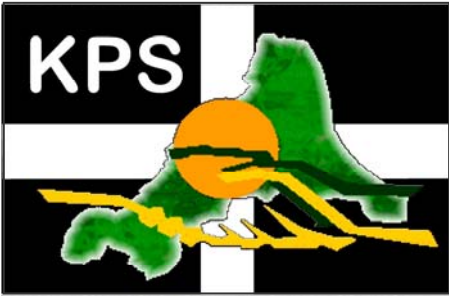


# Fair Access Policy

Kernow Positive Support

SPECIALISED HIV INFORMATION,  
SUPPORT, RESPIRE & RETREAT

POLICY DOCUMENT 2011



# Fair Access Policy

## Adults who are covered by this policy

- People over the age of eighteen who have been infected by the HIV virus and have a letter of diagnosis.
- Carers and partners of people over the age of eighteen who have been infected by the HIV virus and have a letter of diagnosis.

## Policy

This policy has been written in line with current legislation including equal opportunities and anti-discriminatory and harassment practice.

If a person is referred or makes a self referral and that person has the HIV virus, with evidence of diagnosis, they will be assessed as being suitable candidates for the KPS Floating Support Service and will be called a 'client' for the purposes of this policy.

Any person who is a carer or partner of the 'client' either by matrimony or civil partnership will be assessed as being suitable candidate for the KPS Floating Support Service.

Exclusions to this policy will be based on suitability of the 'client' or partner/carer after the 'Support Plan/Integrated risk assessment process (*referred to as the Assessment Process in this policy*) has been carried out by the floating support worker to the point where a support need has been identified, and integrated risk assessment has been carried out. Only at that point will a decision be made about the suitability of this service for the client.

KPS will provide written information on the reasons why a 'client' or 'carer/partner' cannot be supported by the KPS Floating Support Service and will provide detailed written information on the KPS complaints and appeals process.

No waiting list will be kept and all who are covered by this policy will be assessed using the Assessment Process. Prioritising client referrals will only be carried out if Emergency Service Criteria has been used on the client referral form otherwise referrals will be treated in date order.

Referring agencies/individual referrers will be provided with feedback on the referral subject to 'client, carer/partner' permission and in line with current data protection legislation/confidentially.

KPS will not use any automatic bars or criminal convictions or antisocial behaviour as a basis for refusal of access to any KPS service provision e.g. KPS Floating Support Service and is committed to working and assessing individual clients on an individual basis. KPS is committed to providing staff with policies, procedures and ongoing training to ensure direct and indirect discrimination, harassment and victimisation are not a feature of KPS services.

## Procedure

All KPS services such as; the KPS Floating Support Service, information will be conspicuously displayed in areas most likely to reach people with HIV including GU clinics and Social Service departments, the KPS website, and the KPS Newsletter which is posted to all KPS clients who have agreed to accept mail, some Social Services departments, GP surgeries and Hospital departments. The information can be provided in a non-English language on request and can be changed to other languages on the KPS web-site.

**Example;** On receipt of the referral, information will be passed onto the Floating Support Worker who will contact the referred person within 48 hours of receiving the contact, and a mutually convenient date and place will be arranged to carry out the 'Support Plan' procedure. Exceptions to the 48 hour rule will be if the client referral EMERGENCY SERVICE CRITERIA has been used, in this case the contact period is reduced to contact within 24 hours.

Wherever possible the Support Worker will be accompanied by a suitably qualified volunteer or the HIV Specialist Social Worker during the Support Plan procedure but this may not always be possible.

If the Support Worker decides, on the basis of the assessment that the service would not be suitable for the referred person written information on how to appeal that decision will be provided along with signposting to other agency support wherever possible.

***Wherever possible 'clients' who have not engaged with the floating support service (Housing Related Support) for a minimum 28 day period will be asked by phone, letter or a personal visit if they want to comment on the reasons why they have not engaged with the service, and if they want to make a complaint.***

All KPS policies and procedures are reviewed annually; this FAIR ACCESS POLICY has been reviewed and ratified by the KPS Board of Trustees commencing April 2011 (*under 'policies' as shown in the KPS Annual Report and Accounts*).

***Ref: FAP2011/12.***