

## Service Offer

Once eligibility for the service has been established and confirmed during the assessment, the service offer will be confirmed in writing to the applicant within five working days.

## Service Refusal

Where the assessment process does not confirm eligibility, we will write to the applicant within five working days to reject the application, giving reasons and information about how the applicant may appeal against the decision and get help elsewhere.

## Appeals

If an applicant is refused the service and wishes to appeal against this decision they should contact Apna Ghar's Director within twenty working days of receiving notification. Alternatively, the appeal may be made on behalf of the applicant by his or her advocate, relative referring agency, etc. If the appeal is made by another person or organisation it should be made in writing. If the appeal is made by the appli-

cant it may be made in writing or by telephone or in person by making an appointment. The Director will consider the appeal and notify the appellant in writing within five days of the appeal being made.

If, after exhausting Apna Ghar's appeals process, the applicant remains dissatisfied they should contact the relevant Supporting People team. We can advise how this may be done.

## Waiting List

Apna Ghar will maintain a waiting list where demand for service exceeds available capacity. Applications will be assigned a priority status and the service allocated according to priority as capacity becomes available.

## Confidentiality

Information received by Apna Ghar will be treated in line with Apna Ghar's Confidentiality policy. In general terms this means that information, written or verbal, will not be shared with other parties without the specific permission of the applicant.

## How to contact us

our main telephone number 020 8795 5405

our fax number 020 8795 5755

our e-mail address [agha@apnaghar.org.uk](mailto:agha@apnaghar.org.uk)

our website [www.apnaghar.org.uk](http://www.apnaghar.org.uk)

our address Apna Ghar Housing Association  
1 Olympic Way  
Wembley  
Middlesex HA9 0NP



## Floating Support Service

This leaflet is about Apna Ghar's floating support service. It is for prospective service users, their advocates, carers or representatives, and any agencies who wish to make a referral to the service.



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## About us

Apna Ghar Housing Association manages housing and provides support to vulnerable people who need help to maximise or maintain their capacity to live independently in their own homes. The support services we provide are either floating support or accommodation-based.

Floating support services are provided to people living in rented accommodation (council, housing association or private) as well as home owners.

Support is provided as face-to-face contact delivered within the service user's home by support workers who are available during office hours.

## Where do we work?

Under the Supporting People Programme Apna Ghar is funded to provide floating support in six local authority areas

- Brent
- Ealing
- Hackney
- Haringey
- Harrow
- Islington

## Who do we work with?

The service is intended for people who have a genuine need for the support we can offer. We will accept referrals from any applicant who meets the following criteria:

- Is an adult (18 years plus)
- Is resident in the borough that funds the service
- Can benefit from the service on offer and is willing to use it
- Is not already in receipt of Supporting People funded services (except in extremely rare circumstances)

## Needs groups we work with

In addition to the general eligibility criteria above, the Boroughs which fund our service have local eligibility criteria.

In **Brent** we can offer a service to anyone who has a physical and/or sensory disability, or is over 55 years old (over 50 in instances where there are non-age related support needs) or has a learning disability or has HIV or AIDS.

In **Ealing** we can offer a service to anyone who has a physical and/or sensory disability, or is over 55 years old.

In **Hackney** we can offer a service to anyone who has a physical and/or sensory disability.

In **Haringey** we can offer a service to anyone who has a physical and/or sensory disability.

In **Harrow** we can offer a service to anyone who has a physical and/or sensory disability or is over 55 years old.

In **Islington** we can offer a service to anyone who has a physical and/or sensory disability or is over 55 years old and is the homeowner or tenant, i.e. is responsible for the housing.

Our service is intended for people who can benefit from low-level support, this means short planned support meetings at key times with further input in the event of crisis or emergency. The service is not suitable for people who require intensive support i.e. permanent help or frequent assistance for extended periods on a daily basis. Typically this includes people with enduring or high support needs or people whose lives are chaotic to the extent that they are permanently in crisis and cannot cope with a planned support package.

## How can we help?

- checking benefit entitlement
- assisting with benefit applications, reviews and appeals
- providing information on local services and amenities
- making referrals to other more specialist support services
- offering practical assistance with furnishing the home
- advice on debt management and budgeting
- getting services such as gas and electricity connected and accounts set up
- providing emotional support and the chance to talk to someone
- providing information on education and work opportunities
- advice on personal care and maintaining a clean safe home
- advice on personal safety both inside and outside the home
- advice & assistance on health matters
- advice on keeping to the terms of a tenancy agreement
- advice on re-housing options if the home is no longer suitable and practical assistance to find alternative accommodation
- providing specialist advice in respect of physical disability and services, equipment and facilities for disabled people
- providing support in an appropriate language where possible

## How long will support be provided?

Generally we can provide support for up to two years but the duration of the support will depend on the needs of the person using the service.

Please note in Haringey, support can be provided for up to one year.

## How much does the service cost?

The service is free to people on Housing Benefit and those with low-level savings; however those with higher savings may have to pay minimal charges (subject to an SP financial assessment).

## How can you refer to us?

Referral agencies can refer to the service by completing an application form.

Self-referrals will be accepted by telephone, email, in writing, in person, or by completing an application form.

In Brent and Ealing, referrals must come through Start Plus or Gateway.

## Vacancies

Please contact our office for up to date information.

## Processing an application

The application form must be fully completed by the referral agency or the by the applicant or their representative. It is important that we receive as much information as possible about the applicant in order to carry out an assessment. On receipt of the application, we will check whether the applicant meets the eligibility criteria for the service. This can be at both the referral stage and following a needs assessment.