| RADIUS HOUSING ASSOCIATION *Communities* | | DOCUMENT NO: HPO018 | |
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| | | Prepared by: | B. Doherty |
| | | Authorised by: Date: | Communities & Assets Committee 18/05/2017 |
| TITLE: COMMUNITY SUPPORT COORDINATOR SERVICE **Application Eligibility Policy** | | Version No: | 3 |
| | | Date ratified by Board: | 29/06/2017 |
| | | Review Date: | 17/05/2020 |
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## Introduction

RADIUS has developed a service to work alongside the Northern Trust's Domiciliary Re-ablement service to improve the overall quality of life for older people (55+). The service is intended to assist service users remain in their home for longer and promote a more independent lifestyle. It will help develop long term living options and allow older people with more complex needs to be supported within their own communities. The service will provide short term (up to two years) housing support to people over 55 years of age. The delivery of a floating support service will help facilitate access to a range of services and providers and increase the range and diversity of activities available to help promote opportunities for greater involvement in local communities.

The floating support service will be delivered through a 'hub and spoke' model using existing sheltered scheme facilities to assist older people build links and establish social networks within their local areas of Newtownabbey, Larne, Carrickfergus, Ballymena, Antrim, Causeway and Mid Ulster.

It will promote the development of life skills training in maintaining the interior and exterior of the home, provide advice and assistance with access to the provision of equipment and adaptations to cope with disability.

## This guidance is intended to provide applicants with details of the access criteria.

## Application Procedure

Applications can be made to the service by completing an application form, copies of which are available by contacting any RADIUS Office, distributed to key agencies, and are available to download from RADIUS' website at www.radiushousing.org.

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When an application is received, it will be assessed to ensure that it is fully completed and the applicant meets the eligibility criteria. The applicant will be contacted and an initial assessment visit will be arranged within 20 days, however, this may be subject to a slight variation depending on demand for the service.  The applicant will be informed by letter if they have been successful or if the applicant does meet the criteria they will be informed along with any referring agency.

Once the application has been assessed and approved all applications will be prioritised using the eligibility criteria and functionality and self care matrix.   The application will then be registered in date order onto the database waiting list.

## Aim and objectives of the Service

Our overall aim is to provide a housing support service that meets the needs of people (55+) who demonstrate a need for a housing support service that will assist them to:-
- engage within their local communities and with other services and providers to promote greater independence and wellbeing;
- improve access to support services;
- live in a safe, secure and healthy home environment;  and
- access a high quality, range of housing support services  .

## Eligibility Criteria

1. An applicant must be currently residing in one of the following areas:-
Newtownabbey,
Larne,
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Ballymena,

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Antrim,
Causeway and
Mid Ulster.

2. Applicants can either apply directly or be referred by agencies including the Northern Ireland Housing Executive or local Health and Social Services Trust by registering their interest in accessing this service.

3. All applicants to the service will be recorded and listed in a register of applicants in date order.

4. Applicants must be aged over 55.

5. Applicants must live alone or with someone who is elderly or disabled.

6. Applicants must have an indentified housing support need(s).

7. Applicants will be prioritised on the basis of :-
- the date of when they first apply
- the area where they live
- their age (over 55)
- if they live on their own or
- if they have other means of support (including family or friends who deliver support)
- the level, extent and urgency of support needs identified
- referral priority as assessed by another agencies including Health and Social Services Trust, NIHE or other care provider.

8. Where there are more applicants to places available within the service, the decision on priority will be based on the service user's eligibility to the service in the first instance.

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This will be assessed using the Housing Selection Scheme's functionality and self care matrix to clearly identify the level of support required by the applicant.

9.  A joint decision will normally be taken in conjunction with the other agencies involved in the applicant's case (local Trust or NIHE staff) in order to make the best decision in respect to who would benefit most from the service

10. The Floating Support Coordinator will gather any supporting evidence and draw up a report based on the applicants identified support needs before a decision on service provision is taken by the Area Housing Manager.

11. Any decision to offer the service to someone outside date order will be supported by evidence to demonstrate why this decision was taken.  This will also be identified by care staff on a needs-lead basis.

## The Support Service Provided

1.  The level of support will vary depending upon the assessed needs of the service user.
2.  The support is time limited to up to **two** years and there will be an exit strategy, to help support greater independence and reduce the risk of dependency.
3.  Support will be provided through a system of assessment, support planning and review. Support will be tailored to meet the housing related needs of the individual.  Regular reviews of support will be carried out with the service user and will be varied as support needs change.
4.  The service is available office hours between Monday and Friday.
5.  Successful applicants will be notified, while unsuccessful applicants will be provided with information about the reasons they were not accepted, signposted to other services along with information on how to appeal the decision.

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6. A planned exit strategy will be agreed with the Service User as part of the process of support planning and review.

## Appeals and Review Process

An applicant can request a review of their case, particularly where they have been refused the service.

An appeal must be made in writing setting out the basis for the request for a review with any accompanying evidence to support the case.

This review will be undertaken by either the Floating Support Team Leader (FSTL) or the Area Housing Manager (AHM).  Once this has been completed, the FSTL or AHM will provide a response on the outcome of their investigation.