



## Housing Related Support



# A Guide on Eligible Tasks

Version 1 – August 2015

\*\*\*Mae'r ddogfen hon ar gael yn Gymraeg hefyd \*\*\*

The following guide has been prepared to support all those who work in Supporting People Projects to ensure that activity they are doing with service users is eligible and “doing with” rather than “doing for”.

## **1. Promoting Personal and Community Safety**

### **People are Feeling Safe**

- Home fire safety/home security check
- Security improvements
- Routines (to improve safety)
- Accessing local safety groups
- Relocation
- Community alarms/warden services
- Emergency services

## **2. Promoting Personal and Community Safety**

### **Contribution to Safety and Well Being**

- Engagement with probation services
- Legal advice/representation
- Reduction of anti-social behaviour/compliance of ASBO
- Schools – accessing
- Support – legal issues with children /child protection / child in need
- Domestic abuse – concerns – and accessing support
- Alcohol/ drug issues
- Engagement with substance misuse services
- Self-harm issues and access of support

## **3. Independence and Control**

### **Managing Accommodation**

- Local authority homelessness and prevention services
- Homelessness application process /info
- Application for housing and housing benefits
- Identifying appropriate accommodation/viewing
- Clear about tenancy/occupation agreements/Tenancy obligations
- Utilities / managing bills/budgeting
- Skills development in maintaining their home
- Identifying and reporting maintenance issues
- External property maintenance (bins)

### **Managing Relationships**

- Establishing contact /building relationships with others
- Confidence building in interaction/seeking advice/communication
- Awareness of behaviour /accessing services
- Access to mediation/advocacy – Addressing areas of dispute/conflict
- Neighbour relationships/disputes
- Dealing with officials/authority – Correspondence/administration

### **Part of the Community**

- Personal aspirations – areas of interest
- Hobbies/interests /improved life skills
- Social situations
- Self confidence in social settings/support networks
- Accessing the community
- Mobility/transport

## **4. Economic Progress and Financial Control**

### **Managing Money**

- Benefits and entitlements
- Benefits and debt advice
- Utilities/regular payments – direct debits
- Communication with creditors and Agreed payment plans
- Personal/household budget

### **Engaging in education and learning**

- Identifying skill experience and interests
- Learning options
- Financial costs and learning
- Confidence in ability to learn
- Mentoring/skills training to develop and improve literacy and numeracy
- Access to IT/IT skills

### **Employment/Voluntary Work**

- Skills, experience and interest
- Employment advice – accessing specialist career
- Work experience/ volunteering/advice services
- CV
- Available work and job applications

## 5. Promoting Health and Well Being

### Physical Health

- Accessing health services/social services
- Registering with GP/dentist – appointments and referrals
- Effective communication with Health professionals
- Accessing prescribed medication
- Following specialist advice
- Accessing mobility/specialist equipment/Adaptations
- Continued engagement
- Reduction in hospital admission

### Mental health

- Accessing mental health services
- Communication with professionals
- Accessing prescribed medication
- Following specialist advice
- Accessing support groups
- Reducing hospital admissions
- Support to ensure environment is appropriate

### Healthy and Active Lifestyle

- Accessing facilities to increase independence
- Self-care – ensuring access to services to enable self-care
- Home hygiene
- Shop independently/ prepare meals independently
- Accessing fitness/leisure groups/Areas of interest