

# FLOATING SUPPORT POLICY

## Aim of the Policy

The aim of this policy is to seek to ensure the provision of high quality services that meet the needs of customers who would like to continue living independently in the community.

## Objectives of the Policy

1. To clearly define the service we provide
2. To explain how to access the service

## Statement

Sentinel wishes to provide a comprehensive floating support service in order to assist potentially vulnerable persons in maintaining a tenancy and managing their household effectively.

Any resident of the Basingstoke & Deane Borough Council and Hart District Council areas may apply for the Floating Support Service. Customers can make an application to the service by completing the referral form which is available on the Sentinel Website – [www.yourhousing.co.uk](http://www.yourhousing.co.uk) and through the following agencies:

- Basingstoke & Deane Borough Council
- Hart District Council Social Services
- Community Mental Health Service
- GP Surgeries
- Parklands Hospital
- Basingstoke Citizens Advice Bureau
- Fleet Citizens Advice Bureau
- Kingfisher Housing Association
- Basingstoke Hampshire Voluntary Housing Association, (Basingstoke Office)
- Downland Housing Association (Basingstoke Office).

Alternatively, customers can access the service by contacting Sentinel.

The service will assist customers with housing related support in accordance with the Supporting People Programme including:

- Setting up and maintaining the home
- Arrangements for aids and adaptations
- Claiming benefits
- Budgeting and managing finances

## Policy Principles

We will:

- Endeavour to meet the strategic requirements of local authorities.

- Strive to improve our service on a continual basis and to achieve excellent value for money operating within a sound financial framework to ensure continuity of the service.
- Actively promote our service to stakeholders, local authority partners, healthcare professionals and the general public.
- Work closely with external agencies to provide an integrated and seamless service for customers.
- Consult with our customers and wider stakeholders; This will be undertaken on a regular basis through meetings and expert focus groups.
- Avoid discriminating against any service user on the grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender or age. We will monitor the service we provide to ensure that no individual or group of individuals receives less favourable treatment in accordance with our Equality and Diversity Policy.
- Respect all service users right to freedom of choice, dignity, privacy and confidentiality.
- Deal with complaints in relation to the service in accordance with our organisations Complaints Policy.
- Obtain enhanced Criminal Records Bureau checks for all employed staff.

## **Service Details**

We will:

- Focus on the needs of the customer within an individually tailored care and/or support package.
- Regularly review the service with individual and corporate customers to check service standards and appropriateness of the service provided.
- Monitor service delivery annually through customer satisfaction surveys.
- Take into account any change in the circumstances of service users and if necessary amend care and/or support accordingly.
- Deal with any verbal or written correspondence in a polite, courteous and appropriate manner.
- Employ suitably experienced, high quality, well trained staff
- Ensure that all staff present a photo ID card when visiting the homes of service users and wear suitable clothing at all times.
- Promote the service continuously both within the organisation and with external agencies.
- Provide housing related support in the home, focussing on the needs of the customer within an individually tailored support plan.
- Regularly review the service with the customer, involving key agencies, family members and carers - where the customer gives consent or when it is deemed necessary.
- Provide the service free of charge to anyone who meets the free service eligibility criteria.
- Ensure that the service is open and accessible to all service users who meet the eligibility criteria and that the procedure for receiving referrals is well publicised.
- Define clearly the housing related support which each service user will receive and involve the service user in developing the support plan.

- Issue a copy of the service standards and other relevant documents to each service user.
- Meet with the service user prior to the commencement of the service to explain how it will operate
- Issue a signed copy of the support plan to each service user with an agreed start date and review date, which must be no more than three months after the commencement of the service.
- Carry out reviews of service needs outlined in the support plan objectives with individual service users every three months.
- Review risk assessments regularly or when particular incidents arise which deem it necessary.
- Evaluate the outcome of each case with the service user on closure
- Advise service users of any changes in personnel, visit times or support arrangements prior to the appointment.
- Take into account any change in the circumstances of service users and if necessary amend the support plan accordingly.

### **Policy Review**

The Business Director in conjunction with the Care & Support Manager will review the operation of the current policy, on a regular basis and report the outcomes of the review to the Policy Committee.