

PEEC Family Centre - Supporting People Service

Eligibility Criteria Information for Service Users

Aims and Objectives of scheme

Supporting People offers the most socially excluded, deprived and vulnerable households in our community the chance of building productive and fulfilled lives. It provides a pathway out of being dependent, homeless and socially isolated into having a home of your own, having the chance of employment and taking part in all of the social, leisure and educational opportunities a vibrant London Borough such as Haringey offers.

The service is targeted at vulnerable people who live in temporary accommodation. PEEC Family Centre's aim is to work with and support people from all sections of the community, particularly those living in North London from Polish and Eastern European families and especially those who find it difficult to access any other service provision. We mostly focus on families and older people groups.

Support provided is usually temporary, with the aim of enabling the service user to develop their confidence and self-reliance until they are able to live independently without support.

It is anticipated that people accepted into the scheme may require support for a period ranging between 3- 24 months. This may be extended if the case is complex.

Service delivery

- The service is principally focussed on enabling the service user to secure or maintain their accommodation.
- A formal support plan will be developed. This is a planned programme of support that links to the service user's wider needs.
- Support has to have the intention of helping a vulnerable person to establish and maintain independence.
- Support will be short term, with the intent of move on from the service by 2 years.

The types of support that we can provide include:

- Understanding the rights and obligations of a Tenancy Agreement
- Advice, advocacy and liaison
- Help in sustaining a tenancy and household management
- Advice and assistance in fulfilling tenancy obligations
- Assistance with personal safety and security
- Help in tenancy set up - e.g. gas connection
- Developing domestic/life skills/social/ behavioural skills
- Claiming welfare benefits
- Supervision and assistance with well being, health and medication
- Managing debts, bills, finances and budgeting
- Assistance to help overcome social isolation in your accommodation.
- Help in accessing social contacts and activities
- Peer support and befriending
- Help with accessing and using community services
- Help with accessing employment and education
- Help with complaints/ Mediation in neighbour disputes
- Help with seeking more suitable alternative accommodation
- Advice and assistance with home improvements/ repairs
- Liaison and advocacy on cultural and ethnic issues
- Culturally specific counselling and support
- Security support regarding racial harassment
- Sign-posting culturally specific legal/ health services
- Provision of translation services
- The administration of a tenancy where language is an issue

Eligibility Criteria

To be eligible for our Supporting People service, at least 2 of the following must apply:

- Low-level health needs
- Unemployed or employed at risk of being homeless
- Homeless, inadequately housed or at risk of becoming homeless.
- English not first language
- Low income

We can only work with people who are over the age of 16, and in most cases, people who are residents mainly of Haringey. (over 80%)

Based on the level of need we are able to respond to Please note that applicants are prioritised on a first come first served basis. All applicants will be assessed on an individual basis; applicants must meet the eligibility

criteria and express a commitment to actively engage in the agreed planned programme of support.

If PEEC Family Centre believes that it is not skilled or qualified to manage a case, with the agreement of the service user we will refer you to a more appropriate agency.

Successful Applicants

On being accepted to receive a service, the individual will be allocated a Support Worker. The Support Worker and the service user will agree upon areas of support. Joining the service is conditional on the individual agreeing to the support planning process and being open to receiving the support agreed upon.

Further information on the support planning process is available on request.

In the majority of cases we can not meet all of the support needs of any service user. It is much more likely to be the case that needs are met by a range of agencies, professionals and individuals working in partnership to assist the service user to achieve the areas of identified support required.

Unsuccessful Applicants

All unsuccessful applicants are provided with a written explanation within 5 working days. If you are unhappy with a decision, then please follow PEEC Family Centre complaints procedure.