



Date Approved by SHA Board:

Date to be Reviewed: By January 2011

Eligibility Policy for Sheltered Housing and Peace of Mind Support Service in Dorset

Scope and Purpose

1. The purpose of this policy is to set a framework by which an applicant's eligibility for sheltered housing and the 'Peace of Mind' support service can be determined.
2. The Association's sheltered housing schemes and support services are provided for people who would benefit from the support that can be offered in maintaining a person's ability to remain independent within their own home whether it is a Signpost property, privately owned or rented, for as long as possible and to reduce and delay the need for residential care. For these reasons and to meet with the funding eligibility criteria required by Supporting People, it is vital that the Association ensures that the support service and the sheltered housing properties continue to be used effectively and for their intended purpose.
3. In the Association's Sheltered Housing properties the 'Peace of Mind' service is an integral part of the facility and the minimum level of support must be accepted as part of the tenancy.

Policy

Nominations

4. All lettings of the Association's Sheltered Housing properties will be made through nominations from the relevant local housing authority.
5. All nominations received must fit within the following criteria to be eligible;
 - The prospective resident must be 55 years or over**OR**
 - Have a physical or other special requirement as identified by a multi-agency assessment before a formal offer is made if necessary,**AND**
 - Require and agree to accept at least the minimum level of service offered within the scheme

- If the prospective resident is not eligible for supporting people funding, they must agree to pay the appropriate support charge
- When allocating a property it must meet the identified needs of the individual.

AND

- The level of support required is not greater than that which can be offered and sustained within that scheme or by other outside agencies where necessary. The level of this support would not seriously undermine the Association's ability to support other residents within the scheme and known behavioural issues would not affect other residents at the scheme.

AND

- Agree to enter into a Support Plan (not applicable to those receiving level 1 support) and take part in periodic reviews of that plan.

6. Verification of eligibility will be made at the nomination stage and during the needs and risk assessment process.

Peace of Mind Support Service

7. The service is also available to older people in the wider community irrespective of their tenure (i.e. owner occupiers, private tenants etc).

8. Access to the service can be made directly by the applicant or any other person or agency acting on behalf of the applicant with their consent.

9. The applicant will receive an individual assessment but must meet the following criteria to be eligible:

- The applicant must be 55 years or over.

OR

- Have a physical or other special requirement as identified by a multi-agency assessment if necessary.

AND

- Require and agree to accept at least the minimum level of support service offered and pay the appropriate charge

AND

- The level of support required is not greater than that which can be offered and sustained by our staff or by other outside agencies where necessary.

AND

- Agree to enter into a Support Plan if required and take part in periodic reviews of that plan if necessary.

10. Where an application for the service is made and there is no availability at that time, the applicant's details will be placed on a waiting list for future service availability. When a vacancy occurs offers for the service will be made to applicants on the waiting list in earliest date order of application.

11. Any refusal to accept an applicant for a specific property or support service will be explained in a format most appropriate to the applicant. Any decision to refuse an applicant will only be made following a meeting

between the assessing officer and a senior manager. Where necessary this meeting may include representatives from other agencies to ensure that all of the necessary information has been used in reaching a decision. These representatives might include probation officers, occupational therapists or other caseworker.

Complaints and Appeals

12. All applicants have the right to inspect information about their application held by Signpost Housing Association, in accordance with the provisions of the Data Protection Act.

13. If an applicant is not satisfied with the way their application has been dealt with or disagree with decisions made they have the right to appeal through the Spectrum Group's Customer Feedback Policy.

Context

14. This policy must be read in conjunction with the following:

- Equality and Diversity Statement
- Customer Feedback Policy
- Application, Assessment and Support Plan procedure
- Customer Service Statement
- Children and Adults Protection from Abuse Policy
- Confidentiality Policy
- Allocations Policy.

Monitor and Review

15. This policy will be reviewed within three years to ensure that it remains up to date.