

**Referral Criteria**

Date Approved: 31/03/11  
Approved By: Parashoot Steering Group

<p><b>Name of Service:</b> PARASHOOT</p> <p><b>Managed by:</b> Raven Housing Trust &amp; Prospect Housing and Support Services</p> <p><b>Contact no:</b> 01737 272500</p>	<p><b>Address:</b> Raven House, 29 Linkfield Lane, Redhill, Surrey. RH11SS</p> <p><b>Email:</b> <a href="mailto:support@parashoot.org.uk">support@parashoot.org.uk</a></p> <p><b>Website:</b> <a href="http://www.parashoot.org.uk">www.parashoot.org.uk</a></p>
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**Aims of Project:**

PARASHOOT provides individual support to customers who require assistance to maintain and manage their homes.

**Services Provided:**

Housing Support Officers (HSOs) provide support to customers either through home visits and telephone advice. HSOs agree a support plan with customer which is reviewed at least every 3 months. The service is intended to be short term with an intended maximum period of 6 months. Support areas are housing related and may include: liaison with other agencies, advice on welfare benefits and budgeting, and general tenancy advice etc.

**Description of accommodation:**

Customers may be either tenants, homeowners or regarded as being at risk of being homeless

**Sources Of Referral:**

Referrals can be made via various agencies but will need to be emailed to the relevant District or Borough Councils within East Surrey (Mole Valley District Council, Reigate and Banstead Borough Council, Epsom and Ewell Borough Council and Tandridge District Council).

<p><b>Referral criteria:</b></p> <ul style="list-style-type: none"> <li>• Aged 18 plus</li> <li>• Family or individual with an immediate need for support to help them maintain/find a home, regardless of whether they are privately renting, in temporary accommodation, in council accommodation, renting from a Registered Social Provider, are owner occupiers, living in parental accommodation or homeless</li> <li>• Willingness to participate in the service.</li> <li>• Residing in East Surrey (Mole Valley District Council, Epsom &amp; Ewell Borough Council, Reigate &amp; Banstead Borough Council and Tandridge District Council).</li> </ul>	<p><b>Exclusion criteria:</b></p> <ul style="list-style-type: none"> <li>• Concerning history of violence.</li> <li>• Those requiring higher levels of support.</li> <li>• Those with concerning substance abuse problems where treatment is being refused.</li> <li>• Those for whom an alternative specialist support service is available</li> </ul>
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**Application Process:**

Referral agents are asked to complete a PARASHOOT application form in conjunction with the potential customer. Referrals should be emailed over to the relevant District or Borough Councils, the email addresses are on the bottom of the referral application form. Once the application is received the District or Borough Council will contact the potential customer to discuss the application to carry out an initial assessment of the suitability of the service, they will forward recommendations on to PARASHOOT.

**The Subject of the email should read as follows: “Parashoot Referral – ‘relevant district and borough name’ – prospective customer name”.**

Referral agencies will be informed in writing of the decision.

Housing Support Officers (HSO) will then meet with the applicant to carry out a PARASHOOT assessment and agree a support plan and appropriate support hours with the customer.

A small waiting list is maintained, which is used only when necessary if PARASHOOT are already supporting the maximum number of people possible. Cases are allocated according to agreed numbers for each district authority.

The PARASHOOT service values equality and diversity and aims to ensure access to the service irrespective of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or gender reassignment, HIV status, this list is not exhaustive.

***District and Boroughs email address:***

**Mole Valley District Council**

[housing@molevalley.gov.uk](mailto:housing@molevalley.gov.uk)

Telephone: 01306 885001

**Tandridge District Council**

[homelessness@tandridge.gov.uk](mailto:homelessness@tandridge.gov.uk)

Telephone: 01883 732810/732824

**Epsom & Ewell Borough Council**

[contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

Telephone: 01372 732000

**Reigate & Banstead Borough Council**

[housing.advice@reigate-banstead.gov.uk](mailto:housing.advice@reigate-banstead.gov.uk)

Telephone: 01737 276000

***Points to note:***

PARASHOOT cannot provide personal care.

Funding is provided through Surrey Supporting People Team.