

What can I expect from this new Enhanced Support Service?

You will be assigned a Support Coordinator who will look after you.

Depending on the service level you select, your Support Coordinator will be the person who contacts you regularly, conducts home visits and works with you and your support network to ensure you get everything you need.

Your Support Coordinator will work with you on a one-to-one basis and will regularly reassess the level of support you may need. They will also make recommendations to assist your independent living.

Your Support Coordinator is here to help you. Their contact details will be provided to yourself and those in your support network so you can access advice and support easily, when you need to.



What could 'Enhanced Support' look like?

We understand that 'support' can mean different things to different people. For this reason we provide a range of support packages tailored to your individual needs.

The table opposite will give you an idea of the services which can be offered under each of our service levels: Bronze, Silver and Gold.

Staff will be happy to meet with you and your support network to guide you through the options available.



Building
homes
Changing
lives

Our 'Enhanced Support' packages

| ENHANCED SERVICE PACKAGE | BRONZE | SILVER | GOLD |
|--|--------|----------------|-----------|
| Cost of service (per week) | £5.73 | £11.46 | £15.62 |
| Annual PEEPS* review | X | X | X |
| Annual property check | X | X | X |
| Biannual pull cord check | X | X | X |
| Annual needs assessment | X | X | X |
| Emergency help (e.g. following a fall) | X | X | X |
| Referrals to adult social care | X | X | X |
| Monitoring of rent account | X | X | X |
| Contact with Support Coordinator (times/week) | 2 | 4 | 5 |
| Home visit from Support Coordinator | | Fortnightly | Weekly |
| Referrals to external agencies | | X | X |
| Support plan with review | | Annual | Bi-annual |
| Liaison with support network and external agencies | | X | X |
| Support with mobility aids and adaptation requests | | X | X |
| Support with moving home | | X | X |
| Support with all tenancy issues | | Urgent matters | X |
| Help with paperwork and understanding post/letters | | Urgent matters | X |
| Debt advice | | | X |
| Referral for drugs and addiction support | | | X |

* Personal Emergency Evacuation Plan

** Covered by Housing Benefit payments