



Assessment Process

How We Decide Who Moves In - and Why It Matters

At Life With Support Housing Association, we assess every referral on a case-by-case basis to ensure our housing is the right fit - for the person being referred, the current house dynamic, and the safety of everyone involved.

Our goal is to be fair, thorough, and trauma-aware. We don't run people through a cold checklist - but we do have a duty to get it right.

Step-by-Step Overview

✓ Step 1: Referral Received

Once we receive your referral form and any supporting documents, we log the application and review it within **48 hours**.

We'll confirm receipt and reach out if anything's missing.

Step 2: Initial Review

We assess:

- Basic eligibility (see [Eligibility Criteria] page)
- Risk and safeguarding information
- Support needs and stability
- Suitability for our house model (e.g., independence, tolerance, group living)

Step 3: Contact with Referrer

We'll call the referrer to:

- Clarify any gaps or red flags
- Get a feel for the individual and their current situation



- Understand any risk management strategies in place (e.g. licence conditions, medication, MAPPA arrangements)

Step 4: Resident Conversation

If the application looks suitable, we'll arrange a call or in-person meeting with the applicant.

This isn't an interrogation - it's a conversation. We want to:

- Introduce ourselves and what we offer
- Explain the rules, expectations, and support available
- Understand their goals, struggles, and what stability looks like for them
- Make sure *they* feel it's the right place

Step 5: Final Decision

We consider:

- Risk to self and others
- Readiness to engage with support
- Current house composition (we won't overload a house with the same risks)
- Local connection, practicalities, and move-in readiness

We aim to make a decision **within 3–5 working days** from receiving a complete referral.

If Accepted

- We'll agree a move-in date
- The resident receives a **Welcome Pack**, tenancy agreement, and keyworker introduction
- We'll inform all relevant services (probation, case workers, etc.)



If Not Accepted

If we decline a referral, we will always:

- Explain our reasons (risk, suitability, timing, etc.)
- Provide suggestions for other pathways or referrals
- Welcome future applications if circumstances change

Questions? Complex Cases?

We're always open to discussing referrals informally first.

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