

Operational Procedure 38

Completion of Housing Support Plan (Housing Outreach Service)

Responsible Officer	Senior Housing Officer – Housing Outreach Service						
Issue No.	1	Revision No.	3	Revision Date:	15-1-10	Doc Ref:	OP38 v1.3

Amendment and Authorisation Record

Date	Author	Paragraph ref:	Nature of change	Authorised by
22-5-07	RK	Page 5	Out- Health & Meication boxes; In who gives support / when cotact them?	RK
22-5-07	RK	P6&7	Out: Details of Support. In List of HSS	RK
22-5-07	RK	P8&9	Out List of HSS. In: Details of Support.	RK
22-5-07	RK	P10	Out: Details of Support Diary. In:Support Plan	RK
22-5-07	RK	P11	Out: Further Info. In: Permission to liaise	RK
22-5-07	RK	P17	In: Equal Opps Monitoring	RK
30/06/09	NF	P12	Updated Housing Service's address	AC
15-01-10	RK	5	5. clarification	RK
15-01-10	RK	7 & Page 12,13,14	Reviews @ 3 months then 6monthly after	RK
15-01-10	RK	8	5. clarification	RK
15-01-10	RK	Page 2 & 12	Updated address	RK
15-01-10	RK	Page 4	Added tick box re advocacy	RK
15-01-10	RK	Page 7 & 16	Removed ref to Supporting People	RK
15-01-10	RK	Page 10	Added box re Objectives / Goals	RK
15-01-10	RK	Page 12	Removed "personal"	RK

Procedure for the Completion of Housing Support Plan – Housing Outreach Service

1. The Housing Support Plan should be filled in by the Housing Outreach Worker. Black ink should be used for completion of the Housing Support Plan.
2. The client should be advised that they are able to have someone of their choice attend any meetings that they have about their Housing Support. They should be advised that Advocacy Shetland is available for independent support with this or any other service.
3. The client should be present when the Housing Support Plan is being filled in. The Housing Support Plan should be only be completed with the full co-operation and input of the client.
4. The Housing Outreach Worker should go through the form with the client, making sure the client understands the purpose of the Housing Support Plan, the information given in the Housing Support Plan, and also understands the questions they are being asked. If the client does not understand what is being asked, the Housing Outreach Worker should not continue with the completion of the Housing Support Plan and should inform their line manager in the Housing Outreach Service.
5. The client should be encouraged to complete the Housing Support Plan. When not appropriate, the Housing Outreach Worker should record the answers the client provides. All handwriting should be legible and clear as the Housing Support Plan will be retained and referred to by the client.
6. After all the sections have been filled in, the Housing Outreach Worker should read back what has been written in order to make sure that the information recorded in the Housing Support Plan is an accurate reflection of the answers given by the client. When it is agreed that the form is complete, both client and Housing Outreach Worker should sign and date the form on page **ten**.
7. After the Housing Support Plan has been approved by the client, a date for the next review should be agreed. The first review of the Housing Support Plan should be done after 3 months. Reviews should then take place on a 6 monthly basis. The date of the next review should be entered on page **fourteen** of the Housing Support Plan.
8. The completed Housing Support Plan should be copied. The original should be given to the client who should keep the document. The copy should be retained by the Housing Outreach Worker. A further copy of the support plan should be passed to the appropriate Housing Officer for filing in Homelessness Application file.

9. Orchard should be updated to indicate that Housing Outreach is being provided using the UDC function, with appropriate dates and Housing Outreach Worker details.



**Shetland Islands Council
Housing Service
Housing Outreach Service**

**Housing Support Plan
for**

Housing Outreach Service – Mission Statement

The Housing Outreach Service is based at 6 North Ness, Business Park, Lerwick. It is part of the Housing Service of Shetland Islands Council.

The Housing Outreach Service provides support to vulnerable people who are homeless or at risk of homelessness, with the aim of enhancing their ability to sustain and manage their existing and/or future home. The support is not about doing things *for* people, but about building skills and confidence so that people can manage as independently as possible. This might mean doing tasks *with* people until they feel able to cope without the support.

The Housing Outreach Service seeks to complement the work and services provided by other agencies – not to replace them. We aim to work with people using the service in developing a support plan that meets their needs; and work in partnership with other agencies to achieve positive outcomes for individuals and the community. We operate within an equal opportunities framework and will take all reasonable steps to ensure that services are accessible to all members of the community who meet the criteria for support.

Housing Outreach Service - Aims and Objectives

The Housing Service recognises the need to support people who are homeless or potentially homeless to manage their accommodation. The Housing Outreach Service aims to support particularly vulnerable homeless or potentially homeless people, to help them develop skills to maintain future tenancies, and so prevent homelessness and its recurrence. The service is based at 6 North Ness, Business Park, Lerwick and is available throughout Shetland. It is free at the point of delivery and available across the community, regardless of tenure, location, ethnicity and particular needs. In delivering housing support we will work jointly with other agencies where appropriate and in partnership with users of the service to encourage their independence and empowerment.

In fulfilling these aims, the Housing Outreach Service has set the following objectives, in line with the guidance on the application of the Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002:

- To provide advice and assistance in an empowering and enabling way, maximizing the choices available to service users and putting their needs first
- To work flexibly in response to individual needs and set appropriate boundaries for a supportive and professional working relationship with service users
- To complete a Housing Support Plan in partnership with the service user and to jointly agree a support plan with specific, measurable targets. The support plan may be a combination of hands-on support and “sign-posting” to other more specialist services

- To liaise with other agencies as appropriate in addressing the support plan, respecting the confidentiality of the service user and with their agreement, to prevent duplication of services
- To support service users in liaising with agencies and professionals, for example by accompanying them to meetings and assisting and supporting them with letters, form-filling, benefit claims, telephone calls etc
- To undertake tasks, with individuals or groups, that will assist the service user to develop independent living skills and make more informed choices, for example, by establishing and monitoring a money management programme
- To undertake tasks, with individuals or groups, that will assist service users in making more informed choices, for example by providing advice on a range of personal issues such as health issues, drug and alcohol use etc
- To assist the service user in finding alternative accommodation, education and training where appropriate by facilitating contact with relevant bodies
- To maintain accurate records of work undertaken, including detailed case file records on individuals and reports on services delivered and outcomes against targets set in individual support plans and for the broader service
- To assess and review the service, and its policies and procedures, against good practice guidelines, and in consultation with service users and stake holders, to ensure that the objectives of the service remain clear, relevant and transparent of purpose

This document is designed to assist with the provision of housing support. All information is voluntary and you have the right not to answer any of the questions asked. However this may make it hard for us to provide appropriate support.

If you would like information in another language or format, please ask.

Details of Client

Tick box when client advised of Advocacy Shetland role

Full Name (Including Title)

Preferred Name

Do you have any special communication needs? (e.g. Do you need to have information in a different language or format?)

Do you hold any religious belief which you believe should be taken into consideration by the providers of housing support or any other service?

Do you have any cultural or other preferences which you believe should be taken into consideration by the providers of housing support or any other service? (e.g. preferred gender of key worker)

Date of Birth

National Insurance Number

Address

Details of Client

What is the best way to contact you? <i>(We'll try to get in touch using what you prefer). Tick as many as apply.</i>
<input type="checkbox"/> Text (Mobile): _____
<input type="checkbox"/> Phone Number (Mobile): _____
<input type="checkbox"/> Phone Number (Landline): _____
<input type="checkbox"/> Letter / appointment card
<input type="checkbox"/> e-mail: _____
<input type="checkbox"/> other: _____

Details of Support

Who else contributes to your support? (e.g. social worker, meals on wheels, home help, etc)

When, and in what circumstances, should friends, relatives and carers be contacted?

Details of Support

Below is a list of Housing Support Services adapted from the Housing (Scotland) Act of 2001. A copy of the services stipulated in this act is available on request. Please place a tick next to which services you require.

	Service	Required? (tick)	Notes
1.	General counselling and housing support, (<i>where this does not overlap with services provided by other agencies</i>), for example: <ul style="list-style-type: none"> • Help with education • Help with employment • Help with drugs awareness • Help with alcohol awareness • Help to reduce offending • Help with relationships 		
2.	Help to keep your accommodation secure e.g. gatekeeping or other issues.		
3.	Help to keep your accommodation safe		
4.	Advice on using domestic equipment and appliances		
5.	Help to arrange minor repairs to equipment		
6.	Training in maintaining the accommodation and surroundings		
7.	Assistance to engage with individuals		

8.	Help with arranging adaptations to cope with disabilities		
9.	Advice or assistance with personal budgeting and dealing with debts.		
10.	Advice or assistance in dealing with other people and neighbours		
11.	Assistance with benefit claims		Which benefits?
12.	Advice or assistance with resettlement into future accommodation		
13.	Advice or assistance in helping with a move to accommodation where less intense support is required and assessing the level of support that you need		
14.	Assistance with shopping and running errands		

Details of Support

Please detail any health conditions you have that we should be aware of. Please detail any relevant medication you take.

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If your health or personal circumstances change, or if your housing support has to be reviewed, who, other than your Housing Outreach Worker, should be involved? Any further contacts can be entered on the Further Information page. We will ask you to sign a sheet to say that you agree to us contacting other agencies.

Contact 1

Name: Organisation (if any): Address:	Telephone Number: Relationship to Client: Type of support:
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Contact 2

Name: Organisation (if any): Address:	Telephone Number: Relationship to Client: Type of support:
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Contact 3

Name: Organisation (if any): Address:	Telephone Number: Relationship to Client: Type of support:
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Details of Support

Please enter the times at which your Housing Outreach Worker is able to make routine visits (e.g. between the hours of 9am and 11am).

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

Also, please agree with your Housing Outreach Worker a minimum number of visits that he or she will make on a weekly/ fortnightly/ monthly basis. Please enter the minimum number of visits below.

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SUPPORT PLAN

Name		Date of Birth	
Needs (short / medium / long)			

Objectives / Goals

Action Plan	Person	Timescale	Status

Other Information

Declaration

By signing this declaration I state that I am satisfied this document provides an accurate reflection of the housing support provided by the Shetland Islands Council Housing Outreach service. I agree to a copy being held by my Housing Officer.

Signed: _____ (Client) Date: _____

Signed: _____ (Housing Outreach Worker) Date: _____

Housing Outreach Service

Permission to Liase Form

Name :	DoB :
	NINo.:

I/We understand that it may be useful / necessary for people working with me to share information sometimes. I agree to information being shared with the following..

	Y/N	Details (if appropriate)
Parents or friends		
Current & Previous landlords		
GP		
Mental Health Unit		
Drug / Alcohol Support Worker		
Solicitor		
Jobcentre Plus		
Social Work		
Bank or Building Society		
Advocacy Shetland		
Shetland Citizens Advice Bureau		
Shetland Youth Information Service		
Others (as detailed)		
Signed (Main Applicant)		Date
Signed (Joint Applicant - if applicable)		Date

Contact Details & Details of Housing Outreach Worker

Housing Outreach Worker

Your Housing Outreach Worker is _____.

They can be contacted on _____. The Housing

Outreach Worker can provide a range of housing support services to clients.

Individual requirements will be detailed in your personal housing support plan,

these can be updated at a review meeting (which you can ask to happen

sooner than the regular 6 monthly review).

The Housing Outreach Worker is available on between Monday and Friday

and they will have discussed with you when they can be contacted and the

times at which they will make routine visits. The level of this support will be

agreed between the Housing Outreach Worker and the client.

Your Housing Officer is _____.

They can be contacted on _____. The Housing Officer

deals with homelessness and general needs applications and can provide a

range of housing advice and information to clients.

Concerns / Complaints

Should you wish to raise a concern you should contact:

Rod Keay

Senior Housing Officer – Housing Outreach

Shetland Islands Council

Housing Service

6 North Ness Business Park

Lerwick

Shetland

ZE1 0LZ

Tel: 01595 744725

Fax: 01595 744395

Email: rod.keay@shetland.gov.uk

A copy of our complaints procedure is available from your Housing Outreach Worker or from Shetland Islands Council, Housing Service.

Tel: 01595 744360

Other Useful Contacts

**Care Commission
Charlotte House
Commercial Road
LERWICK
Shetland
ZE1 0HF**

Tel. 01595 696661

The Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207100
Complaints: 0845 603890
Fax: 01382 207236
Website: www.carecommission.com

Ombudsman

Scottish Public Services
Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Tel: 0870 011 5378
Fax: 0870 011 5379

Changes to Your Housing Support Plan

Should you wish to change your Housing Support Plan you should discuss this with your Housing Outreach Worker. Should any unforeseen circumstances arise, such as admission to hospital, all those involved in your care will be advised before you return to your home.

If there is to be a change to your Housing Support Plan, such as your Housing Outreach Worker going on holiday, you will be advised as soon as is possible.

If you wish to end your housing support service you should discuss this with your Housing Outreach Worker or the Senior Housing Officer – Housing Outreach Service, who will advise you on how to proceed.

The Housing Outreach Worker will check with you regularly that the service meets your needs as identified in your Personal Housing Support Plan. After the initial completion of the plan, it will be reviewed after 3 months and then approximately every 6 months from then.

Your Rights

These are your rights as listed in section 7 of the National Care Standards for Housing Support Services.

You keep your rights as an individual.

1. Your personal plan explains your rights and responsibilities as a user of the service, and you know what is expected of you and what you can expect of housing support staff.
2. You will not suffer any form of abuse from housing support staff.
3. You have the right to confidentiality, unless any specific legal provision applies. Your personal plan explains how information about you will be handled and how your confidentiality will be protected.
4. You do not have to give the housing support provider any information which is not essential for your housing support services. The housing support provider will tell you why they need information about you.
5. Your personal information will be kept secure and easily available to you and anyone else you want to be able to look at it.
6. Your Housing Outreach Worker will respect your privacy when talking to you and when talking to other people living in or visiting your house.
7. Your Housing Outreach Worker will not gossip about you, your home or your family.
8. You will have a Housing Outreach Worker who will be your usual contact with the housing support service provider.
9. Your Housing Outreach Worker will deal with your requests for help politely and quickly.

