



Dudley Mind Floating Support Access Procedure

Floating Support Service

Dudley Mind operates a 'floating support' service which provides support at home to up to 75 people for up to 2 years.

Dudley Mind is funded to provide this service through the government's Supporting People programme. The main aim of this programme is to:

"...help prevent social exclusion by preventing crisis and more costly service intervention and enabling vulnerable people to live independently both in their own home and in their community through the provision of vital housing related support services."

How to access this service

Applicants may apply in person or may be referred from any source including Community Mental Health Teams. From whichever source an application comes, Dudley Mind will need sufficient reliable information in order to assess it against the eligibility criteria detailed below.

In order for Dudley Mind to assess whether or not an applicant meets these criteria:

1. they are first asked to complete an application/referral form. This may be completed by the applicant or by a person referring them, but should always include the applicant's signature denoting consent. Applications will normally be dealt with in date order.
2. unless the application form shows that the applicant is ineligible for the service, an initial assessment visit is arranged by two staff, jointly with the person making the referral (if applicable) and a carer (where applicable). A full assessment of need, circumstances and suitability is made and recorded. A copy of the assessment form will be offered to the applicant.
3. other information is sought. This may include CPA documentation, psychiatric reports, risk assessments etc. In the case of people making their own application similar background information will need to be sourced before any judgement on suitability can be made.

On the basis of all the information collected Dudley Mind will decide whether or not the application meets the eligibility criteria. The rationale for this decision will be recorded on the assessment form. If it is decided that the offer of a service is not appropriate, then the reasons why will be clearly explained to the applicant and any referring agent. The applicant will be signposted to other more appropriate services wherever possible.

Applicants who are refused the service will be told that they have the right to appeal against this decision. They will be assisted in this process by Dudley Mind or by referral to an advocacy service if required.

Eligibility Criteria

Applicants must:

- have mental health problems
- be aged 18 or over, and usually not older than 65
- be resident in, or moving to Dudley Metropolitan Borough
- be willing to engage with the support available
- because of their mental health problems have significant need for assistance with at least 3 eligible tasks (listed below)

Applicants may be refused if:

- there is perceived to be a risk to the health and safety of support workers due for example to there being a history of violence, arson, drug or alcohol misuse
- the type or degree of required intervention is assessed as being incompatible with the funding criteria, skills or capacity of the service

Eligible Tasks

1	Help in setting up or maintaining home or tenancy
2	Developing domestic/life skills
3	Developing social skills/behaviour management
4	Advice, advocacy liaison
5	Helping in managing finances and benefit claims
6	Emotional support and advice
7	Help in gaining access to other services
8	Help in establishing social contacts and activities
9	Help in establishing personal safety and security
10	Supervision and monitoring of health and well-being
11	Reminding to take medication
12	Peer support and befriending
13	Help finding other accommodation
14	Help maintaining the safety and security of the dwelling
15	Liaison with probation
16	Risk assessment
17	Advice and support on repair work/home improvement
18	Management of handyperson services
19	Help with shopping, errand running and good neighbour tasks
20	Liaison and advocacy support from same ethnic group
21	Culture-specific emotional support
22	Access to local community organisations
23	Security support related to harassment (racial or otherwise)
24	Signposting to culture-specific legal services
25	Signposting to culture-specific health/treatment services