

Frequently Asked Questions

These Frequently Asked Questions (FAQs) provide information about Surrey County Council's proposals for the future funding of Housing Related Support. They are designed to help residents who currently receive Housing Related Support services, their families and providers.

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1. What is Housing Related Support?

Surrey County Council currently funds Housing Related Support providers to support residents in their homes.

They do this through a Scheme Manager, Sheltered Housing Officer or Support Worker who helps with support and advice in areas of a person's life where they have said they would like assistance.

This might include: help to resolve any problems and to access information, advice and support; help to manage safety and security at home; help with obtaining benefits and managing money; help to maintain health and wellbeing; help to access community services such as day and health care; help to develop and maintain life skills such as shopping, cooking and cleaning. They may also have access to an emergency alarm service to call for help if needed.

Housing Related Support does not include personal care such as help with washing or bathing.

The majority of the Housing Related Support providers are voluntary and community organisations, together with housing associations, borough and district councils.

2. What are the proposed changes to the future funding of Housing Related Support?

The proposal we are consulting on with residents is that 'Surrey County Council will no longer provide funding for Housing Related Support. This may mean your Housing Related Support will cease. If you have an on-going need for support you will be able to ask Adult Social Care for an assessment of your needs. If, as a result of this assessment, you qualify for support under the Care Act eligibility criteria, you will receive funding through a personal budget from Surrey County Council'.

Surrey County Council will work with providers to ensure residents currently in receipt of Housing Related Support are fully informed and given appropriate notice of any changes.

3. Why is Surrey County Council proposing these changes?

Continued cuts to funding, rising costs and increasing demand for key services means that the need for Surrey County Council to find savings

has reached unprecedented levels. This year alone we need to make savings of around £150m – that's about 10% of our overall budget.

We are determined to meet our responsibilities and will continue to support our residents as effectively as we can, but despite having achieved £450m worth of savings since 2010, changes to services are still needed.

One of those services is Housing Related Support and Surrey County Council is now consulting on its future funding.

4. How is Surrey County Council consulting on the proposals?

Surrey County Council is formally consulting with everyone with an interest in the future funding of Housing Related Support. This includes, residents who currently use these services, providers, borough and district councils, health and other partners. We are inviting people to tell us what they think about the proposals through a series of events and a questionnaire. Responses to the consultation can also be made online at <https://www.surreysays.co.uk/>.

5. Can family, friends and carers take part in the consultation?

Family, friends and carers can support their loved one to complete the consultation questionnaire. If they also wish to provide feedback there is an on-line questionnaire for other interested parties which can be found at www.surreysays.co.uk.

6. Can staff help individuals to complete their questionnaire?

Yes, anyone can help an individual complete the questionnaire but we would ask that this is indicated in question 6 of the questionnaire.

7. Will my feedback to the consultation make a difference?

Surrey County Council will collate and summarise all the feedback from the consultation. This will include feedback gathered through the questionnaire, consultation events and any other correspondence received. This will help the County Council's Cabinet to understand the potential impact the proposals may have and to make a decision. The proposals could change because of what people tell us.

8. Who will decide if the proposals are agreed?

The proposal and results of the consultation will be considered by Surrey County Council's Cabinet in the autumn.

9. What are the eligibility criteria in the Care Act 2014?

Regulations set the national minimum threshold for eligibility which is consistent across England. A person will have eligible needs if they meet all of the following:

- they have care and support needs as a result of a physical or a mental condition,
- because of those needs, they cannot achieve two or more of the outcomes specified,
- as a result, there is a significant impact on their wellbeing.

The outcomes are specified in the regulations and include people's day-to-day outcomes such as dressing, maintaining personal relationships, accessing local community services. For further details click on the following link: <http://www.legislation.gov.uk/>

If an individual is assessed as having an eligible need, the Council will also need to carry out a financial assessment to determine whether they will need to contribute towards the cost of any care and support provided by Surrey County Council.

10. How does an individual ask for an assessment?

If the proposal is agreed, Surrey County Council will notify individuals currently in receipt of Housing Related Support of the changes and they will be able to ask for an assessment of their needs. Surrey County Council will ensure there is a clear and simple way for individuals and/or providers to request an assessment. The council will ensure the assessment process is proportionate to an individual's circumstances.

11. Who will assess an individual's needs to see if they qualify for support under the Care Act eligibility criteria?

Individuals currently in receipt of Housing Related Support will be able to ask Surrey County Council's Adult Social Care service for an assessment of their needs.

The assessment of their needs will be undertaken by a social care practitioner from the Adult Social Care service. An assessment of their financial assets (savings and income) will be undertaken by Surrey County Council's Financial Assessments and Benefits team.

12. If an individual is identified as having a Care Act eligible support need who will fund that support?

If someone is assessed as qualifying for support under the Care Act eligibility criteria then the council will carry out a financial assessment to determine whether they will need to contribute towards the cost of their care and support from Surrey County Council. The council will also check that they are receiving any welfare benefits they may be entitled to.

13. Do individuals currently in receipt of Housing Related Support have to have an assessment?

Where it appears to Surrey County Council that an adult may have a need for care and support, the council must carry out an assessment. However, it is an individual's choice whether they wish to ask for an assessment.

14. What is the timescale for completing assessments?

If the proposal is agreed, then Adult Social Care will work with providers to ensure everyone who needs an assessment is assessed before Housing Related Support funding ceases.

15. If individuals qualify for support under the Care Act eligible criteria, can they use their personal budget to purchase services from their existing Housing Related Support provider?

Individuals can choose how to use their personal budget. The options available to them will be discussed as part of their assessment and support plan.

16. If someone already has a support plan which includes both Housing Related Support and personal care services funded by Surrey County Council, how will this be managed?

Surrey County Council will review the individual's support plan to establish how best to deliver their outcomes going forward.

17. What support will be available to those people who do not meet the Care Act eligibility criteria?

There may be other support available in the community for people who do not meet the Care Act eligibility criteria and this will be identified as part of the assessment process. This could include:

- Looking online at www.surreyinformationpoint.org.uk to find out about care, community and health information and support available in their area
- Joining in with community activities run by the local voluntary, community and faith groups, such as luncheon clubs, befriending groups, exercise and social activities and skills development
- Contacting local volunteer driving schemes for help to get to appointments
- Making use of district and borough council services such as telecare, home adaptations and meals on wheels
- Talking with their GP about a social prescription to help find community services to improve their health and wellbeing
- Accessing the broad range of health and wellbeing support available such as One You, smoking cessation and sugar swaps
- Asking family and friends for help

18. If agreed, when will the proposed changes be implemented?

The results of this consultation will be considered by Surrey County Council's Cabinet in the autumn when a decision on the future funding of Housing Related Support will be taken. It is proposed that, if agreed, the changes would be implemented from 1 April 2018.

19. I can't find the answer to my question?

If you can't find the answer to your question here, please e-mail housingrelatedsupport@surreycc.gov.uk. We will include answers to further frequently asked questions which emerge as the consultation progresses.

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