

HOUSING RELATED SUPPORT PLANS

In consultation with Tenants and Staff, Housing 21 has recently reviewed the way we identify any support needs tenants may have to help them to stay in their own homes.

This is known by Supporting People Teams and other professionals as Support Planning. By support we mean housing related support - things like:

- Helping to liaise with social services.
- Help in filling in housing benefit forms.
- Guiding tenants and their families to the right support services

There was a need to try and formalise the way in which Court Managers and tenants talk about support, so that we can ensure a continuity of service when a Court Manager is not on duty, for example.

SUPPORT PLAN

In the near future, Court Managers will be asking to talk to you about any support requirements you may have. This will form a support plan which the Court Manager will work through with you, to try and get you the support you require. Of course, your Court Manager will not be able to meet every support need himself/herself. He/she will, however, guide you as to how to access these services, and will assist you as much as possible, to get you the support you need.

If you do not wish to discuss your support needs with a Court Manager then that is your choice, but we do ask you to sign a form so we can be clear who does not wish to discuss support. Housing Related Support is part of the payment Housing 21 receives on behalf of most of our tenants from the Supporting People Teams at local councils. If, therefore, you do not wish to have your support requirements noted then this may, in some localities, affect the Supporting People payment you receive. We will do everything we can to prevent this from

happening, but you must be aware that this could happen.

We will review your support plan with you every 6 months, or when your support needs change significantly; for example, if you have an operation. This review will be short, and will simply ensure that the information we hold is correct, and that your support needs have not changed. If they have, we will make a note and work with you to ensure you have the services you need to live in your home.

RISK ASSESSMENT

If some support requirements are not met, there may be risks associated with it. Court Managers will note any risks and agree a plan with you as to how any risks can be managed. This is recorded within the risk assessment document. This then focuses the Court Manager and other support agencies to ensure that they have measures in place to manage and minimise any risks identified.

CONFIDENTIALITY

The information you supply is confidential, and will only be seen by Housing 21 staff who need to see it in order to provide services on Court, e.g. a relief Court

Manager. We will only disclose this information to other agencies if you give us permission to do so.

At Housing 21, we believe that improving the way in which we talk about and record support needs will improve the services you receive both from us and from other support agencies. If you should have any queries on the whole process, then you can talk to your Court Manager, or contact the Housing Services Manager who will be happy to talk it through with you.