

SUPPORTED LODGINGS SERVICE

Service Description



DONCASTER HOUSING FOR YOUNG PEOPLE



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DONCASTER HOUSING FOR YOUNG PEOPLE

The aims of the organisation are to ‘...provide user led supported accommodation services to homeless young people aged between 16 and 25 years, and empowering those young people to fulfil their potential and take their place in society’.

Doncaster Housing for Young People (DHYP) works to empower clients to break the cycle of disadvantage and vulnerability, and to develop a more positive future for themselves and the people around them. The support planning process involves the client at every stage through: assessing their own needs; developing outcome focused aims and goals; devising and working through individual actions plans; reviewing progress and developing life skills and self-confidence along the way.

As an organisation which is designed to focus solely on the needs of young people in Doncaster, DHYP is able to centre attention on clients’ needs in a way that allows time for young people to identify their own priorities and utilise expertise which motivates and supports clients to build self-confidence and esteem as they increasingly take responsibility for their own lives.

SUPPORTED LODGINGS SERVICE

1. Introduction

The Supported Lodgings Service is designed to provide a stepping stone to independence for homeless, vulnerable young people within the Doncaster Metropolitan Borough and to provide them with support to work towards finding their own accommodation and achieving independent living.

The service will provide support for vulnerable young people living in Doncaster, who are not yet able to manage an independent tenancy and need appropriate levels of support to learn to do so.

The objective is to enable the young person to develop the skills necessary to become independent and to find and take up their own tenancy and live in the community. Clients will be able to spend up to two years as clients of the service.

The service is committed to ensuring that clients have as much respect, dignity, independence, choice and control over their own lives as possible.

It is anticipated that the following outcomes will be achieved:

- Development and maintenance of independent living skills
- Development of budgeting skills and understanding of budgetary responsibilities in a tenancy
- Development of knowledge and understanding of housing rights and responsibilities in taking on of own tenancy
- Establishment and maintain social networks
- Re-engage with learning, training or gain work experience through volunteering
- Successful partnership working with other agencies to end the cycle of homelessness
- Successful move to own accommodation at end of support

2. Access, Assessment and Referrals

The Supported Lodgings Team will assess the individual support needs of those nominated to the service to determine if the service is appropriate and able to meet those needs.

Referrals are accepted from single men and women who are aged between 16-25 years. Referrals can be made in person, by telephoning on 01302 738198 or calling into the office base at Doncaster Foyer, Chequer Road, Doncaster DN1 2AA or by any support agency on the young person's behalf. A referral and needs assessment process will be carried out by appointment with the support team.

A comprehensive risk assessment will be carried out to determine levels of personal risk-taking by the nominee, any risks to the community and / or staff managing the scheme. Risk strategies will be devised to minimise any issues identified.

Once a referral is received DHYP's Supported Lodgings Team will offer the client a full assessment appointment within 3 working days. Both the client and referring agency will be notified in writing of the appointment.

The individual referred will be required to be able to work with Supported Lodgings staff and be willing to receive the support service offered.

Following the assessment and subsequent checks and references the Supported Lodgings Team will take the application to the next team meeting where a decision will be made whether or not to accept the referral, if immediate support can be offered or if the client will be placed on the waiting list (please refer to DHYP's referral policy and allocation criteria). DHYP aims for this to be within 5 working days and will fully inform the client of any delay in the process. The

Supported Lodgings Team will then write to the nominee and referring agent to inform them of the decision. Each decision will be made on a case-by-case basis. Supported Lodgings can be received by clients who are homeless, accommodated in inappropriate housing or being evicted from their current accommodation.

DHYP's Supported Lodgings Service is unable to work with clients who are currently receiving support from another service funded by Supporting People.

DHYP's Supported Lodgings Service is unable to provide specialist counselling and/or personal care services, although we will signpost to services that can offer this support.

3. Profile of Client Group

It is anticipated that the needs of the client group will be complex and require staff intervention as a result of many factors including family breakdown, overcrowding, and history of homelessness or loss of tenancy, antisocial behaviour, financial problems and experiencing harassment and/or abuse. The service is designed to work with young people who are homeless or at risk of losing their home. These young people will be aged 16-25 years.

Many young people will not have had the opportunity to develop experience in: budgeting on a low income; being responsible for providing themselves with a healthy diet; learning how to cook; cleaning and doing their own laundry; understanding the rights and responsibilities of being a tenant in their own accommodation; maintaining their own health and safety; being responsible for their relationships with their neighbours and people they live with; using the telephone; managing the benefits system and becoming independent of support.

The young people entering the service will also often have to cope without supportive family networks, with low levels of self-confidence and low self-esteem, with unresolved emotional issues which can bring about anger management issues and self harming, and potentially with a sense of stigmatisation as a result of not having what may be viewed as a normal childhood.

4. The Support Service

In response to the above, the service will provide a flexible, needs led service, tailored to individual needs with the objective to enable the client to develop the skills to become independent, and to live confidently in the community.

Individual clients will be guided through a self-assessment process to identify personal strengths and support requirements, as well as an analysis of personal risk taking. From this a personal Support Plan will be agreed in partnership with

the Project Worker, the Host, the client and any advocate, in which achievable, measurable goals will be identified. The goals will be broken down into smaller stages so that progress can be reviewed and reward given. Support Plan reviews will occur regularly, at least every month, and will include other key support providers, although a review can be initiated at any time by the client or Host involved.

Every client will have an allocated named Supported Lodgings Project Worker responsible for facilitating their support package. Regular meetings will be agreed between the clients and their Supported Lodgings Project Worker. These can take place at the lodgings address, DHYP's office or Hotspot Café facility or any other appropriate location agreed by both parties.

Ending support will ideally be planned and agreed by the client, the Host and the Supported Lodgings Project Worker when it is mutually agreed that the client no longer needs support and has developed the skills to live independently and found suitable move-on accommodation. DHYP will complete an exit interview and offer DHYP's Floating Support Service should they wish for continued support once they have moved into their own accommodation. As part of the after care service DHYP's Supported Lodgings Team will contact each client at 3 and 6 months to see how they are getting on and ensure that they are still managing to live independently. At any time should the client request support again a new referral and assessment will be completed.

DHYP may end support if it is mutually agreed that it is no longer appropriate for the client to receive the support; following a review of the support plan it is agreed that it is no longer appropriate for the client to receive support; clients repeatedly refuse to accept the support offered by staff; clients abandon their lodgings placement; clients breach their licence agreement; the Supporting People Administering Authority decides that DHYP should no longer provide support and if clients present a serious risk to staff, other clients or workers because of threatening or violent behaviour or harassment.

DHYP works to empower young people to break the cycle of disadvantage and vulnerability, and to develop a more positive future for themselves and the people around them. The support planning process involves the clients at every stage through: assessing their own needs; developing outcome focused aims and goals; devising and working through individual actions plans; reviewing progress and developing life skills and self-confidence along the way.

The limitations of the support service are:

- The areas we offer are limited to the areas and types of properties current Hosts live in
- We cannot offer any care if help is needed for bathing, eating etc
- We cannot offer a service to young parents with children

- We cannot offer a service if support needs are regarded as high and a referral to other appropriate services would be made
- We cannot support young people outside Doncaster
- We cannot support young people who are already receiving a service from another Supporting People Service unless agreed by all parties and according to the young person's choice

The Support Plan process will describe how the service will:

- Provide a housing support function, including help with neighbour disputes, clarification of tenancy obligation, intervention in incidents of harassment, health and safety issues, arrears prevention
- Provide help and advice with housing and related benefits, advice on budgeting and debt management and assistance in maximising income
- Apply for funding for clothing
- Provide advice on developing skills to obtain work and training opportunities and on organising daytime activities
- Provide assistance in acquiring daily living skills including cleaning, cooking, shopping and making and keeping appointments
- Provide assistance in applying for accommodation from appropriate accommodation providers
- Encourage and empower clients to participate fully in community services, to make use of facilities for leisure, and to maximise opportunities for employment and education
- Encourage contact with family and friends and generally help to establish rewarding social networks and reduce social exclusion
- Liaise with other agencies, statutory and voluntary, including GPs, hospitals, health professionals, Social Services, YOS and the Probation Service
- Represent and advocate on behalf of the clients where services are required from agencies within both the statutory and non-statutory sectors
- Ensure the client's cultural and religious needs are respected, and that assistance is provided if the client is faced with discrimination on the grounds of age, ethnicity, disability, gender or sexual orientation
- Highlight any risks to the client, the Project Worker or the local neighbourhood and agree risk management strategies, including any specific contacts or responses required in the case of an emergency or crisis
- Listen to the client's response to the quality of the service provided, and take action to address complaints and sources of dissatisfaction of the client
- Find a course to study, get involved in volunteering or look for a job
- Develop skills to get involved in the development and evaluation of services provided by DHYP through the Young Person's Forum.

5. Expectations

DHYP's Supported Lodgings Service expects clients to:

- Meet with their Project worker to agree their support needs
- Identify the goals to be achieved (with the provision of that support)
- Agree a plan based on what the client needs to do to meet those goals
- Agree and attend regular meetings to review and revise support plans
- Treat all the staff at DHYP with courtesy and respect
- Abstain from using/being under the influence of drugs and/or alcohol during appointments as there is the possibility that the contents of the session will be forgotten and will not be productive in working towards the aims of the support plan
- Refrain from showing violent and/or aggressive behaviour during appointments as staff may feel intimidated and have the right to work in a safe environment, therefore may cancel the appointment
- Refrain from any illegal activity during appointments as staff will have to inform the Police in order to follow policy
- Give open and honest feedback about the service so DHYP can ensure it is meeting the needs of the clients.

In return clients can expect DHYP to:

- Treat every individual with courtesy, dignity and respect
- Ensure openness, equality and justice in all activities
- Not discriminate on the grounds of race, gender, sexual orientation, religion, beliefs, age or disability
- Listen to and value all opinions
- Encourage and support clients to make informed decisions and choices
- Behave in an appropriate and professional way
- Keep clients informed of and give clients the opportunity to take part in all aspects of DHYP
- Take all complaints seriously
- Work within policies and procedures such as confidentiality, safeguarding and data protection
- Provide support that is tailored to meet individual needs
- Provide staff who are resourced and trained to provide a high quality service
- Consult clients and other agencies about the services that DHYP offers
- Provide clear and accessible information to all sections of the community.

6. Quality Assurance

DHYP has the following external quality standards in place that have been independently assessed and awarded:

- Supporting People accreditation
- ISO 9001: 2008
- CHAS accreditation

DHYP guarantees a high standard of service delivery and this is monitored through:

- Weekly team meetings
- Monthly management review meetings
- Monthly peer audits
- Monthly internal ISO audits
- Regular staff supervision
- Regular and relevant staff training

DHYP also collects annual feedback from stakeholders and partners and quarterly feedback from clients to ensure that everyone involved with DHYP is experiencing and receiving a high standard of service delivery. All feedback is collated and reported to DHYP's Board of Trustees and used to inform future services, business and development plans and policies and procedures.

The clients are at the core of DHYP's services and ethos and as such play an integral part of shaping DHYP's services and future. Clients are involved in shaping the Supported Lodgings Service through:

- Taking part in annual planning days
- Giving feedback through the quarterly questionnaire
- Giving feedback through keywork and review sessions
- Becoming part of DHYP's Young Person's Forum
- Acting as a representative on DHYP's Board of Trustees
- Volunteering at DHYP

7. Service Overview

Provider:	Doncaster Housing for Young People
Service Contact Details:	Doncaster Foyer, Chequer Road, Doncaster, DN1 2AA Tel: 01302 738198 Fax: 01302 321956 Email: admin@dhyp.org.uk Web: www.dhyp.org.uk
Service Hours	Core hours of service provision are between 9am-5pm, Mon-Fri; however we aim to provide flexible support to meet the needs of individual clients.
Staffing:	2 P/T Supported Lodgings Project Workers 1 P/T Deputy Manager 1 F/T Operations Manager
Client Group:	Young people at risk
Service Name:	Supported Lodgings
Description:	A stepping-stone to independent living for young people aged between 16 and 25yrs in a family type environment. Householders in the community offer a room in their home along with practical and emotional support.
Service Type:	Supported Lodgings Service
Support Provision:	Supported Lodgings
Ages Supported:	16-25 years
Types of Households Supported:	Single women, Single men
Client Exclusions:	No specific exclusions, decided on a case-by-case basis
Referral Route:	Self-referral, Doncaster Council, Housing, Health, Citizens Advice Bureau, Probation, Care Trust and Other statutory and non-statutory agencies.
Duration of Support:	Up to 2 years
Black & Minority Ethnic Groups Supported:	Yes
Level of Support:	Low-Medium
Capacity:	12 places at any one time
Cost:	Free