

PROPOSED BANDING SYSTEM FOR ASSESSMENT PROCESS

The requirement to assess the housing related support needs of each individual tenant leads naturally to the introduction of a 'banded' service with the intention of providing services according to people's needs. Flexibility must be introduced into any banding system and the Consultant's Report provides an example, which is shown below:

BRONZE SERVICE:

- A call monitoring alarm service
- A six monthly review
- Attendance at social and health and wellbeing events at schemes
- Support and assistance in times of crisis and emergency (4 – 6 weeks)
- Service upgrade to another band following request for a needs assessment

SILVER SERVICE: As for bronze service PLUS:

- A six monthly detailed support planning meeting
- Up to one face-to-face visit per week according to assessed needs
- Intercom calls according to assessed needs
- All visits and calls are based on assessed need
- Provide support and assistance in times of crisis and emergency
- The aim of this level of support is to maintain / increase independence
- Elements of the service will be aimed at crisis prevention, avoiding if possible the need for the tenant to receive higher forms of support on a longer term basis

GOLD SERVICE: As for bronze service PLUS:

- Assessment and agreement with the tenant of a package of support in liaison with other agencies. Support reviewed on a 6 monthly basis or earlier if triggered by a change in need
- Up to 5 visits / Intercom calls per week as agreed during the support planning process and based upon needs
- Liaison with referring agencies, where appropriate, to arrange joint support planning meetings
- The aim of this service band is that, over time, tenants can maintain/regain independence and so remain in their own home and if practicable move to a lower band