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BOURNEMOUTH FLOATING SUPPORT SERVICE

AIMS AND OBJECTIVES

To provide a housing support service to vulnerable people living in, or moving into, independent accommodation, who may need assistance in maintaining their a tenancy and developing independent living skills. This support will be flexible, personalised and where necessary co-ordinated with other agencies to enable and empower the tenant to take control of their own lives.

ELIGIBILITY

The service is specifically for vulnerable individuals who fall into the following client groups:

- Young people at risk of homelessness (aged 16-18)
- Vulnerable Young Adults (aged 18-25) with mental health problems or addictions
- Ex-Offenders
- People with mental health problems
- Rough Sleepers/Homeless People

Support will be offered to those who are considered to be able to achieve independence from the service within a two-year period.

REFERRAL PROCEDURE

In order for the service to meet its aims, the following criteria must apply:

- Non self-referrals must be made with the full consent of the individual.
- Service users must agree to receive the support and enter into a support agreement.
- Service users must be living in, or moving into, self-contained accommodation.

Referrals must be made using the appropriate Application Form and if at any time the service user withdraws their agreement to work with the Service, SCP may terminate the support.

SCP will be responsible for processing all applications and assessing their suitability for the service. Where referrals are not accepted, the reasons will be clearly stated on the Application Form and these will be relayed to applicant.

All referrals will be prioritised in terms of urgency and need.

SUPPORT ARRANGEMENTS

SCP will be responsible for the provision of the appropriate housing support to each referral accepted onto the scheme.

A Support Agreement will be completed and agreed for each successful referral. This will detail the type of support that each individual will receive and will also act as a record of how the support has progressed.

Each Support Agreement will be regularly reviewed and amended in order to ensure it continues to be relevant.

SUPPORT SERVICE

The type of support offered under the Support Agreement could include:

- Basic advice on housing rights/responsibilities (landlord and tenant) as contained within the Tenancy Agreement.
- Assistance in dealing with neighbour disputes
- Help to claim housing benefit and other state benefits, including form filling and attending interviews.
- Advice on money management, understanding bills and methods of payment.
- Assistance with utilities ensuring connection and correct usage, including how to turn off water, gas or electricity supplies
- Development of independent living skills, such as shopping, cleaning, cooking etc.
- Information on local facilities and resources, such as access to health care, transport, shops, leisure activities, education and training
- Help to arrange access to other agencies which may be able to provide appropriate support.

SUPPORT TIME PERIOD

The length of time that support is provided will depend on:

- The initial assessments
- The needs of the individual
- The outcome of periodic reviews during the period of support.

However, it is anticipated that this will normally be for a period not exceeding two years.

The required contact time each week will be as negotiated and agreed on the Support Agreement.

When it felt by both the service user and support worker that support is no longer required, SCP will provide a comprehensive disengagement package which will include the contact information of all the agencies involved with the support, and also information on how to re-engage with the service should the need arise.

LIAISON ARRANGEMENTS/SHARING OF INFORMATION

With a focus on inter-agency partnership, it will be a precondition to any person being accepted onto the scheme that they agree to sharing appropriate information between other parties who may be involved with the applicant at the referral/assessment stage. This knowledge is relevant for the purposes of assessing potential referrals and drawing up an effective support plan.

CONFIDENTIALITY

Information on a tenant will not be disclosed to any individual or agency that does not have the tenant's permission. This would not apply when there is a significant danger to the safety of the tenant or others nor where there is a statutory obligation to disclose information.

WAITING LIST

It is anticipated that once the scheme is established there may be a need to develop and maintain a waiting list for those referrals that cannot immediately be dealt with. Following receipt of the signed Application Form, the first contact will be negotiated depending on the urgency. An assessment visit will be made and future action agreed. Urgent referrals will take priority over those perceived as less urgent.

ADMINISTRATION/MONITORING

SCP will be responsible for the administration of the service and will be responsible for monitoring details of the scheme and providing statistical information for the purpose of assessing outcomes.

FUNDING FOR THE SERVICE

Providing a service user is in receipt of Housing Benefit the cost of the support will be met in full under the current contract arrangements between Signpost Care Partnerships and Supporting People. If, however an applicant does not receive Housing Benefit a separate financial assessment will need to be undertaken in order to determine the level of funding that may still be available.

TERMS OF THE SERVICE

The service is aimed specifically at people who have or could potentially have difficulties which could potentially adversely affect their ability to maintain their accommodation/tenancy.