



Here for young people
Here for communities
Here for you

Welcome to Supported Housing



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Our priority is to provide a safe, compassionate, nurturing, and supportive environment

Firstly, we would like to say a very warm welcome to YMCA Robin Hood Group.

The YMCA believes in fairness and opportunity. Providing a safe place where you can feel accepted, receive guidance, and develop positive relationships. We want you to have the opportunity to learn, and develop life and employment skills, with access to a variety of opportunities. Your keyworker will involve you with your support planning to identify goals and agree SMART targets to achieve these, enabling you to understand who you are and what you can become. We want you to feel involved and empowered to build skills that will support you today, and in the future, when you move on to independence.

Our aim is to empower you to ensure that you have a fair chance to discover who you are and what you can become. Our priority is to provide a safe, compassionate, nurturing, and supportive environment that facilitates you to have positive outcomes and fulfil your potential. We aim to offer tailored support packages to enable you to gain access to a range of life skills, which is an important investment in the communities we serve.



Our support is progressive in nature, where we provide age appropriate emotional and practical support tailored to match your needs, which are at the forefront of our Supported Housing Services. We will have staff member on hand to answer any questions that you may have and to offer you support 24 hours a day, this will be either on site, or by telephone, dependant on the accommodation that you are in.

This Welcome Pack has been prepared as a reference guide for your stay with us. It has been designed to answer many of the questions you might have now, and in the future. It contains useful information about your new home, together with information on your rights and responsibilities, as well as those of YMCA Robin Hood Group and includes important contact information.

Please keep the Welcome Pack to hand for future reference, however if you do misplace it, it can be found on your resident hub, or a member of staff can support with any questions.

Helen Lambert

Director of Supported Housing

Your Accommodation

This should be a place where you feel safe and totally relaxed. You deserve to feel that way! And guess what? It's not just about safety, but also about making awesome friendships, and keeping your place clean and cozy.

We all have a part to play in making sure you're safe and happy. It's not just on you; it's on all of us. When you move in, you'll get a License Agreement that spells out your rights and what you need to do. But don't worry, we're here to help you get settled in.

It's the trauma informed approach, making sure its not all what they need to do, but what we need to do.

Your to-dos:

- Meet your Support Worker regularly.
- Pay your rent and other bills on time.
- Take good care of your space.
- Let us know if anything needs fixing.

And here's what we'll do:

- Be there for you and check in often.
- Keep your space safe and sound.
- Fix anything that breaks.
- Hook you up with cool stuff like training, education, and job opportunities.

Your room is your castle, and we'll only pop in for these reasons:

1. If you ask us to.
2. If things get way too noisy.
3. During our regular safety checks (we gotta keep things safe!).
4. If we're worried about you or someone else's safety.

When you arrive, we will provide you with access to your new home, and a support worker will guide you through a three-step induction which will give you an overview of the building, the facilities, and the support that we provide to you.

You will also receive a welcome pack, which includes bedding, crockery, cooking equipment, and essential toiletries. If you are in our emergency placement you are provided with food and drinks for an evening meal and breakfast.

Cleaning

Cleaning is your thing! You're in charge of keeping your room spick and span, and making sure the shared areas stay tidy too. Don't worry, though, because there's a team that swings by to clean and vacuum those shared spaces.

When it comes to tossing out your trash, just chuck it in the bins outside.

Visitors

We're all about building great friendships that will have your back now, and in the future. But hey, safety is our priority, too! That's why we have some advice about guests.

No one under 16 can come into the place. Guest time is between 9am and 10pm. If you live at an accommodation with a reception, make sure your visitors sign in at the office. This helps us keep track of everyone in case of an emergency. Safety first, right?

You're the boss when it comes to your guests. But remember, you're responsible for them while they're here. If someone seems drunk or high, they won't be allowed in. And if any visitor causes trouble, they won't be welcome back. We want everyone, including you, to feel safe at home. That's why we need your cooperation.

CCTV

Our homes have a CCTV system which covers the communal areas, stairwells, corridors, staff areas, and doorways.

There is no CCTV coverage in your room, so you can maintain your privacy.

Staff members can review the footage if there is a need to do so. For example, if you report an issue, we will investigate, but please note we will not show you the footage for security and safeguarding reasons. If we cannot deal with the issue internally, we will encourage you to report it to the Police, and we will show them the footage so they can pursue action, as appropriate.

Our Support to you

You will have an allocated Support Worker and wrap around staff who will provide the following type of support:

- Assisting you to claim housing benefit and other benefits, as entitled.
- Understanding your licence agreement and maintaining your tenancy.
- Ensuring that you are aware of your rights.
- Signposting to specialist services, as appropriate.
- Where there are rent arrears, the YMCA will support you to set up a repayment plan to clear outstanding debts.
- Support and guidance to maintain a clean living environment and self-care.
- Promote physical and emotional health.
- To keep everyone safe, they will carry out regular room checks.
- Dealing with issues and complaints, as necessary.
- Ensuring safe use of equipment.
- Liaising with all relevant agencies, statutory and voluntary, on your behalf.
- Providing you with advice and facilitating a move to alternative accommodation.
- Helping to keep you safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety checks and risk assessments.

During your time with us we will support you to develop:

- Life skills
- Budgeting skills
- Sporting activities
- Access and support to education or training
- Volunteering opportunities
- Support to source and apply for work
- Education, training and employment

At YMCA, we're all about helping you thrive! We don't just want you to stay inside all day - we want you to get out there and do cool stuff. Whether it's playing football, going to college classes, painting, or even just grabbing a bite to eat, we're here to cheer you on every step of the way.

Got a hobby or activity in mind? Awesome! Let us know, and we'll do everything we can to support you in making it happen. And hey, if you'd rather hang out at the YMCA for some fun activities, we've got you covered there too. We're all ears when it comes to your ideas for activities. Just give your Support Worker a heads up, and we'll make it work!

When you first move into your new home, you and your support worker will meet up within a week. This is a chance for you to talk about what support you need, any risks, and to create a plan using something called the Outcomes Star tool. Together, we'll come up with actions to help you reach your goals for your journey ahead.

The plan and risk assessments are done with you, not for you. It's all about giving you the power to make choices and be in control of your support.

Every month, we'll sit down together to review your plan and see how things are going. And if you ever feel like you need a review sooner, just let us know.

During your time with us, we'll regularly stay in touch to make sure everything's going well, to keep us both in the loop about your needs. We're here for you every step of the way!



Co-Production

Our goal is to make sure you have a say in what happens, and that your voice really matters. That means you are part of planning your support and making choices about the help you get.

It all kicks off when you start with us. That's when you can tell us how you like to communicate and give feedback. If you need an interpreter or documents in a different language, just say the word.

Our team is ready to make sure you're heard loud and clear.

We want to give you lots of ways to speak up, whether it's in-person or online. You might join house meetings, help to interview staff, or even have a say in how things run at your place.

Here's a cool example: Some young people helped design their living space! They picked out colours, furniture, and even planned the kitchen. Their ideas made a big difference and turned their place into a cozy home they helped create. It's all about making sure you feel at home and in control!



Complaints

We don't always get everything right, but we want to, without your feedback we may not know what we need to change so we welcome your comments and complaints to help us get it right the next time.

A complaint can be made in several ways, complaints form, verbally, telephone call, email, website, letter, or text message using the details in My Local.

Alternatively, you can complain using the contact details below:

Online form: <https://www.nottsymca.com/resident-feedback/>

Email: BRC.Reception@ymcarhg.org

Phone: 0115 837 1871

Write: YMCA Robin Hood Group,
16 St James Street, Nottingham, NG1 6FG

If a matter can be put right immediately, at the first stage, and you do not want it to be investigated further, then the complaint can be resolved immediately. Details of the complaint and the action taken, and outcome will be recorded on Inform and a formal response provided to you of the action taken to support continuous improvement.

If your complaint is about a complaint handler, your complaint will be escalated to a senior complaint manager to investigate and handle the complaint.

Stage 1

You will receive in writing an acknowledgement of your complaint within 5 days, and the outcome should be completed in writing within 10 working days of the acknowledgement letter.

If the complaint is complex, and additional time is needed to complete a full investigation, an extension must be agreed with you and should not exceed more than 10 working days, and should not be applied without good reason. The reason for the extension will be clearly explained to the complainant and include the contact details for the Housing Ombudsman.

Stage 2 Final Review

If, after stage 1, you are still not satisfied, then you can request for the complaint to be reconsidered for final review. The complaint will be passed to the Operations Manager, and the complaint review will be acknowledged within 5 working days, and the outcome should be completed in writing within 20 working days of the acknowledgement letter.

If the complaint is complex, and additional time is needed to complete a full investigation, an extension must be agreed with you and should not exceed more than 20 working days, and should not be applied without good reason. The reason for the extension should be clearly explained to the complainant and include the contact details for the Housing Ombudsman.

If you remain unsatisfied after the process, you can refer the matter to the Housing Ombudsman, contact details below:

Online form: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/online-form/>

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000 - Calls are recorded for training and monitoring purposes.

Write: Housing Ombudsman Service,
PO Box 152, Liverpool L33 7WQ



Travel

As young people wanting to live independently, we will encourage you to plan, pay and travel on journeys you want and need to do. If you are struggling to motivate, plan, or anything else that seems to stop you from doing things you would like or need to do, talk to your key worker.

Equality, Diversity and Inclusion

We're all about inclusivity, equality, and embracing diversity. That means we respect and value everyone's unique contributions, whether they're young people, staff, partners, or anyone else involved.

Everyone will be treated equally, regardless of race, gender, age, ethnicity, religion, sexuality, political beliefs, responsibility for dependents, disability, health status, appearance, or any other reason.

If you ever feel like you're being treated unfairly, don't hesitate to let us know. You can reach out to us in any way you feel comfortable, and we'll get back to you ASAP.

We are here to make sure you feel safe and supported so you can grow and become independent. We're here to help you figure out who you are and provide any support you might need along the way.

If the need for an adaptation arises an assessment will take place to understand if reasonable adjustments can be applied, we will work with you and other professional to understand what reasonable adjustment are needed to support your needs.



Confidentiality

All personal information is strictly confidential and kept within the staff team, unless you direct us otherwise. You can have access to any information we hold about you, and you have the right to add your thoughts and opinions to your notes at any time (though you are not allowed to remove or alter any existing information).

The only exceptions to this policy are:

1. If you are a danger to yourself or others
2. If you have broken the law and the Police and/or Courts have issued a warrant to request information.

Contacting people on your behalf – please ask your key worker, or if you can't do this yourself and it's an emergency, please speak to any other staff member on site.

Smoking, Alcohol and Drugs

We have smoking and vaping areas outside to keep your environment smoke-free, and we would encourage you to use these areas.

Drugs without a prescription are not allowed on the premises, therefore we do ask that you do not bring any illegal substances back to your accommodation. If you are drinking alcohol, we ask that you do this safely and drink responsibly and we ask that you do not drink alcohol in the accommodation.

If you need support to quit smoking, or if you're struggling with alcohol or drug use, don't hesitate to talk to your key worker or reach out to a local health partner or GP. They can provide assistance and help you stay healthy.

Data protection

At YMCA Robin Hood Group, we follow strict rules to keep your personal information safe and secure. This means we use your information responsibly and only share it when necessary. If you want to see what information we have about you, you can ask us. We'll help you correct any mistakes or misunderstandings in the information we have.

Sometimes, we might need to share your information with other organisations to prevent crimes or to support catching and prosecuting offenders. But don't worry, we only do this if it's really needed.

Your information is stored both electronically and on paper, and only authorised staff can access it. We only keep the information we need to support you, like details about your application, where you live, and any rent you pay.

For certain services, we have to keep financial records for at least 7 years. But we regularly review and dispose of old data to keep everything up to date. If you want to see your information, just write to the manager, and we'll get it to you within 28 days.

Keeping Safe Online

Here are some tips to help you stay safe and confident while using the Internet:

1. Think before you share: only post things online that you're comfortable with everyone seeing, because once it's out there, you can't always control who sees it.
2. Keep your personal details private: don't give out your address, phone number, passwords, or school information online. Even small clues can give away more than you realise.
3. Beware of scams: be cautious of messages or emails asking for personal information, and never click on suspicious links.
4. Be cautious with online friends: even if you trust someone online, avoid sharing personal information like your full name, or where you go to school.
5. Secure your device: keep your passwords strong and unique, and cover your webcam when you're not using it to prevent unauthorised access.

If something does go wrong, here's what you can do:

1. Talk to a trusted adult or staff member.
2. Report any bullying or abuse directly to the website or app.
3. Delete or hide anything you're worried about sharing.
4. If you're threatened or blackmailed, consider reporting to the police.
5. Plan for the future by adjusting your privacy settings to prevent similar incidents.

Remember, if you ever feel unsure or uncomfortable online, don't hesitate to reach out for help. Staff members are there to support you and can provide guidance or connect you with someone who can assist.

Fire Safety Briefing

At the YMCA, we care about your safety in your home. This will offer support in keeping yourself, your belongings, and everyone in your household safe from fire, especially after some recent incidents in our properties.

To keep everyone safe there are items not allowed into our accommodation.

- Deep Fat Fryers
- Fan Heaters
- Incense, candles, or oil burners
- Shisha Coals
- E-scooters, E-bikes, we don't allow charging E-bike batteries as they're un-safe.

In 2019/2022:

There were almost 12,000 fires caused by cooking appliances. Always stay in the kitchen while cooking, and never leave food unattended.

There were 12 house fires per week caused by tumble dryers, often because the lint trap wasn't emptied. Remember to empty it every time you use the tumble dryer.

186 fires were caused by deep fat fryers. Remember, **air fryers are much healthier and safer!**

What can I do to stay safe?

Here are some practical things you can do to stay safe at home:

- Know your escape route if there's a fire.
- Only use one extension cord at a time. Connecting them increases the risk of fire.

- Heat and smoke detectors are there for your safety. YMCA staff will look after them, so please don't touch them.
- Turn off electrical items at the wall when you're not using them. It not only reduces the risk of fire, but also saves energy. For example, turning off your TV at the wall when not in use can save £11 in energy per year.
- Use a heatproof surface for curling tongs, hair straighteners, and irons.

We understand that the thought of a fire can be scary. We want to avoid that, and help you learn the skills to keep you and your home safe. If you want more support with this, just let your keyworker know, and we'll arrange it.

Evacuation Procedure

1. If you become aware of a fire, please leave the property immediately. Do not stop to collect belongings.
2. Trigger a call point on the way out.
3. Leave the building through the nearest clearly marked safe exit.
4. Go to the assembly point for your accommodation.
5. Call the Fire Brigade on 999 (if staff are present, check they have been called)
6. Call YMCA on 0800 849 7368 (if staff are not present)
7. Do not go back into the building until told it is safe to do so by the emergency services.

Keep your home safe from fire



No Candles or Oil Burners



No E-Bikes or E-Scooters



Do Not Overload Plugs or Sockets



No Smoking/Vaping in Communal Areas



No Naked Flames

Keys

When you move into the YMCA, you'll get a key and a fob for both your bedroom door and the front door. It's your responsibility to look after these keys and fobs while you're here. If you ever lose them, don't worry, we can give you replacements, but there will be a small fee for getting a new key.

Medication and Doctors / Hospital appointments

We encourage all young people to manage their own medication, including when to order it, take it, and reorder it. If you need assistance, don't hesitate to talk to your key worker.

Typically, we don't store or hand out medication. However, if it's agreed upon, we can offer reminders, and even provide a small fridge, if needed. We have a list of all GPs and will collaborate with you and any other support workers to ensure you get the right clinical support.

While we usually don't accompany young people on their travels, we're here to support you. If you require assistance, we'll work together with you to meet your needs.

Post

In Core, your mail will be delivered to reception and put in your designated pigeonhole. It's your responsibility to collect it from there.

In Cluster, your mail will be delivered straight to your property, and it's up to you to collect it. If you need any help with your mail, just let your support worker know, and they'll assist you.



Policies and procedures of our service

You have the power to request and review any policy that our supported housing holds. A policy is like a guide that explains what we do and why we do it. A procedure, on the other hand, outlines how we'll carry out specific tasks and who will be involved.

We have a variety of policies and procedures, and you might find it helpful to look at some of them. These will be accessible on the web portal along with a copy of this handbook.

- Child Protection Policy
- Statement of purpose
- Behaviour management Policy
- Safeguarding children and young people policy
- Complaints policy
- Equality, Diversity, and Inclusion policy
- Missing person policy
- Visitor Policy
- Medication policy

Rent and Personal Service Charges

Whilst you remain a looked after child, you have the option to ask your social worker to deduct your personal service charge from your personal allowance.

If you're no longer in care, or under a care order, you'll need to apply for Housing Benefit and cover your personal service charge. Your support worker will talk with you about this and help with any claims you need to make.

Translation

English:

We can provide this leaflet to you in other languages or in audio version. If you would like this, then please ask your social worker or personal adviser.

Albanian:

Ne mund t'jua ofrojmë këtë fletëpalosje në gjuhë të tjera ose në version audio. Nëse dëshironi këtë, atëherë ju lutemi pyesni punonjës(in) tuaj social ose këshilltar(in) personal(e).

Arabic:

يمكننا تقديم هذه النشرة لك بلغات أخرى أو بإصدار صوتي. إذا كنت ترغب في ذلك، فيرجى سؤال الأخصائي الاجتماعي أو مستشارك الخاص.

Dari:

ههروهه، دهتوانين ئهم ناميلكه به به زمانی تر یان به شپوهی فایلې دهنګې پښکته شت بکهین. نه گهر نه مهت دهوټ، تکایه له یاریده ری کومه لایه تیت یان راوټیګاری شه خسیت دوا بکه.

Farsi:

ما می توانیم این جزوه را به زبان های دیگر یا به صورت نسخه صوتی در اختیار شما قرار دهیم. اگر این را می خواهید، لطفاً آن را از مددکار اجتماعی یا مشاور شخصی خود درخواست کنید.

Kurdish Badini:

ههروهه، ئهم دکارن ئه ب هه لافوکی ب زمانین دن ئان ئی وه کی فایل دهنگی بدن وه. هه که ههون ئی به کی دخوان، ئه که ره ما خوه ئ هاریکاری جفاکی ئان شپورمه ندی شه خسی خوه داخواز بکن.

Kurdish Sorani:

ما می توانیم این جزوه را به زبان های دیگر یا به صورت فایل صوتی نیز در اختیار شما قرار دهیم. اگر علاقه دارید، لطفاً از مددکار اجتماعی یا مشاور شخصی خود بخواهید تا در اختیار شما قرار دهد.

Pashto:

موږ دغه بروشر په نورو ژبو او غږیز فایل کې هم درکولی شو. که یې غواړئ، مهرباني وکړئ له خپل ټولنیز کارکوونکي یا شخصي مشاور ته وواړئ.

Tigrinya:

ነዚ ጽሑፍ ብኻልእ ቋንቋታት ወይ ብድምጺ ከንበበኩም ንኻልእ ኢና። እዚ ምስእትደልዩ ሽዑ በቛኹም ንጥሕበራዊ ሰራሕተኛኹም ወይ ንውልቃዊ ኣጥኻሪኹም ሕተቱ።

Vietnamese:

Chúng tôi có thể cung cấp tờ rơi này cho bạn bằng các ngôn ngữ khác hoặc ở dạng âm thanh. Nếu bạn muốn điều này, hãy hỏi nhân viên xã hội hoặc cố vấn cá nhân của bạn.



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