1.0 Introduction

1.1 Radius floating support service works alongside stakeholders to improve the overall quality of life for older people (55+). The service is intended to:

- Assist service users to remain in their home for longer
- Promote a more independent lifestyle
- Help develop long term living options
- Allow older people with more complex needs be supported in their own community
- Facilitate access to a range of services and providers
- Increase the range and diversity of activities available to help promote opportunities for greater involvement in local communities.
- 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.

1.2 The service provides short term (up to 2 years) housing support to people over 55 years of age.

1.3 The floating support service is delivered through a 'hub and spoke' model using existing Independent Living scheme facilities to assister older people build links and establish local networks within their local areas of Newtownabbey, Larne, Carrickfergus, Ballymena, Newcastle, Antrim, Causeway & Mid-Ulster.

2.0 Service Aims & Objectives

2.1 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.

3.0 Eligibility Criteria

3.1 An applicant must be living in one of the following areas:

- Newtownabbey
- Ballymena
- Mid-Ulster
- Larne
- Antrim
- Newcastle
- Carrickfergus
- Causeway

3.2 Applicants must be aged over 55.

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

3.4 Applicants must have identified housing support need(s).

4.0 Support Service Provided

4.1 The level of support will vary depending on the assessed needs of the service user.

4.2 The support is time limited up to **two years** and there will be an exit strategy, to help support greater independence and reduce the risk of dependency.

4.3 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.

4.4 The service is available office hours between Monday and Friday.

4.5 A planned exit strategy will be agreed with the service user as part of the process of support planning & review as per the Move On / Exit from Service Procedure (HPR038).

5.0 Making an Application

5.1 Those who wish to apply for this service directly can do so by completing an Application Form (HF179), copies of which are available by contacting any Radius office, distributed to key agencies and are available to download from the Radius website www.radiushousing.org.

5.2 Applications and referrals from agencies including the Northern Ireland Housing Executive (NIHE) or local Health & Social Services Trust (HSST) can be made via the Referral/Assessment Form (HF180).

5.3 Applications and referrals received will be assessed to ensure it is fully completed and that the applicant meets the eligibility criteria (see 3.0).

6.0 Application Decision

6.1 **Successful** applicants will be contacted by letter and an initial assessment visit arranged within 20 working days. However, this may be subject to a slight variation depending on demand for the service.

6.2 **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. The referral agency will also be informed, where applicable.

6.3 Once the application has been assessed and approved, all applications will be prioritised using the eligibility criteria and functionality of self-care matrix. The application will then be registered in date order onto the waiting list (See 7.0).

7.0 Register of Applicants

7.1 All applications will be recorded and listed in a register of applicants in date order.

7.2 Applicants will be prioritised based on:

- The date of application
- 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 other agencies including HSST, NIHE or other care provider.

7.3 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 (see 3.0). This will be assessed using the Housing Selection Schemes (HSS) functionality and self-care matrix to clearly identify the level of support required by the applicant.

7.4 A joint decision will normally be taken in conjunction with the other referring agencies, where applicable, involved in the applicant's case (HSS, NIHE) in order to make the best decision in respect to who would benefit most from the service.

7.5 The Floating Support Coordinator (FSC) 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.

7.6 Any decision to offer the service to someone outside the 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.

8.0 Appeals & Review Process

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

8.2 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.

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

Associated Policies & Procedures

HPR038 Move On / Exit from Service Procedure

Resources

HF179 Floating Support Application Form

HF180 Floating Support Referral/Assessment Form