

Mental Health of Older People

**Supportive Landlord
Service**

Tier 3 Service Specification

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	June 2009
Amended: clarified reporting requirements	February 2013
Amended: removed standard provider monitoring reporting tables. Minor editing.	April 2017
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024
Consideration for next Service Specification Review	Within five years

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

This tier three service specification for Supportive Landlord Service (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

The Service will include recovery-oriented, regular practical contact and social support to persons with mental illness in their own rented accommodation.

This Service is for people with recognised mental health and/or drug and alcohol related disabilities who need assistance to maintain housing such as is normally obtained via commercial channels. These persons do not need, or may have refused, high levels of ongoing support in other service options.

Standard accommodation within the community is provided, for example:

- clean, furnished or semi-furnished self-contained individual accommodation (except for couples who choose to share). Some may also wish to share with a flatmate or flatmates of their choosing in larger accommodation
- regular, unobtrusive inspections and maintenance to take place by the landlord
- external maintenance, such as gardening and lawn mowing done by the landlord
- payment of rates and insurance on the property paid by the landlord
- landlord will assist Service Users to maintain ongoing contact with appropriately trained and supervised community support workers, who are acceptable to the Service User
- all tenants receive regular education to ensure they are familiar with appropriate action to be taken in the event of fire or emergency. Note: this responsibility can be taken on by the 'lead tenant' where appropriate.

The Service will assist the development of a mutually agreed care/support plan developed jointly by the tenant, and allocated support people from a contracted provider who are acceptable to the Service User.

Where boarding-type settings are preferred by the Service User, the accommodation must not be restricted nor solely provided to people with mental health or addiction issues.

The rental is to be no more than current market rates as can be determined under the Residential Tenancy Act 1986 and amendments.

5. Service objectives

5.1 General

The Service objectives are:

- to provide flexible community-based, affordable, furnished or unfurnished flats with regular social support for people with mental health disabilities.
- tenants will have security of tenure and social supports will be minimally intrusive. Tenants will enjoy all the rights and responsibilities of tenancy as defined within the Residential Tenancy Act 1986 or its amendments and successors.

5.2 Māori Health

Refer to the tier one Mental Health and Addiction Services service specifications.

6. Service Users

The Service Users are eligible adults as described in the tier two Adult Mental Health service specification.

7. Access

Referral to the Service is from community mental health workers or mental health inpatient services, or primary health services, or needs assessor and service co-ordinators.

8. Service Components

8.1 Processes

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

8.2 Settings

The Service is community based.

8.3 Key Inputs

Refer to the tier two Mental Health of Older People service specification.

Staff will have experience and skills in working with older people.

9. Service Linkages

Linkages include, but are not limited to the following described in tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

10. Exclusions

Refer to the tier one Mental Health and Addiction Services service specification.

11. Quality Requirements

Refer to the tier one Mental Health and Addiction Services service specification.

12. Purchase Units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	PU Measure
MHA26	Supportive landlord service	A service to provide flexible community-based, affordable, furnished or unfurnished flats with regular social support for people with mental health disabilities. Tenants will have security of tenure and social supports will be minimally intrusive.	Client

Explanations of the units of measure (UOM) from the purchase unit table.

Unit of Measure	Unit of Measure Definition
Client	Number of clients managed by the service in the reporting period (period is annual 1st July - 30th June) i.e. caseload at the beginning of the period plus all new cases in the period 'Client' and 'Service user' are interchangeable.

13. Reporting Requirements

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: performance_reporting@health.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ may be used for performance monitoring if specified as agreed with the Funder.

14. Glossary

Not required

15. Appendices

Not required

¹ Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services