. Where clients forgo benefit payment as a result of providing insufficient proof of income, or due to commencing paid work, they will be accountable for all rent and related charges.

6. Referral and Applications

Referrals are accepted from agencies that work with or have contact with this client group. Individuals may self-refer to the project, however, are encouraged to ask an agency to refer them as the agency will be familiar with the process and can help applicants to ensure they secure accommodation. In the case of self-referral, Turnaround requests that applications include a risk identifier form completed with a professional, for example a GP, health visitor or social worker.

Referring agencies may refer clients at any time. A waiting list may be used when the service is fully subscribed. Turnaround endeavours to inform referring agencies when a vacancy arises. Enquiries are made firstly by telephone. The referrer then needs to complete both an application form and risk identifier form with the applicant and return to the Turnaround Project. If the applicant meets the selection criteria an initial interview is arranged between the Turnaround Project, the referrer and the applicant.

During this interview, the applicant and staff at the project are introduced and the licence agreement and house rules are explained at length to ensure that the applicant fully understands what they are signing up to should they be offered a place. This is to promote the applicant's level of choice and control over the accommodation that they desire to move into. If appropriate, at the end of the initial interview, a second interview is arranged. The second interview comprises a needs assessment and risk assessment, in order to determine whether the applicant's needs could be met by the project.

The final decision is then made as to whether the project is suitable for the applicant. The decision of who will be offered accommodation at the project is made by the Project Director and key working team. There are several factors to be considered during this decision process; the level of presented need, the severity of the current situation and the time on the waiting list.

7. Selection Criteria

The Turnaround Project is committed to equality of opportunity and endeavours to ensure that all applicants who apply to the service are not discriminated against on the grounds of age, race, colour, nationality, ethnicity, creed, disability, sexual orientation, political or religious belief, social or economic class, gender, parental status, because of the community to which they belong or are associated with or any other criteria that cannot be shown to be properly justifiable.

To be considered for the project the applicant must be:

- ◀ Targeted age range of 16-25, however older applicants will be considered
- ◀ In housing need
- ◀ Eligible for benefits or employed
- ◀ Considered not to possess any current or historical physical threat to others.
- ◀ Considered not to pose the risk of self-harm

- ◀ Willing to work towards developing new skills for independent living
- ◀ Able to live with respect and consideration of others and property
- ◀ Willing to agree to and follow house rules under licence agreement

Turnaround cannot currently accept:

- ◀ People with alcohol, drug, or gambling problems (unless receiving help from an appropriate, specialist agency, then each referral will be looked at on its individual merits)
- ◀ People with severe behavioural problems e.g. violent tendencies and arson
- ◀ People with severe learning disabilities
- ◀ People with mental health conditions
- ◀ People with dependent children
- ◀ People who have committed an offence listed under the Sexual Offences Acts 1956; 1967; 2000 or 2003

Before a place can be offered, the potential client must agree to the terms and conditions set out in the licence agreement.

8. Ending Support for a Client

The Personal Development Plan (PDP) for each client is designed to meet their needs within a maximum of a two year period. Integral to each plan will be a move-on plan, encompassing the support, advice and options available to the client at that time.

Clients at Turnaround access move-on accommodation via the HomeChoice scheme or through private landlords. There is an outreach service offered to all clients who have completed a PDP with Turnaround; clients have the opportunity for continued monthly contact with the respective key worker whilst settling into new accommodation. Referrals are made to other services if outgoing residents require ongoing support. Turnaround is also able to offer advice over the phone or by drop-in to residents who have moved on from Turnaround.

Clients are required to give 28 days notice when ending licence at the Turnaround Project. Support is given during this period to help the individual consider all possible options, provided the outgoing client complies with the licence agreement and house rules. Where a serious breach of the licence agreement occurs, or if the client refuses to engage with the support on offer, the Turnaround Project is unable to offer ongoing support.

In the event of notice to leave being served by the Turnaround Project, the referrer and relevant housing officer are informed immediately. Ending occupancy normally occurs following the utilisation of the Turnaround warning procedure, although exceptions may result from serious breaches of licence agreement. During the notice period support is continued and alternative accommodation and support sought.

9. Contact Details

The Turnaround Project
Oasis House
East Street
Newquay
Cornwall
TR7 1BH

Tel: 01637 875684
Fax: 01637 870751
Web: www.nccturnaround.com
Email: enquiries@nccturnaround.com

Prioritising Need for Applications

Turnaround receives a high volume of applications, necessitating a priority system. In this case, the following scoring system is used:

High = 3; Medium = 2; Low = 1 (with a reason given)

1. Level of vulnerability:

High		Medium		Low	
Reason					

2. Applicant showing a willingness to develop skills for independent living:

High		Medium		Low	
Reason					

3. Where there is a recent history - applicant can clearly demonstrate a drug, gambling, alcohol free period of ideally 3 months and/or active steps to overcome such problems:

High		Medium		Low	
Reason					

4. Harmony & balance with existing client:

High		Medium		Low	
Reason					

**5. Total Score:
Residents with higher points given the priority**

High		Medium		Low	

The names of potential residents will be held on a waiting list, which will be updated on at least a two monthly basis.

Notice:

Please photocopy both the application and risk identifier forms for your referrals

Application Form

Please complete all sections of this application form. If you feel any of the sections are not relevant to you, please enter 'none'.

1. Personal Information:

Name:											
Date of Birth:											
Current Address: (If no fixed abode, please state address for correspondence)											
Postcode:											
Contact Phone Number:											
Current Financial Situation: (Include details of type of income and amount)	e.g. on benefits or working etc.										
National Insurance No:											
Social and Leisure Interests:											
Has the applicant had previous contact with the Turnaround Project?	If yes, please give details:										
Cultural Background: (Please circle one)	<p>White: British / Irish / Other Mixed: White & Black Caribbean / White & Black African / White & Asian / Other Asian / Asian British: Indian / Pakistani / Bangladeshi / Other Black / Black British: Caribbean / African / Other Chinese / Other Ethnic Group: Chinese / Other Gypsy / Romany / Irish Traveller Does not wish to disclose</p>										
Religious Belief System: (Please circle one)	<table> <tr> <td>None</td> <td>Muslim</td> </tr> <tr> <td>Christian (all denominations)</td> <td>Sikh</td> </tr> <tr> <td>Buddhist</td> <td>Any other religion</td> </tr> <tr> <td>Hindu</td> <td>Not known</td> </tr> <tr> <td>Jewish</td> <td>Does not wish to disclose</td> </tr> </table>	None	Muslim	Christian (all denominations)	Sikh	Buddhist	Any other religion	Hindu	Not known	Jewish	Does not wish to disclose
None	Muslim										
Christian (all denominations)	Sikh										
Buddhist	Any other religion										
Hindu	Not known										
Jewish	Does not wish to disclose										

2. Support Needs:

Reason for Referral: (Highlight what the benefits of receiving support from this project would be)	
Summary of Needs:	
Detail any current and historical learning or physical disability or mental health related needs:	
Details of any Statutory orders in the last five years to which the applicant has been or is subject:	e.g. criminal justice, mental health, guardianship, injunctions, child protection etc.
Details of current or historical drug/alcohol/gambling habits, problems and support:	
Are there any current or historical severe behavioural problems?	If yes, please give details

3. Housing History:

What is the applicant's current housing situation?			
Is the applicant considered as statutory priority homeless?	(Please state which district and give details)		
Previous housing details of last two years: (Please indicate time at each address and reason for leaving)			
Have you ever breached the terms of a tenancy or mortgage, or committed acts of violence against staff or residents in a place where you were living?			

4. Support Networks:

GP Details:	
Health Visitor?	If yes, please give contact details
Social Worker?	If yes, please give contact details
Other Professionals? Name:	If yes, please give contact details

5. Referrers Details:

Name of Referrer:	
Referring Agency, Address, Phone No and Email:	
Role or Job Title:	
Signature of Referrer:	

6. Character References

Please give the name and address of two referees (e.g. a social worker, YOT worker, probation officer, Connexions / Share person / advisor, college tutor / teacher, minister of religion - someone who has been working with you in an official capacity) who has known you for more than six months:	
Name: Address: Postcode: Phone No: Email:	Name: Address: Postcode: Phone No: Email:
Profession:	Profession:

7. Declaration of Applicant:

<p>I have completed this application form truthfully and to the best of my knowledge. I understand that any misleading information could jeopardise my acceptance for Turnaround or breach my entitlement to remain in it. I give my permission for the Turnaround Project to contact other agencies/professionals that have been named on this form in relation to this application.</p>	<p>Signature:</p> <p>_____</p> <p>Date:</p> <p>_____</p>
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Risk Identifier

Risk	Brief Details	
Have you ever been cautioned or convicted of a crime? (Including violence, arson, possession of weapons and harassment)	Yes	No
Are you in, or have been in an abusive relationship?	Yes	No
Have you been investigated in relation to child protection issues?	Yes	No
Do you have mental health issues? (Including depression and self-harm)	Yes	No
Have you been involved in disputes with neighbours?	Yes (include dates)	No
Do you use alcohol regularly?	Yes (include how often and amounts)	No
Do you use drugs? (Including cannabis and misuse of prescription medication)	Yes (how often and which drugs?)	No
How do you react in stressful situations? (Lose temper, get angry, isolate yourself, seek support etc.)		

Completed By _____ Signature _____

Agency _____ Date _____

<p>I have completed this application form truthfully and to the best of my knowledge. I understand that any misleading information could jeopardise my acceptance for Turnaround or breach my entitlement to remain in it. I give my permission for the Turnaround Project to contact other agencies/professionals that have been named on this form in relation to this application.</p>	<p>Applicant Signature:</p> <p>_____</p> <p>Date:</p> <p>_____</p>
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Newquay Christian Centre

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