



COMPLEX NEEDS SERVICE CRITERIA

The Complex Needs Service can be accessed by clients aged 18 or over who meet the following criteria:

- Homeless or at risk of homelessness
- Need support to manage a tenancy
- Have an allocated Support Worker from another service, e.g. Social Worker, CPN, Probation Officer, Drug & Alcohol Support Worker, who can evidence complex needs (see below)
- Willing to engage with support with the aim of moving on to independent living

In order to meet the threshold for complex needs the client must present with at least two of the following criteria:

- Mental health support needs
- Physical health support needs
- Learning difficulty or disability
- Adult Social Care involvement
- Current Substance misuse support needs or are at risk of relapse
- Recent history of offending (within 2 years) or active involvement from Probation services
- History of self-harm/suicide attempts
- History of violence or abuse
- History of being in care
- Current adult safeguarding concerns

