



Service User handbook

A guide to your home and your rights and responsibilities as a SLATE Project service user.

Dear Service User,

Welcome to the SLATE Project. We hope you will soon settle into your new home as a part of our programme.

The aim of this handbook is to try and make your stay as trouble free as possible.

If you have any problems or concerns – this handbook is your first port-of-call.

It will save you time trying to find answers.

In this handbook you will find essential information about:

The SLATE Project

Home Safety

Resident Involvement

Repairs and Maintenance

Your License Agreement

Ending your License

Accommodation Charges

Complaints

Shelter NI

Information on Abuse

Shelter NI Policies and Procedures

Useful Telephone Numbers

If you require the handbook in any other format (e.g. Braille, Large text, different Language) please ask, as this can be made possible if required.

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Aims of the Project

Shelter NI believes that homelessness can be prevented and many problems associated with homelessness can be avoided.

To this Shelter NI seeks to:

- Provide the young people within the SLATE Project every opportunity to achieve independent living in a positive and productive manner in co-operation with the community around them to the mutual benefit of all.

The Aims of the Project are to:

- Make available to young people in housing need an alternative to homelessness and failed tenancies that will support and develop young people.
- Encourage the development of a partnership to actively support young people to achieve positive forms of supported housing that commands their involvement.

Key Objectives of the Project

1. Provision of a supportive and safe living environment with flexible and intensive support service, to selected young service users.
2. To develop an agreed programme that will develop skills required in achieving social integration, self-confidence and sense of security.
3. Encouraging the creation of new skills and motivation to be able to move on to a more sustainable and permanent housing option that will sustain independent living.
4. Assisting young people to access employment or a suitable programme of training or education relevant to the needs requires of the young person.
5. Liaising with any other person or organisation who can promote independent living for young people.
6. Acting as an advocate on behalf of the young person when necessary.

About the SLATE Project

The SLATE Project began in March 2003 as a response to a perceived need in the housing market for provision of good quality flats with a full support service for young people who would be provided with support packages tailored to meet their individual needs.

SLATE project offers supported accommodation for young people aged between 16 and 25 years who display low to medium support needs, who may come from all areas of Northern Ireland and elsewhere in the UK. Support and accommodation is provided for up to 11 young people.

Each young person is allocated their own self-contained furnished flat and a drop in area is available for young people to come together.

The service provides a person-centred programme of support.

The expected minimum length of stay is six months. The maximum permitted duration of stay is for two years. The times are negotiated on an individual basis according to the young person's needs.

Each young person is allocated a Support Worker who will support them in assessing their individual needs, in creating a support plan to meet their goals and who will assist them in reviewing the outcomes on a regular basis.

Service Users are responsible for paying their own utility bills.

The SLATE Project is staffed on a daily basis from 9am – 9pm.

Outside of these hours, in an emergency you are required to telephone the relevant emergency services.

These emergency service numbers are displayed on page 28 in this handbook and within your accommodation.

Each young person will have access to the Resource Centre, which comprises of a training room, drop in area and shared kitchen. The Resource Centre also provides staff with office space. The drop in area

will be available to all service users daily providing a place for them to come together for group work, meetings and space to just chill out. It is fully equipped with a computer that has internet access, TV, video and music system.

SLATE is run in partnership with Shelter NI, Northern Ireland Housing Executive, Gortview, Killybrack and Strathroy Community Associations.

Your landlord and support provider is Shelter NI.

Support Services

As a participant in the SLATE Project, you will develop support planning with your Support Worker. Support Planning takes place weekly at a time that suits you.

Throughout your support planning your Support Worker will provide you with the opportunity to acquire new skills and knowledge through new experiences and training opportunities to help you prepare for and manage the practical and emotional challenges of independent living.

Support Plans are reviewed on a regular basis and you can ask for a review at any time. Both sessions require your involvement. **You have the right to receive a copy of your assessments, support plans and reviews.**

The following is available:

- Supportive temporary accommodation within the local community.
- Assistance in setting up home e.g. connection of utilities.
- Assistance in maintaining the Health and Safety and Security of their accommodation.
- Assisting young people to maintain their tenancies by liaising with the local community groups and services.
- Advocate on the young people's behalf when dealing with neighbourhood disputes etc.
- Assist young people to develop domestic life and social skills and integration.
- Assist young people to budget and better manage their finances.

- Assist with the completion of benefit applications.
- Assist young people to access employment or suitable programmes of education and training.
- Provide emotional support and advice.
- Assist young people to access other appropriate support services.
- Support young people through the “moving on” phase and provide advice and support during resettlement.

Communication within the SLATE Project: **Service User Meetings**

The Residents meeting will be held monthly in the Support Flat (7a Dunbreen Close, Strathroy) or in town at the Resource Centre (Market Street)

Service users and staff are jointly responsible for agreeing the topics for discussion. All service users are encouraged to contribute feedback on the day-to-day running of the project and attend these meetings.

Moving on from the SLATE Project

Move On defined as a Positive Planned move on from the SLATE Projects accommodation into your own home appropriate housing requirements. This will be discussed with you in your support plans and reviews.

The SLATE Project aims to resettle you into your own independent living environment. The SLATE Project recognises that there may be occasions when you may need to move on to a more supported environment.

SLATE staff will provide assistance and support to you to explore the range of housing options to identify with you which appropriately meets your housing needs. This includes permanent re housing through:

- Northern Ireland Housing Executive
- Housing Associations
- The private rental sector
- Supported housing with specific long term needs
- Provide ongoing Floating support

Your Support Plan will identify you're:

- Housing needs
- The support required during and after move on and any other agency involvement and support you require.

Your support worker will assist you in the following:

- Budget preparation
- Entitlement to housing benefit
- Application for crisis loans in relation to deposits
- Rent in advance
- Furnishings for your move on process.

Aftercare

The SLATE Project will provide you with an aftercare service for up to 6 months after you have moved from the project. This will be discussed with you in our support plans and will identify any support required during and after move on the Project.

During any stage of the move on process you can obtain independent advice. Contact details are on page 29 in this handbook.

Shelter NI is committed to providing an efficient and effective service to its service users and applicants. If you are not satisfied with the service you receive there is a complaints procedure, which you can follow.

If you have a complaint of any kind, whether about your housing or your support service;

1. Inform your designated Support Worker, they shall attempt to deal with the issue themselves or will inform you of suitable agencies or people who may be able to deal with your complaint.
2. If your complaint is about your Support Worker, contact the Support Service Manager
3. If the issue is still not resolved to your satisfaction, or your complaint is about the Service Support Manager your complaint can then be dealt with by the Director of Shelter NI who will attempt to resolve any issues to your satisfaction.

All information we hold on service users is subject to the Data Protection Act. We cannot and will not discuss any aspect of a complaint with any third party claiming to act on your behalf unless we have your explicit written permission. Therefore, you should approach us first about your complaint.

All complaints will be treated in confidence.

Safeguarding and Protecting from Abuse

Shelter NI has in place a policy and procedure framework to protect Service Users from abuse, to manage abusive situations should they occur, to support service users appropriately through such situations and to provide service users with information about the organisation's approach to safeguarding and protection from abuse.

Shelter NI is committed to protecting all Service Users from abuse; working to promote an abuse free environment within the organisation and upholding the right of all children and adults to live freely from abuse and exploitation.

Shelter NI takes any concerns/complaints of abuse seriously.

How to Report or Make a Complaint about Abuse

If you are concerned about the behaviour of another service user, member of staff or other individual you should:

- Speak to a member of staff who you feel that you can confide in immediately.
- You should follow the Complaints Procedure on page 12 of this handbook.
- In responding to cases of abuse Shelter NI believes the safety, protection and wished of the victim are paramount.

Shelter NI will be responsive and supportive to you if you wish to make any form of complaint.

Signs of Abuse

Physical abuse – is violence resulting in bodily harm or mental distress. It included hitting, slapping, pushing, kicking, misuse of medication, inappropriate sanctions and unjustified of rights and restricted of freedom of movement.

Sexual abuse – this includes rape, sexual assault or the involvement of a vulnerable person in sexual activities to which they have not consented, could not consent or were pressured into consenting to. This can also take the form of abuse based on a person's sexual orientation.

Financial abuse – this includes theft, fraud, exploitation, pressure in connections with wills, property, inheritance, or financial transactions or the misuse or misappropriation of property, possessions of benefits.

Psychological and Emotional abuse – this includes emotional abuse, threats of harm or abandonment, unwanted or unsolicited disclosure of personal information, deprivation of contact, humiliation, name-calling, intimidation, coercion, verbal or racial abuse, isolation or withdrawal from services or support networks. It also includes denial of basic rights, inclusive of choice, opinion or privacy.

Institutional abuse – this occurs when inappropriate practices or systems are employed within facilities which deny service users rights of choice, privacy and independence. When staff become desensitised and accepts poor practice is at one end of the spectrum, will pervasive ill treatment or gross misconduct at the other.

Neglect or acts of omission – this includes ignoring medical or physical care needs, failure to provide the help that a vulnerable adult needs, access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, nutrition and healing.

Discriminatory abuse – this is the abuse of a service user because of their ethnic origin, religion, language, age, sexuality, gender or disability.

Multiple forms of abuse – if one form of abuse is identified, the possibility of other types of abuse occurring should always be considered.

In addition to the above different forms of abuse, abusive behaviour may be **any** behaviour, deliberate or otherwise, which is offensive to an individual or a group, and which may threaten an individual or a group or create an intimidating environment. That behaviour becomes unacceptable if it is unwanted, unreasonable and offensive to the recipient.

During your stay at the SLATE Project 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 to the staff team and their managers who work with you. We will ask your permission in situations where we are asked to share information with third parties except in specific circumstances which are specified in our Confidentiality and Data Protection Policy. A copy of the policy is available from your Support Worker.
- Receive information from us about our policies and procedures relevant to the support service we provide.
- Access information we have on file for you.
- Be treated fairly and without discrimination or harassment.
- Make your own choices about your life and future.
- Privacy.
- Feel safe and free from physical, sexual, emotional and/or verbal abuse.
- Assistance during a crisis and support to find and maintain suitable long term options to your situation.
- You have the right to have an independent advocate or adviser. At your requests we will take reasonable steps to help you to find someone to fulfil that role.
- Assistance, where Shelter NI is unable to support you, to access other services.
- Make informed decisions about services and support provided to you.

- You have the right to be consulted about the service provided to you, including making suggestions on how Shelter NI can make improvements to its services.
- Have an advocate of your choice involved in the provision of services to you.
- Feel safe and have your developmental needs met.
- Use our complaints procedure by which you can complain about any aspect of our service.
- Appeal any decision made following your complaint if you think the decision is wrong. If you are still dissatisfied after the complaint procedure has been exhausted, you have the right to complain to the Supporting People team.

As a Service User of the SLATE Project you will be responsible for:

- Adhering to the Accommodation Agreement.
- Respecting the privacy of others.
- Treating others with dignity.
- Undertaking agreed tasks.
- Respecting the cultural backgrounds of others.
- Providing correct necessary information to the best of your ability.
- Advising us if your income or other financial circumstances change.
- Meeting with your Support Worker to agree your support needs and identify the goals to be achieved (with the provision of that support).
- Agreeing a plan based on what you need to do to meet these goals.
- Agreeing regular meetings to review and revise your support plan.
- Attending Service Users meetings on a monthly basis.

We have a number of policies and procedures that aim to make the experience of everyone involved with Shelter NI a good one. A full copy of all policies and procedures can be obtained on request from a member of staff. Below is a summary of the main policies;

Enquires and Applications Policy – this policy details how we decide whether or not to allocate someone a service and outlines the process by which someone can become a service user on the SLATE Project.

Complaints Policy – this policy details how to make a complaint against anyone connected with the SLATE Project or the service that is provided to you. It lays out your rights as a service user of the project and what will happen if you decided to make a complaint.

Data Protection and Confidentiality Policy – this policy outlines your rights with regard to confidentiality and the information that we hold about you. This policy tells you who are responsible for the information we hold on you, how we store personal information and how you can gain access to any of the information that we hold about you.

Child Protection Policy – this policy sets out how we intend to protect the children with whom we work from abuse, and what we will do when we suspect that abuse is taking place.

Equal Opportunities Policy – this policy sets out the ways in which we intend to ensure that everyone connected with the project and potential service users, members of staff are treated fairly.

Exclusion Policy – this policy sets out how we deal with cases in which service users are behaving in unacceptable ways.

Health and Safety Policy – this policy contains details of the steps that we will take to ensure Health and Safety of people using and delivering the service. It also outlines the responsibilities that everyone has to contribute to the health and safety of themselves and others.

Safeguarding and Protection Policy – this policy details how we aim to protect the welfare of vulnerable persons with whom may work from abuse of any kind.

Arrears Purist Policy – this policy sets out procedures for the accommodation charges arrears.

Move On Policy – this policy sets out how we aim to provide support and assistance to those young persons who are leaving the project. For example, information on how to get independent advice, list of landlords etc.

Needs and Risk Policy – this policy sets out how we work along with Service Users to identify their needs and risks, how we assist Service Users to develop support plans and how reviews are carried out.

Professional Boundaries Policy – this policy details how the SLATE Project staff should behave within their roles towards service users and others.

If you would like to see full copies of any of the policies outlined above or have any question about a particular point, or would like any of the information in a different format please speak to a member of staff.

A part of your accommodation charge is used by Shelter NI to carry out regular maintenance work and to attend to repairs as they arise. Shelter NI aims to carry out repairs as quickly and efficiently as possible. Your license agreement outlines the items of repair for which Shelter NI is responsible. It is important to ensure that essential repairs are reported to the office or your support worker at once, to have them seen to quickly and prevent further damage. Residents responsibilities in respect of repairs are outlined in your license agreement (see appendix).

There are three groups of repairs:

Emergencies in the case of an emergency we will attempt to have a contractor at your home the same day or within 24 hours.

Urgent repair needs a quick response but it is not an emergency. We will attempt to have urgent repairs attended to within 4 working days.

Routine if a repair is not classified as emergency or urgent then it is a routine repair and will usually be completed within 4 weeks.

In order to ensure a speedy and efficient repair service, it is essential that you tell us what access arrangements will be available for maintenance or contractors.

Inspections

Health and Safety checks are carried out on a weekly basis. These checks involve an assessment on your flat and its contents. You are required to participate with this assessment.

Health and Safety checks are carried out after non toward incidents.

From time to time Shelter NI may carry out inspections of all our property to assist us in our planning maintenance. These inspections allow us the opportunity to inspect any repairs which need to be done but which are not reported.

Residents will be held liable for repairs caused by deliberate damage.

Safety Tips

Never take any electrical appliance into the bathroom. The shedding of electricity onto damp or wet floor cause many deaths.

Ensure all electrical appliances are correctly wired and in sound condition. **Do not** overload electrical sockets.

Never run an electrical appliance from a light fitting.

Know where your fuse box or trip switches are located and how to change a fuse correctly.

Avoid using adaptors and follow manufactures instructions where applicable.

Never leave a sauce pan unattended while the cooker is on.

Remember to close up all your doors at bedtime and switch off all electrical appliances at the plug.

In the Event of a Fire

- Call 999 ask for the Fire Brigade
- Get everyone out of your home and **do not** go back in for any reason. **Leave all your belongings behind.**
- Go to your assembly point which is across the road from your accommodation.
- Close all doors and windows to contain the fire and prevent it from spreading.
- Never use water on fires caused by electrical appliances, oil, or fat. If you think the fire is containable use your fire blanket/fire extinguisher to smother the flames.
- If a person's clothing catches fire, they should be rolled o the ground in a blanket, rug, or overcoat.

Get Out. Get the Fire Brigade. Stay Out

Damaged or Leaking Pipes

Turn the water off at the mains (the Stopcock)

If electrics are affected (e.g. water running through a light fitting, switches or sockets) turn off the electricity at the mains

Report it to the Office immediately

If it happens out of office hours you can contact the N.I.H.E on 03448 920 901. If there is a leak in the water mains system call the Northern Ireland Water Board on 0845 744 0088

Loss of Electricity

Report it to the Office immediately. If it happens out of office hours you can contact the Northern Ireland Electricity Helpline on 08457 643 643

Oil Heating – Leak of Oil

Turn the boiler off

Report it to the office immediately. If it happens out of office hours contact the N.I.H.E on 03448 920 901

- **Never** permit entry to strangers into your home, unless you know who it is. **Always** ask for identification.
- **Never** leave your front door lying open; you should always check if you wish to give the person at your door entry to your home.
- **Remember** to lock your door if you are only going out for a few minutes.
- **Never** leave you keys in the front door.
- **When you go out**, close all windows and lock your door. **Ensure communal gates** are also kept locked.

EMERGENCY NUMBERS

| | |
|---|---------------------------------|
| Lifeline | 0808 808 8000 |
| Emergency Social Work Service | 028 95049999 Text: 07799 867698 |
| Northern Ireland Electric | 08457 64643 |
| Northern Ireland Housing Executive | 0344 8920 901 |
| Omagh District Council | 082 82 245321 |
| Omagh Health Centre | 028 8224 3521 |
| Out Of Hours Doctor – Western Urgent Care | 028 71 865195 |
| P.S.N.I | 101 |
| Samaritans | 028 82 244944 |
| St. Vincent de Paul | 028 8224 9839 / 07738837991 |
| Water Service | 08457 440088 |



Useful Telephone Numbers

Social Services

| | |
|-------------------------------|---------------------------------|
| 16 Plus Team | 028 8224 3584 |
| CAMHS Rivendell | 028 8283 5990 |
| Emergency Social Work Service | 028 95049999 Text: 07799 867698 |
| Family Intervention Service | 028 8225 4500 |
| Gateway Team | 028 8283 5156 |

Ex Offenders / Rehabilitation

| | |
|----------------------|---------------|
| PBNI | 028 8224 6051 |
| Youth Justice Agency | 028 8225 2398 |

Housing

| | |
|------------------------|---------------|
| First Housing | 028 7126 6115 |
| Housing Executive | 0344 8920 900 |
| Simon Community | 0800 171 2222 |
| Housing Rights Service | 028 9024 5640 |

Helplines

| | |
|------------------------|----------------|
| Alcoholics Anonymous | 028 90434848 |
| ChildLine | 0800 1111 |
| Lifeline | 0808 808 8000 |
| National Drug Helpline | 0800 776600 |
| NSPCC | 0808 800 5000 |
| Samaritans | 08457 90 90 90 |
| Woman's Aid NI | 028 90249041 |
| Zest | 028 71266999 |

Education and Training

| | |
|--------------------|----------------------|
| Craft | 07841903354 |
| Delta | 0845 6031881 |
| Rutledge | 028 82240999 |
| South West College | 0845 603 1881 |
| The Princes Trust | 08456031881ext. 5545 |
| Wider Horizons | 028 82250962 |

Drugs and Alcohol

| | |
|-----------|--------------|
| Breakthru | 0808 8002020 |
| Daisy | 028 71371162 |

Leisure

| | |
|-----------------------|---------------|
| Omagh Leisure Complex | 028 8224 6711 |
|-----------------------|---------------|

Local Community Groups

| | |
|------------------------|--------------|
| Ethnic Community Group | 028 82249750 |
| GK House | 028 82259099 |
| Strathroy | 028 82243725 |

Other

| | |
|------------------------|---------------|
| Advice NI | 0800 917 4607 |
| Jobs and Benefit | 0800 022 4250 |
| Omagh Police Station | 028 8224 6177 |
| Social Security Agency | 028 8225 4222 |
| Victim Support NI | 028 8224 0012 |

Local Places of Worship

Omagh Presbyterian Church
Dublin Road
Omagh
Tel: 028 8224 2239

Omagh Free Presbyterian Church
12 Crevenagh View
Omagh
Tel: 028 8224 2239

Omagh Community Church
67 Market Street
Omagh
Tel: 028 82248181

Omagh Methodist Church
James Street,
Omagh,
Tel: 028 8224 357

BAHHA'I Faith
13 Knocksilla Park
Tel: 028 82245647

St Columb's Church of Ireland
12 Crevenagh Way Omagh
Tel: 028 8224 2130

Christ the King Roman Catholic Church
5 Strathroy Road
Omagh
Tel: 028 82251055

If you require information about other places of worship not listed ask your support worker to assist you.

What is contents insurance?

- Contents Insurance is a safeguarding for your personal belongings
- Content Insurance (depending on the individual policy) may cover you against accidental damage or theft of your property.

Why do I need contents insurance?

- Insurance cover can provide you with funding and/or replacement goods (depending on the individual policy) which you may not otherwise be able to afford to replace yourself.

How does it work?

- You must buy an insurance policy, which provides you with insurance cover to your needs.

Where can I get contents insurance?

Insurance companies local to Omagh

| | | | | |
|--|--|--|---|--|
| NFU Mutual 5 Gillygooly Road Omagh Tel: 028822419027 | Peter McAleer 10 Dublin Road Omagh Tel: 02882242786 | Wallace&Dickinson Insurance 3 Kelvin Road Omagh Tel: 02882251241 | Post Office Call into any post office branch | NFU Mutual 30 Market Street Omagh Tel: 02882242471 |
|--|--|--|---|--|

TV Licensing Cash Easy Entry Scheme

The Cash Easy Entry Scheme is ideal if you receive income-related state benefits and want to spread the cost of your license to make it more affordable to you.

What is the Cash Entry Scheme?

It's a payment scheme open to people receiving income related state benefits who are applying for a colour TV License. It allows you to spread the cost of your TV License fee by paying regular weekly or fortnightly payments.

Am I eligible?

To be accepted onto the Cash Entry Scheme, you must be receiving income-related state benefit, these include;

- Housing Benefit
- Council Tax Benefit
- Income Support
- Working Families Tax Credit
- Disabled Persons Tax Credit
- Income Related NHS Exemption Certificates
- Income Related Job Seekers Allowance

How does it work?

Your first license on the scheme will be paid for over six months, equal to 26 weekly payments. From then on, you can make payments every two weeks.

Once you're on the scheme, we'll send you a payment card and detailed schedule showing how much to pay and when. You can make these payments at a Post Office branch or any Pay Point outlet.

To continue to be able to pay weekly or fortnightly, you'll need to keep up the regular payments, which will be detailed on your payment schedule. You'll receive this along with your payment card when you join the scheme.

So how do I join the Scheme?

You need to call TV Licensing on 0845 155 0327. Staff at SLATE will be happy to assist you with obtaining your TV License.



APPENDICES

LICENCE TO OCCUPY TEMPORARY ACCOMODATION

This licence is made on the _____ day of _____

BETWEEN:

The Licensor Shelter NI (Ltd)
58 Howard Street
Belfast
BT1 6PJ

AND

The Licensee _____

1. You, the licensee, are granted permission to reside at flat provided by the SLATE Project (Shelter NI). This will be for a period of 3 months, after which this agreement will be reviewed and may be extended at the direction of the Project Manager up to but not exceeding 24months (**inclusive of the initial 3 months**). Shelter NI are the managers of the premises. Your stay will be reviewed on a regular basis to ensure that your use of the facilities is appropriate and in keeping with the ethos of the SLATE Project. It is expected that you will adhere to an agreed individual plan of support, employment and/or training during your stay. Should you fail to comply with this, this offer of accommodation will be withdrawn and this contract terminated.
2. This is a licence only and does not confer any tenancy or other interest in the property or any other thereof.
3. Shelter NI aims to assist your resettlement into appropriate accommodation in the future by providing good standard temporary accommodation. The SLATE project will provide support, advice and assist throughout your support programme.
4. As part of the support programme undertaken in the project it is compulsory for you to attend individual meetings with your support worker on a weekly basis. **Please note the support provided is an essential condition of this licence agreement.**
5. The accommodation is offered on a weekly basis. You will be provided with a flat. The accommodation is self-catering and a kitchen with all the necessary equipment and utensils is provided. You must keep the accommodation clean and tidy including communal area (for example the stairway). If you fail to meet the appropriate standards laid down by staff you will receive a number of warnings and if there is no improvement it may result in your licence being terminated. Proper care must be taken of all the furniture, equipment and utensils provided and these should only be used for their

intended purpose. Items which are broken or worn out will be replaced by Shelter NI. Should the damage be wilful, you will be held accountable.

6. You will be provided with keys to your flat. A spare set will be kept by staff. Should staff require access to your flat; this will be done in your presence when possible.
7. The Licensor is responsible for repairs and maintenance in the accommodation except in cases where the service users has caused the damage in which case they will be held responsible and are expected to pay the cost of repair and renewal. Repairs should be reported to staff as soon as possible.
8. The Licensor takes no responsibility for loss or damage to your personal property. It is advisable to seek insurance for your personal belongings. When your occupation of the accommodation ceases you should arrange for prompt collection of your belongings. **If after they have not been collected, the Licensor reserves the right to dispose of them.**
9. If you have a complaint about any aspect of the service provided, you should refer to the complaints procedure in your handbook.
10. If you are moving to a new tenancy you must give 4 weeks' notice.
11. If you are asked to leave, you will be given written confirmation and a date for vacating the property and then you will have a minimum of one day and a maximum of one month to vacate the accommodation. When appropriate the referring agency will be notified and, if possible, we will endeavour to secure you alternative accommodation.
12. There are certain circumstances in which you will be given Notice to Quit, and this will normally be after a process, which included verbal, written and final warnings.

These circumstances may include:

- a) Non-payment of charges, any chargers due should be paid each week.
- b) Continual and/or flagrant disregard of accommodation rules.
- c) Failure to adhere to the following accommodation agreement.

Accommodation Agreement

1. I agree to co-operate with Shelter NI in respect of the management of all aspects of the project.
2. I will show respect and dignity at all times to the SLATE Project Service users, visitors, staff and neighbours.
3. I agree not to bring or allow others to bring, store or use non-subscribed drugs or solvents into the accommodation.
4. I will adhere to all health and safety requirements and comply with the Licence and Landlords right to enter the accommodation at any time for the purpose of health and safety requirements and to view its condition.

5. I will ensure that my accommodation is kept clean and tidy on regular basis.
6. I will assist in keeping communal areas clean and tidy.
7. I will agree to maintain the furniture, fittings and equipment (as per inventory) in my accommodation to a high standard. I will ensure that it is not removed unless agreed with staff. Any loss or damage to the building caused by my visitors or myself will be recovered by me.
8. When appropriate, I agree to work with staff on the successful completion of my employment and/or training as outline in my personal plan.
9. I will attend all meetings as organised by staff or other agencies concerning my stay within the project.
10. I will accept that I will take full responsibility for the action and behaviour of any of my visitors while they are in the accommodation and acknowledge that their actions may result in me losing my accommodation.
11. I will ensure that my accommodation will not become places where illegal drugs are used
12. I accept that alcohol may only be taken where I am the legal age and in moderation in my accommodation. I or any of my visitors will not drink outside the accommodation or communal areas at any time.
13. I will not tamper with or allow to be tampered with smoke detectors, fire equipment or security equipment.
14. I agree to keep noise at a reasonable level and have consideration for the people living in the vicinity and their right to peace and quiet.
15. I will not keep offensive or illegal weapons in the accommodation.
16. I agree not to keep pets of any kind due to health and safety considerations.
17. I agree to inform staff of all correspondence received from Housing Departments and the Jobs and Benefit Office regarding my stay in the project and the move-on afterwards.
18. I will agree to abide by the Shelter NI Equal Opportunities and Harassment Policies.
19. I accept that physical or persistent verbal abuse to staff, service users or visitors will not be tolerated.
20. I accept that my accommodation is for my residence only, where I require another person to visit after 11 pm or sleep over it must be agreed by the Project Manager.

Licensor reserves the right to summarily and without notice terminate or suspend the agreement for any breach considered to gross misconduct. For example; threats or violence against another service user, project staff or visitor to the project.

Weekly charges will be £ _____ Shelter NI also receives supported funding from the Northern Ireland Housing Executive (NIHE) to provide support for you.

I the Licensee have read and understand this agreement and I agree to abide to it

Signed _____ Date _____

(Licensee)

Signed _____ Date _____

(Referral Agent)

Signed _____ Date _____

(Shelter NI Staff Member)

SUPPORT CONTRACT

1. This support agreement is made between Shelter NI also referred in this agreement as the Support Provider” or “We” or “Us” and _____ (insert name as individual) also referred to as “You” or “the Service User” This agreement is made on _____ (insert date)

2. The Purpose of the agreement;

This agreement sets out;

2.1. The support service you can expect to receive from the support provider.

2.1.2. The charge for the support service.

2.1.3. What the support provider expects from you.

3. Our responsibilities to provide the support service;

3.1 We will provide you with a Support Worker who will be responsible for providing you with support for as long as both parties agree that you require the support service we offer.

3.2 Your Support Worker is _____

3.3 The Support Worker can be contacted at _____

3.4 The Support Worker will work with you to;

- Assess your support needs identify risk and review risk management plan
- Identify the goals to be achieved (with the provision of the support)
- Agree a plan with you based on what you need to do to meet these goals
- Support you to meet the goals identified in the plan by providing the support or by identifying other agencies who can provide support
- Agree regular meetings with you to review and revise your support plan and map your progress with the outcomes star.
- Keep records of the meetings and provide you with a copy

4. Your rights;

4.1 Confidentiality:

You have the right to have confidential information we may hold about you to protect from unauthorised disclosure. We will ensure that personal information about you is confidential to the staff team and their managers who work with you. We will ask your permission in situations where we are asked to share information with third parties except in specific circumstances which are specified in our confidentiality policy. A copy of the policy is available from your support worker.

4.2 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 support service we provide.
- You have the right to access information we have on file about you except in the circumstances specified in our Access to Information Policy. A copy of the policy is available from your support worker.

4.3 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.

4.4 Right to advocacy, representation

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

4.5 Right to be consulted

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

4.6 Right to Complain

- You have the right to use complaints procedure by which you can complain about any aspect of our service. Details of the complaints procedure are attached.
- If you are still dissatisfied after the complaints procedure has been exhausted, you have the right to complain to the Supporting People Team.

5. Your Responsibilities

- You must advise us if your income, your savings or your financial circumstances change.
- You must meet with your Support Worker to agree your support needs and identify the goals to be achieved (with the provision of that support).
- Agree plan based on what you need to so to meet these goals.
- Agree regular meetings to review and revise your support plan.

6. Using the Support

6.1 You have been offered support on the basis that you have agreed with us that you need support. If you no longer wish to receive the support you should discuss this with your Support Worker in the first instance. If you and your support worker do not agree on the next course of action you can discuss this with the support worker's manager.

7. Moving On

If you no longer require the support offered and as a result the accommodation you occupy is no longer appropriate for you to occupy we will use our best endeavours to help you find suitable alternative accommodation and we can provide you information on where to find independent advice.

Ending the Agreement

- If you want to end this support agreement you must give us 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 give notice include;
 - a) Following a review of the support plan it is mutually agreed that it is longer appropriate for you to receive support
 - b) You repeatedly refuse to accept the support offered by our staff.
 - c) The Supporting People Administering Authority decides that another organisation should provide this support.
 - d) The Supporting People Administering Authority decides that we should no longer provide support.
 - e) You serve us the SLATE Project notice of your intention to end your licence agreement.
 - f) We reserve the right to terminate this agreement immediately if you present a serious risk to our staff, service users or visitors because of your threatening or violent behaviour of harassment.

Signature of the parties

Support
Provider

Position

Date

Signed by the
Service User

Date

Useful Information

Your Support Worker is: _____

They can be contacted on: _____

Your weekly accommodation charge is: £__

The address of your flat is: _____

Your Postcode is: _____

Your electric key pad number is: _____

Your licence started on: _____

Signed Service User: _____

Signed Staff: _____

| <u>Project Manager</u> | | <u>Area Manager</u> |
|---|---|--|
| Nigel McAllister | | Stella Le Poidevin |
| 7a Dunbreen Close Omagh Co. Tyrone BT79 7FX 028 8225 9000 | 76A Market Street Omagh BT79 0AA 028 8226 7010 | Unit 24, Orchard Road Industrial Estate Strabane BT82 9FR 028 71882147 |