**HOUSING ADVOCACY SUPPORT SERVICE (HASS)**

**Access and Referral Criteria**

**Service Aims**

The HASS will prioritise the needs of:

1. Older people (55 years+) with long-term health conditions.
2. Vulnerable adults who find that they may be at risk of homelessness.
3. Vulnerable adults who are insecurely and/or inappropriately housed.
4. Individuals involved in disputes with neighbours, landlords or social housing providers.
5. Individuals experiencing issues related to housing repairs and/or uninhabitable housing.
6. Vulnerable adults who have health conditions that require adaptations to their property.
7. Vulnerable adults who are overcrowded or looking to downsize their accommodation.

**Referrals**

HASS referrals can be accepted from the following sources:

* Direct from the individual – self-referral.
* From an individual’s family member, friends or voluntary sector organisations (third party).
* From other services/agencies; social worker/prescriber, carer, support worker, legal representative etc.

Referrals can be taken over the telephone and by email.

The HASS referral form will function as the primary referral document.

**Access Criteria**

The HASS will focus on and prioritise the needs of older people (55 and over) living in Sandwell, with long-term health conditions.

To access Independent Advocacy support via the HASS individuals:

* Must live within the Sandwell district.
* Must have a long-term health condition.
* Must have a specific advocacy issue related to the above service aims.

HASS will prioritise the needs of older people with long-term health conditions and ensure that all those we support are empowered to make informed decisions.

Where a referral is received from an **agency** or **third party**, Sandwell Advocacy needs to be satisfied that the individual being referred has consented to their details been shared with us. Consent **MUST** be obtained prior to making a referral.