

Supported Housing

Appeals procedure
for tenants



Once an assessment and support officer has assessed you, using the information that you have given to us, a decision will be made regarding the visits that you will receive from our support staff. This is based on a need not want criteria. You have the right to appeal against that decision.

If you wish to appeal against that decision, the following procedure will apply.

1. Speak to either the assessment & support officer or a member of the support team and they will arrange for a reassessment to be carried out.

Support office: **01933 415261**

2. If you wish to appeal against your second assessment please contact one of the above and an appeal form will be sent to you. Once we have received your appeals form, the appeals panel will look at the information that you have provided us with. This panel is made up of a group of tenants that are representative of the sheltered housing service. Please provide them with all information that you feel supports your appeal
3. The appeals panel will look at all information that you have provided and will make the decision as to whether or not your appeal has been successful. The decision of the panel is final and binding
4. All information that you provide us with will be treated as confidential in accordance with our privacy and confidentiality procedure

5. If you feel that you would like assistance to complete the appeals form you can contact an advocacy service (details below) that will arrange for an advocate to assist you to complete the form.

Nene Valley Community Action

7 West Street

Rushden

Northants

NN10 0RT

Email: info@nvca.org.uk

Age Concern Northamptonshire

31 Billing Road

Northampton

Northamptonshire

NN1 5DQ

T: **01604 611200**

Email: northamptonshire@acnorthants.org.uk

If you are unable to find an advocate to assist you in completing your appeal, please contact a member of the support team and we will arrange for a staff member from Spire to assist you.

How long will this take?

Once we have received your completed notice of appeal, we have 28 days to review your case and inform you in writing of the panel's decision.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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Rushden Office

1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

t: 0845 603 5399

text: 447797 800062

Rutland Office

Pinewood
1 Cold Overton Road
Oakham
Rutland
LE15 6NT

t: 01572 755465

text: 447797 800062

email: spirehomes@longhurst-group.org.uk

www.spirehomes.org.uk

