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| **ADVICE SERVICE ALLIANCE** **Advice Quality Standard** **Casework Experience and Range** Form: Case 1 – Older People  | C:\Users\lmorris\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\B2617FA1.tmp  |

This form must be completed if applying for certification to Advice with Casework in the Older People category.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months.  Please complete column 3 with either the case reference or file name.  Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

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| **Requirement** | **File Ref No / Filename**  | **Initials of Caseworker**  |
| Fulfil three out of six of the following sections, at least two of which should be from A, B, and C.  |
| 1. **Welfare Benefits and Pensions**
 |
|   | Three out of seven of sections A1 to A7:  |
|   | A1  | Means tested (e.g. Income Support/Universal Credit/ income related Employment and Support Allowance), or Pension Credit.  |   |   |
|   | A2  | State Retirement Pension.  |   |   |
|   | A3  | Attendance Allowance / Disability Living Allowance/Personal Independence Payment.  |   |   |
|   | A4  | Social Fund, Local Welfare Assistance Schemes, Discretionary Assistance Fund (Wales)  |   |   |
|   | A5  |  Bereavement Benefit(s)  |   |   |
|   | A6  | Carer’s Allowance.  |   |   |
|   | A7  | Occupational or personal pensions.  |   |   |

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| **B Housing**  |
|   | Three out of four of sections B1 to B4:  |
|   | B1  | Homelessness and re-housing, (one  out of four of the following):  |
|   |   | * B1.1 - Statutory (Pt VII Housing Act).
 |   |   |
|   |   | * B1.2 - Allocation.
 |   |   |
|   |   | * B1.3 - Transfers.
 |   |   |
|   |   | * B1.4 - Rights of succession to a tenancy or assignment of a tenancy.
 |   |   |
|   | B2  | Adaptations and repairs (including authorisation and payments), one out of three of the following:  |
|   |   | B2.1 - Homeowners.  |   |   |
|   |   | B2.2 - Council and housing association tenants.  |   |   |
|   |   | B2.3 - Private tenants.  |   |   |
|   | B3  | Grant assistance for repairs, improvements or adaptations (Housing Grants Construction and Regeneration Act 1996, Chronically Sick and Disabled Persons Act 1970) – one case.  |   |   |
|   | B4  | Housing options – one case working through different options with a client to enable their chosen housing option (e.g. remaining in their own home, sheltered or extra sheltered housing, residential or nursing care).  |   |   |

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| **C Health and Community Care**  |
|   | Five out of thirteen of sections C1 to C13:  |
|   | C1  | Representation or casework to prepare clients for assessments (Care Act 2014).  |   |   |
|   | C2  | Entitlement to services under the Care Act 2014.  |   |   |
|   | C3  | Provision of accommodation under the Care Act 2014.  |   |   |
|   | C4  | Provision of domiciliary services.  |   |   |
|   | C5  | Challenging charges for domiciliary services.  |   |   |
|   | C6  | The Care and Support (Direct Payments) Regulations 2014.  |   |   |
|   | C7  | Representation or casework to prepare clients for complaints (community care or health).  |   |   |
|   | C8  | Assessment for residential and nursing home care.  |   |   |
|   | C9  | Paying for care in residential or nursing home (including payment for health care).  |   |   |
|   | C10  | Hospital discharge arrangements.  |   |   |
|   | C11  | Services under Section 117 of the Mental Health Act 1983.  |   |   |
|   | C12  | Accessing health care where it has been refused.  |   |   |
|   | C13  | One example of explaining the consequences of transfer of assets and making a referral to progress a case.  |   |   |

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| **D Legal Issues**  |
|   | Two out of three  (explaining the law and taking action or referral to progress the case) of D1 to D3:  |
|   | D1  | Wills and estate administration.  |   |   |
|   | D2  | One example of the ability to recognise applicable points of European (EC / EEA) law or human rights law and referral to progress the case.  |   |   |
|   | D3  | One example of explaining the legal situation relating to age or disability discrimination relating to employment or goods and services and making a referral to progress a case.  |   |   |

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| **E Decision** **Making and Mental Capacity**  |
|   | Four out of seven (explaining the law and taking action or referral to progress the case) of sections E1 to E7:  |
|   | E1  | Mental capacity and decision-making – options in different circumstances (Mental Capacity Act 2005 & Code of Practice).  |   |   |
|   | E2  | Agency and appointeeship under benefit regulations.  |   |   |
|   | E3  | Power of attorney or enduring power of attorney and making a referral to progress a case.  |   |   |
|   | E4  | Provisions of Mental Health Act 1983 in relation to compulsory detention in hospital and guardianship.  |   |   |
|   | E5  | Guardianship under the Mental Health Act 1983.  |   |   |
|   | E6  | Consent to medical treatment or advance decision-making about medical treatment.  |   |   |
|   | E7  | Welfare decisions in relation to adults without mental capacity (e.g. in relation to residence or contact with others).   |   |   |
|   |
| **F Elder Abuse**  |
|   | Two out of four of the following (explaining the law and taking action or referral to progress the case) of sections F1 to F4:  |
|   | F1  | Non-molestation Orders, Occupation Orders or other civil remedies.  |   |   |
|   | F2  | Criminal Injuries Compensation Scheme.  |   |   |
|   | F3  | Criminal prosecutions and provisions relating to vulnerable or intimidated witnesses.  |   |   |
|   | F4  | Provisions relating to registration and inspection of residential and nursing homes (Registered Homes Act 1984 as amended).  |   |   |

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| **I confirm the above information is accurate.**  |
| **Name (please print):**  |   |
| **Signature:**  |   |
| **Date:**  |   |
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