



Regulatory Reform Order

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Key definitions, references and abbreviations

RRO – Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

<http://www.legislation.gov.uk/uksi/2002/1860/article/3/made>

The 'Act' (1996) – Housing Grants, Construction and Regeneration Act 1996

<http://www.legislation.gov.uk/ukpga/1996/53/contents>

The 'Guidance' (2003) – Circular 05/2003 from the Office of the Deputy Prime Minister (ODPM)

<http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/documents/corporate/pdf/145088.pdf>

DFG – Disabled Facilities Grant.

BCF – Better Care Fund

Reference/Research Material

Dementia-friendly housing charter – Alzheimer's Society

Making your home dementia friendly – Alzheimer's Society

Preparing a policy under the Regulatory Reform Order (2002) Housing Renewal – Foundations

Lightbulb Policy regarding the Flexible use of Disabled Facilities Grant Funding

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO), enables local authorities to use specific Disabled Facilities Grant (DFG) funding for wider purposes, to support the strategic priorities which integrate health, wellbeing and housing, for the benefit of local residents.

This Regulatory Reform Order is to enable Lightbulb to offer funding for individuals to remain living in their own home or move to another property that better suits their needs. A holistic housing needs assessment (the Housing MOT) will ensure that housing support needs are proactively identified and that the right solution is found.

Context

Lightbulb is a partnership between Leicestershire County Council and the seven district and borough councils across Leicestershire, bringing together a range of practical housing support into a single service.

Lightbulb is a pioneering programme which aims to make it easier to find and receive practical housing support to live at home. It provides a single point of contact for a range of services including:

- Access to help and advice with affordable warmth
- Technology to keep residents safe around the home
- Home adaptations and Occupational Therapy support
- Other help and advice to live well and safely at home

The overall ambition of the programme is to maximise the contribution that housing support can play in keeping vulnerable people independent in their own homes; helping to avoid unnecessary hospital admissions or GP visits and facilitating timely hospital discharge.

The development of this policy to help residents across Leicestershire is part of this.

Strategic Aims

This document supports the vision set out in the Leicestershire Better Care Fund 2017-19, delivering our vision for health and care integration in Leicestershire.

<http://www.healthandcareleicestershire.co.uk/download/Leicestershire-BCF-Plan-2017-19.pdf>

Lightbulb is part of the Better Care Fund in Leicestershire as is the Disabled Facilities Grant (DFG) Funding. The allocations for each district for the 2018/19 operational year are detailed below.

District	Amount £
Blaby	542,165
Charnwood	920,160
Harborough	418,476
Hinckley & Bosworth	472,848
Melton	281,543
North West Leicestershire	621,202
Oadby & Wigston	375,897

In the 2017/18 operational year national government identified additional DFG funding, whereas this funding had to be used to cover the costs of DFG's it provided some flexibility in terms of the original allocation.

Alongside the above Leicester, Leicestershire & Rutland have developed a Dementia Strategy.

Prime Minister's challenge on dementia 2020

"By 2020, we would like to see an increased number of people with dementia being able to live longer in their own homes when it is in their interests to do so, with a greater focus on independent living."

Key priorities

Lightbulb is a hub and spoke model, the spoke team are based in each of the seven local authority areas. The teams consist of Housing Support Coordinators (HSC's), a single point of contact for people on a range of housing and health needs, the DFG technical Officer and an Occupational Therapist.

Lightbulb uses a Housing MOT Checklist (Appendix 1) to assess an individual's needs, the areas it covers are detailed below:

- Health and Well being
- Home Environment
- Home security
- Warmth
- Personal Safety and mobility around the home
- Managing in the home
- Accessing the local community
- Identify other key needs for onward referral
- Assessment and delivery of Disabled Facilities Grants.

Following completion of the Housing MOT the Housing Support Coordinator will action any referrals that will need to be made in order to help the individual remain living within their property.

The HSC may identify several areas where the individual needs support for example that people are not walking on uneven floors or mats thus putting them at risk of a fall, or checking whether their house is warm. Our proposal is to develop the Housing MOT tool further to include areas that need to be considered for people with Dementia or a learning disability. Some examples of what could be done to help a person that has a diagnosed, permanent and substantial mental health condition or learning disability:

- Making sure the colour of switches for lights and appliances contrasts with the walls
- Check pictures and mirrors and cover or remove them if they are likely to cause confusion
- Replace furnishings that have stripes or strong patterns
- Label draws and cupboards with pictures or text so people know what is inside.
- Take the doors off cupboards and wardrobes if it is safe to do so or fit them with non reflective, transparent and shatterproof fronts.

- Flood prevention plugs in the basin and bath.
- Changing door locks so they can be easily opened in an emergency.
- Put up a white board so the person can write reminders of things they need to do.
- Use of assisted technology to identify visitors to the home.

This would be with the consent of the individual/family and/or in the best interest of the individual.

Capital Resources

Each of the seven local authority areas will receive an allocation of funding from National Government for the provision of Disabled Facilities Grants. In the autumn statement in 2015 national government said that this funding would rise to £500 million by 2019/20 and this would support the adaptation of 85,000 homes. Our proposal is to have this RRO in place from June 2018, the DFG allocation for 18/19 will be known in April 2018.

Lightbulb has set up individual cost centre codes for each of the partners where Blaby is managing their DFG Budget for them. This will allow us to provide regular information to our partners on total expenditure and how much of this has been spent on making properties suitable for people with a diagnosed, permanent and substantial mental health condition or learning disability.

For the two districts that manage their own capital money we have already set up the same recording systems in order that the information can be produced for their individual districts and their data can feed into a county wide report.

In terms of the Lightbulb Home Support Grant we would be looking at allocating £30,000 from the Disabled Facilities Grant for each area.

What assistance is being offered?

The table below details what will be offered through the Better Care Fund Grant to help people to remain living independently in their own home.

Initiative	Eligibility	Financial limits	Conditions	Outcome
Relocation Grant	Means tested, same criteria as a DFG	Up to £5,000 to cover removal costs	When a property cannot be adapted or when a property can be adapted but relocation is a more cost effective option and the service users preferred option is to move.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.
Supporting individuals with a diagnosed, permanent and substantial mental health condition or learning disability.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Assessment by a mental health professional. Linked to helping the service user to	To enable residents with a diagnosed, permanent and substantial

			<p>remain in their property.</p> <p>Supporting carers to maintain their caring role.</p> <p>Most cost effective way to meet the service users needs.</p>	<p>mental health condition or a learning disability to remain in their property</p>
Home Support Grant	<p>The Home Support Grant will be a means tested grant. Same repayment criteria as a DFG.</p>	<p>Maximum amount £5,000</p>	<p>Need to link to risk assessment. Risk, likelihood and impact of their health being affected by the state of their property and or the likelihood of them ending up in hospital.</p>	<p>To provide low income households financial assistance to carry out essential repairs to their home</p>
<p>Ceiling Track Hoists/Equipment needed for a permanent, long term and substantial diagnosed condition.</p>	<p>Means tested, same criteria as a DFG</p>	<p>£30,000, current DFG Limit.</p>	<p>Not for palliative care or urgent hospital discharge as currently ASC safety net can be used in these circumstances.</p>	<p>To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible. Support carers in role. Reduce need for long term double up carers.</p>
<p>Extended warranty Cover (e.g. stairlifts/steplifts/throughfloor lifts, specialist WCs, ceiling track hoists)</p>	<p>Means tested, same criteria as a DFG</p>	<p>£30,000, current DFG Limit.</p>	<p>Warranty linked to the person and the property, we have grant assisted the purchase of the equipment. Original warranty will be five years, at that point SU will need to be reviewed, if still eligible, undertake another means test and RRO can</p>	<p>To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.</p>

			cover the cost of an extended warranty for a further five years.	
Module Ramping/suitcase or folding ramps to help hospital discharge	No Means test as long as below the £1,000 limit.	Up to a £1,000	This would be a temporary arrangement till a permanent ramp is put in place.	Will help people to return home from hospital quicker.
Cover the funding gap for DFG's over £30,000 where people have a contribution or where the works exceed £30,000.	Means tested, same criteria as a DFG For example where someone's contribution is £5k they can still get the DFG up to £30k.	Up to £35,000 (Additional 5K).	Where people have a contribution and the works are over the maximum threshold then we would cover the funding gap or where there is no contribution but the works are over the maximum threshold.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.
Include council tax relief as a pass ported benefit.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.		Speed up the DFG process.
Drop kerbs for individuals who are wheelchair users.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Service user has essential access needs. In conjunction with a recommendation for hard-standing.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.

For all of the above we need to consider the most cost effective way to meet the service users needs. Disabled Facilities Grants, part of Better Care Funding, could be used for module ramping and other minor adaptations up to £1,000 where it is the most appropriate action to support the service users health needs or helps them to return home from hospital.

Lightbulb has piloted the Home Support Grant in the Blaby area the recommendation is to make this available across the seven district and borough councils.

The Lightbulb Home Support Grant will

- Provide for a more flexible use of funding that can be tailored to an individual's practical housing support needs.

- Align with the Housing MOT Checklist; contributing towards a more holistic approach to an individual's needs and ensuring that funding is targeted towards those most in need
- Ensure resources are targeted towards the needs and requirements of local residents

All the paperwork to support an application to the Home Support Grant can be found at Appendix 2 to this report.

Means Test

A Provisional Test Of Resources (PTOR) will be carried out on each case and this will decide how much grant a person is entitled to. As part of the Lightbulb offer our intention is that this test of resources is completed at the earliest opportunity in order that customers can make an informed decision whether they wish to go ahead with the work if they have to make a part or full contribution to cover the cost of the work.

Amounts available

If an individual is applying for a Disabled Facilities Grant then financial support will be available following the PTOR up to a maximum of £30,000.

For the Home Support the maximum amount is £5,000.

Additional Charges or fees

There will be no additional charge or fees; it will be unlikely that we will use an architect in the adaptations of people's homes to make them dementia friendly. If we do need an architect then this will be part of the DFG Grant as it is now.

For the Home Support Grant if the applicant rents the property from a private landlord then the maximum amount the applicant can apply for is 50% of the total cost of the work.

Application process

The application process will be the one that is currently used by Lightbulb for other DFG's. We have standardised the DFG application across Leicestershire, we would just need to amend section 4 of this form where it details the adaptation to be done to include items that may be required to make a home suitable for an individual with a diagnosed, permanent or substantial mental health condition or learning disability.

As mentioned previously our intention will always be to do the financial assessment at the earliest convenience so that if the applicant does have a contribution that they are required to make then they are informed of this and they can make a decision as to whether they want to go ahead.

The application process for the HSG will be via the Housing Support Coordinator or the Lightbulb Technical Officer. The person can make an enquiry and as with the DFG's we will carry out a means test at the earliest opportunity.

Complaints and redress

Any complaints that are received will be dealt with under Blaby's Corporate Policy which is attached at Appendix 3.

Discretion on cases that fall outside the policy

If the person is not eligible for a Disabled Facilities Grant then we will consider whether a range of other grants may be suitable such as Home Support Grant (HSG), Safety Net Funding or Charitable organisations funding. The Housing Support Coordinator will be able to work with the individual and their family to consider these other options.

If the person is not entitled to a HSG then the Housing Support Coordinator will be able to work with the individual and their family to consider other avenues of funding.

Key service standards

The Lightbulb Service standards will cover the delivery of making residents homes across Leicestershire dementia friendly.

Implementation Plan

This Regulatory Reform Order will need to go through the governance process for Blaby, Charnwood and Hinckley & Bosworth. The dates that will happen are detailed below:-

Blaby District Council

Charnwood Borough Council

Hinckley & Bosworth Borough Council

This RRO will be implemented fully across Leicestershire from 1st September 2018.

To support the extension of the Disabled Facilities Grant to people with a diagnosed mental health condition Lightbulb staff have already been trained on the Herbert Protocol and undertaken a dementia awareness session.


Appendices

Appendix 1: Lightbulb Housing MOT Checklist

Appendix 2: Home Support Grant

Appendix 3: Blaby District Council Corporate Complaints Policy.

Appendix 1

<div style="text-align: right;">  Lightbulb Keeping you and your home healthy </div>					
REFERRED BY:		Please Choose from List:			
REASON FOR REFERRAL:		Please Choose from List:			
LIGHTBULB CASE REF:					
INFORMATION SHARING					
Information given on this form will be used for the purposed of providing you with better support and services. By providing the information on this form you agree that we can hold this information on your behalf. It will be held on a computer system run by Blaby District Council in accordance with the Data Protection Act. It will be shared on a need to know basis with other agencies involved in providing you with support services. These agencies may include Government Agencies, Borough/District Councils, First Contact Plus, Health, Fire & Rescue, Police and Voluntary Sector. I consent to my information being shared with Blaby District Council and to be contacted in the future regarding the services I received.					
Explained by:		Please Choose from List:		Date: Click here to enter a date.	
BASIC PERSONAL DETAILS					
Title:		Forename:		Surname:	
Preferred Name:		Date of Birth:	Click here to enter a date.		Gender: Please Choose from List:
Is your gender identity the same as your gender you were assigned at birth?					Please Choose from List:
ADDRESS					
Address	Line 1 (House number or name, please indicate if flat or apartment)			Line 2 (Street)	
Line 3		Line 4 (Village/Town/City)	Line 5 (Postal Town)		Line 6 (Post Code)
Access to property:					
CONTACT METHODS					
Home Number:				Mobile Number (text or call):	
Email Address:					
Language spoken:					
DETAILS OF CARER/RELATIVE/SIGNIFICANT OTHER					
Name:				Relationship:	
Address:					
Telephone:				Date of Birth:	Click here to enter a date.
Support received:					
<div style="height: 100px;"></div>					
Carers support and needs (if applicable):					
<div style="height: 100px;"></div>					
HOME DETAILS					
I live on my own:		YES <input type="checkbox"/>		NO <input type="checkbox"/>	
Details of who I live with i.e. family, friends, pets					
1. Type of home:		2. The property is:		3. The accommodation is:	

House	<input type="checkbox"/>	Privately owned	<input type="checkbox"/>	Sheltered	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Social rented	<input type="checkbox"/>	Supported living	<input type="checkbox"/>
Flat	<input type="checkbox"/>	Privately rented	<input type="checkbox"/>		
Landlord details (if applicable): <u>Name:</u> <u>Address:</u> <u>Telephone:</u>					
HEALTH AND WELLBEING CHECKLIST: <ul style="list-style-type: none"> • Medical History – Any ongoing health conditions (including mental health)/disability (including sensory disability)? • History of falls • Up to date flu jab (if relevant)? • Care needs? • Managing medication (any stored or old medicines)? • Any other wellbeing issues? • Do you have any communication needs? (Hearing problems etc.) • Do you have any sensory disability? • Any mental health disorder? <p>Consider referral to GP or CCG for GP registration Consider Assistive Technology / Deaf and Hard of hearing team (First Contact Plus)</p>					
REGISTERED GP DETAILS					
My Doctor:					
Address:					
Telephone:					
NHS Number:		Consent document discussed, completed and signed?			<input type="checkbox"/>
How many times have you contacted your GP in the last three months?					
Have you attended hospital in the last three months either as an out patient or an inpatient and was this planned or unplanned?		YES / NO		PLANNED / UNPLANNED	
PROFESSIONAL INVOLVEMENT					
Community Nurse	<input type="checkbox"/>	Social Worker	<input type="checkbox"/>	Occupational Therapy	<input type="checkbox"/>
Physiotherapy	<input type="checkbox"/>	Support Worker	<input type="checkbox"/>	Homecare	<input type="checkbox"/>
Other (Please Say) <input type="checkbox"/>					
<u>Details</u>					

MANAGING IN THE HOME CHECKLIST:

- Any previous assessment or current aids & equipment in place?
- Difficulty with any everyday tasks i.e. washing/meal preparation/Domestic tasks?
- Any problems with transfers on and off the following; toilet/chair/bed/car etc.?
- Difficulty standing for long periods of time?
- Major/minor adaptations required to the home?

CHECK TENURE. Consider minor adaptations, equipment or assistive technology. Consider referral to OT or CSC for care needs or major adaptations

Needs or major adaptations	
<u>Getting around the home</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting around the Kitchen</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting in/out of home</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Going up/downstairs</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting on/off chairs</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>

<u>Getting on/off the toilet</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting in/out bath or shower</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting in/out bed</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>

PERSONAL SAFETY CHECKLIST:

- History of falls and frequency or any mobility issues?
- Any previous assessment or current aids & equipment in place?
- Any obvious trip/mobility hazards; home and garden (e.g. rugs/mats, worn carpets, furniture, cables, clutter, slippery surfaces)?
- Adequate lighting?
- Access to a phone or similar to call for help if needed (emergency contact details to hand)?
- Risk of wandering?
- Are there steps/treads/stairs or other changes in level visible?
- Any issues with movement between rooms (e.g. threshold strips)
- Any problems accessing the property/garden? Are there any steps in place?
- Difficulty getting to the phone (check if analogue/digital) and front door when visitors arrive? Working doorbell?
- Do you have a working smoke alarm/carbon monoxide detector?
- Would it be appropriate to make a referral to the fire service for fire safety advice?

CHECK TENURE. Consider referral to fire service (*First Contact Plus*), *handyperson, assistive technology, aids and equipment (see below), gardening projects*

HOME ENVIRONMENT CHECKLIST:

- Repairs or any other issues with the building?
- Hoarding issues?
- Suitability; is the property meeting current/future needs? Is relocation an option?
- Is the garden manageable

CHECK TENURE. Consider handyperson, Environmental Health, housing options, LAC, liaison with landlord, signposting to Trusted Trader schemes

HOME SECURITY CHECKLIST:

- Feeling safe in the home; would measures such as keychain, spyhole, and window locks etc. help?
- Anti social behaviour?
- Have you been a victim of crime? Any requirement for victim support advice?

CHECK TENURE. Consider First Contact Plus referral for Home security advice, handyperson, LAC, resident support, Fire Service

WARMTH CHECKLIST:

- Adequate/functioning heating system in place?
- Energy/energy saving advice required?
- Problems heating the home affordably?
- Have you signed up to the Priority Service Register?

CHECK TENURE. Consider LA grants and loans, referral to WHHH service (including NEA funding)

ACCESSING YOUR LOCAL COMMUNITY CHECKLIST:

- Any existing involvement in the local community?
- Issues getting out and about?
- Loneliness/isolation?
- Any interests and hobbies?

Consider referral to relevant agencies, including First Contact Plus, LAC and Timebank

OTHER (e.g.):

- Income and finance
- Carer issues
- Care needs
- Specialist advice or support (non housing related)

Consider referral to relevant agencies including First Contact Plus

ETHNIC ORIGIN (Information required for monitoring purposes only)							Prefer not to say <input type="checkbox"/>	
MIXED				WHITE			BLACK OR BLACK BRITISH	CHINESE
White & Black Caribbean <input type="checkbox"/>	White & Black African <input type="checkbox"/>	White & Asian <input type="checkbox"/>	Any Other <input type="checkbox"/>	British <input type="checkbox"/>	Irish <input type="checkbox"/>	Any Other <input type="checkbox"/>	Caribbean <input type="checkbox"/> African <input type="checkbox"/>	<input type="checkbox"/>
ASIAN OR ASIAN BRITISH				GYPSY/TRAVELLERS				OTHER ETHNIC GROUP
Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Any Other <input type="checkbox"/>	Romany Gypsy <input type="checkbox"/>	Irish Traveller <input type="checkbox"/>	Scottish Traveller <input type="checkbox"/>	Any Other <input type="checkbox"/>	

Appendix 2

Home Support Grant; Scheme Details

1. General criteria

The Home Support Grant is a local, discretionary Grant scheme aimed at helping individuals to remain safe, well and independent in their home. Assistance through this Grant funding may be considered where an applicant meets all of the following criteria:

- The applicant, or someone in their household, is considered to be vulnerable (this could be for a range of reasons, for example, age, disability, lack of life skills or risk of abuse or neglect)
- There is an immediate or imminent risk to the health, safety or wellbeing of the applicant or someone in their household (this will usually be identified through the Housing MOT Checklist)
- The applicant is over 18
- The applicant has not received assistance through the Home Support Grant in the previous 12 months

Home Support Grant can be considered in the following circumstances:

- Where other funding options or solutions have been explored but are not available
- Where the assistance provided through the Home Support Grant is part of a package of overall support or will resolve a single, identified housing support need

The Grant is not intended to fund works which are the responsibility of the landlord. However, a contribution of up to 50% may be considered for private sector tenants for such works, depending on the individual circumstances of the application. In such cases there will be a requirement that the property will remain available for rental for at least 12 months.

Home owners receiving support through this Grant scheme should also be prepared to confirm an intention to remain in the property for 12 months following completion of the works.

2. Financial criteria

Eligibility for Grant funding will be means tested broadly in line with Housing Benefits assessment criteria. This includes a taper allowing applicants to receive some level of grant funding if they are over the basic income threshold.

As part of the application process, applicants will be asked to provide information about financial circumstances which will be used to assess financial entitlement for support through this Grant scheme.

3. Maximum Grant

The maximum Grant available under this scheme is £5,000. Financial assistance provided

through this scheme may take the form of a part contribution to the cost of the required works (for example, where the total cost is greater than the maximum Grant available and the applicant is funding the remainder).

4. Context and eligible works under this Grant scheme

The Home Support Grant aims to help keep people safe, well and independent in their home by providing funding for practical housing support. Below are some examples of the types of work Home Support Grant can be used for. As far as possible, these have been linked to the Housing MOT Checklist.

The Checklist is a local tool used to identify risks to an individual's health, safety and wellbeing. Linking to the Housing MOT Checklist will enable the Home Support Grant to be targeted towards providing the right assistance to reduce these risks and keep people safe and well in their homes.

This is not an exhaustive list and applications for other works will be considered, within the overall context of the Grant scheme:

Help with the home environment

This will include things such as:

- Replacement of failed or dangerous electrical wiring or gas piping
- Window replacement to (eg replacing wooden windows for UPVC)

Help with home security

This will include things such as:

- Installation of external security lights

Help with warmth and affordability

This will include things such as:

- Installation of basic central heating system, or replacement/upgrading where the existing system is inadequate
- Energy efficiency works such as loft insulation or insulation of hot water tanks and pipes

Help with personal safety and mobility around the home

This will include things such as:

- Installation of additional lighting to enable safer passage around the home

Applicants are reminded that these examples should be read in conjunction with other qualifying criteria set out in sections 1-3.

Applications may require a home visit to confirm eligibility and assistance may be subject to inspection.

Application form for a Home Support Grant

I wish to apply for a Home Support Grant throughCouncil.

Name.....

Address.....

.....

.....

Telephone number.....

Applicant's declaration

Please read and sign the following declaration:

I understand that if financial assistance is approved, it will be paid on satisfactory completion of works.

I understand that I am required to provide two quotes for the work.

I declare that I have not received help through the Home support Grant previously.

I declare that to the best of my knowledge, the information I have provided on the Home Support Enquiry form is true and complete.

I confirm my intention to remain in the property where the work has been undertaken for at least 12 months following the work being completed.

I understand that if I knowingly make a false statement, I will be liable to prosecution.

Signed.....

Date.....

Idox Ref: _____ Data Spreadsheet Ref: _____



Date: _____ Key Worker: _____

Home Support Grant Application Form

Maximum grant available is £5,000 (or £2,500 in the case of a tenancy). A home visit may be required to confirm applicant's eligibility and assistance may be subject to inspection.

Name of Applicant:	Date of Birth:
Address:	Tel no.: Email:
Tenure (tick as appropriate): Owner/Occupier <input type="checkbox"/> Private Tenant <input type="checkbox"/>	
<p>(Note: Grants to private sector tenants to carry out works which are the responsibility of the landlord may be considered, depending on the circumstances. In the case of a private tenant, the maximum grant contribution is 50% - £2,500 - with the landlord and/or tenant being liable for the remainder of the cost).</p> <p>NB Housing Support Coordinators/ other support staff need to check what work is the responsibility of the landlord before considering an application for a home support grant.</p>	
Landlord Name, Address and Telephone Number:	
Details of work required (in the case of a replacement boiler, detail below the make, model and approximate age of the existing one):	

QUALIFYING CRITERIA (to be completed with the applicant over the telephone)	
Is the applicant in receipt of any of the following (highlight those applicable)?: Income support, Income Based Job Seekers Allowance or Income Related Employment & Support Allowance, Guaranteed Pension Credit (<i>Automatic Qualification for max grant</i>)	YES/NO
If the answer to the above question is 'no' what is the applicant's income (an assessment of income will be required):	
How much does the applicant have in savings? (Note: Less than £3000 - £6000 if pensionable age – to be eligible)	
Has the applicant applied for help through a Housing Support grant in the last 12 months (Note: only one application will normally be considered within a 12 month period)?	YES/NO
Have other funding options or solutions been explored, eg energy provider (if yes, detail below)?	YES/NO

QUALIFYING CRITERIA (to be completed after discussion with the applicant)	
Is there an immediate or imminent risk to the health, safety or well being of the applicant or someone in their household?	YES/NO
Is the applicant considered to be vulnerable? (consider age, disability, life skills, risk of abuse or neglect)	YES/NO

Is the assistance requested through this grant part of a package of support (as opposed to a single, identified housing support need)?	YES/NO

CASE NOTES <i>(if applicable)</i>
<div>DRAFT</div>

Appendix 3

Customer complaints leaflet

DRAFT