

Sandwell Homes
Quality Housing, Excellent Services

WHAT YOU CAN EXPECT FROM
SANDWELL HOMES

SUPPORT SERVICES

QUALITY HOUSING,
EXCELLENT SERVICES
www.sandwellhomes.org.uk

"Tu çi heviyan ji xizmeta Piştevaniya Xaniyan ya Sandwell (Sandwell Homes Support Services) dikî.

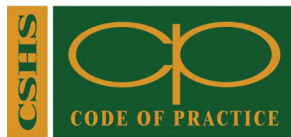
آپ سینڈویل ہومز معاونتی خدمات سے کیا توقع کرسکتے ہیں

ما الذي يمكنك أن تنتظره من خدمات الدعم في "ساندويل هومز"

آپنی سائنڈویل ہومز ساپورٹ سارٹیسسز ۛر کاھ ۛکے یا ۛرتاشا کرتے پائےن

ਸੈਂਡਵੈਲ ਹੋਮਸ ਸਹਾਇਤਾ ਸੇਵਾ ਤੋਂ ਤੁਸੀਂ ਕੀ ਉਮੀਦ ਕਰ ਸਕਦੇ ਹੋ

آؤ دتوانی چاؤروانی چ شڈک له خزماؤگوزاری پشتیوالی خانوومکانی ساندو (Sandwell Homes Support Services) بکھی.





Contains information about:

- Welcome
- What you can expect
- What is Supporting People?
- The Support Service you receive
- Needs Assessment
- Support Staff
- Individual Support
- Understanding the Support Plan
- What is an Individual Support Plan?
- What will your Support Plan include?
- How often the support will be reviewed?
- How will we use information provided by you, about you?
- Information we hold about you
- Code of Conduct
- What is a complaint & How to complain?
- Confidentiality
- Protection from Abuse & what you can do if you suspect Abuse?
- Harassment
- Safety in your Home
- Allowing Sandwell Homes access to your home to check your gas appliances
- How to act if you smell gas?
- Checking your electrical appliances
- What to do to reduce a Fire in your home?
- Other accidents that could happen in your home
- Keeping secure in your own home
- Any other help or information

These are the main ways in which Sandwell Homes tries to make sure you receive a good quality support service, which meets your needs.



Support from Sandwell Homes

Welcome

If you have received this handbook on receiving one of our support services then on behalf of Sandwell Homes welcome to our service.

What you can expect

This handbook has been divided into sections as outlined on the contents page. We hope this will act as a quick and easy aid in helping you obtain an answer many of the queries you may have as a customer. It is intended to tell you what to expect from Sandwell Homes Support Services.

What is Supporting People?

Supporting People is a government funding system used to fund some or all of the costs of Support Services. It came into effect in April 2003. The costs of the support services you receive are identified on a separate Green support card. There is no charge for the Tenancy Support Service.

Sandwell Homes has a contract with Supporting People. Supporting People pay us to provide support services to you. The contracts to provide these services are reviewed periodically.

Before the support services are renewed the Supporting People Team will listen to your views as a way of assessing the quality of support services provided. They have to ensure that you receive a high quality support service in the way you need it from us.

To qualify for funding of your support charge (this applies for Warden Service only), you will need to be in receipt of Housing Benefit, or following a Financial Assessment by a Benefit Advisor Supporting People will fund the support charge.



The Support you receive from Sandwell Homes Support Services should:

- Help you to develop and retain your independence
- Support you to stay in your own home
- Help your confidence and self-esteem
- Improve your quality of life
- Help you to make progress at your own pace
- Give you the confidence you need to do the things you want to do
- Make you feel safe to try things in life
- Support you to have a 'Home for Life'

Needs Assessment

Before receiving a support service from Sandwell Homes you would have had a Needs and Risk Assessment carried out.

This is a questionnaire which is designed to find out what your support needs are and whether Sandwell Homes can meet them. A member of Sandwell Homes Support Service(s) will have completed this with you.

You should have had the opportunity to talk to Sandwell Homes support officer(s) about your needs and what support has been identified for you.

Support Staff

If you have not already done so you will meet your Support Officer who will be allocated to you. Your support officer may not be the only worker who will support you, but they do have the job of overseeing your support and making sure that there is co-ordination between Sandwell Homes support officer(s) and staff from other agencies who work with you.

Your support officer and any other Sandwell Homes officers who work with you, or whom you deal with in any way will treat you with respect.



Individual support

The support will be tailored to your own needs and should change if your needs change. The support will help you get the most out of your life and to lead as full a life as possible in your community.

We will only provide support to you, which you have agreed to. However staff may act against your wishes if:

1. You are putting your own or other people's lives at risk
2. Your behaviour is harming you're your own mental or physical health
3. You refuse to accept the support which was agreed
4. It is impossible for Sandwell Homes to meet your needs
e.g. if you misuse drugs and/or alcohol and refuse to engage with support agencies, or if you breach any of your tenancy conditions

Support staff will explain when and why they might act against your wishes when you first join Sandwell Homes as a tenant or service user.

Understanding the Support Plan?

After the Needs Assessment has been carried out and you meet the eligibility criteria for a support service, a Support Plan will be drawn up.

This is a written contract signed by Sandwell Homes and yourself, which states clearly what you are aiming to achieve through Sandwell Homes support and what support Sandwell Homes will provide you with.



You will always be involved in deciding what goes in your Support Plan with a member of the support service (usually your warden, housing support officer or tenancy support officer).

What is an Individual Support Plan?

An Individual Support Plan (ISP) is a written document, which sets out what you want to achieve in your life, what Sandwell Homes support services will do to help you achieve this, and how it will be done.

The ISP helps you reach your goals or targets in life by breaking them down into smaller targets, which are easier to achieve.

It will also help to ensure the health, safety and security of you and your home.

Your support officer is responsible for drawing up and working through your ISP with you. He or she will help you to decide for yourself what goes into your ISP, and help you find ways of achieving what you want. You should have control over your own ISP and your support officer can offer guidance, but should never force you to do something, which you do not want to do (unless you are causing harm to yourself or others, or breaking your tenancy agreement).

Your support officer should also help you if things don't work out as you had hoped by looking with you at what went wrong and agreeing how to do things differently in future.



What will Your Support Plan include?

For the Warden Service

Your support plan will include the support identified that you will receive from the warden or housing support officer dependant on your identified support need.

For the Tenancy Support Service

If you are in receipt of a Tenancy Support Officer your support plan will include how many hours of support per week of one-to-one support you will get and may be provided either through one-to-one meetings or through doing activities together.

How many hours per week of general support you will get: this is just as important as one-to-one support. It can include informal chats with support staff or work carried out by support officers, which helps you in some way, such as writing to other agencies on your behalf. General support should be flexible and informal and will vary according to your needs and those of others in the scheme.

For the Community Alarm Service

The community alarms officer will complete several information sheets with you that will make up your support plan. The Community Alarms offers 24-hour emergency service offering 'Peace of Mind to vulnerable people' at the touch of a button.



If you do not have an alarm and require any further information you can ask any Support Officer for information.

Other details held on your support plan will include:

1. Your personal details; name, address, ethnicity, medical status
2. Health and medical details
3. Doctors details
4. Next of Kin details
5. Support needs

How often the support will be reviewed

The Support Plan will state how often your support needs will be reviewed. The review will look at how your support needs are being met or changes to your support needs.

This will include deciding whether you still need the same support, or a different amount or type of support.

Other agencies and/or family can be invited if you agree.

Your Support Plan will only be ended after detailed consultation with you and any carers or other workers who also support you.

This could happen if:

You no longer need support from Sandwell Homes or have completed a programme of support.

You need a type of support, which Sandwell Homes cannot provide.



You disengage with the support.

Your Support Plan would only be ended if no other way of resolving the problem could be found.

Your support officer will make sure that ISP meetings are:

A two way process

You and your support officer should both play a part in the meeting.

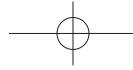
Planned in advance

Your support officer will book a time and date which is convenient for you. We request that you do not smoke whilst the support officer is visiting you in your own home; failure to comply will result in the support officer refusing to enter your home.

Meetings should not last for more than about an hour, and your support officer will arrive fully prepared for the meeting. If your support officer cancels a meeting, they will tell you at least an hour beforehand.

Recorded in writing

You should be given the chance to either read the notes from the meeting or have them read to you. You can ask any questions, have anything explained to you which you do not understand, ask for any changes which you think should be made, and say whether or not you think the notes are correct.



Free from interruptions

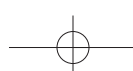
Meetings will be free from interruptions by other people or by telephone calls (unless it is an emergency).

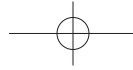
Private

No one else should be able to hear the discussions at your ISP meeting. The only people who can read the notes, apart from you and your support officer, are those who are involved in your support and need to know.

Comfortable

Meetings should be held in a place where you feel comfortable, relaxed and safe, usually within your own home.





How will we use information provided by you about you?

The information that you will be asked to provide will be of two kinds:

1. Personal data – this is data that enables us to identify you, this will include your date of birth and marital status
2. Sensitive personal data – this will be information on your health, religion and ethnic origin

Sensitive personal data will be used for the following purposes:

1. Ethnic origin – to make sure we are conducting our business in a non discriminatory manner
2. Health information – to make sure that we can assist you in obtaining support or in helping you when there is an emergency



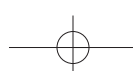
We will only use your sensitive information with your authority. However we ask you to provide this when you sign your support plan agreement with us.



Information we hold about you

You have the right to request to see information we hold about you (a fee may be payable). Your request must be in writing and addressed to;

Write to us at
Customer Relations,
Sandwell Homes
Limited, Sandwell Rd, West
Bromwich B70 8TB





Code of Conduct

All staff follow a Code of Conduct laid down by the Company and states you;

“The public is entitled to expect the highest standards of conduct from all employees who work for Sandwell Homes”

The Code continues to state, that all employees should remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all individuals within the community.

If you believe that any Sandwell Homes employee is not following the Code of Conduct then you have the right to complain. You also have the right to compliment any employee if you believe that they are doing a good job.



Compliments and complaints

Sandwell Homes has standards for support, which we are committed to meeting for all service users and tenants. If you feel that these standards are being met then please tell others. If you feel that these standards are not being met then please tell us.

You can do this by using the Compliments/Complaints procedure available from Customer Relations.

What is a complaint?

A complaint is an expression of dissatisfaction, however made about the standard of service, actions or lack of action by Sandwell Homes or its employees affecting an individual customer or groups of customers.

Complaints cover things such as:

- Refusal of a service
- Withdrawal of a service
- Delay in delivering a service
- Quality of service or standards
- The way in which we deal with customers
- The public suitability of a service
- The way a decision has been made



How to Complain

Sandwell Homes wants to be as flexible as possible in receiving complaints. We will not put unnecessary blocks in the way, for example insisting that the complaint must be put in writing.

Whatever you want to tell us, whether it is a complaint, compliment or a comment you can:

- In the first instance inform your support officer
- Telephone Tenancy Support Service on 0121 569 5099
- Telephone Community Alarms and Warden Service on 0121 500 5500 or 0121 525 4290
- Telephone Customer Relations on 0121 569 5047
- Text us on 07800 140 065
- Fax us on 0121 569 6015
- Email us at customer_relations@sandwellhomes.org.uk
- Write to us at Customer Relations, Sandwell Homes Limited, Sandwell Rd, West Bromwich B70 8TB

Alternatively you can contact:

Supporting People Team

1st Floor Kingston House

438 High Street

West Bromwich

B70 9LD

Tel No 0121 569 5267/5231

www.supportingpeople.sandwell.gov.uk



Confidentiality

Staff should respect your views and choices, provided they will not cause harm to yourself or others. They should not assume that they know best, and if they disagree with you, they should explain what the disadvantages may be but support you in making the decision you have made. They should not be patronising or rude, or put you down in any way.

Staff will be open and honest with you at all times (within the confidentiality policy). They should not make promises that cannot be kept or say they will do things, which cannot be done. If things do not happen as planned, they should explain the reasons for this. They should not avoid answering your questions of finding out the facts for you.

Deciding what is important to you, and how you want to live your life is your choice. Staff will not make judgements about what sort of person you are, or what you should achieve in your life. They should give you information and advice about what the consequences of different actions might be and guide you in making decisions, but they should respect your values, and not try to make you live by their own values.

Staffs are employed to provide a service, which includes giving you emotional as well as practical support, but they cannot enter into personal relationships with tenants or service users. They must be professional in the way they work with you, which includes being polite, efficient, and committed to their job. They may use certain skills to help you, but they are not counsellors, and should help you to find counselling from another agency if you need or want it.



Following the confidentiality policy

The confidentiality policy will be explained clearly to you. Information is shared within staff teams so that everyone can work with you in a consistent way.

Sandwell Homes has detailed policies and procedures which staff must follow when supporting you. These are set out in each support Service Manual/Handbook. If you would like to look at this, please ask any support officer.

Protection From Abuse

Abuse is a violation of individuals human and civil rights by another person or persons.

What do we mean by Abuse?

Abuse can take many forms, such as:

- Hitting, slapping or pushing
- Shouting or swearing, which makes the person afraid
- Unwanted touching, kissing or sexual intercourse
- Money or property taken without consent or under Pressure
- Not being cared for properly or denied privacy, choice or social contact.

Sandwell Homes Support Services are committed to doing all to ensure that the rights and dignity of Service users are protected and promoted. All staff employed by Sandwell Homes receive training in recognising and responding to abuse.



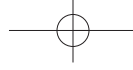
What can you do if you suspect Abuse?

If you have any concerns that you may be at risk of being abused in any way please discuss these concerns with your support worker or any staff member you feel comfortable talking to. Staff can act on your behalf to flag up these concerns and help to resolve the issue. They will follow inter –agency policy and procedures as part of this process.

If your concern is about a staff member then please be reassured that Sandwell Homes will take this very seriously and will respond appropriately. Please let the manager of the service know .You can contact them at:

- Community Care Unit - 0121 569 5099
- Community Alarms & Warden Service – 0121 525 4290
- Supporting People – 0121 569 5004
- VAP Vulnerable Adults Panel – 0121 569 5523
- The police - 08451 11350

If you want further information regarding older Adult Abuse please contact the Community Alarms & Warden Service to request a copy of; A Brief Guide for All Service Users – What to do if you or someone you know is being abused ‘leaflet’.



Harassment

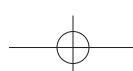
Sandwell Homes is committed to dealing with all types of anti-social behaviour or harassment to ensure you can continue with your right to quiet enjoyment of your home and environment.

Harassment on the grounds of race, religion/belief, disability, sexual orientation, gender or age is against the law and a criminal offence.

Harassment will not be tolerated in a multi-cultural society. Perpetrators of harassment risk conviction and in some cases can be sentenced to imprisonment.

Support and Confidentiality

Sandwell Homes will take a 'victim centred' approach when responding to cases of harassment and provide a responsive and effective service whilst respecting the need for sensitivity and confidentiality.





If you become a victim of harassment

If you or any member of your household becomes a victim of harassment, have been attacked or in fear of attack please contact the police immediately **999**.

1. Record all incidents and details
2. Date, time and place
3. Keep details of any witnesses
4. Record “who saw and did what”
5. If there is an ongoing problem contact the police on 0845 113 5000
6. Report all incidents to your local neighbourhood office and/or your Support Officer

Remember “Don’t be silent, together we can beat crime”.

Support Agencies

You can also contact any of the support agencies below for further advice and support;

West Midlands Police 0845 113 5000

Race Equality Sandwell 0121 541 1775

Victim Support 0121 569 7980

Citizens Advice Bureau 0121 552 2022



Safety In Your Home

ALLOWING SANDWELL HOMES INTO YOUR HOME TO DO REPAIRS

You have an obligation to allow Sandwell Homes to enter your home to inspect the property and to carry out any necessary repairs or improvements. We will always consult with you beforehand. The only exception to this is when we need access in the case of an emergency (such as if you have a leak). In this situation we may seek to obtain immediate access in order to protect yourself and others from harm.

GAS & ELECTRIC SUPPLIES

All council properties have an electrical supply and most have a gas service. There are controls to turn off these supplies and for your own benefit you should know where these controls are.

CHECKING YOUR GAS APPLIANCES

Your gas appliances should be checked every year. Sandwell Homes will send a contractor to your property to undertake these vital checks. Help us to help you by ensuring our contractor is able to access your property to do a gas safety inspection.



HOW SHOULD YOU ACT IF YOU SMELL GAS?



If you smell gas you should do the following:

1. Turn off your gas supply
2. Put out any naked flame; turn of any gas rings on your cooker
3. Do not smoke
4. Do not switch any lights on or off
5. Do not use any source of ignition
6. Open all your windows and doors

You should contact Transco immediately on 0800 111 999.

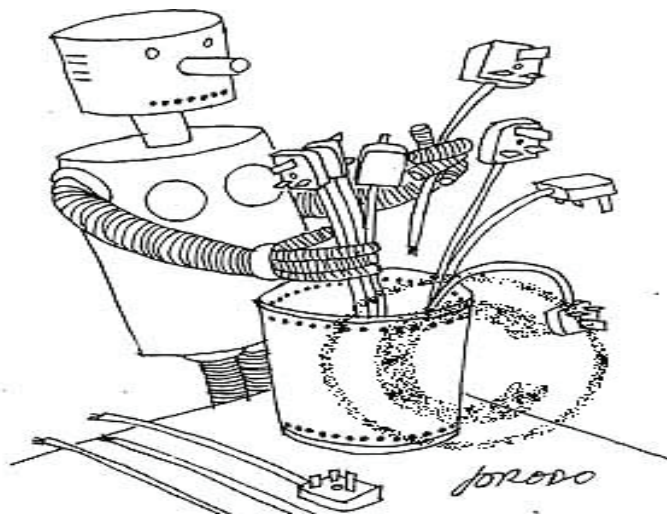
If the smell persists and you cannot turn off your gas supply you



should leave the property and await Transco to arrive.

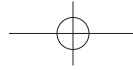
Any gas escape that is the responsibility of Sandwell Homes should be passed to your local repairs centre and/or support officer immediately to ensure the fault can be repaired.

CHECKING YOUR ELECTRICAL APPLIANCES



You should regularly check the condition of plugs and leads on electrical items and if damaged arrange for them to be changed. To minimise any other electrical risks you should also:

1. Ensure that fuses in plugs are the correct rating
2. Never put more than one adapter into a socket
3. Position leads where they cannot be cut or damaged
4. Ensure all electrical works are carried out by a qualified electrical installer
5. Ensure that adequate heating and ventilation is maintained in cold weather. This will help reduce the effect of



condensation, mould growth and damp

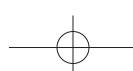
FIRE SAFETY IN YOUR OWN HOME



1. Identify where best to fit smoke alarms, fit them and test regularly
2. When you go to bed close as many doors as possible to prevent smoke and fire spreading
3. If a fire occurs, raise the alarm (999) and move to the nearest safest point (if you live within a Sheltered Scheme you will be advised of the fire procedure by your support officer).
4. Ask your support officer for more information about arranging a Free Fire Safety Check/Planning Your Escape Route.

OTHER ACCIDENTS THAT COULD HAPPEN IN YOUR HOME INCLUDE:

1. Falling from height
2. Tripping and slipping
3. Being burnt or scalded
4. Being electrocuted





5. Being poisoned or asphyxiated

Your support officer will check with you on the following:

1. Location of electric meter and trip switch
2. Location of gas meters
3. Location of water stop cock
4. Location of community alarm (if applicable)
5. That you know how to report an emergency repair
6. What you should do if you hear the fire alarm (if you live on a sheltered scheme with communal facilities)
7. Notify you of where you can obtain any of Sandwell Homes Policies

Keeping secure in your own home

Never allow anyone into your home that you do not know or are not expecting. Always ask for identification. A genuine caller will always carry identification.



Any other help or information

For further details about any of the information contained in this handbook, please ask your support officer(s) or contact one of the telephone numbers listed below;

Sandwell Homes
Tenancy Support Service
Community Care Unit
Church House
5/14 South Road
Smethwick, B67 7BN
Tel: 0121 569 5099

Sandwell Homes
Community Alarms Service
Flat 1, Greenford House
Maria Street
West Bromwich
B70 6DX
Tel: 0121 500 5500

If you believe that any of the standards explained in this handbook have not been met, or if you have any other concerns about any aspect of the support service, please tell us.

We cannot check whether things are working properly unless you let us know.



We will be happy to translate any information for you and/or provide copies in:- Braille, Large Print, Audio Tape. If you require this service, please contact your Local Housing Office.

Kurdish-Kurmanji

Eger hûn dixwazin kopiyeke vê "Support Services Booklet" (Pirtûka Xizmeta Piştewaniyê) bê wergerandin yan jî dixwazin kopiyeke bi tîpên koran (Braille), bi tîpên mezin yan jî wekî axaftina qeydkirî bidest bixin, ji kerema xwe têkildar bin bi hejmara 0121-569 6030.

Kurdish-Sorani

ئەگەر تۆ پێت خۆشە ئەم نامپلکەهێ 'Support Services Booklet' (نامپلکەهێ خزمەتەکانی پێشستی) بە بۆ تۆ وەر بگێنێ. ئەمە سەر زماڵی خۆت، یان بە دەستی تێبەستی نەبێنێان (بریل)، چاپی قەمەمە یان لە سەر شریتی دەنگ بۆ تۆ ئەمە دەبێت بکەین تەکنیکە پێوەندی بکە بە ژمارە 0121-569 6030 .

Arabic

إذا كنت تود الحصول على نسخة مترجمة من كتيب خدمات الدعم [Support Services Booklet]، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل أو طباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030.

Bengali

আপনি যদি সহায়ক পরিষেবা পুস্তিকার [Support Services Booklet] অনুবাদ চান, অথবা যদি তা ব্রেইল, বড় অক্ষরে ছাপা অথবা অডিও টেপ সংস্করণে চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন।

Punjabi

ਜੇ ਤੁਸੀਂ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਬਾਰੇ ਪੁਸਤਿਕਾ [Support Services Booklet] ਦੇ ਅਨੁਵਾਦ ਦੀ ਇਕ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਵਿਚ ਇਕ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو کتابچہ برائے معاونتی خدمات [Support Services Booklet] کی ایک ترجمہ شدہ نقل چاہئے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں۔

Somali

Haddii aad jeclaan laheyd nuqul ah Buugyaraha Adeegyada Taageerada [Support Services Booklet] oo tarjuman, ama aad u baahan tahay nuqul ah Luuqadda indhoolayaasha, Daabacaad weyn ama Cajalad dhegeysi, fadlan la xiriiir 0121-569 6030.



www.sandwellhomes.org.uk