

**Proposed Eligibility Criteria April 2012.**

Task	Current Eligible Support Activities	Proposed Eligible Support Activities
<p><b>Help Maintaining safety and security of the dwelling</b></p>	<p><i>Security</i></p> <ul style="list-style-type: none"> <li>Staffing where required to monitor or restrict access to certain individuals, or where health and safety requires more than one member of staff to be on duty due to the nature of client group.</li> </ul> <p><i>Safety</i></p> <ul style="list-style-type: none"> <li>Advice and assistance in relation to the safety and security of accommodation</li> <li>Advice and support on how to report and arrange repairs or home improvements</li> <li>Support to arrange for adaptations to cope with disability, improve mobility</li> <li>Arranging for repairs and alterations where this is a service provided by an HIA or Handyperson service</li> <li>Arranging for gardening provided through a Handyperson service</li> <li>Provision of minor repairs and installation of minor adaptations where this is provided by a Handyman service</li> <li>Advice on using cooker, iron etc to avoid health and safety risks</li> <li>Provision of community or social alarms for general personal safety</li> </ul>	<p><i>Security</i></p> <p><i>Safety</i></p> <ul style="list-style-type: none"> <li>Advice and assistance in relation to the safety and security of accommodation</li> <li>Support to arrange for adaptations to cope with disability, improve mobility</li> <li>Arranging for repairs and alterations where this is a service provided by an HIA or Handyperson service</li> <li>Provision of minor repairs and installation of minor adaptations where this is provided by a Handyman service</li> <li>Help establishing personal safety and security with regard to the dwelling</li> </ul>

Task	Current Eligible Support Activities	Proposed Eligible Support Activities
<p><b>Help in setting up and maintaining a home or tenancy</b></p>	<ul style="list-style-type: none"> <li>• Help establishing personal safety and security with regard to the dwelling</li> </ul> <p><i>Legal and financial</i></p> <ul style="list-style-type: none"> <li>• Signposting service users to legal advice on occupancy matters</li> <li>• Support to prevent and or resolve housing debts or other debts that impinge on ability to pay for housing and or move into more suitable accommodation</li> <li>• Help with budgeting/debt advice</li> <li>• Signposting to specialist debt management services</li> <li>• Advice on claiming welfare benefits</li> <li>• <b>Support to deal with neighbour disputes,</b> and assistance to develop life skills to avoid disputes and or deal with such situations</li> </ul> <p><i>Day to day occupancy matters</i></p> <ul style="list-style-type: none"> <li>• Advice in relation to ensuring connection to utilities</li> <li>• Risk assessment with regard to housing issues and maintenance of the tenancy</li> <li>• <b>Advice in areas such as kitchen hygiene, advice on basic food preparation and storage</b></li> <li>• Support to enable service users to move to more appropriate accommodation</li> </ul>	<p><i>Legal and financial</i></p> <ul style="list-style-type: none"> <li>• Signposting service users to legal advice on occupancy matters</li> <li>• Support to prevent and or resolve housing debts or other debts that impinge on ability to pay for housing and or move into more suitable accommodation</li> <li>• Help with budgeting/debt advice</li> <li>• Signposting to specialist debt management services</li> <li>• Advice on claiming welfare benefits</li> <li>• Support to develop life skills to avoid neighbour disputes and or deal with such situations</li> </ul> <p><i>Day to day occupancy matters</i></p> <ul style="list-style-type: none"> <li>• Advice in relation to ensuring connection to utilities</li> <li>• Risk assessment with regard to housing issues and maintenance of the tenancy</li> <li>• Support to enable service users to move to more appropriate accommodation</li> <li>• Support with resettlement activities necessary to enable the client to move towards more independent living</li> </ul>

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<p><b>Advice, Advocacy liaison and personal tasks</b></p>	<ul style="list-style-type: none"> <li>• Support with resettlement activities necessary to enable the client to move towards more independent living</li> </ul> <p><i>General</i></p> <ul style="list-style-type: none"> <li>• <b>Help to access</b> to other services e.g. <ul style="list-style-type: none"> <li>○ legal services</li> <li>○ local community organisations, health / social care</li> </ul> </li> <li>• Signposting to culture specific services <ul style="list-style-type: none"> <li>○ legal services or health or treatment services</li> <li>○ social and cultural organisations</li> </ul> </li> </ul> <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> <li>• Monitoring of health and well-being for the purposes of signposting and or alerting other services</li> <li>• Liaising with health or social care agencies</li> <li>• Prompting to take medication</li> <li>• Developing domestic/social skills</li> <li>• General advice on behaviour required e.g. <ul style="list-style-type: none"> <li>○ adhering to tenancy conditions</li> <li>○ avoiding anti-social behaviour</li> <li>○ staying safe from harm</li> </ul> </li> <li>• General emotional support</li> <li>• Provision of on call services for service users 'Good Neighbour' tasks such as</li> </ul>	<p><i>General</i></p> <ul style="list-style-type: none"> <li>• Signpost to other services e.g. <ul style="list-style-type: none"> <li>○ legal services</li> <li>○ local community organisations, health / social care</li> </ul> </li> <li>• Signposting to culture specific services <ul style="list-style-type: none"> <li>○ legal services or health or treatment services</li> <li>○ social and cultural organisations</li> </ul> </li> </ul> <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> <li>• Monitoring of health and well-being for the purposes of signposting and or alerting other services</li> <li>• Liaising with health or social care agencies</li> </ul>

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	<p>welfare checks, particularly in sheltered accommodation</p>	
<p><b>Other tasks</b></p>	<p><i>Reducing Social Exclusion</i></p> <ul style="list-style-type: none"> <li>• Support to set up social events with the aim to prevent social exclusion</li> <li>• Signposting to community facilities and services (e.g. advocacy services, social and leisure services, employment services, training services and parenting classes )</li> <li>• Support to gain employment where this is part of a wider programme of housing related support</li> <li>• Service user or stakeholder consultation and empowerment</li> <li>• Parenting activities to ensure children can adapt to living in temporary accommodation.</li> </ul> <p><i>Service management</i></p> <ul style="list-style-type: none"> <li>• Assessment of potential service users prior to a service being taken up and related work e.g. referral, follow up and interagency work</li> <li>• Ongoing assessment and review of assessed needs/support plan</li> </ul>	<p><i>Reducing Social Exclusion</i></p> <ul style="list-style-type: none"> <li>• Signposting to community facilities and services (e.g. advocacy services, social and leisure services, employment services, training services and parenting classes )</li> </ul> <p><i>Service management</i></p> <ul style="list-style-type: none"> <li>• Assessment of potential service users prior to a service being taken up and related work e.g. referral, follow up and interagency work</li> <li>• Ongoing assessment and review of assessed needs/support plan</li> </ul>