

# Common Questions and Answers about Supported Living

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## **Where does Triangle provide accommodation with support services?**

We have a wide range of accommodation, provided unfurnished or partially furnished depending on service offered. For additional information download the following leaflets from the Supported Living section of the website.

- Belfast
- Ballymena
- Ballymoney
- Coleraine
- Ballycastle

## **How can I or someone I know apply for accommodation with support?**

Each service has its own referral criteria however you must be at least 18 to take up a tenancy within Triangle supported living and you must be in one or more of the following categories.

- You need access to ongoing support services.
- Your current accommodation is inappropriate to effectively meet your support and care needs.
- You are failing to maintain current personal health or nutrition standards.
- You suffer from mental health, learning disabilities and or complex problems.

Referrals generally originate from social services although all individuals must have their name placed on the Common Selection Scheme managed by the Northern Ireland Housing Executive at the time of referral.

If you have a contact or worker from one of these agencies, ask them to refer you to where you would like to live. You can contact your local office of the NIHE. They have lists of accommodation with support in their area. They may be able to refer you directly to an appropriate scheme.

You can also apply direct to Triangle in the first instance by calling 028 276 66880 and asking what is in your area. If there is something appropriate, we will advise you of our referral procedures. We will also let you know if you can apply directly to one of our managing agencies.

### **What costs are involved for accommodation with support?**

Each supported living service has a different cost, depending on the number of staff involved and the hours we need to offer to tenants. Most of the housing support we provide is funded by a Supporting People Grant which is means tested for people in long-term or permanent rented accommodation. Means tested is where you are assessed to see if you need to make a contribution to your support costs. This applies to people who do not receive full benefits.

If the support service you apply for is likely to be means tested:  
support staff will advise you when you apply

- we will complete a benefits appraisals check, and we will help you complete any claim forms.

Our accommodation settings generally have weekly charges made up of different parts.

- Rent
- Communal Service Charge
- Personal Service charge
- Support and care charges

These costs do not include tenant's individual living expenses such as food, electric, heating and social costs etc. Staff however will support tenants to develop and manage a personal budget plan if required.

### **Rent**

- All our accommodation is let on affordable rents.
- The weekly rent pays for our management costs and any repair or building costs day to day or in the future.
- Some of our tenancies are furnished. If so, the rent also covers the costs of replacing our furniture.
- Tenants who are on benefits can claim housing benefit to pay this charge.

### **Communal Service charge**

The weekly service charge covers the costs of any services that are provided to the building for the benefit of all tenants.

This includes:

- gardening/landscaping
- cleaning and upkeep of communal hallways, guttering etc

Tenants on benefit can claim housing benefit to cover this charge.

### **Personal Care Charge**

Where care is required, there will be a weekly charge that covers the costs of services provided to tenants.

This includes:

- cooking,
- personal care tasks such as dressing, assistance with feeding, bathing etc
- cleaning bedrooms.

Health Trusts may pay these costs or part of these costs on your behalf. Triangle accepts a contribution from tenants from social security benefits such as Severe Disability Premium and Disability Living Award (Care) and Independent Living fund (as applicable).

### **Support Charge**

All Triangle supported living accommodation schemes have a weekly support charge, paid for by the Supporting People Grant administered by the Northern Ireland Housing Executive.

Tenants who do not qualify for benefits would be means tested for their level of contribution towards support costs.

### **What is housing support?**

Housing support is about helping you to become more independent. We allocate you a support assistant who visits you with you in your home setting. Your support worker can help with a number of things, including:

managing your tenancy successfully

- linking with the community
- looking after yourself, and
- having a worthwhile daytime activity or employment.

Your support assistant will complete an assessment of your needs and draft a support plan in partnership with yourself.

### **How can I or someone I know apply for housing support?**

You must be at least 18 to take up a tenancy with Triangle and you must be in one or more of the following categories.

- You risk losing your accommodation if you do not receive a support service.
- You need help with budgeting or you have financial problems such as rent arrears, court orders, income support, housing benefit or council tax payments.
- You need support to access specialist services.
- Your accommodation is in a poor state of repair, is inappropriate or needs specialist adaptations.
- You need support to gain access to appropriate housing.
- You are the target of harassment and there is no other support available.
- You are failing to maintain current personal health or nutrition standards.
- You suffer from mental health, learning disabilities and or complex problems.
- You are not maintaining links with current support networks.

Many of our supported housing tenants are referred to us by local the Trusts and occasionally other organisations. If you have not yet made contact with any of these and would like to know more about supported housing with Triangle, please contact us a the number on the back of this leaflet.

**What does it cost?**

Each housing support service has a different cost, depending on the number of staff involved and the hours we need to offer to tenants. Most of the housing support we provide is funded by a Supporting People Grant which is means tested for people in long-term or permanent rented accommodation. Means tested is where you are assessed to see if you need to make a contribution to your support costs. This applies to people who do not receive full benefits.

If the support service you apply for is likely to be means tested:

- support staff will advise you when you apply
- we will complete a benefits appraisals check, and
- we will help you complete any claim forms.