

Children & Young People LAC Transitions Housing Related Support Service Procedure

Purpose: This document sets out the processes by which young people who are leaving care or are on the edge of care are supported through their transition out of care and provided with high level housing and sustainable accommodation options.

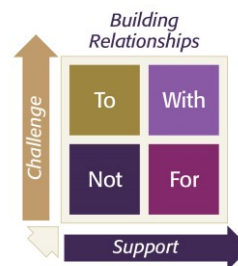
Approved by – Head of Looked After Children

Implemented – January 2018

Review date – January 2020

RESTORATIVE PRACTICE

All contact and work received by families from the City of Wolverhampton Council within the City will be based around restorative practice principles. This is to ensure we improve the life outcomes for all children, young people and families we work with. In Wolverhampton we intend to use restorative principles and behaviours with colleagues as well as children and families, to help develop positive working relationships.



REVIEW LOG			
Date	Version	Comments	Approved by
January 2018	1.0	New Policy Introduced	Head of Looked After Children

CONSULTATION
<p>The following people have been consulted on this policy:</p> <ul style="list-style-type: none"> - LAC Transitions Team - Head of Looked After Children

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1.0 Overview

The aim of this service is to provide high level housing related support to young people who are leaving care or are on the edge of care. This support shall enable vulnerable young people with complex needs to move on to independent living through the Wolverhampton Young Person's Accommodation Forum and it shall be delivered in response to the individual's needs working towards independent living.

2.0 Purpose

The young people will have achieved a full range of independent skills regardless of their vulnerability level, and will aim to ensure that they are prepared for adulthood, and are ready and equipped to move onto more settled and permanent accommodation.

Young people will be able to exercise choice in their lives and are able to lead inclusive lives as part of the local community. They will be able to:

- Achieve a responsible and stable life
- Contribute to their emotional, social wellbeing and self esteem
- Live independently as a responsible citizen
- Access a wide range of services and opportunities
- Maintain and develop close contact with other professionals.

3.0 Provision of Service

The service is to expand to a total of 33 properties, with 2 training flats and 2 crash pads included within the service. Housing Support Workers (HSW) will provide a maximum of 30 hours intense support per week with the young person in their allocated unit of accommodation. Each unit of accommodation shall be self-contained and include the following facilities as a minimum:

Kitchen/Living Area

- Window covering
- Oven and hob
- Fridge
- Washing Machine

Bedroom

Floor covering and Window covering

Toilet and Bathroom

- Floor covering and window covering
- Toilet
- Shower and or bath

- Wash Basin

4.0 Profile of the Young Person

The intense housing support shall be provided to care leavers and young people on the edge of care who have been identified by the Supported Accommodation Manager, Social Worker and Personal Adviser. They must meet the following criteria;

- a. Leaving a residential or foster care placement.
- b. In need of accommodation because their current housing has broken down.
- c. Leaving a Young Offender Institution or other secure accommodation and needing intensive support on release.

The young person should have spent a period in the Housing Support Training Flat, where an independence assessment was carried out by a member of the Housing Support Team. The young person's progression will also have been identified through Move on Consultations by the Supported Accommodation Manager.

The placement should ideally be planned several weeks or even months in advance to allow the young person to become familiar with the service and prepare for the move. It is recognised that this will not always be possible and sometimes more urgent housing needs will need to be met.

The young person will be assessed against their required level of support, their willingness to accept support and the level of risk posed to themselves and staff, this will enable the Supported Accommodation Manager to identify the necessary level of support/hours required and to manage any risks appropriately. **A young person will not be accepted into the service until the risk assessment, needs assessment and chronology are up to date.**

5.0 Provision of Support

Where possible, the HSW will meet with the young person prior to move in to establish a relationship. The completion of an Individual Support Plan (see Appendix I) must be done **within two weeks** after the Initial Planning Meeting. This is a structured plan of support which shall be needs led and in accordance with the Pathway Plan where appropriate, and shall be signed off by the Young Person, Social Worker, PA and HSW. The ISP shall focus on the following areas:

- Setting Up Home
- Support with Personal, Emotional and Mental Health
- Substance misuse (if applicable)
- Support and guidance in Self Care Skills
- Support and guidance in preparation for independent living (Support to develop general household skills)
- Budgeting and Money Management
- Managing Tenancy and Accommodation
- Support to access education, work placements, employment and social activities
- Motivation and Taking Responsibility
- Social Networks and Relationships

Each area will be broken down into achievable tasks, that both the young person and HSW will work together to complete. Regular, monthly Housing Support Reviews will take place with the young person, (See Appendix II) HSW, Social Worker/Personal Advisor, to discuss the progress of the ISP and any other areas that all parties feel may need to be added. The project will aim to provide a higher level of support at initial tenancy set-up with reducing levels according to need. However, the service would expect that in certain circumstances continuing high levels of support may be required for young people who present greater challenges to the service.

With effect from September 2017, all young people accessing the Housing Support Service will be required to complete the ASDAN, Living Independently Short Course, which provides them with the opportunity to develop their independence skills and use them effectively. Completion of the ASDAN also provides the young person with an accreditation.

Definitions of Support Levels

- Low Level Support - The tenants would already have a great deal of independence or have moved on in the service to a level where they require a low level of support after the initial period. Support would usually be provided on a minimum of 5 hours to a maximum of 10 hours per week.
- Medium Level Support - this would be between a minimum of a 10 hours and a maximum of 20 hours per week.
- High Level Support - this would be to a maximum of 30 hours per week.

6.0 Moving In

Once a young person has been identified, the Supported Accommodation Manager or Senior Housing Support Worker will liaise with the Social Worker and an initial planning meeting will be called, and should be attended by the HSW, young person, SW and PA and other relevant professionals. This will be prior to the young person moving into the property to discuss a move in date, and to agree the level of support that they may require. This meeting will also enable the young person to discuss any concerns that they may have.

During this meeting the Housing Support Worker will explain, in detail, the Support Agreement (see Appendix III) with the young person to ensure that they fully understand the support service and their responsibilities. Signatures will be required by both parties.

The HSW will work with the Young Person's Advisor to ensure that the young person has all the personal household items that they may require and to arrange for larger items, such as bed, TV and settee to be delivered, preferably prior to the agreed move in date.

Television licence will be purchased by the Young Person's Advisor upon move in, which will be funded through the Setting up Home Grant.

The Housing Support Worker will go through an Induction Process with the Young Person and provide them with a Handbook. The Induction Checklist (see Appendix IV) will assist the HSW in ensuring that all areas of the Induction are completed. These areas shall include:

- Support Agreements Signed
- TV Licence Purchase

- Gas and Electricity Accounts set up
- Water Rates payment plan set up

7.0 Identification of placement breakdown

It is acknowledged that the young person may have a history of placement failure as well as emotional and behavioural issues. These issues may affect the young person's ability to manage in accommodation provided by the Housing Support Service.

Where it has been identified that a placement is breaking down the allocated support worker will inform the Supported Accommodation Manager of the presenting issues and behaviour. A breakdown in placement may involve the following;

- Neglectful or wilful damage to property
- Not using the property as their principal home
- Persistent reports of anti-social behaviour in or around the property
- Behaving in an aggressive, threatening or intimidating manner towards staff

Any breach in the terms of the support agreement will be recorded and passed to the Supported Accommodation Manager or Senior Housing Support Worker and a visit made to the property with the allocated support worker.

During the visit a discussion will take place with the young person identifying behaviours that are affecting the placement along with a conversation about the consequences of such behaviour. Depending on the nature of the breach the young person will receive a verbal warning from the Supported Accommodation Manager. The verbal warning will be documented, passed to professionals involved and shall remain on file for the duration of the young person's stay at the property.

If negative behaviour persists, a professionals meeting will be coordinated by the Supported Accommodation Manager or Senior Housing Support Worker and relevant parties invited to discuss and prevent further escalation. It is at this meeting that a final decision will be made as to whether to issue the young person with an official written warning.

In the event of further breaches being identified and brought to the attention of the Supported Accommodation Manager, a meeting with the allocated Social Worker, Support Worker team and the young person will take place. It is at this meeting that a final written warning will be issued. The final written warning will be the final stage. If breached, then within 28 days the LAC Transitions Team must find alternative accommodation provision for the young person.

In the event of a serious breach of support agreement or where the young person is at any risk in terms of personal safety and security, the LAC Transitions Team and Social Worker will be notified requesting an immediate end to the placement with the Housing Support Service.

8.0 Move on

The success of this service is highly dependent upon an effective approach for young people to move through the project and step down into more independent living. As such the service shall ensure effective partnership working with a range of housing providers in order to ensure

timely move through the service for care leavers. The average length of stay is anticipated to be between six and nine months, however if a risk of homelessness exists after this period, then the service will continue to provide support after discussing this with the Supported Accommodation Manager and Senior Social Work Manager of the LAC Transitions Team.

The move into independent living shall be planned from the point of referral and demonstrated in the Pathway Plan (where appropriate) and in the ISP. The HSW, Social Worker, Personal Advisor and Supported Accommodation Manager shall agree along with the young person when they are ready to move out of this service. A Move On application (see Appendix VI) will then be made and presented at the next WYPAF meeting by the Senior Housing Support Worker.

The application must be supported by documentary evidence that the Young Person is ready to move on, evidenced in the Move on Process form and from the ISP. This will ensure that all the necessary steps have been taken to enable the young person to either remain in the property as an Introductory Tenant or transfer to an alternative accommodation with Wolverhampton Homes. It is essential that each Young Person within this service attends Wolverhampton Homes' "Are you Ready for a Tenancy Programme. Failure to attend this may prevent the Young Person from gaining an Introductory Tenancy with Wolverhampton Homes.

Applications accepted for Move on will be referred to Wolverhampton Homes Housing Inclusion Team and processed onto Homes in the City by Wolverhampton Homes or other accommodation providers. If the application is for a tenancy with Wolverhampton Homes, as a Care Leaver, the Young Person's application shall be moved into Band 1. The HSW will encourage and provide guidance and support to the young person in the bidding process.

On occasion, it may be decided that the Young Person is not coping in their current accommodation and this will be highlighted in the monthly Housing Support Review. Full discussions will take place with the Young Person and the options available to them will be presented. At this point, if relevant, more supported accommodation will be sourced through W.Y.P.A.F.

9.0 Outcomes and Monitoring

The underlying outcome is to ensure that young people are able to live independently. The service will aim to ensure that they are prepared for adulthood and have been empowered to use and improve their skills, capacity and ability to raise their aspirations and reach their full potential.

Achievement of outcomes will be assessed by the Supported Accommodation Manager and the Senior Housing Support Worker during monitoring of the service and through the completed tasks on the ISP during the monthly housing support reviews. The objective of the service is to achieve the following outcomes:

- Be Healthy – Staff promotes the importance of good nutrition and healthy lifestyles
- Stay Safe - Staff receive Child Protection Training appropriate to their role and responsibilities.
 - a) Staff promote health and safety routines
 - b) Child protection concerns are reported appropriately and procedures followed

- Enjoy and Achieve – Young People are supported in enjoying and achieving within their community
- Make a Positive Contribution – Young People are supported in making choices and are helped to develop emotionally and socially.
- Achieve Economic Wellbeing – Young People are engaged in further education, employment and training and live independently. Young people are assisted in money management and financial independence.
- Young People are less isolated – Young People are supported to access support from other agencies, use community facilities and networks.
- Young People’s emotional health/well-being improves – Young People are supported to develop self-confidence and successfully deal with significant changes and challenges.

10.0 The Property

All units of accommodation shall meet the Decent Homes Standard, the Disability Discrimination Act 1995 and 2005 as a minimum. They shall also fulfil all Health and Safety Requirements and legislation as specified in the Landlord and Tenants Act 1985 and comply with Housing Health and Safety Rating System. This is managed by Wolverhampton Homes.

Prior to the young person moving in, the property shall be redecorated to a lettable standard, which includes magnolia/white paint to the walls and gloss to the woodwork. A gas safety check shall be completed prior to each Care Leaver moving in by the managing agent Wolverhampton Homes. A lock change will also be carried out if necessary, to ensure the safety of the young person.

A full clean of the property will be carried out, this work will be done by the Housing Support Workers, or professionally if appropriate.

The HSW will carry out a full Property Inspection (including Health and Safety Check) of the property on a monthly basis. Any repairs identified during this check shall be reported to Wolverhampton Homes, and again stored on the Database. The HSW will be responsible for monitoring the completion of the repair work and liaising with WH where appropriate.

It is essential that the void turnaround on the properties is cost-effective. This will be achieved through effective planning once the young person has terminated their licence agreement.

11.0 Recording

The HSW shall record a detailed account of any significant visits and discussions made with the young person on Care First on a daily basis. Case records should contain no more information than is needed to ensure proper provision of care to the individual. The young person receiving the service should have the right to know what information is being recorded about them. Care records should differentiate between factual information and professional judgment and should indicate when decisions have been made and by whom.

A Weekly Support Plan shall also be completed (see Appendix VIII) focusing on the following five outcomes:

- Be healthy

- Stay safe
- Enjoy and achieve
- Making a positive contribution
- Achieve economic wellbeing

These logs shall be stored on the young person's computer records on Care First and on the Property Paper File along with a copy of the updated monthly ISP.

The Property File shall consist of the following:

- File Contents Sheet
- Property Information Sheet (detailing specific information relating to the property, including copy of Gas Safety Check)
- Signed Induction Checklist
- Copy of the Signed Support Agreement and ISP
- Monthly Property Inspection Sheets/ Record Log
- Completed Weekly Support Logs

Files audits shall be carried out by the Supported Accommodation Manager or Senior Housing Support Worker to ensure that each file is accurate, up to date and contains all the appropriate information.

12.0 Supervision and Training

Monthly one to one Supervision will be carried out by the Supported Accommodation Manager with all Housing Support Staff and there will also be regular team meetings at a standard and frequency that complies with the Children and Young Peoples Service requirements.

Supervision practice will include scrutinising and evaluating the work carried out by the Housing Support Workers, assessing their strengths and weaknesses and should provide coaching and development support. The Supported Accommodation Manager will record and sign key decisions and advice in the case records. Staff will have managed caseloads in order to promote safe practice and the Senior Housing Worker will maintain an oversight of practice and high risk cases.

All staff within the service will be provided with training to enable them to perform their duties and be able to safeguard the welfare of the Young People and that they are also are aware of the legislative framework, procedures and good practice issues.

APPENDIX I

Housing Related Support Service

Individual Support Plan

Name:

Address:

Social Worker:

YPA:

HSW:

TSD:

Review Date:

GOALS	PROGRESSION / ACTIONS	DATE ACHIEVED
STAY SAFE		
Advice and support to manage the safety and security of new home; window and door locks, smoke alarm		
Advice and support to understand the importance of keeping safe, non-disclosure of address.		
Guidance and support to use safely any appliances in the new home		

BE ABLE TO LIVE INDEPENDENTLY		
Guidance and support to understand refuse and recycling process		
Guidance and support on small DIY task; i.e. changing light bulbs		
Guidance and support on how to set up utilities to a new home, gas, electricity and water, council tax		
BE ABLE TO LIVE IN THE COMMUNITY		
Guidance and support to access local services within the locality		
Ensure that Handbook, with access to services, is provided		
Support to register with GP, dentist and optician. Monitor general health appointments and support if necessary – doctors, dentist GU etc.		

SAFE SEX		
Guidance and support in signing up for a C-Card and access to GU clinic for health screen if appropriate to seek sexual health advice		
Guidance regarding healthy lifestyle Guidance, support and advice about personal health and living a healthy lifestyle		
MENTAL HEALTH AND WELL BEING		
Ensure good mental health and well being Regular discussions with support staff to look at how I am feeling look at ways to manage stress/worries safely		
Improve confidence and self esteem Guidance and support to make plans to build confidence		
Improve anger management		

Support to look at situations where anger is increased and discuss how to address		
SOCIAL NETWORKS AND RELATIONSHIPS		
Stay in regular contact with personal support networks– contact for emotional support when needed		
Look at positive relationships and advise about management of conflict – if appropriate Support YP to recognise positive and negative relationships		
Build and maintain relationships with support staff		
Build and maintain relationships with peers		
Build social skills and interactions with others Support in sourcing local clubs in the local community		

SUBSTANCE MISUSE		
To build awareness		
Get information – share and discuss		
Encourage YP to work towards dealing with my substance misuse problems		
Speak openly and honestly to support staff about drug/alcohol use		
Support to attend sessions if felt appropriate with external agencies		
SELF CARE AND INDEPENDENT LIVING SKILLS		
Personal Hygiene Guidance and support regarding personal hygiene.		
Laundry Guidance and support to wash and iron clothing and bedding		
Shopping Guidance and support to shop on a budget for		

<p>food, cleaning and household items.</p>		
<p>Eat regularly and healthily</p> <p>Guidance and support to prepare healthy meal plans, preparation and cooking of food and storage of food.</p>		
MAINTAINING FLAT AND CLEANLINESS		
<p>Ensure that the flat is maintained to an acceptable standard</p> <p>Guidance and support to carry out household cleaning tasks and purchase appropriate cleaning materials</p> <p>Support to maintain the property to a good standard of cleanliness and tidiness</p>		
BUDGETING		
<p>Managing money</p> <p>Guidance and support on budgeting personal allowance</p>		

<p>Guidance and support to understand the process for paying bills and understanding the consequences of not paying bills</p> <p>Guidance and support on building an awareness of weekly living costs</p>		
<p>Financial awareness</p> <p>To assist XXXX in setting up bank account.</p> <p>To understand importance of financial responsibility.</p>		
MANAGING TENANCY AND ACCOMODATION		
<p>Support to encourage the reporting of any concerns and monitoring by support staff to help and assist</p>		
<p>Meet with support staff as per support agreement</p>		
<p>Not to smoke in the property</p>		
<p>Not to have illegal substances in the property</p>		

XXXX to talk about any problems that he/she is having with others visiting the property. Comply with support agreement and flat rules		
EDUCATION/EMPLOYMENT		
Guidance and support to access education, college or training Support to attend appointments		
Support to use public transport		
APPROPRIATE BEHAVIOUR AND CONSEQUENCES / MOTIVATION AND TAKING RESPONSIBILITY		
Support and guidance on acknowledging advice given and learn from any warnings		
Support and guidance to report any concerns to		

Social Worker/Personal advisor		
Complaints/Advocacy Support with complaints procedure and advocacy services		
INDEPENDENCE / MOVE ON		
Support to attend Are you Ready Workshop		
Support and guidance in understanding how to access different types of accommodation in preparation for Move on		

YP to complete monthly housing review below:

Housing Related Support Service

Monthly Housing Review

Name:

Address:

Social Worker:

YPA:

TSD:

Review Date:

How are you? (Young Person)

Have the action's from last month been completed? (All)

What's gone well this month? (Young Person)

What's not gone so well this month? (Young Person)

Bills/Money (Young Person & HSW)

<u>Education (Young Person & HSW)</u>
<u>What's been achieved this month? (HSW)</u>
<u>Health</u>
<u>Health & Safety (HSW)</u>
<u>Action's for this month (Agreed by all)</u>

Housing Support Worker : Date.....

Young Person: Date.....

YPA: Date.....

Social Worker: Date.....

APPENDIX II

LAC Transitions
Housing Related Support Service
Support Agreement

1. This support agreement is made between:

Wolverhampton LAC Transitions Housing Related Support Service

And

Also referred to as “you” or “young person”

This agreement is made on

2. The purpose of this agreement is to set out the support service you can expect to receive from the LAC Transitions Team whilst you live at

3. Total number of Support Hours agreed per week. (To be reviewed on a regular basis)

4. Our Responsibilities:

a) We will provide you with a Housing Support Worker, who will be responsible for providing you with support whilst you live at the flat, and for as long as you, your Housing Support Worker, and your Social Worker/Personal Advisor agree that you still require the service.

b) In an emergency contact can be made with your Housing Support through the mobile contact number, alternatively contact can be made through the LAC Transitions Team. (Telephone numbers are provided in your handbook)

c) Your Housing Support Worker will work with you to:

- Assess your support needs.
- Identify any goals to be achieved.
- Devise your Individual Support Plan.
- Support you to achieve your goals within your Individual Support Plan by either assisting you to do this or identifying other agencies that will be able to assist you.
- Agree regular meetings with you to review and revise your Individual Support Plan.
- Keep records of all your meetings and provide you with a copy.
- The standards of the support service you can expect to receive are included within your handbook.

5. Your obligations:

You must meet with your Housing Support Worker to:

- Agree your support needs.
- Identify the goals you wish to achieve (with the provision of Housing Support)

- Devise your Individual Support Plan.
- Work together with your Housing Support Worker to achieve your goals within your Individual Support Plan.
- Attend individual and group support sessions that will assist you with your preparation for independence.
- Work together with any agencies that may have been identified within your Individual Support Plan.
- Agree and attend regular meetings to review and revise your Individual Support Plan.
- To engage in education, training or employment. Failure to do this will result in warnings being issued. Persistent failure to engage in EET will result in termination of the licence agreement.

a) Lodgers

You must not permit any person to stay in the property or have anyone under the age of 16 years in your property at any time.

b) Gardens

You need to keep clear and maintain any garden to your Home where the work is not carried out by Wolverhampton Homes.

c) Nuisance

You must not do anything, or let your visitors, do anything which causes, or is likely to cause, a nuisance or annoyance to other tenants, people living in the adjoining properties or anyone going about their lawful business in the locality.

You must not harass or disturb or allow your visitors to harass or disturb or do anything which is likely to nuisance, harassment or annoyance to other tenants, staff, people living in the adjoining properties or anyone going about their lawful business in the locality for any reason including (but not only) harassment on the grounds of race, colour, religion, sex, sexual orientation or disability.

You are not to play, or let your visitors play, any audio equipment or instruments including (but not only) radios, televisions, or CD Players, so loudly they can be heard outside your Home.

d) Access

You must allow Wolverhampton LAC Transitions staff or contractors on 48 hours' notice (except in the case of any emergency when you must give access without notice) into your home:

- to inspect your Home
- to repair your Home or any part of it;
- to carry out any of Wolverhampton Homes obligations under this Tenancy or imposed on Wolverhampton LAC Transitions Team by law;
- to carry out works and/or improvements to your Home, or any adjoining properties, and/or the Estate.

e) Internal Decoration

You must maintain the internal condition and decoration of your Home to a reasonable standard.

f) Repairs

You must tell Wolverhampton LAC Transitions staff immediately about any repairs that need to be done to your Home.

g) Damage

You must take reasonable care to look after and keep your Home and any of Wolverhampton LAC Transitions Team's furniture and fittings in a good condition.

You must repair any damage[s] to your Home, the Estate or any of Wolverhampton LAC Transitions furniture and fittings if the damage was caused by you, or visitors. If you do not, Wolverhampton LAC Transitions shall be entitled to give you 7 days' notice of the works you must do; and if the works are not done within 7 days Wolverhampton Leaving Care shall be entitled to do the work and recover, in full, its costs for doing the work from you.

h) Hazardous Items

You must not keep any inflammable substance including (but not only) flue less bottled gas heaters or oil heaters in your Home.

i) Illegal Substances

You must not have, use or supply, or allow visitors to have, use or supply, illegal drugs or misuse prescription drugs in the property.

j) Offensive Weapons

You must not have, or keep any item that may be classed as an offensive weapon within your property. Any items deemed as offensive, may be removed and hand into the appropriate authorities, under the instruction of the Supported Accommodation Manager.

k) Pets

You must not keep any pets or any kind of animal in your Home.

l) Alterations

You must not make any improvements, alterations or additions to your Home or the Estate or erect any internal or external structure to your Home.

m) Internet Access

You must not have, or instruct contractors to install a Broadband telephone line into the property. Formal action will be taken if you fail to adhere to this.

End of Licence

You must give Wolverhampton LAC Transitions Team 4 weeks' notice if you wish to leave the service.

n) Leaving the Property

You must remove all your belongings at the end of the Licence and return the keys to Wolverhampton LAC Transitions. If you leave any of your belongings in your Home after you have returned the keys to Wolverhampton Leaving Care or your Tenancy has ended, you hereby authorise Wolverhampton Leaving Care to dispose of such belongings.

o) Water Charges

You must pay any charges in relation to the use of water.

p) Furniture

You must leave any furniture and other items which belong to Wolverhampton LAC Transitions in your Home at the end of the Licence.

6) Your Rights:

Confidentiality

You have the right to have confidential information we may hold about you protected from unauthorised disclosure. We will ensure that personal information about you is confidential. We will ask your permission in situations where we are asked to share information with third parties except in specific circumstances which are specified within our policies.

Right to information

You have the right to receive information from us about the way we operate the terms of this agreement and about any of our policies and procedures relevant to the service we provide.

- You have the right to access information we have on file about you.

Right to Fair Treatment

- You have the right to be treated fairly and without discrimination by us.
- You have the right not to be harassed or discriminated against in our performance of this agreement.

Right to Advocacy, Representation

You have the right to have an independent advocate or advisor in your dealings with us. At your request we will take reasonable steps to help you find someone to fulfil that role.

Right to be Consulted

You have the right to be consulted about the services we provide and about any changes that we propose.

Right to Complain

You have the right to use the Complaints Procedure by which you can complain about any aspect of our service. Details of our complaints procedure are included within your Welcome Pack.

7) Using the Support

You have been offered the Housing Related Support Service on the basis that you have agreed that you need and will work with the service. The support is an essential part of your stay within your accommodation and if you withdraw from support we will review your stay and may end this agreement. If you no longer wish to receive this, you should discuss this with your Housing Support Worker, Social Worker and/or Personal Advisor.

8) Moving On

If you no longer require the support, have engaged with the service, achieved your goals within your Individual Support Plan and your Social Worker/Personal Advisor agrees, you may decide that you want to remain in the property or move into another. Your Housing Support Worker will explain and assist you with this through the Move on Process.

This Support Agreement does not confer exclusive possession. The LAC Transitions Team and its staff have the absolute right to enter Your Room at any time without notice, and will exercise this right with consideration for Your well being and/or that of any other occupiers.

9) Ending the Agreement:

If you want to end the support agreement you must give LAC Transitions Housing Related Support Service 4 weeks' notice in writing.

We may end the support agreement with you by giving you 4 weeks' notice. The circumstances in which we may do this include:

- a) That it is mutually agreed, through your reviews that it is no longer appropriate for you to receive the support.

- b) That you repeatedly refuse to accept the support offered by our staff.
- c) That we assess that the service does not meet your needs and it is appropriate to refer you to a more appropriate service.
- d) That you serve us, Wolverhampton LAC Transitions Team, notice of your intention to end your tenancy.

The LAC Transitions team reserve the right to terminate this agreement immediately if you present a serious risk to our staff because of threatening or violent behaviour or harassment. This decision will be made by the Supported Accommodation Manager.

This agreement may also be terminated immediately if it is found that you have abandoned this property. This will only be done, once all the necessary procedures have been followed.

Signature of both parties:

Signed of behalf of Wolverhampton LAC Transitions Team:

_____ (Name)

_____ (Position)

_____ (Date)

Signed by the User of the Service:

_____ (Name)

_____ (Date)

LAC Transitions Housing Related Support Service

Induction Checklist

Name:

Address:

Task	Date
Housing Support Worker Allocated	
Interview Completed	
Risk Assessment Completed	
Viewed flat with young person	
Individual Support Plan completed	
Licence Agreement explained and signed	
Rules explained including grounds for eviction	
Gas meter key ordered	
Electricity key ordered	
Water rates payment plan arranged	
Furniture purchased	
Initial food and household items bought	
First support meetings arranged	
Handbook explained and given to YP	
Contents Insurance Discussed	

Signed by Housing Support Worker

.....

Signed by Young Person

Wolverhampton Move On Process Evidence Grid



Wolverhampton Young Persons Accommodation Forum.

The grid is to accompany the move on referral form and is to indicate that the young person has met the required criteria to access independent accommodation. Please provide as many details as possible.

Project Name:

Name of Service User:

Name of Key/support worker:

Goal	Key tasks	Details/evidence	Key workers comments	Service users comments
Life Skills Audit	Prepare a meal			
	Shop and budget			
	Maintain property			
Financial Check	Bank/credit union account Type			
	Debt details			

	Rent balance			
	Income details			
	Savings			
Health Audit	Registered with local GP			
	Registered with NHS dentist			
	Substance misuse status			
	Lifestyle choices discussed?			

Moving on	Homes in the city application made/Reg No.			
	RSL applications made			
	Homes Direct Application made			
	Private rented Option discussed			
	Pre-tenancy determination completed			
	Affordability addressed			
	LHA discussed			
	Budgeting plan made			
	Attend "are you ready"			

Equipment/ Furniture	Purchase of minor items			
	Aware of alternative suppliers/resources/Credit union LWA			
Other	Careers advice			
	Engaged in Education/Employment/Training			

Additional Information:

Date completed:

Signed Key/support worker:

Signed Service user: