



NewStart Multiple Needs Services

Accommodation and Floating Support for high risk, male offenders across the Bradford District, including Keighley

Service Description

www.hortonhousing.co.uk



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What is Horton Housing?

Horton Housing is a voluntary sector, not for profit organisation. At Horton we aim to meet the housing and support needs of some of the most socially excluded and vulnerable people in our community. To achieve this, we have developed a range of services to offer both quality and choice. NewStart Multiple Needs Services for high risk, male offenders (NewStart) are some of the housing related support services we provide.

What is NewStart?

NewStart provides housing-related support across the Bradford District for single males who have a history of high risk offending and a level of housing support need, including homelessness or an unsettled lifestyle, and other support needs. There are three parts to the service:

- **NewStart in the Community** - 12 dispersed properties in Bradford and Shipley. Each property is self-contained. There is on-site low level staffing at some of the properties but support is available 24/7.
- **NewStart at Home** – is floating support provided to clients in their own homes or in temporary accommodation. Subject to referral from the Housing Options Service. Floating support can also be provided to those in accommodation provided by other registered social or private landlords or to owner/occupiers.
- **NewStart in Box Tree Cottage** – is a 14-bed hostel and seven units of dispersed accommodation. The hostel is staffed 24/7 with lower level support available in the dispersed properties. Horton Housing works in partnership with Langley House Trust (LHT) who deliver NewStart in Box Tree Cottage. Enquiries about this element of this service should be made direct to LHT (contact details below).

All accommodation is fully furnished. All services are short-term, usually for 3-6 months.

The information below largely applies to the NewStart services provided by Horton Housing. For information regarding the services at New Start in Box Tree Cottage, please contact the Langley House Trust.

What do we hope to achieve at NewStart?

We aim to:

- Provide high quality housing related support services to vulnerable people, which are responsive to their needs and wishes, to prevent them from becoming homeless.
- Support and encourage clients to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

Our objectives are to:

- Provide high quality accommodation and housing related support in a caring and culturally sensitive way.
- Work with people who are socially excluded and have difficulty in accessing services.
- Ensure that immediate needs are met, such as access to welfare benefits, food, clothing and health care.
- Tailor our support to each individual's needs and personal choices and support them in achieving their goals.
- Provide training and activities that will enable clients to become 'Tenancy Ready'.
- Enable clients to maintain their tenancies and/or successfully move on into homes of their own.
- Support clients to comply with statutory orders and the requirements of criminal justice system.
- Identify and liaise with any additional source of support, which may be required and make referrals or assist the client with accessing other relevant support services.

Our intended outcomes are that clients will have:

- Accessed and maintained good quality accommodation.
- Increased their ability to manage a tenancy successfully and live independently.
- Improved their income and money management skills.
- Made links to specialist services to address wider support needs.
- Explored educational and employment options.
- Reduced any involvement with the criminal justice system.
- Improved their ability to manage physical and mental health issues.

Who is NewStart for?

NewStart is for you if you are:

1. Male
2. Aged 16+
3. Already living in the Bradford Metropolitan District, or have a planned return/relocation to the district.
4. Classed as a 'high risk offender'

5. Homeless, or at risk of being homeless, with housing related support needs and one or more additional needs that put health and well-being at risk. For example:
 - Physical health problems
 - Mental health issues
 - Substance misuse problems
 - Learning difficulties
 - Physical or sensory disabilities
 - Personality disorder
 - Involvement with the criminal justice system/offending and/or challenging behaviour
 - Chaotic lifestyle
 - Vulnerable due to age, including frail elderly people and young people at risk
 - Vulnerable to exploitation/safeguarding issues

Generally, in addition to being a high-risk offender, people with two or more co-existing needs will be considered. However, if an individual had significant support needs in relation to any one of the above, they could be considered as falling into the 'high-risk offender multiple needs' category.

To access the service, you do not have to have a recognised mental health diagnosis or specific disability. If you have any special needs, for example accommodation with wheelchair access or adapted shower facilities, please tell us during your assessment and we will try to accommodate those needs wherever possible.

Please note that we do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as "personal care".

If you are applying for NewStart accommodation, you must be able to provide proof of income and ID.

What's it like at NewStart?

NewStart provides support in your own home or temporary accommodation. Support visits will usually take place at least once a week, although the frequency and duration of visits will vary according to support needs.

Support visits are generally available between 9am and 5pm Monday to Friday. If support is necessary outside these hours, it will be considered on an individual basis.

NewStart in the Community provides self-contained accommodation; some properties may have a communal door, but you will have your own front door key and be free to come and go as you please.

You are responsible for your own cooking and cleaning (with support from staff if needed).

You will have an Assured Shorthold Tenancy Agreement.

The properties are fully furnished and equipped but you can bring your own belongings and personalise your home.

All properties are close to local shops, doctors and public transport. NewStart does not provide permanent housing, but as part of your support planning, we will help you find move-on accommodation.

Support Plans will be reviewed monthly and packages of support will be reviewed after six months.

What support does NewStart offer?

The service aims to be preventative, to enable people to access, and keep their accommodation and live independently in their communities. To help achieve this, we provide 'Tenancy Ready' training, short-term resettlement support and general support with:

- Sourcing suitable accommodation
- Setting up and/or maintaining a home
- Reducing re-offending
- Being aware of the responsibilities within the tenancy agreement
- Budgeting and paying bills
- Maximising income
- Managing debt and arrears
- Improving personal safety and welfare
- Accessing local health services and managing physical and mental health issues
- Addressing and reducing harm in connection with drugs, alcohol and offending behaviour
- Making links with the community and cultural services
- Encouraging client involvement in the development and operation of the service
- Helping with access to education, training, volunteering and employment opportunities
- Liaising with relatives and significant others involved in your support network
- Ensuring a smooth transition to independent living

Your personal support will be tailored to your individual needs, which we will work out together through assessment and support planning. It is important that you participate in planning your support. If you wish, you can involve other people in drawing up your support plan, such as a family member or another worker you are working with.

What can clients expect from NewStart?

- You will be offered a full needs and risk assessment following referral to our service.
- You will have your own named Support Worker who will meet with you on at least a weekly basis but you can ask for support at any time.
- You will have a support plan, agreed between yourself and your Support Worker. It will include the goals that you want to achieve and will be reviewed at least monthly or when your needs significantly change.
- You can ask for a review of your support plan at any time.
- You will have a Client Agreement, which sets out our obligations to you and your responsibilities to us with regard to your support.
- You will have access to Tenancy Ready training.
- You will have the right to challenge decisions, whether in the assessment process, support plans, or elsewhere. We have an appeals procedure for people who disagree with the outcome of their assessment or other decisions.
- You have the right to confidentiality, and to see written information about yourself, in accordance with our Confidentiality Policy, which we will explain to you.
- You have the right to be treated with dignity and respect and without discrimination.
- We will give you the opportunity to receive information about the cultural and religious resources available in the area.
- We will consult you about the service we provide and any changes we propose and we will ask for feedback about NewStart.
- You will have the right to complain about any aspect of the service.
- If you are staying in our accommodation you will have an Assured Shorthold Tenancy or Licence Agreement.
- This Agreement gives you and us certain rights and obligations while you are in NewStart accommodation.
- You have the right to privacy and staff will not enter your home or room without permission except in an emergency. We will require access for repairs and servicing.

- There are certain rules around visitors dependent upon the type of accommodation. Please speak to a member of staff regarding visitors policies (contact details page 11)
- You are responsible for the behaviour of your visitors, who must abide by your tenancy agreement and the house rules.
- You are free to personalise your room with your own belongings or furnishings. We consult from time to time about the decoration and furnishing of flats and communal areas.

We have policies and procedures to make sure that our staff are well trained and professional, so that they provide a good service and you are safe in their care. If you want to see a copy of any of our policies, please ask. Alternatively, if you have a problem please tell us.

If you are not happy about anything to do with NewStart or you are having any problems, please speak to any member of staff. If you are still not satisfied, you can make a formal complaint in accordance with our Complaints Procedure.

These are your rights.

What is expected of clients?

You also have some responsibilities.

You will be expected to meet with your support worker regularly in order to:

- Discuss your support needs and contribute to your support plan.
- Agree the actions that need to be put in place to achieve the goals set out in the support plan and work in a positive way towards achieving them.
- Discuss and complete Tenancy Ready training.

In NewStart supported accommodation, you will also be responsible for:

- Following the House Rules and Visitors' Policy, which are attached to your occupancy agreement.
- Paying your rent on a weekly basis, and we will support you to do so. If regular payments are not received, you risk losing your accommodation.
- Paying your own utility bills or service charge, whichever is applicable.
- Being considerate to your neighbours, which includes keeping the communal areas and exterior of the premises tidy, not creating noise nuisance and not behaving in an anti-social manner.

The use of illegal substances by either clients or visitors on the premises will not be tolerated, which includes the use of 'mind altering substances'. Any client requiring

support to address substance use can talk to a member of staff, who can help you get access to counselling, treatment or rehabilitation.

Aggressive, threatening, violent or anti-social behaviour towards staff, clients and neighbours will not be tolerated under any circumstances.

NewStart reserves the right to withdraw support if any staff or neighbours are subject to threats or acts of violence or behaviour that could be considered as threatening, intimidating or anti-social.

How much does NewStart cost?

You will not be charged for floating support services.

Costs associated with accommodation will be explained to you when you apply.

How can you apply for NewStart?

You should apply directly to Bradford Council's Housing Options Service, also known as the 'Gateway' single access point (contact details below). In many instances, applicants will have Probation Service involvement or be leaving prison. In such cases, liaison between Probation, Prisons and the Police will usually occur prior to referral to determine that a suitable placement is available. This will include information sharing about risk and any applicable statutory conditions.

You (or someone acting on your behalf) can apply by:

- Going in person to the Housing Options Service.
- Contacting Housing Options by telephone to arrange an appointment or request a referral form.
- Where necessary, making arrangements for an assessment to be carried out in prison.

To see if you are eligible for NewStart, Housing Options staff will conduct an individual assessment with you in relation to the criteria set out above. This is generally completed at their offices at Britannia House, Bradford, or Keighley Town Hall (address details below).

Alternative arrangements may be requested by telephone if, for example, you have a disability that prevents you from being able to attend the office.

You can have another person present at the assessment if you wish, such as a worker, family member or carer.

Outcome of Assessment

- Housing Options staff will inform you of the outcome of your assessment.
- If the application is successful, Housing Options will add your details to the Gateway IT System.
- As soon as there is a vacancy, the System will match you to a NewStart service according to your assessed need for support and/or accommodation.

Acceptance

- Once a match has been made, the NewStart service will usually undertake a short risk assessment, based on referral information and any known risk history, before confirming acceptance.
- On acceptance, a member of staff from the relevant NewStart service will contact you and arrange to meet you.
- If you need NewStart accommodation, a viewing of the property will be offered and a date and time to move in will be agreed.
- The relevant details will be confirmed in writing to you.
- We will also keep other people informed, if you wish, and we will contact other interested parties, such as other professionals working with you, who may not be directly aware of the referral.
- Once a support start/move in date has been agreed, the allocated Support Worker will:
 - meet you to sign up for the service;
 - provide you with additional service information;
 - carry out a more in-depth Needs and Risk Assessment with you; and
 - begin to draw up your Support and Risk Management Plan.

Reasons for Rejection

Exceptionally, a match may be rejected at the referral stage on a risk basis. In NewStart accommodation, if the match cannot be accepted for a particular property, we will try to suggest an alternative property, location or service.

Additionally, you may decide to reject the service, in which case you will be signposted back to Housing Options.

Appeals

If you are unhappy with a decision made during the referral or allocation process, you have the right to appeal, either to Housing Options or to Horton Housing, as applicable.

Please either contact Housing Options directly, or if the appeal relates to NewStart, please refer to the Appeals Procedure on our website or contact us directly.

If you need more information about NewStart or would like to speak to a member of staff from Horton Housing, you can contact use directly using the details listed below.

Contact Details – Housing Options

Housing Options Gateway	
Telephone Number :	01274 435 999 (all referrals)
Address:	Housing Options Service Britannia House Hall Ings Bradford BD1 1HX (use the entrance on the corner of Bridge Street and Broadway) Or: Keighley Town Hall Bow Street Keighley BD21 3PB
Opening Times	Monday to Thursday: 8.30am to 5pm Friday: 8.30am to 4.30pm
Email:	housingoptions@bradford.gov.uk

Contact Details – NewStart: Horton Housing

Name of Service:	Type of Service:	Telephone Number :	Email:
NewStart in the Community	Dispersed Accommodation	01274 381995	newstart@hortonhousing.co.uk
NewStart @ Home	Floating Support		

Contact Details – NewStart: Langley House Trust

Name of Service:	Type of Service:	Telephone Number :	Email:
NewStart in Box Tree Cottage	Hostel and Dispersed Accommodation	01274 487626	f.barnes@langleyhoustrust.org

What's important to us about how we run NewStart?

The values that support our work

We ensure that clients are offered as much respect, dignity, independence, choice and control over their lives as possible.

We believe that it is important to:

- Listen
- Support
- Care

Empowerment is an important part of how we work. By empowerment, we mean having the information, freedom and confidence to make your own choices and achieve your own goals.

We try to make sure this happens by supporting clients to achieve the outcomes they want. We can introduce clients to other services and agencies that can also support self-development and independence.

Equality and diversity - what we believe

Horton Housing aims to provide equal, fair access and provision of services to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

We are committed to developing an organisational culture, which values people from all sections of society and the contribution that each individual can make.

We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

How do we check the quality of our services?

We want all of our services to get better and better. We will make sure this happens by:

- Meeting set standards (such as the Quality Assessment Framework for Supported Housing);
- Giving clients a say in how our services are run;
- Looking at whether our services have achieved what they set out to do;
- Checking that the right things are done in the right way;
- Changing our services and written information in response to feedback and as clients' needs and goals change.

If you would like any more information, please contact us at the scheme address shown above.

If you would like information in another language or format, please ask us.

Urdu

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Farsi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Arabic

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

Hindi

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Gujarati

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

French

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

Turkish

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Swahili

Kama utahitaji taarifa katika lugha nyingine au mtindo mwingine, tafadhali tuambie.

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Horton Housing Association is charitable and is registered society under the Co-operative and Community Benefits Societies Act 2014, registration number 25057R.