

HOUSING RELATED SUPPORT IN SHELTERED HOUSING



Housing Related Support for Sheltered Housing Tenants

As a tenant living in one of our sheltered housing schemes your support needs will be assessed and you will be placed in one of three bands – Bronze, Silver or Gold.

We provide a Housing Related Support Service that aims to work with you as a tenant over time to enable you to:

- Maintain your independence
- Enjoy a fulfilled life in your own home
- Feel secure in the knowledge that emergency help can be summoned 365 days per year whenever required.

There is a weekly charge for housing related support as follows:

Bronze Band Assessment (<i>Standard level charged</i>)	£4.60 per week
Silver Band Assessment (<i>Bronze Band plus some additional services</i>)	£7.00 per week
Gold Band Assessment (<i>Bronze and Silver Band plus some additional services</i>)	£10.50 per week

If you are a tenant receiving Housing Benefit you will not have to pay for this service. You are automatically entitled to Supporting People Funding, which will cover your full support costs.

HOUSING RELATED SUPPORT FOR SHELTERED HOUSING TENANTS

BRONZE BAND SERVICE	£4.60 per week
	Help in an emergency through the community alarm service 365 days a year
	A personal six monthly review and well-being check
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community
	General housing information and support advice alongside signposting to other appropriate services
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)
	Fortnightly pull cord and pendant checks in your home
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required
	Service upgrade to silver or gold upon request subject to a review of your support needs

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SILVER BAND SERVICE	£7.00 per week
	Help in an emergency through the community alarm service 365 days a year
	A personal six monthly review and well-being check
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community
	General housing information and support advice alongside signposting to other appropriate services
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)
	Fortnightly pull cord and pendant checks in your home
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required
	Service upgrade to silver or gold upon request subject to a review of your support needs
	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need
	One face-to-face visit per week from your Sheltered Housing Officer who will work with you to achieve positive outcomes in meeting your identified support needs
	Up to 2 intercom calls a week from your Sheltered Housing Officer to maintain or to increase your independence
	Crisis intervention to avoid, if possible, the need for you to receive higher levels of support on a longer term basis
	Support Service upgrade to Gold upon request and subject to a review of your support needs

HOUSING RELATED SUPPORT FOR SHELTERED HOUSING TENANTS

GOLD BAND SERVICE	£10.50 per week
	Help in an emergency through the community alarm service 365 days a year
	A personal six monthly review and well-being check
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community
	General housing information and support advice alongside signposting to other appropriate services
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)
	Fortnightly pull cord and pendant checks in your home
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required
	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need
	Up to 5 visits / intercom calls per week from your Sheltered Housing Officer who will work with you to ensure positive outcomes to your identified support needs. This level of support is aimed at helping you to maintain and regain independence to remain in your own home and, if practicable, a move back to a lower band
	Liaison with other agencies on your behalf, where appropriate, and to arrange joint planning meetings to ensure all of your needs are met
	Crisis intervention to avoid, if possible, the need for higher levels of support on a longer term basis