

SP Eligibility Criteria and Application process for PEEC Family Centre SP Floating Support Service & REFERRAL AGENCIES PEEC 710v3

1. The overall aim/ vision of PEEC Family Centre Supporting People Programme

The PEEC Family Centre Supporting People (SP) service is committed to providing a better quality of life for vulnerable people to live more independently and maintain their tenancies. It provides housing related support preventing problems leading to hospitalisation, institutional care or homelessness and the smooth transition to independent living.

2. Objectives of the service

We aim to offer housing related support to vulnerable service users and to:

- Prevent vulnerable households from becoming homeless in the first place;
- Avoid unnecessary admissions and lengthy stays in hospital;
- Tackle the needs of new households settling in the Borough, promoting their social inclusion;
- Signpost unsuccessful applicants to more appropriate services
- Low level of intervention

3. Eligibility for housing related support will depend upon meeting the following criteria:

- At least 80% of your client base should be Haringey residents
- The client shall be 16 plus
- We have no service user exclusion criteria
- If the organisations believe that it is not skilled or qualified to manage a case or particular client group the organisation with the agreement of the service user will refer the service user to an appropriate agency.
- A purchaser and potential service user will be informed in writing if we are unable to offer placement
- Have specific and identified vulnerabilities that render the potential service user in need of support which includes a combination of any two of the following:
 - 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

PEEC FC deals with low level of intervention.

4. Priority Groups

Below are the areas of concern (housing related support provision) that we are proactively working to alleviate in Haringey:

- The high levels of vulnerable homeless households living in temporary accommodation
- The high levels of statutory homelessness in the Borough, and the urgent need to prevent people from becoming homeless
- The high levels of social deprivation experienced by refugees and other immigrants with recourse to public funds living in the Borough

5. What type of support do we provide?

- Advice and assistance with setting up and maintaining a home or tenancy.

- Visiting support services to help older people remain in their own home as long as they wish
- Advise and assistance with managing finance and benefit claims
- Advice, befriending services, liaison and advocacy
- Helping users to gain access to other services
- Helping users to establish social contacts and activities
- Helping users to establish personal safety and security
- Supporting and monitoring of health and well-being

These tasks are not eligible for SP funding:

- Physical assistance with washing, bathing, shaving, toileting feeding, personal care
- Therapeutic programmes e.g. specialist counselling such as bereavement, abuse, relationships, drug and alcohol misuse.
- Issuing and enforcing occupancy agreements.
- Organising & repair of properties or contents where this is a landlord responsibility.
- Childcare
- Supervision of court orders and probation programmes e.g. monitoring of curfews
- Participating in Drug Treatment and Testing Orders
- Provision of formal education
- Assessment of service users on behalf of social services
- Statutory after-care services

6. Source of Referral and Initial Contact

The eligibility criteria and application process is also available in Polish.

The eligibility criteria and application process is actively being distributed to relevant agencies Initial appointments can be made by telephone, personal visit or letter. We accept self-referrals but we will take referrals from other agencies if the client is aware of and in agreement with the referral. We will also accept referrals from family members and carers.

Referral agents must complete an initial assessment form. Service users are encouraged to complete this form and should be helped by the referrer or interviewer.

When the service user comes for an interview the organisation will review the information provided and re-assessed needs. Based on this combined information a decision will be made on whether to offer a service, seek additional information or reject an application.

Where it is a self-referral a full assessment will be conducted.

Initial assessment forms can be completed by hand or using a printed version by typing into them directly.

7. Performance Standards

All clients are assessed on an individual basis

Our planned assessments fall into two categories:

- Emergency Assessments.
- Standard assessments.

7.1 Emergency Assessment

A rapid assessment of individual need will be carried out for those people whose circumstances indicate that the time scales for the normal assessment process will result in:

- Serious deterioration in their physical, social and emotional functioning and well being and/or
- Loss of motivation to accept housing related support.

Our organisation will acknowledge receipt of the initial assessment immediately. Applicants support needs will be compared objectively with the eligibility criteria of the service. We will inform the client or referral agencies of our decision whether or not to offer placement within 24 working hours.

Where prospective service users disagree with any outcomes of assessment or reviews their views and reasoning are recorded. Respective service users will be provided with a copy of their assessments and reviews.

7.2 Standard Assessments

Assessments that do not meet the emergency criteria will be classed as standard assessments. Our organisation will undertake to complete the initial assessments and inform the prospective service user of our decision within ten working days.

8. Allocation of a place on SP floating support programme.

We strive to deliver a high quality service to enable us to do this effectively we need to maintain a balanced caseload. Therefore, based on the level of intervention that we are able to respond to we are able to take referrals that meet the eligibility criteria will be prioritised on a “first come, first served” basis except in emergency cases.

9.1 Successful Applicants

Successful applicants will be allocated a Support Worker (SW). Applicants and their SW will agree areas of support. Your SW will conduct a follow up “Needs and Risks assessment.” A support plan will also be drawn up within the first month of the individual joining the scheme. Service users “needs and risk assessment” and reviews will be in agreement with and take full account of service users views, targets and aspirations. Please also refer to the organisation’s support plan policy.

In the majority of cases PEEC FC will not meet all of the support needs of any service user. It is much likely to be the case that needs are met and a range of people, professionals and others, working in partnership, assist the service user to achieve support plan objectives

PEEC FC has a key role. It should aim to co-ordinate the support plan ensuring each part is coming together at the right time to deliver the right services.

Once an objective has been set it requires regular review. Reviewing allows staff and service users to reflect on what has worked and what has not. This helps build a picture of interventions that will be of benefit for the future.

9.2. Unsuccessful Applicants

Unsuccessful applicants are provided with a written explanation within 5 working days and we retain copies on file.

If a referrer of a potential service user is unhappy with the decision then the organisations complaints procedure should be followed.

10. Definitions of Housing Related Support, Personal Care & General Social Care

SP can continue to fund **general social care** tasks provided as long as there is agreement that general social care tasks are provided at a) a cost of no less than 10% of the overall support charge b) there is an expectation that the social care task/s are not provided in the long term c) social care is provided as part of a holistic support plan"

- **“Housing related support** services can be defined as practical support tasks that enable vulnerable people to live as independently as possible in the community.”
- **Personal care** is defined as assisting people with bodily functions. These types of service are usually provided in registered care homes or by domiciliary care services. Where these services are provided they must be funded from a source other than SP”. For example, helping service users with medication/self medication.
- **General social care** services are intended to help people with their day-to-day lives. These types of services are not primarily intended to assist people to gain access to accommodation, or to maintain their accommodation. Where these services are provided they must be funded from another source”. For example, accompanying people on social and leisure activities.

(London Borough of Haringey SP Five Year Strategy 2005-2010)

11. Review

To ensure fair access to our service, an appropriate organisation audits our performance once a year. Key stakeholders are also actively involved in reviewing eligibility criteria, application procedures and prioritisation at least once a year.

12. Further Information

Should you require further information regarding our Eligibility Criteria, please contact Gosia Shannon at PEEC Family Centre, Haringey Irish Centre Pretoria Road London N17 8DX Tel/Fax: 0208 365 9090 or e-mail us at info@peec.org.uk

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